



SOUTHERN NEVADA
Community
HEALTH CENTER

AT THE SOUTHERN NEVADA HEALTH DISTRICT

SNCHC Governing Board & SNHD Internal Staff Evaluation Survey Results for
Randy Smith, Chief Executive Officer

October 21, 2025



Chief Executive Officer Annual Review Committee

- HRSA required activity.
- The health center Governing Board is responsible for assessing the achievement of project objectives.
- The Governing Board is responsible for evaluating the performance of the Chief Executive Officer (CEO) of the Southern Nevada Community Health Center.
- The Chief Executive Officer Annual Review Committee will evaluate performance and provide feedback and support to the Governing Board and the CEO as a part of the CEO's Annual Evaluation process.

Evaluation Tool

of Evals Requested

10

of Evals Received:

7

- **Five (5) Scored Questions - Scoring Guide**

- 1 – Poor
- 2 – Needs Improvement
- 3 – Fair
- 4 – Good
- 5 – Outstanding

- **Two (2) Non-Scored Narrative Questions**

- General Strengths
- Areas for Growth

- **Weight of Each Question**

- Question 1 – Weighted 15% of overall score
- Question 2 – Weighted 40% of overall score
- Question 3 – Weighted 15% of overall score
- Question 4 – Weighted 15% of overall score
- Question 5 – Weighted 15% of overall score

Survey scores were compiled from participating Governing Board Members, but comments were provided by a mixture of Governing Board Members and SNHD Staff.

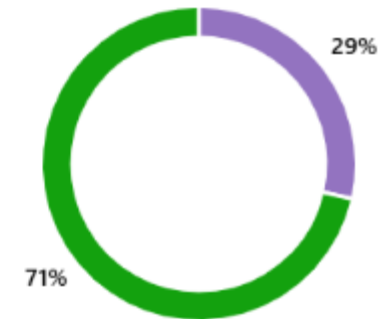
Q1. The CEO consistently demonstrates equitable and fair treatment of SNCHC employees, contractors, and volunteers.

- Divides and assigns work effectively, delegating appropriate levels of freedom and authority.
- Recruits and retains a diverse staff.
- Encourages staff development and education.
- Maintains a climate which attracts, keeps, and motivates a diverse staff of top-quality people.

Average Score
(Weighted at 15%)
4.71

Q1. Mr. Smith consistently demonstrates equitable and fair treatment of SNCHC employees, contractors, and volunteers.

1 - Strongly Disagree	0
2 - Disagree	0
3 - Unsure	0
4 - Agree	2
5 - Strongly Agree	5



Comments:

- Randy treats everyone with dignity, kindness, accountability, and respect.
- I am impressed with the employee recognition program Randy put in place, and the avenues that employees have to give feedback. I believe Randy truly cares about the staff at the CHC.
- Randy is the ultimate professional with strong communication and people skills. We are lucky to have him.
- Randy is always very hands on with the staff.

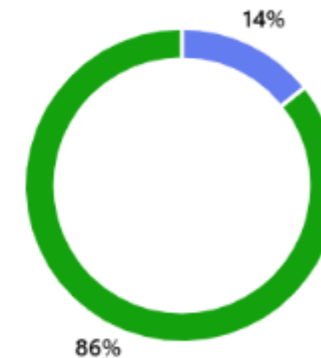
Q2. The CEO consistently provides thorough administrative leadership and oversight of SNCHC's compliance with HRSA program requirements.

- Establishes and makes use of an effective management team.
- Maintains appropriate balance between administration and programs.
- Ensures that job descriptions are developed, and that regular performance evaluations are held and documented.
- Ensures compliance with personnel policies and state and federal regulations on workplaces and employment.
- Ensures that employees are licensed and credentialed as required.
- Ensures that policies and procedures are in place.

Average Score
(Weighted at 40%)
4.43

Q2. Mr. Smith consistently provides thorough administrative leadership and oversight of SNCHC's compliance with HRSA program requirements.

1 - Strongly Disagree	1
2 - Disagree	0
3 - Unsure	0
4 - Agree	0
5 - Strongly Agree	6



Comments:

- Randy is very knowledgeable and is very skilled at delegation and asking meaningful questions.
- Compliance is a top priority for him.
- I believe Randy is very in touch with every aspect of the requirements HRSA has in place, now especially. The administration staff is also so well prepared at every instance of a question about anything from clients to budget.
- Randy explained in great detail the HRSA requirements.

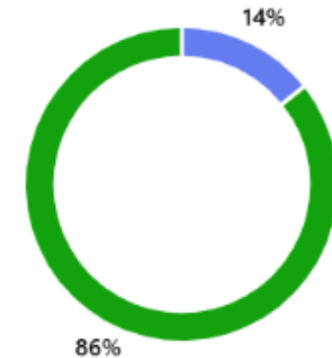
Q3. The CEO ensures that the SNCHC has a viable long-range strategy to achieve its mission and utilizes data to measure progress towards achieving programmatic, clinical, and financial goals:

- Providing Leadership in Program development and org plans with BOD.
- Meets or exceeds program goals in quantity and quality.
- Evaluates how well goals and objectives have been met.
- Demonstrates quality of analysis and judgment in program planning, implementation, and evaluation.
- Shows creativity, and initiative in developing new programs.
- Maintains and utilizes a working knowledge of significant developments and trends in the field (such as healthcare legislation, public health concerns, health disparities, other disease and healthcare issues in communities served).

