

**Community and Clinical Health Services  
Division Director Staff Report  
Board Meeting Date: July 25, 2024**

**DATE:** July 5, 2024

**TO:** District Board of Health

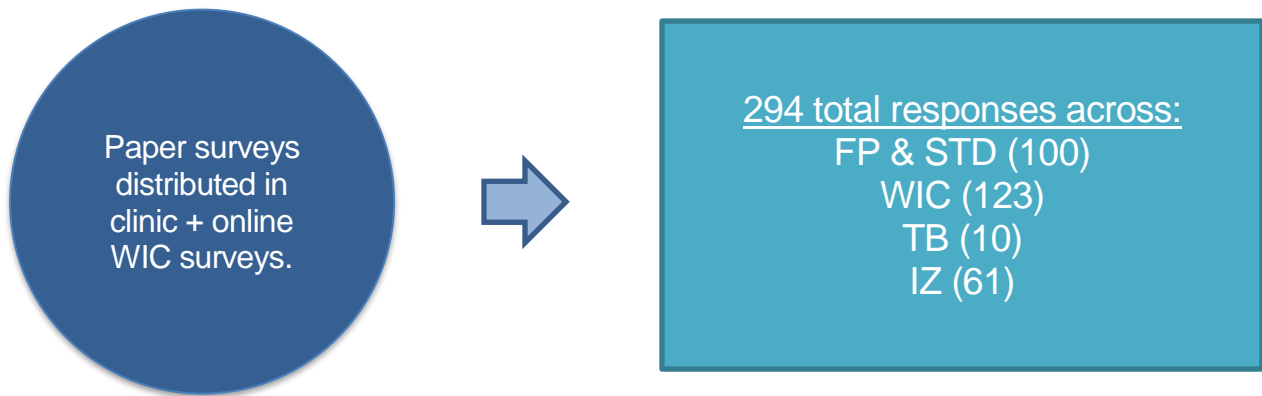
**FROM:** Lisa Lottritz, RN, MPH  
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**SUBJECT:** Community and Clinical Health Services – Divisional Update – 2024 Client Satisfaction Survey Results; Data & Metrics; Sexual Health (Outreach and Disease Investigation), Immunizations, Tuberculosis Prevention and Control Program, Reproductive and Sexual Health Services, Chronic Disease Injury Prevention Program, Maternal Child and Adolescent Health, Women Infants and Children, and Community Health Workers

