

MEMORANDUM

Date: September 15, 2026

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, MPA, Chief Executive Officer, FQHC *RS*
Cassius Lockett, PhD, District Health Officer *CL*

Subject: Community Health Center FQHC Chief Executive Officer Report – August 2026

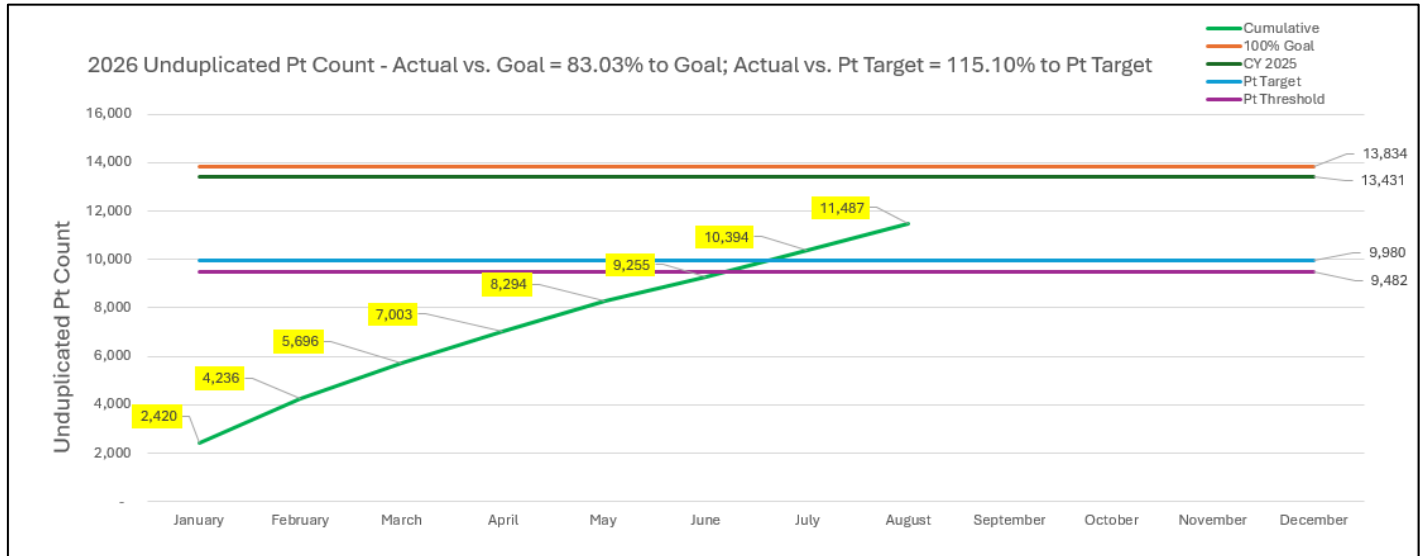
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

