

Memorandum

Date: July 25, 2013

To: Southern Nevada District Board of Health

From: *Far:* Elaine Glaser, Director of Administration
John Middaugh, MD, Interim Chief Health Officer



Subject: Mid-June 2013 to Mid-July 2013 Administration Monthly Activity Report

NEW FACILITY - replacement of main campus 625 Shadow Lane, Las Vegas, NV 89106

On the week of July 8, 2013 the print shop and the mail room moved to the 330 S. Valley View building. The TB Clinic is expected to move to the 400 Shadow Lane building by the end of July 2013.

Jeff Gerber, PGAL architect, Elaine Glaser, SNHD Director of Administration and Jerry Boyd, SNHD Facilities Manager met separately with each division director together with the division managers and discussed the building space design as it relates to each division's staffing and space needs

ADMINISTRATION

The Southern Nevada Health District (SNHD) launched its Soda Free Summer Initiative on Monday, July 8, 2013 in an effort to encourage children and adults to choose healthier beverages and reduce or eliminate sugary drinks from their diets. Adults and kids are invited to take the Soda Free Summer pledge on the Get Health Clark County website.

Thursday, June 27, 2013 was National HIV Testing Day. The annual event is an opportunity for everyone to get tested. SNHD's Sexual Health Clinic is located at 400 Shadow Lane, Suite 106 and is open Monday to Friday from 8:00 am to 5:00 PM. It offers HIV and STD testing, treatment and clinical services including case management and referrals.

The first electronic timesheet was submitted on July 5, 2013 by a beta test group composed of exempt employees and their administrative assistants. The electronic timesheet system will eventually replace the current Excel spreadsheet that employees use to report their time and attendance.

For the month of June 2013, 154 hours of voluntary furlough was used saving the Health District \$4,449.22. Total voluntary furlough hours used as of the end of June FY13 is 2,358.25 hours, saving the District a total of \$77,315.78 compared to the total voluntary furlough hours for the end of June FY12 which was 2,731.75 hours saving the health district a total of \$ 84,063.91.

FACILITIES

On June 2013 there were 254 maintenance responses compared to 342 maintenance responses for June 2012. There were 1,094 security responses in June 2013 compared to 716 responses in June 2012. There were no significant issues.

For the month of June 2013 there were 13 electrical work orders mostly for lighting replacements throughout SNHD, 10 HVAC work orders and responses for vaccine refrigerator/freezer temperature adjustments as well as heating/cooling adjustments in the main building and the satellite offices. There were 12 plumbing work orders due primarily to broken fixtures at various locations.

There were 13 scheduled preventative maintenance work orders. The work included regularly scheduled preventative maintenance for the Southern Nevada Public Health Laboratory as well as freezer and refrigeration inspections. Completion rate for preventive maintenance for June 2013 was 100%.

For June 2013 there were 31 customer satisfaction responses with 100% satisfaction.

FOOD HANDLER CARDS/VITAL RECORDS

1. Food Handler Cards volume in June 2013 increased by 3.28% compared to June 2012. In June 2013 10,431 cards were issued compared to 10,100 cards in June 2012. Food Handler Cards volume YTD 2013 through June 2013 is down 1.69% compared to YTD 2012 through June 2012.
2. In June 2013, 1,713 births were recorded and 3,721 birth certificates were issued. This is a 27.55% increase in births and a 2.23% decrease in birth certificates issued compared to June 2012.
3. In June 2013, 1,177 deaths were recorded and 5,512 death certificates were issued. This is a 33.60% increase in deaths and an 12.44% increase in death certificates issued compared to June 2013.

INFORMATION TECHNOLOGY

1. System availability for the month of June 2013 was approximately 100%.
2. Total aging ticket count for IT help desk calls for June 2013 are the following: there are 67 tickets with Tract-It that are 30 days or older, 46 tickets in Track-It that are 30 days old or less for a total of 113 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of June 2013 the first call resolution (FCR) decreased by 17%. There were 73 calls in June 2013 and only 88 calls in May 2013. The overall number of work orders decreased by 20 calls. There were 490 calls in May 2013 and only 510 calls in May 2013. We continue to address relocation issues in addition to normal IT issues. IT strives for a higher percentage of FCR to allow users uninterrupted access to computer applications.
3. The number of lockout calls for June 2013 remained the same as in May 2013, with a total number of two lockout calls.

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4. There were 59 survey results for June 2013. The breakdown of the survey is: zero very dissatisfied, three dissatisfied, five satisfied and 44 very satisfied. Two of the dissatisfied users had issues with Ricoh and one user wanted IT staff to not only address her work order issues but any other issues that needed to be addressed “while he (Ricoh staff) was in the clinic.” This is not always possible depending on what other work orders the Ricoh staff will be addressing. The third dissatisfied user said that she wanted a better explanation for the resolution of her issue.