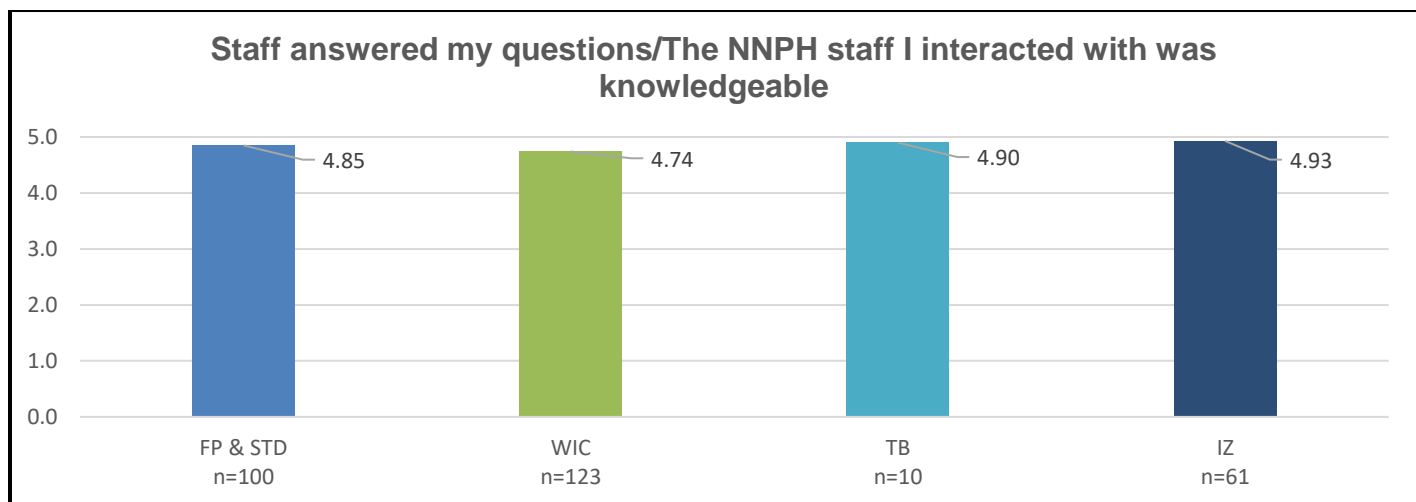
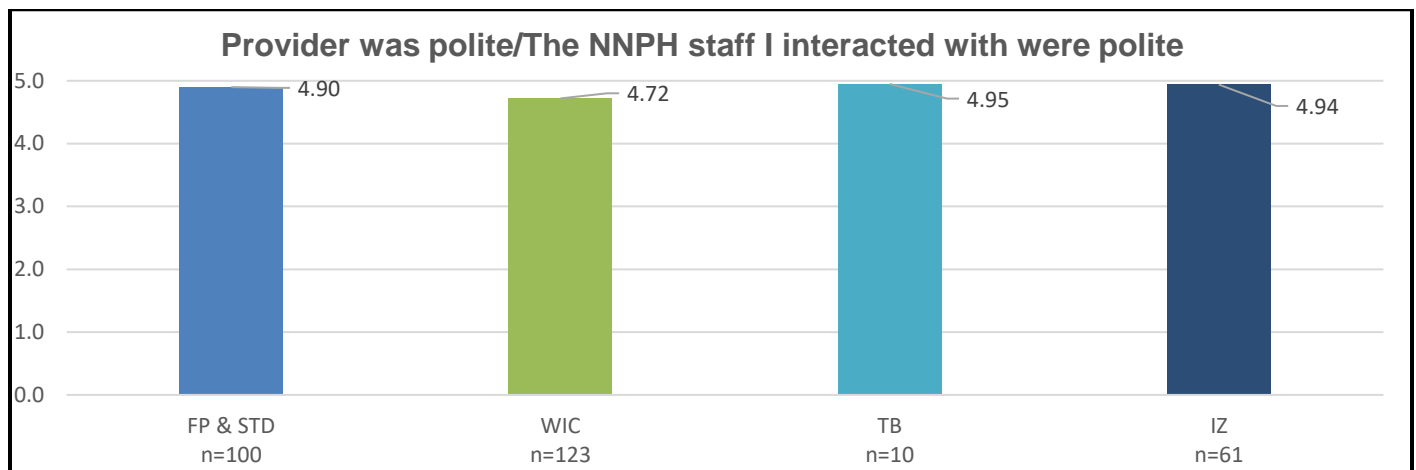
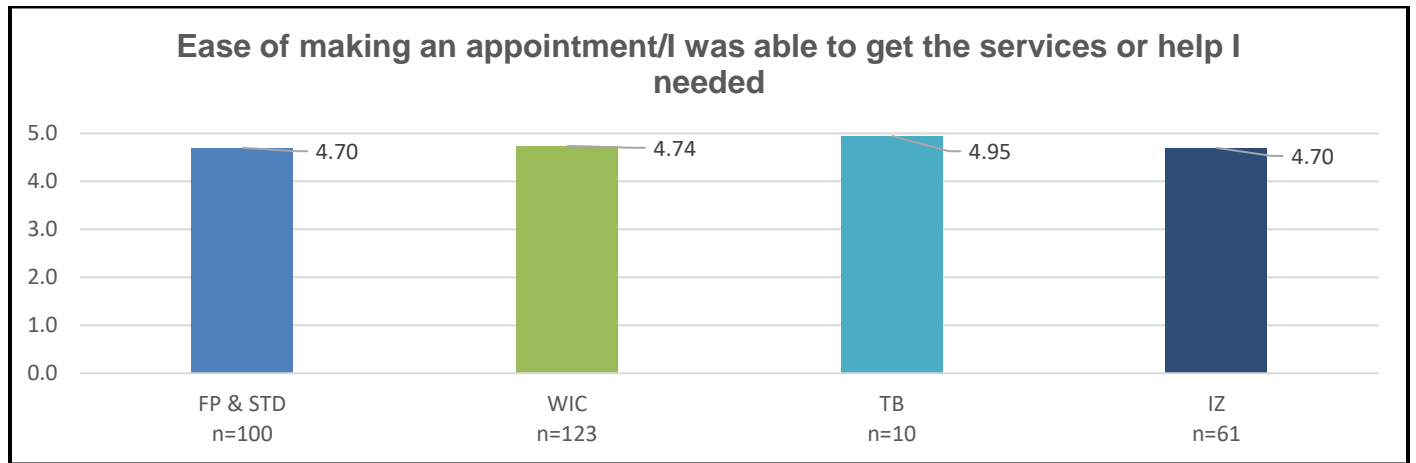