Average Score
(Weighted at 15%)
4.43

Q3. Mr. Smith ensures that the SNCHC has a viable long-range strategy to achieve its mission and utilizes data to measure progress towards achieving programmatic, clinical, and financial goals.

1 - Strongly Disagree	1
2 - Disagree	0
3 - Unsure	0
4 - Agree	0
5 - Strongly Agree	6



Comments:

- Randy works seamlessly with SNHD and SNCHC leadership to craft, monitor, and achieve relevant and impactful growth and change.
- I think the mission and goals were in place, but Randy has strengthened them. He is professional about setbacks this year which were out of his control, and that is also a leadership skill.
- He is doing his best given the current climate in healthcare generally and SNHD specifically.

Q4. The CEO appropriately utilizes financial and utilization data to ensure SNCHC is maximizing budgetary and human resources to achieve health center goals.

- Assures adequate control and accounting of all funds, including developing and maintaining sound financial practices.
- Works with the staff, Finance Committee, and the board in preparing a budget; sees that the organization operates within budget guidelines.
- Maintains official records and documents, and ensures compliance with federal, state, and local regulations and reporting requirements (such as annual information returns, payroll withholding and reporting, etc.).
- Executes legal documents appropriately.
- Assures that funds are disbursed in accordance with contract requirements and donor designations.

Average Score
(Weighted at 15%)
4.43

Q4. Mr. Smith appropriately utilizes financial and utilization data to ensure SNCHC is maximizing budgetary and human resources to achieve health center goals.



Comments:

- This is an area that I trust more than know, but it seems to me that the entire staff, led by Randy have a firm grasp on the budget. They can always explain where we are on any budget line and can explain why we are over or under budget and where we will be in the future.
- Randy has strong skills in this area.
- Randy works closely with SNHD's Finance division and SNCHC's Business Office to gather, organize, and analyze financial sustainability, an engaged and appreciated workforce, and strategies that promote the brand reputation and solvency.

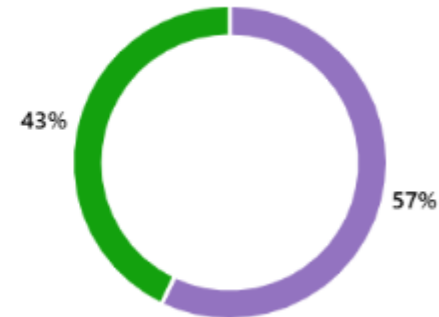
Q5. The CEO properly represents SNCHC in the community and fosters the establishment of new community partners and develops existing partnerships.

- Serves as an effective spokesperson for the agency; represents the programs and point of view of the organization to the agencies, organizations and the general public.
- Establishes sound working relationships and cooperative arrangements with community groups and organizations.
- Welcomes and pursues opportunities to share organizational objectives and perspectives in local, regional, and national forums as strategically appropriate.

Average Score
(Weighted at 15%)
4.43

Q5. Mr. Smith properly represents SNCHC in the community and fosters the establishment of new community partners and develops existing partnerships.

1 - Strongly Disagree	0
2 - Disagree	0
3 - Unsure	0
4 - Agree	4
5 - Strongly Agree	3



Comments:

- Mr. Smith has incorporated the feedback of enhancing community partnerships and increased SNCHC's reach.
- I do think the entire program could be more visible in the community, and by being more visible, bring both partners and supporters to the program, especially under the current leadership nationally, we may need community support! Randy would be a great spokesperson, and he has other staff who would be as well.
- I believe Mr. Smith can do more when it comes to visibility and creating partnerships.
- Community partnerships are a priority for Randy. He serves on the Board of the NVPCA. Competing priorities often limit growth in this area, however, more community engagement and partnerships have been established and strengthened in the last year than in past years.

Two Open Ended Questions

General Strengthens

- Great job!
- Randy is an exceptional leader that demonstrates a high degree of leadership, skill, and talent.
- Randy's focus is on compliance with all legal requirements and balancing that will the needs or employees.
- Randy has demonstrated strong leadership overall resulting in increased patient care, a successful site visit and audits, expanding services, and many other notable achievements. Job well done!
- Overall, I think Randy's leadership this year, has been outstanding. Last year, he was good, while still trying to keep his head above water after taking over. This year he has really shone as the perfect person to lead the CHC through expansion, development and potential issues that may arise due to the population we primarily serve. I have great faith in him.
- Demonstrates strong leadership skills. Ambitious for the SNCHC. Never complacent.
- Randy brings over all critical leadership skills that serve the SNHD-CHC. His ability to approach his work with humility and community serves all of the CHC well.
- Very efficient.
- Randy is doing an excellent job leading and supporting the health center.

Two Open Ended Questions

Areas for Growth

- More interaction with clinic staff.
- I'd like to see more opportunities to get the word out about both centers and grow community support for the program. Possibly speaking to Rotary, to city councils and commissions and other service groups. The program is so impressive, I want it to be showcased and recognized for what each center offers the community.
- Can be more visible in the community and in establishing partnerships.
- For my part, he just needs to keep doing what he is doing.
- Nope, I think he's touched on everything.
- Randy could interact with clinic staff more.

2025 Chief Executive Officer Annual Review Overall Weighted Score

4.48

Scoring Guide

- 1 – Poor
- 2 – Needs Improvement
- 3 – Fair
- 4 – Good
- 5 - Outstanding