HUMAN RESOURCES

1. On June 2013 11 recruitments were opened and three recruitments were closed. There were five new hires processed and three offer letters were issued.
2. Six separations were processed on June 2013 and 23 evaluations were completed
3. As of June 2013 the overall vacancy rate was 8.11% with 19 positions being actively recruited.
4. The health district’s monthly controllable turnover for June 2013 was one and the annualized controllable turnover rate for the month ending June 2013 was approximately 5.6%.

FINANCE

1. End of the year physical count of supplies including vaccines, medical supplies, paper as well as postage was conducted on June 27 and 28. The auditors from PBTK observed the count and performed independent test of the counts. End of FY 2013 physical count of fixed assets was conducted as well.
2. On June 19, 2013, 10,379 invoices were mailed for the Environmental Health (EH) Annual Food & Pool Health Permit Fees. The total amount billed was \$10,880,064.18.
3. Immunization subgrant amendment #1 for second round of funding of \$210,879 for calendar year 2013 was received on June 27, 2013 and currently under review for signature. After that it will be sent back to the State for signature.
4. The Ryan White Part B grant was renewed and will be funded for three months from April 1, 2013 to June 30, 2013 in the amount of \$34,000. This grant funds the early intervention services to Nevada’s Ryan White CARE Act Program Part B clients in Clark and Nye counties.
5. Title X Family Planning program received the final funding for grant period January 1, 2013 to December 31, 2013 in the amount of \$753,480. This amount includes the remaining 55% of the award plus an additional \$24,730 which will be used in addressing the rising cost of contraceptives, other pharmaceutical supplies, diagnostic tests and clinical providers.
6. Shots for Tots funding from United Way expired on June 30, 2013 and will not be renewed.
7. The Substance Abuse Prevention and Treatment Agency (SAPTA) grant expired on June 30, 2013 and renewals have not been received.
8. The Obesity, Drowning Prevention, SALUD-5774, Safe Drinking Water, Underground Storage Tanks and Small Quantity Generator grants ended on June 30, 2013. SNHD received the renewal for the Safe Drinking Water grant. It is a two year grant with a budget of \$90,000 each year for a total of \$180,000 for the two year period.

PUBLIC INFORMATION OFFICE (PIO)

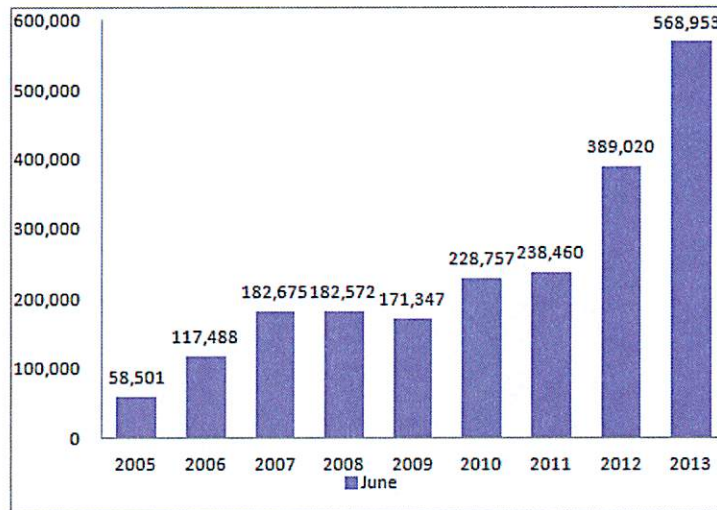
- I. Media (July 1-31, 2013)
 - The hepatitis A outbreak associated with a berry mix sold at Costco continued to garner media attention.
 - The media reported extensively on the endoscopy clinic trial related to the hepatitis C outbreak, including coverage of witness testimony.
 - The health district distributed a release promoting National HIV Testing Day and encouraging testing for everyone. Follow-up interviews were requested.
 - A public workshop was held for a company seeking to be the first company to recycle portions of used mattresses. Channel 3 picked up on the story and interviewed staff and the applicant.

- II. Community Outreach
 - Community outreach staff managed a total of 32 volunteers during the month of June. Volunteers contributed a total of 1,607 hours during the month for year-to-date total of 10,005.
 - The community outreach specialist provides Medicare advocacy by offering one-on-one counseling, eligibility referrals and assistance with the appeals process through the Salud en Acción program. In June, 40 clients were provided counseling services and 1 was enrolled in Medicare Part D. This program is funded through a grant from the Department of Health and Human Services Aging and Disability Services Division.