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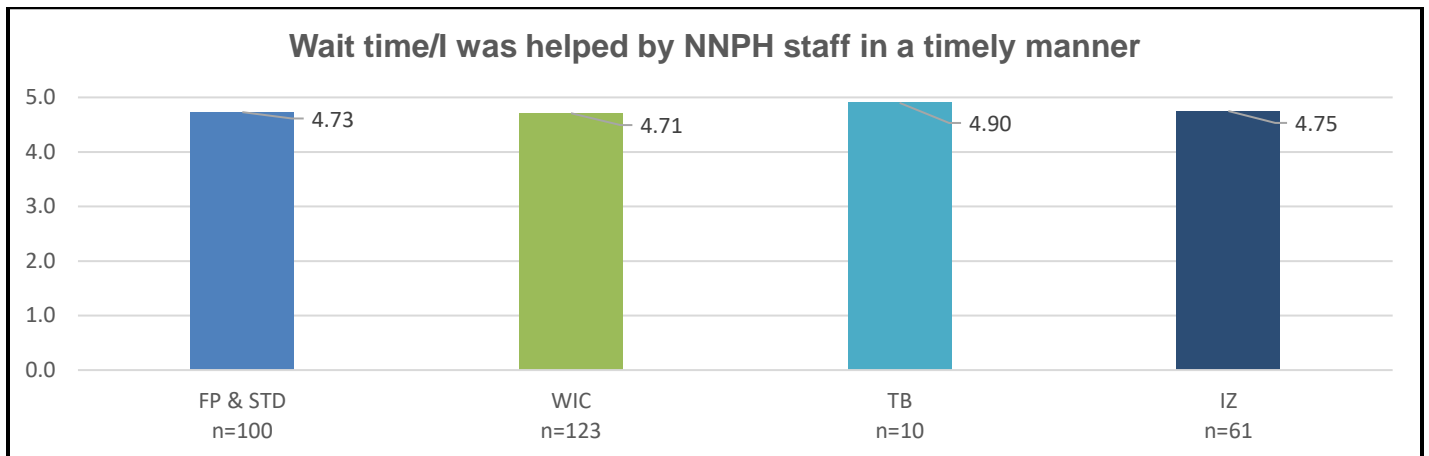
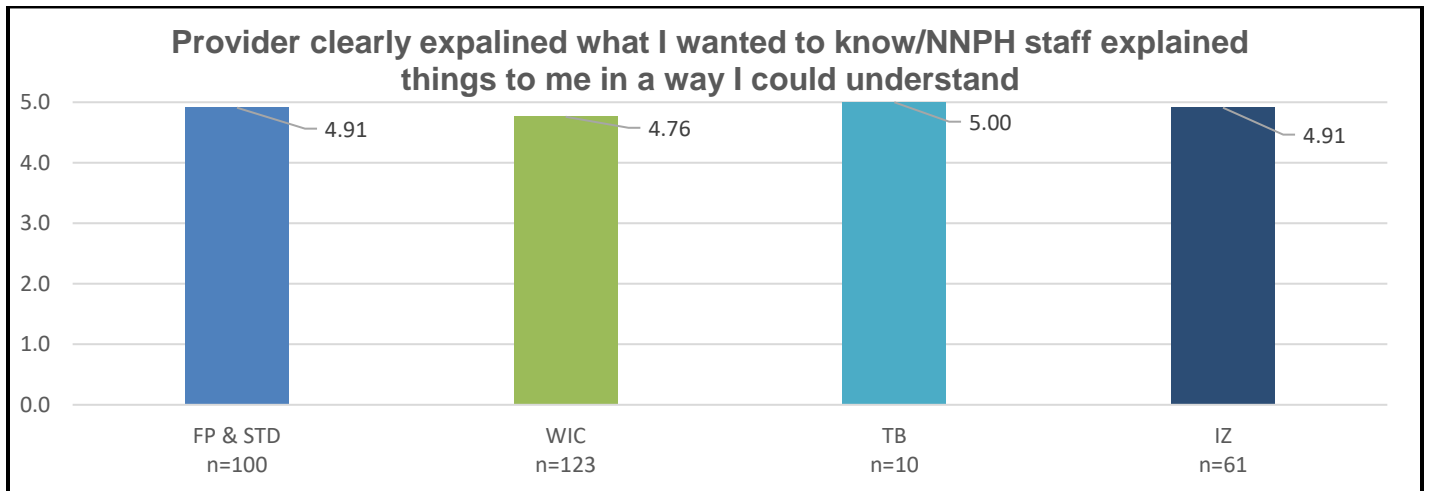
**1. Divisional Update**