August Highlights - Administrative

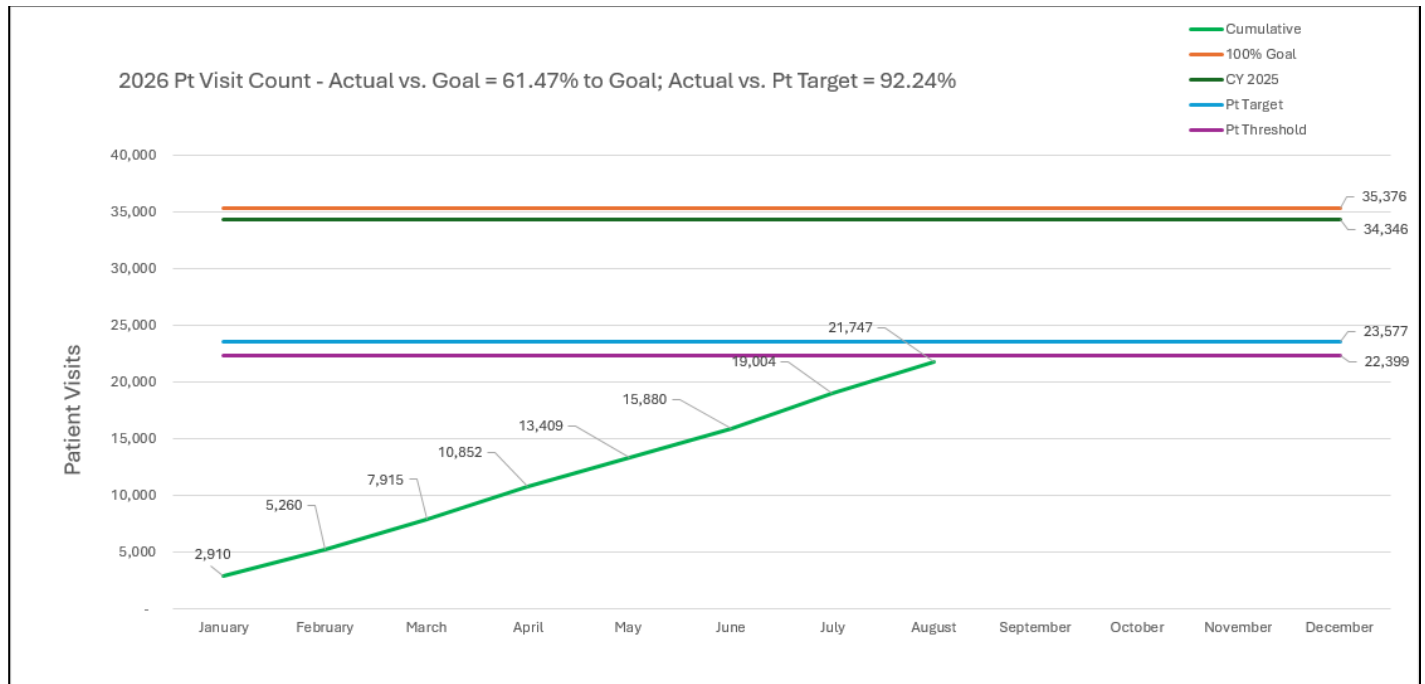
- HRSA New Access Point (NAP) Grant:
 - A NAP grant for \$650,000 has been awarded to SNHD.
 - Funding is to support the opening of a new clinic site.
 - The new site must be located within the 89103 zip-code.
 - Two viable locations have been identified and are being worked through to determine the best fit.
 - The site must be operational by December 10, 2026.
 - The unique patient goal for the new site = 2,560.
 - HRSA will assess progress toward goals at eight (8) months and again through the 2027 UDS Report.
 - Services include Medical, Behavioral Health, and Enabling.
 - Ongoing funding is contingent on the availability of federal funds, the health center's compliance with program requirements, and the achievement of unique patient goals.
- The health center has applied for the HRSA Expanded Nutrition grant for a project period spanning December 1, 2026, through November 30, 2028. The grant provides upwards of \$350,000 over the two-year project period.
- The HRSA Non-Competing Continuous grant application for year four (4) of four (4) of Health Center program funding is being developed and is due in October.

Access

Unduplicated Patients – August 2026



Patient Visits Count – August 2026



Provider Visits by Program and Site – August 2026

Facility	Program	AUG '26	AUG '25	AUG YoY %	FY27 YTD	FY26 YTD	FY YTD YoY%
Decatur	Family Health	811	819	-1%	1,404	1,754	-25%
Fremont	Family Health	518	521	-1%	1,059	936	12%
Total	Family Health	1,329	1,340	-1%	2,463	2,690	-9%
Decatur	Family Planning	188	83	56%	410	147	64%
Fremont	Family Planning	195	201	-3%	368	398	-8%
Total	Family Planning	383	284	26%	778	545	30%
Decatur	Sexual Health	486	510	-5%	969	1,147	-18%
Fremont	Sexual Health	130	122	6%	270	255	6%
Total	Sexual Health	616	632	-3%	1,239	1,402	-13%
Decatur	Behavioral Health	182	150	18%	402	363	10%
Fremont	Behavioral Health	150	153	-2%	324	297	8%
Total	Behavioral Health	332	303	9%	726	660	9%
Decatur	Ryan White	222	194	13%	426	493	-16%
Fremont	Ryan White	26	31	-19%	58	45	22%
Total	Ryan White	248	225	9%	484	538	-11%
FQHC Total		2,908	2,784	4%	5,690	5,835	-3%