- III. Social Media
 - The health district's primary Facebook account, SNHD Facebook, currently has 645 fans. Get Healthy Facebook has 462 fans and EZ2STOP has 140. The health district maintains one main Twitter account, a Spanish language Twitter account, and accounts for specialized programs. Videos posted to the health district's YouTube channel were viewed 181,247 times in June.

- IV. Website
 - SouthernNevadaHealthDistrict.org, the main health district website, had 568,953 page views for the month of June. Get Healthy Clark County: 21,159 page views. Viva Saludable: 17,564 page views.

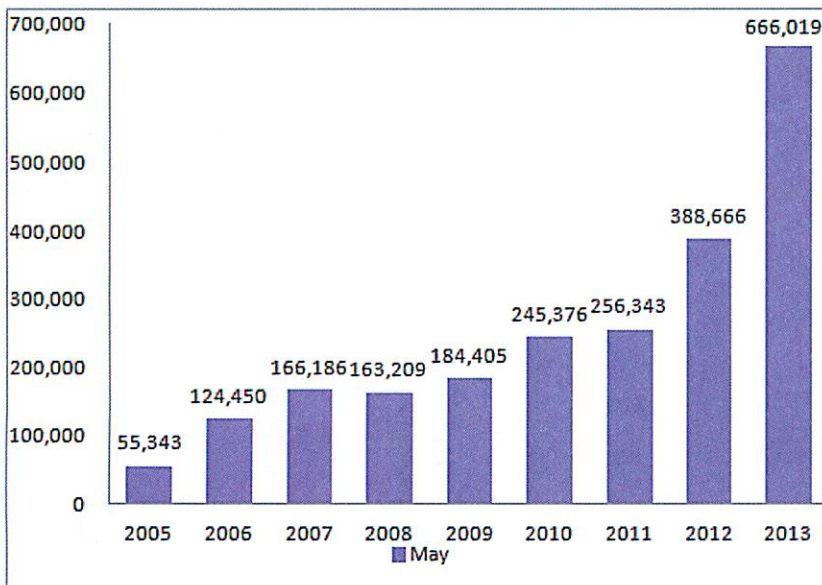
Table 1 Southern Nevada Health District



V. Website

- SouthernNevadaHealthDistrict.org, the main health district website, had 666,019 page views for the month of May.
 - Get Healthy Clark County: 23,107 page views
 - Viva Saludable: 18,742 page views

Table 2 Southern Nevada Health District



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EG: mtc

Attachments: Statistical Section
Credit Card Chargeback Report
IT Project Status Report for May 2013
Facilities Project Status Report for May 2013

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – June 2013
FOOD HANDLER CARDS**

APPLICANTS				
TABLE 1				
	June-13	June-12	YTD 2013	YTD 2012
New Applicants	4,580	3,955	40,778	43,641
Total Renewal Applicants	5,340	5,432	65,273	62,629
Non-Food	26	48	944	533
X-ray Only	0	2	9	119
Skin Test Only	0	203	655	3,118
Duplicate Card	485	460	5,693	5,264
TOTAL	10,431	10,100	113,352	115,304

TRAINING PREFERENCE				
TABLE 2				
	June-13	June-12	YTD 2013	YTD 2012
English	0	7,097	1,779	66,237
Spanish	0	1,340	358	13,078
Chinese	0	88	59	801
TOTAL	0	8,525	2,196	80,116

APPLICANTS BY LOCATION				
TABLE 3				
	June-13	June-12	YTD 2013	YTD 2012
Valley View	5,295	0	13,560	42,704
East Las Vegas	2,825	5,157	45,048	29,310
Cambridge	0	4,627	38,759	25,640
Henderson	1,780	44	11,659	14,728
Laughlin	200	204	1,965	1,887
Mesquite	71	68	1,007	1,035
North Las Vegas	260	0	1,354	0
TOTAL	10,431	10,100	113,352	115,304

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – June 2013

APPLICANT PROCESSING

TABLE 4

	June-13	June-12	YTD 2013	YTD 2012
Applicants Per Day	521.55	480.95	490.70	461.21
Applicants Per Hour	65.19	60.12	61.34	57.65
Applicants Per Minute	1.09	1.00	1.02	0.96

FACILITIES

RESPONSES

TABLE 5

	June-13	June-12	YTD 2013	YTD 2012
Maintenance Responses	254	342	3,371	4,165
Security Responses	1,094	716	11,122	8,223

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – June 2013

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	June-13	June-12	YTD 2013	YTD 2012
Service Requests Completed	490	597	3,634	6,516
Service Requests Opened	472	604	5,783	6,387
Service Requests Open Over 30 Days	67	20	562	291

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	June-13	June-12	YTD 2013	YTD 2012
Total System	100.0%	100.0%	98.7%	100.0%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – June 2013
HUMAN RESOURCES**