**a. 2024 Client Satisfaction Survey Results**



The Client Satisfaction Survey was conducted February 12, 2024, through February 23, 2024. As has been the norm for the CCHS survey over the past few years, client responses were overwhelmingly positive.

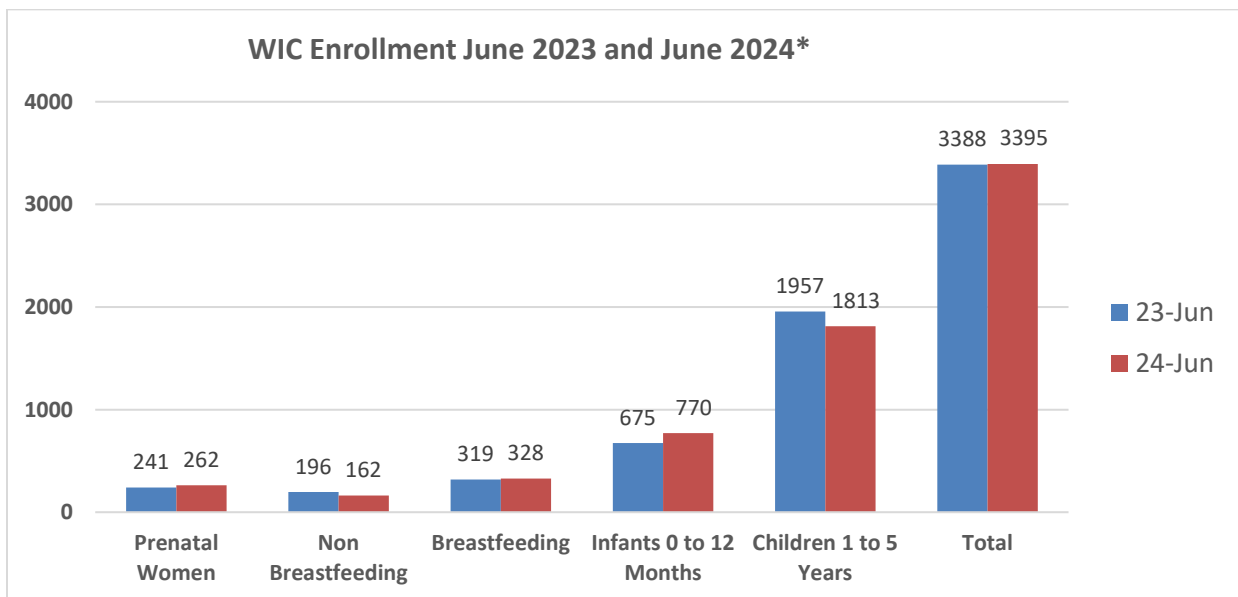
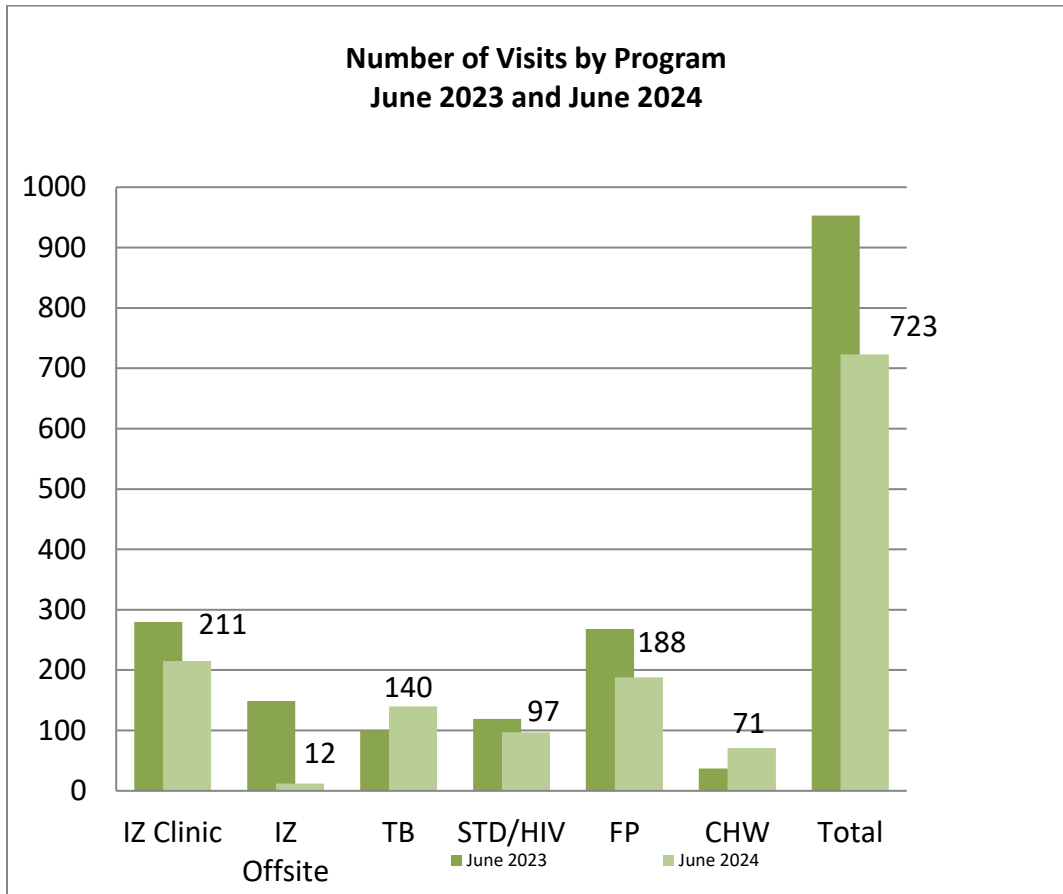