Pharmacy Services

	26-Aug	25-Aug		FY27 YTD	FY26 YTD		% Change YoY
Patient Encounters (Pharmacy)	1,841	1,694	↑	3,608	3,454	↑	4.5%
Prescriptions Filled	3,389	3,084	↑	6,810	6,292	↑	8.2%
Patient Clinic Encounters (Pharmacist)	63	53	↑	143	114	↑	25.4%
Financial Assistance Provided	14	10	↑	27	24	↑	12.5%
Insurance Assistance Provided	27	5	↑	41	21	↑	95.2%

- A. 3,389 prescriptions dispensed to 1,841 patients.
- B. 63 patient clinic encounters completed by a pharmacist.
- C. 14 patients assisted with obtaining medication financial assistance.
- D. 27 patients assisted with insurance approvals.

Behavioral Health Services

- A. Behavioral Health (BH) Manager and BH Psychiatric APRNs attended the Overdose Prevention Summit to enhance knowledge and support ongoing community and patient care initiatives.
- B. The BH team continues efforts to identify eligible patients for Chronic Care Management (CCM) services to improve care coordination and health outcomes.
- C. BH is collaborating with Community Health Workers (CHWs) and the medical team to facilitate hospital follow-up visits for patients. Behavioral Health visits are being conducted as part of the integrated care model.

Family Planning Services

- A. Family Planning program access was 26% in August and is up 30% year-over-year. Program team administrators and clinical staff continue to work with SNHD's Quality Improvement and Accreditation Program Manager on quality improvement projects designed to increase access to care. Same day walk-ins have been identified as a viable strategy to overcome high no-show rates amongst patients with scheduled appointments. Walk-in services are available at Decatur Monday through Thursday. This project is ongoing.
- B. Data improvement projects are underway and are being monitored monthly to enhance data quality, integrity, documentation practices, EHR mapping, and results for the annual FPAR 2.0 report.
- C. A new Title X Notice of Funding Opportunity for the period of April 1, 2027, through March 31, 2032, has been announced. The application is due in early January 2027.
- D. The role of Project Director for the Title X Family Planning Program is being transferred from the FQHC Administrative Manager to the FQHC CEO.

HIV/Ryan White Program Services

- A. The Ryan White program received 60 referrals between August 1st and August 31st. There was one (1) pediatric clients referred to the Medical Case Management in August, and the program received one (1) referral for a pregnant women living with HIV during this time.
- B. There were 680 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 358 unique clients served under these programs in August.
- C. The Ryan White ambulatory clinic provided a total of 483 visits in the month of August, including 23 initial provider visits, 196 established provider visits, and two (2) tele-visit to established patients. Additionally, there were 22 nursing visits and 242 lab visits provided. There were 77 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of August. There were eight (8) Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in August.
- D. The Ryan White clinic provides Rapid stART services, with a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a

walk-in basis. There were 11 patients seen under the Rapid stART Program in August.

- E. The role of Project Director for Ryan White Part A and B is being transferred from the FQHC Administrative Manager to the FQHC CEO.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 728 unique services to 657 unduplicated patients for the month of August.