RECRUITING

TABLE 8

	June-13	June-12	YTD 2013	YTD 2012
Recruitments Opened	11	8	137	68
Recruitments Closed	3	4	111	53
Offer Letters Submitted	3	3	157	54
New / Revised Class Specifications	11	0	57	9

PAYROLL

TABLE 9

	June-13	June-12	YTD 2013	YTD 2012
New Hires Processed	5	7	76	49
Separations Processed	6	8	75	50
Evaluations Processed	23	45	455	463

HR TRAINING - Number of Employees Trained

TABLE 10

	June-13	June-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	17	24	287	457
Harassment/Diversity (On Line)	17	24	455	457
Other Training	1	7	51	141

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – June 2013
FINANCE**

MONTHLY SUMMARY

TABLE 11

	June-13	June-12	YTD 2013	YTD 2012
Purchase Orders Processed	225	199	2,259	2,106
Payment Vouchers Processed	235	242	3,446	3,370
Accounts Payable Checks Issued	291	310	3,953	3,935
Total Payments	\$2,450,728.17	\$2,215,843.20	\$33,841,304.79	\$34,613,353.55

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	June-13	June-12	YTD 2013	YTD 2012
Births	1,713	1,343	19,879	20,761
Deaths	1,177	881	12,978	11,148

DOCUMENTS ISSUED

TABLE 13

	June-13	June-12	YTD 2013	YTD 2012
Birth Certificates	3,721	3,806	45,432	48,392
Death Certificates	5,512	4,902	72,729	71,045
Birth Cards	0	0	0	531
Burial Permits	5	4	53	52

FACILITIES PROJECT STATUS REPORT - JUNE 2013

PROJECT NAME	DATE INITIATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Solid Waste Move to Valley View	3/11/2013	6/7/2013	YES	Construct and relocate solid waste from 400 Shadow Ln to 330 Valley View.
Relocate TB to 400 Shadow Ln., Suites 104-105	6/21/2013	7/24/2013	NO	Reconfigure modular furniture, paint, flooring repairs, install sinks, and install hepa filtration systems.

IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
EnvisionConnect	2/1/2009	ONGOING	NO	<p>EH is now live with EC and we recently completed the billing process. The mobile devices are currently being tested. Ongoing development is needed for the mobile devices. ECR is now installed on the tablets and in the testing mode in the field. Tablets have been pulled due to a broken sync process. Both IT and Decade are trooubleshooting. Testing of ECR continues into Phase II. Received an update from Decade that ECR deployment has been put on hold until Decade can resolve all technical issues. Decade has updated several issues on ECR and have sent over a new install. Also, BofA has been revieweing the contract for the online payment portion of the portal. BofA contract has been approved and development work has started. IT has started to benchmark that latest version of ECR. Initial benchmarking complete with positive results.</p>

Credit Card Chargeback Report July 2011 to June 2013

Month	# of returns	Dollar Amount	Reason for Chargeback
July-11	0	\$0.00	No chargebacks. Nothing to report.
August-11	0	\$0.00	No chargebacks. Nothing to report.
September-11	0	\$0.00	No chargebacks. Nothing to report.
October-11	0	\$0.00	No chargebacks. Nothing to report.
November-11	0	\$0.00	No chargebacks. Nothing to report.
December-11	0	\$20.00	Internet order for birth certificate.
January-12	1	\$716.00	Food inspection reverse charge.
February-12	0	\$0.00	No chargebacks. Nothing to report.
March-12	1	-\$716.00	Reversed January 2012 chargeback.
April-12	2	\$60.00	Two chargebacks - one for \$40 and another for \$20. All for vital records.
May-12	0	\$0.00	No chargebacks. Nothing to report.
June-12	0	\$0.00	No chargebacks. Nothing to report.
July-12	1	\$20.00	Bank reversed charge for birth certificate. Finance sent requestor a bill.
August-12	0	\$0.00	No chargebacks. Nothing to report.
September-12	0	\$0.00	No chargebacks. Nothing to report.
October-12	1	\$40.00	Chargeback due to death certificates. Called customer and will send them a bill for \$40.00.
November-12	0	\$0.00	No chargebacks. Nothing to report.
December-12	0	\$0.00	No chargebacks. Nothing to report.
January-13	0	\$0.00	No chargebacks. Nothing to report.
February-13	0	\$0.00	No chargebacks. Nothing to report.
March-13	0	\$0.00	No chargebacks. Nothing to report.
April-13	0	\$0.00	No chargebacks. Nothing to report.
May-13	0	\$0.00	No chargebacks. Nothing to report.
June-13	0	\$0.00	No chargebacks. Nothing to report.