Areas for improvement include wait time and ease of making an appointment. Staff are in the process of implementing online appointment scheduling and online bill pay to help improve the client experience. Staff continue to evaluate the walk-in process and facilitate changes to minimize wait times and maximize the number of clients that can be served. The immunization clinic continues to monitor the appointment calendar and increases the number of providers when necessary to reduce the wait time for an appointment. The immunization clinic accepts walk-ins and same day appointments. On July 1, 2024, the WIC clinic implemented night clinic on the first and third Wednesdays of each month.

The continued positive survey responses and favorable client comments highlight the incredible services staff provided throughout the CCHS programs.

**b. Data/Metrics**



\*Changes in data can be attributed to several factors including fluctuations in community demand, changes in staffing and changes in scope of work/grant deliverables

WIC Participation Numbers in the Past Year		
Month	Enrollment	Participation w/ Benefits
June 2023	3388	3042
July 2023	3446	3075
Aug 2023	3493	3095
Sept 2023	3449	3040
Oct 2023	3406	3020
Nov 2023	3408	3031
Dec 2023	3415	2908
Jan 2024	3357	3076
Feb 2024	3328	3103
March 2024	3342	3114
April 2024	3342	3114
May 2024	3395	3152
June 2024	3335	3091
Monthly avg	3393	3066
% change Jun 2023		
/ Jun 2024	-1.56%	1.61%