Refugee Health Program (RHP)

Refugee Health Program for the month of August.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	0
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	4
Clients encounter by program (adults)	8
Refugee Health Screening for August 2026	12
Total for FY26-27	31

Outreach/In Reach Activity

Number of events (August 2026)	1 – Outreach 0 – In reach
Number of people reached	45
Number of people linked to the clinic	3
Number of hours dedicated to outreach	2

Eligibility and Insurance Enrollment Assistance

Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

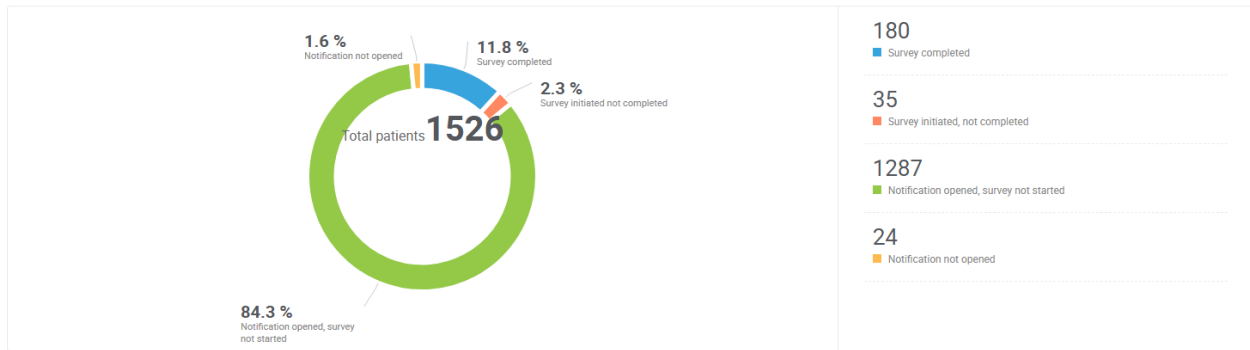
August 2026	Decatur	Fremont	Total
Medicaid	11	3	14
SNAP	7	3	10
Recert	13	0	13

Patient Satisfaction: See attached survey results.

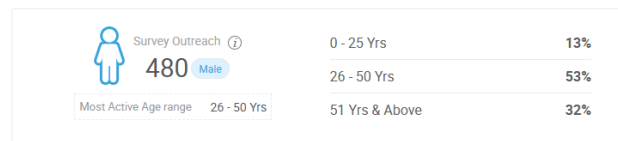
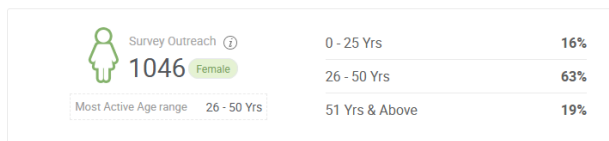
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

Southern Nevada Community Health Center Patient Satisfaction Survey – August 2026

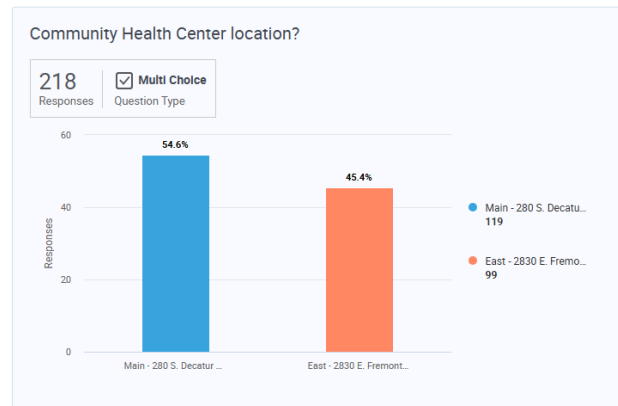
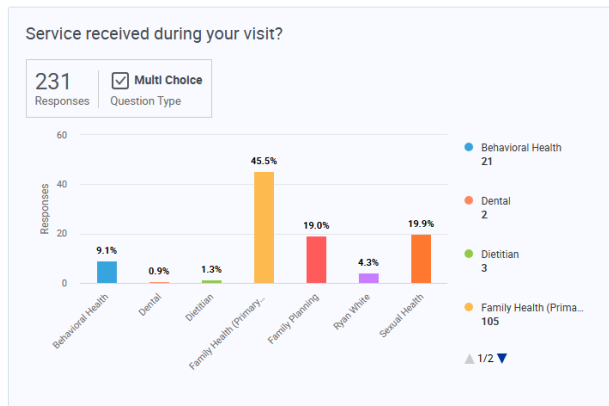
Overview