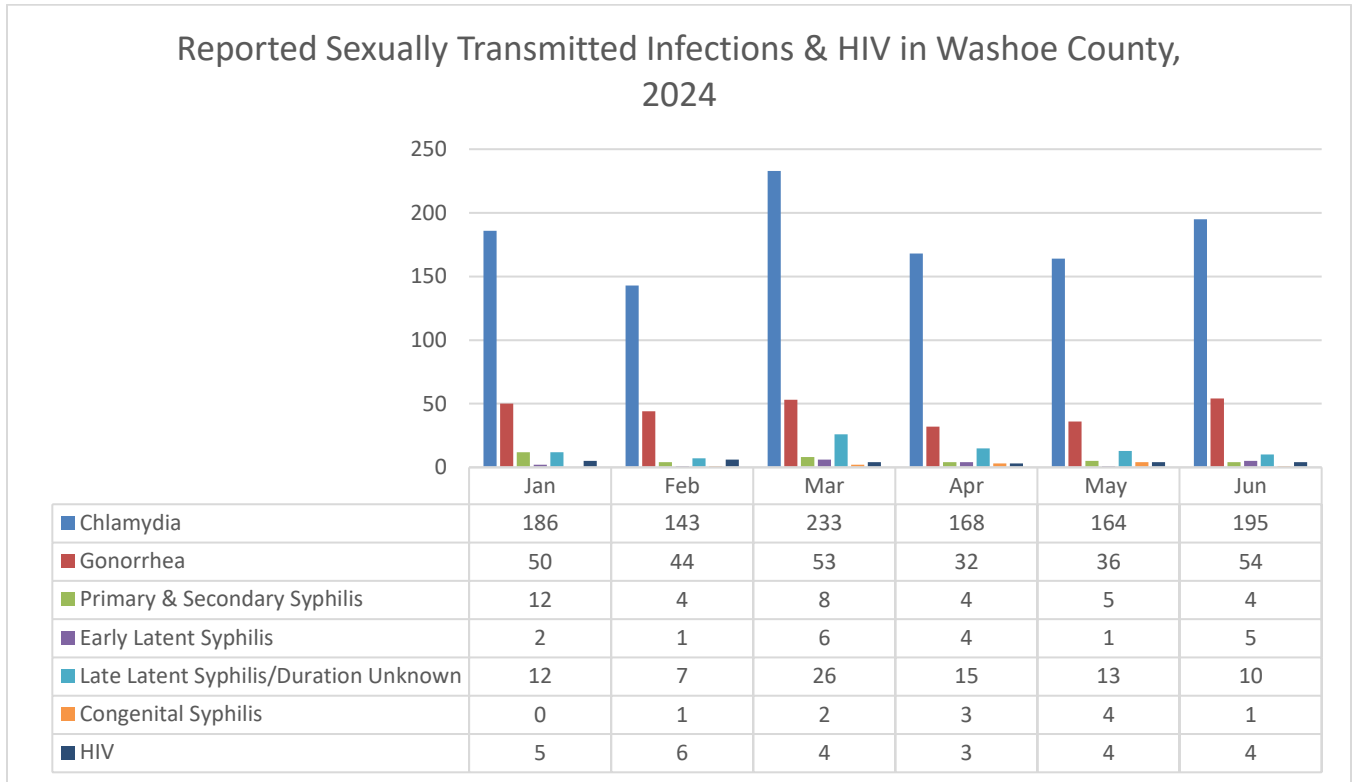
**WIC participation numbers**  
Enrollment: All those enrolled in WIC: (women who are pregnant, breastfeeding, or post-partum; infants; and children up through age 5)  
Participation with Benefits: All enrolled WIC participants receive food benefits except  
 - Infants that are exclusively breastfed  
 - Breastfeeding mothers whose infants receive more than 4 cans of formula per month

**2. Program Reports – Outcomes and Activities**

- a. **Sexual Health (Outreach and Disease Investigation)** – Case counts for 2023 chlamydia, gonorrhea, syphilis, and HIV have been finalized. Data reconciliations occurred between the state and NNPH. This data informs local, state, and federal surveillance reports. Final counts are:

Disease	2023 Case Count
Chlamydia	2298
Gonorrhea	607
Primary Syphilis	53
Secondary Syphilis	95
Early Latent Syphilis	61
Late latest/Unknown Duration Syphilis	183
Congenital Syphilis	22
HIV	38
HIV Stage 3 (aka AIDS)	21

Cases reported January - June 2024 are provided below. Of note, there have been eight female and two Transgender female cases of HIV so far in 2024, compared to five females and one Transgender female case in 2023. Program staff will be monitoring this trend.



b. **Immunizations** – The immunization team continues to focus on providing vaccines to individuals who are uninsured or underinsured and unable to receive vaccines elsewhere. Clinic staff vaccinated 211 clients while providing a total of 571 routine vaccinations in June. The clinic provided both flu and COVID-19 vaccines in June, with a total of 30 flu vaccines and 26 COVID-19 vaccines administered. Walk-ins are accepted daily. Staff offer community provider education regarding vaccine storage and handling and inventory and address special medical and employee vaccine cases.

In June there were three community events. A total of 12 school-aged persons or family members received 25 vaccine doses, of which two COVID vaccines, two flu vaccines, and five mpox vaccines were provided. The community events included the Muslim Center, Senior Spectrum event, and Our Center. Planning activities are underway for July and August Back-To-School events.

The team met Nevada State Immunization Program (NSIP) required activities for 2023-2024 VFC (Vaccines for Children) Compliance and IQIP (Immunization Quality Improvement for Providers) visits. Five compliance visits, one IQIP visit, and eight follow-up visits were completed in June.

Site reviewer staff are actively planning the 2024-2025 VFC, IQIP, and 317/ Bridge (Adult) site visit activities and trainings and have submitted plans to the NSIP for review.

Program staff continue the development, case management, and reporting activities for the Perinatal Hepatitis B Prevention Program (PHBPP) with 13 cases currently under management.

In June, the immunization program was asked to participate in an all-state meeting. There were stakeholders from the state and county level as well as coalitions who provided information on gaps that have occurred due to the disbanding of Immunize Nevada. NNPB Immunization Program Supervisor presented at the meeting, describing immunization program activities, and the identified gaps in Washoe County.

The immunization team is pleased to announce that Charmaine Rogue joined as a Public Health Nurse II on July 1, 2024. Charmaine was the Vaccine Coordinator for Washoe County Juvenile Services (Jan Evans).

- c. **Tuberculosis Prevention and Control Program** – The TB program currently has four cases of active TB that they are managing. One case is extra-pulmonary TB and the other three are pulmonary TB which includes a transfer from California. One of the programs extra pulmonary clients recently completed treatment, and unfortunately, one of the pulmonary cases recently passed from medical complications other than TB. In addition to the four active disease cases, the program has also managed/evaluated over 40 Latent Tuberculosis Infection (LTBI) clients in 2024.

The TB program is also responsible for surveillance activities related to TB. Positive TB test results for Washoe County are reported and reviewed by the coordinator for the program. There have been over 500 test results that have been reported and reviewed to ensure active disease is not missed.

In June 2024, the program completed 14 evaluations for LTBI, presented 27 cases to the consulting physician, performed 67 instances of directly observed therapy, and started two clients on LTBI treatment.

- d. **Reproductive and Sexual Health Services** - The Family Planning Sexual Health Program has concluded conducting interviews for the Intermittent Hourly Community Health Aide position and has made an offer to a candidate. The tentative start date will be July 15<sup>th</sup>. The candidate selected has experience working in the clinic setting as a medical assistant. This position will help with clinic coverage on Mondays and Wednesdays.

The first week of June, one staff member attended STI Engage in Washington, D.C. STI Engage is a national conference that focuses on STI prevention and treatment. A focus of the conference was the current syphilis crisis in the United States. The staff member learned about point of care syphilis testing,

Doxy-PEP, and creating an inclusive environment in the clinic setting. Staff are currently researching adding point of care syphilis testing to the current services offered in the clinic.

The clinic is now accepting clients from two new insurance carriers – United Health Care/UMR and Silver Summit. Clinic staff continue to promote and provide Doxy-PEP to clients with an increased chance of acquiring an STI. Clinic staff will also begin offering the mpox vaccine in the Family Planning Sexual Health Clinic July 1, 2024.

On June 25<sup>th</sup>, the clinic lab changed from a moderate complexity lab to a CLIA waived lab with provider-performed microscopy. The impact on clinic services is minimal with only two lab tests affected by this change. Staff are implementing workarounds to ensure there are no gaps in lab tests or services offered. Program staff also submitted their Annual Progress Report to Title X for the project year April 1, 2023 – March 31, 2024.

- e. **Chronic Disease and Injury Prevention (CDIP) Program** – The Healthy Corner Store (HCS) Program launched a video campaign on Facebook in English and Spanish from June 3<sup>rd</sup> through June 28<sup>th</sup> with three videos including :30 :15, and :10 second segments. The videos highlight the HCS program, aiming to increase community awareness about the initiative and gain interest from stores to participate. A report will be provided outlining the details of the reach of the campaign.

Staff are creating family engagement resources to continue the messaging of Healthy Eating and Active Living during summer break for families and students. Staff are looking for events and outreach opportunities which serve families and school-aged children to distribute these materials. Resources include tips for creating healthy and affordable recipes, free and affordable community events families can attend, and activity sheets for families to engage in physical activity together.

Staff coordinated three senior fitness workshop events on June 7<sup>th</sup>, 10<sup>th</sup> and 21<sup>st</sup> at the Reno and Sparks Senior Center in collaboration with the Sanford Center for Aging. The free workshop engaged seniors to participate in chair yoga, balancing, stretching and strengthening exercises to promote an active lifestyle and to help prevent falls among seniors.

Staff helped coordinate and deliver a community 16-hour Applied Suicide Intervention Skills Training (ASIST) on June 20<sup>th</sup> and June 21<sup>st</sup>. Twenty-four local participants from a variety of fields, including social workers, administrators, mental health professionals and law enforcement completed the training to become certified in identifying and assisting to keep a person with thoughts of suicide safe. This training increases community capacity to reduce suicide attempts and deaths.



Staff collaborated to research, prepare, and apply for the new 2024 Washoe Opioid Abatement and Recovery Fund competitive grant opportunity. The application includes evidence-based strategies to help reduce opioid-related substance use disorder and overdoses in Washoe County.