Gender

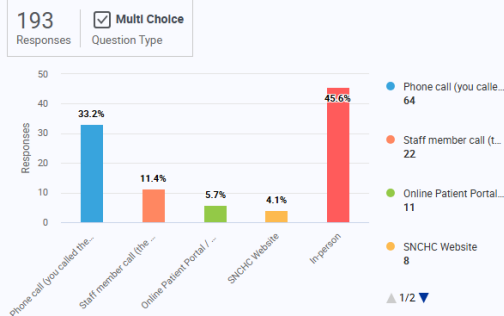


Service and Location

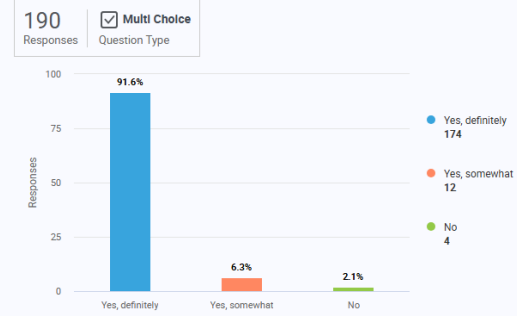


Provider, Staff, and Facility

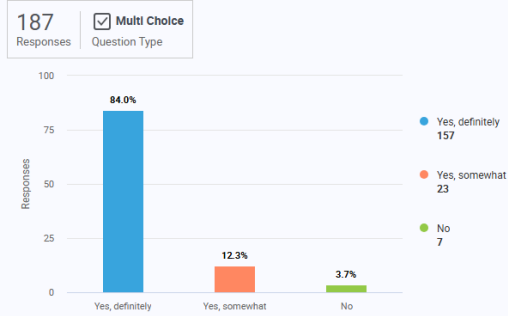
Thinking about your most recent visit, how did you make an appointment?



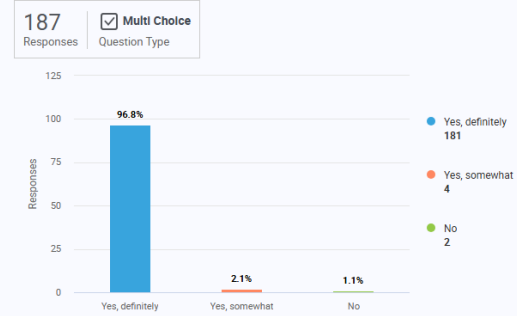
Thinking about your recent visit, was it easy to schedule an appointment?



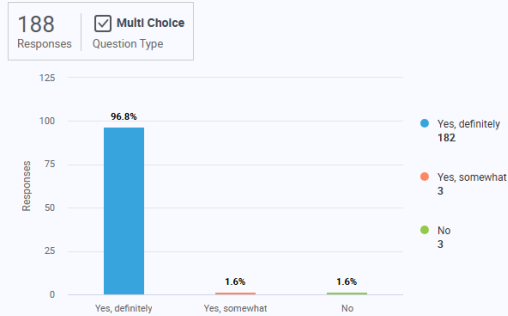
Was the recent visit as soon as you needed?



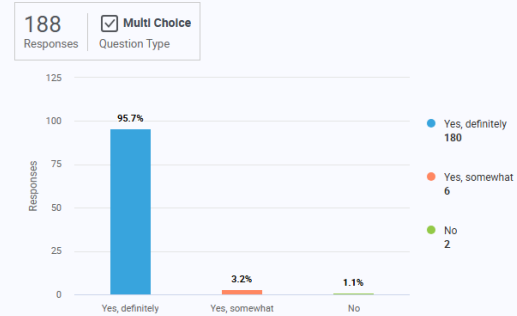
Did the provider explain things in a way that was easy to understand?