- f. **Maternal, Child and Adolescent Health (MCAH)** – Maternal, Child and Adolescent Health activities include Lead Screening, Newborn Screening, Cribs for Kids, and Fetal Infant Mortality Review (FIMR).

The NNPH Lead team works with the Nevada Department of Health and Human Services Lead Program Specialist. The NNPH Lead team is currently following 13 open cases.

Public Health Nurses and Community Health Workers (CHWs) continue to follow-up and provide coordination, education, and resources to referrals from the Nevada Newborn Screening Program to ensure all infants receive the second newborn screening.

NNPH CHW's held two Cribs for Kids classes in June at the Anthem Wellness Center with four attendees. CHWs are Baby and Me Tobacco Free facilitators and promote PRAMS (Pregnancy Risk Assessment Monitoring System), Nevada 211 and Nevada Medical Home Portal.

The Fetal Infant Mortality Review Board (FIMR) meets monthly, except for June and December. The FIMR Board met on May 16, 2024, and reviewed five cases. No meeting was held in June. Two parental interviews were completed in June. The annual FIMR Program Review by the Nevada Department of Public and Behavioral Health (DPBH) took place June 13, 2024, there were no findings. A request for 2022 statistical data has been submitted to DPBH and 2023 data cleaning is in progress. The FIMR team met with the NNPH Health Equity Team to discuss ways to incorporate lessons learned and to enhance health equity in the FIMR program.

Two FIMR staff members attended the National Child Fatality Review and Prevention Program, "Enhancing Equity in Fatality Review Together" (EEFRT), with our national partners in New Orleans June 3-6, 2024. Staff connected with other fatality review programs across the country to learn new ways to incorporate equity in practice, encourage awareness of biases, and to share data effectively.

Staff continue to provide updates on fetal and infant deaths at the Washoe County Community Child Death Review as requested. The next Child Death Review meeting will be held on August 2, 2024. Child Death Review meetings are held every other month.

The Northern Nevada Maternal Child Health Coalition (NNMCHC) met on June 13, 2024. The Coalition is currently co-chaired by NNPH FIMR staff members Rebecca Gonzales and Kelcie Atkin and Maricruz Schaefer as treasurer. At the meeting, United Healthcare Health Plan of Nevada staff shared information about programs and benefits for members, with a focus on pregnancy-related

benefits and incentives. The NNMCHC hosted a packing party for New Mama Care Kits and created 189 bags to give to our local distributors.

- g. **Women, Infants and Children (WIC)** – The WIC team hired a second intermittent hourly CHA, Nicole Drisdale, to help with caseloads while the team has vacancies. Nicole will complete training before being able to see clients independently. Training is intensive, and includes online training modules provided by the state, as well as regular observations of and instruction/training provided by the NNPH WIC team. The existing intermittent hourly staff has increased hours to help cover the caseload.

Irene Ramos retired from the WIC program, with her last day being June 25, 2024. Irene was a Human Services Support Specialist (HSSS II) and left the program after 29 years with WIC. Her impact with families and the WIC program was significant and the program and the community will miss her expertise.

WIC is recruiting to fill two vacant HSSS positions. Ideal candidates are bilingual, skilled working in fast paced environments, knowledgeable about nutrition and breastfeeding and enthusiastic about working with the WIC program. Training two new WIC team members will be taxing on the WIC team as we maintain busy schedules and see clients within the required timeframes. Leadership is looking at ways to support staff and WIC clients during this time.

- h. **Community Health Workers (CHWs)** – The Community Health Workers assisted 71 clients in June with navigation and resources. Most of the clients assisted were referred from the Family Planning Sexual Health Clinic (29) and Immunizations Program (21). Other referral sources included HIV/STI Disease Investigation (9), Tuberculosis (9), and WIC (1).

The CHWs have begun billing Medicaid and private insurances for CHW services provided in the Family Planning Sexual Health Clinic. Billable services include guidance for attaining health care services and health promotion and chronic disease prevention education. The CHWs bill for services based on the amount of time spent providing services to clients.

In partnership with several community organizations the CHWs have received supplies for various client needs. The CHWs have received 30 menstrual product kits from Project Marilyn. The menstrual product kits contain enough supplies for one menstrual cycle and are prioritized for people experiencing homelessness or with financial barriers to purchasing menstrual products. Additionally, the CHWs have naloxone kits provided by Join Together Northern Nevada. The naloxone kits contain naloxone (to reverse on opioid overdose), a pocket mask for performing CPR, and instructions for use. The CHWs distributed seven naloxone kits to clients in June.