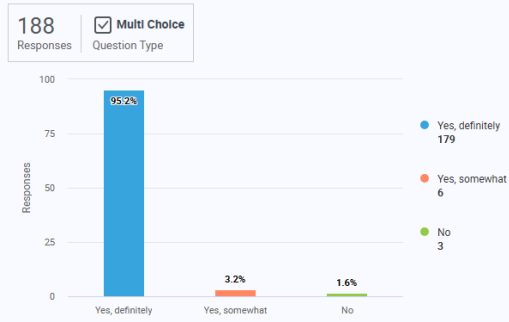
Did the provider listen carefully to you?



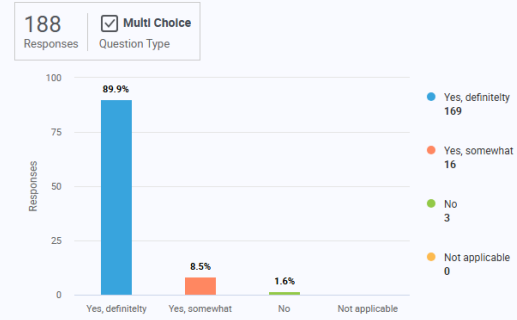
Did the provider show respect for what you had to say?



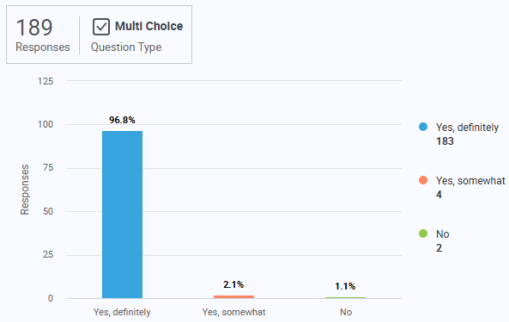
Did the provider spend enough time with you?



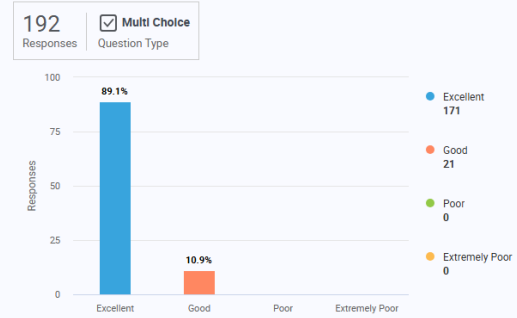
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



Did the staff treat you with courtesy and respect?



Thinking about the facility, how was the overall cleanliness and appearance?



How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

189

Responses

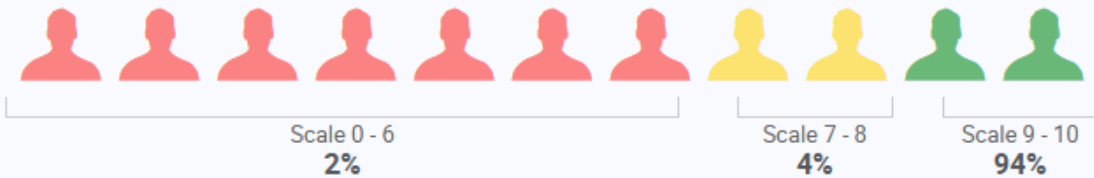
123

Numbers

Question Type

92

Net Promoter Score (NPS)



4

Scale 0 - 6

8

Scale 7 - 8

177

Scale 9 - 10

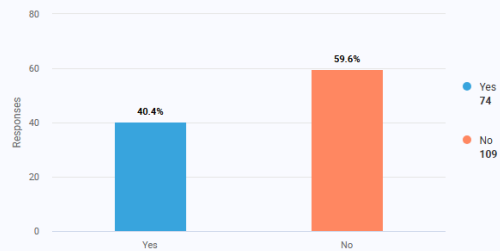
General Information

Do you have health insurance?

183

Responses

☒ Multi Choice
Question Type



How did you hear about us?

188

Responses

☒ Multi Choice
Question Type

