

**Community and Clinical Health Services
Division Director Staff Report
Board Meeting Date: July 23, 2026**

DATE: July 6, 2026

TO: District Board of Health

FROM: Christina Sheppard, APRN
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SUBJECT: Community and Clinical Health Services – Divisional Update – Clinic Survey Results; Data & Metrics; Immunizations, Tuberculosis Prevention and Control Program, Reproductive and Sexual Health Services, Maternal Child and Adolescent Health, Women Infants and Children, and Community Health Workers

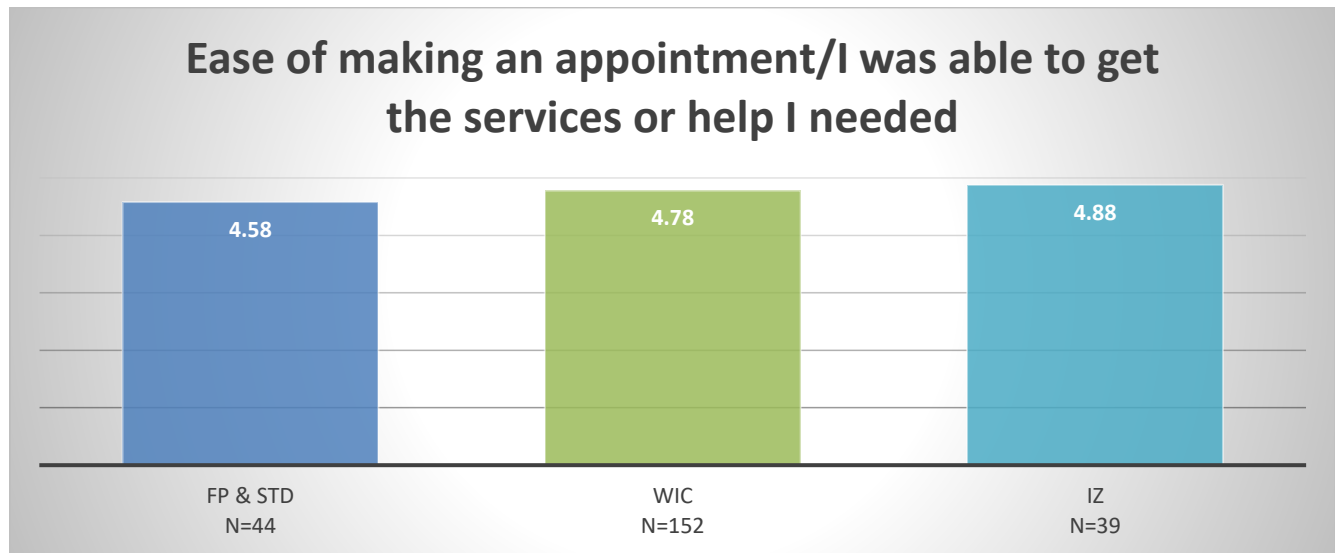
**1. Divisional Update
2026 Client Satisfaction Survey Results**



The Client Satisfaction Survey was conducted from February 22 to March 6, 2026. Paper surveys were distributed in the Family Planning Sexual Health Clinic and the Immunizations Clinic, while WIC clients received a survey link via text message. Survey questions were rated on a 1-to-5 scale, with 5 indicating “Great” and 1 indicating “Poor.” Due to technical issues with the Vonage messaging system during the first week, WIC clients did not receive the survey as planned. To ensure a full two-week participation window for all programs, the survey period was extended into a third week. The TB Program did not participate this year due to its relocation process.

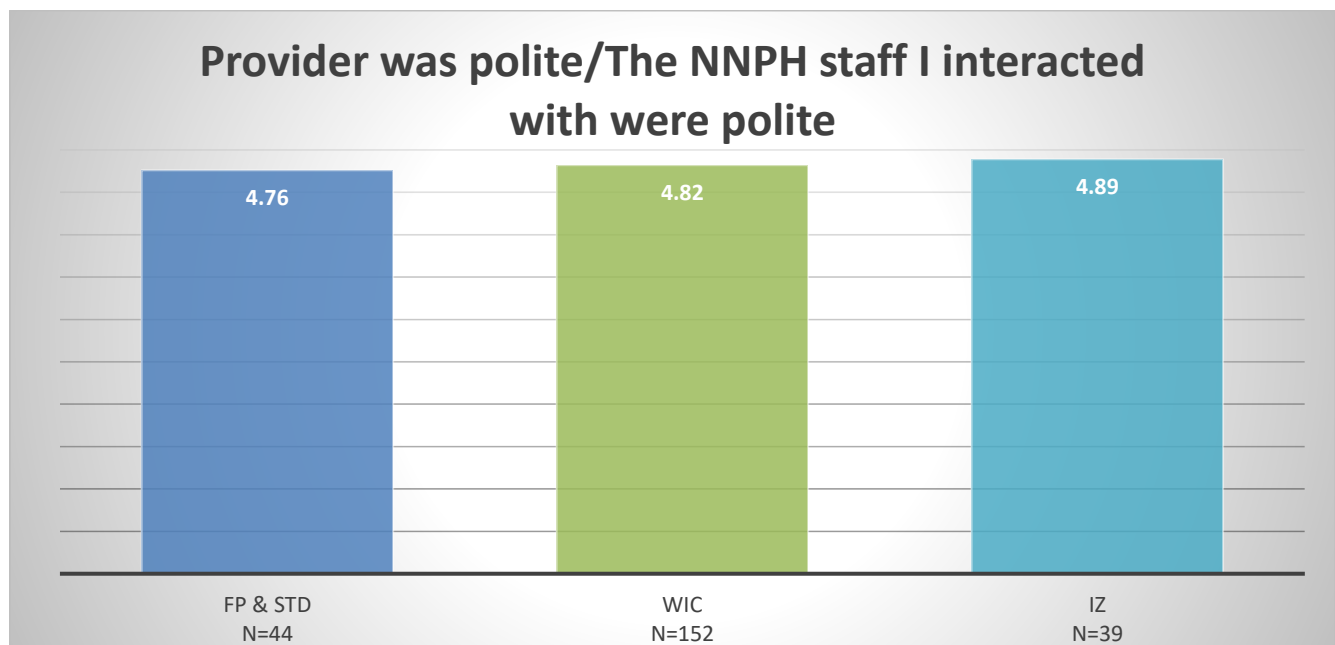
Customer service ratings across Immunizations (IZ), Family Planning Sexual Health (FPSH), and WIC demonstrate consistently exceptional satisfaction. Clients overwhelmingly rated services at the highest levels

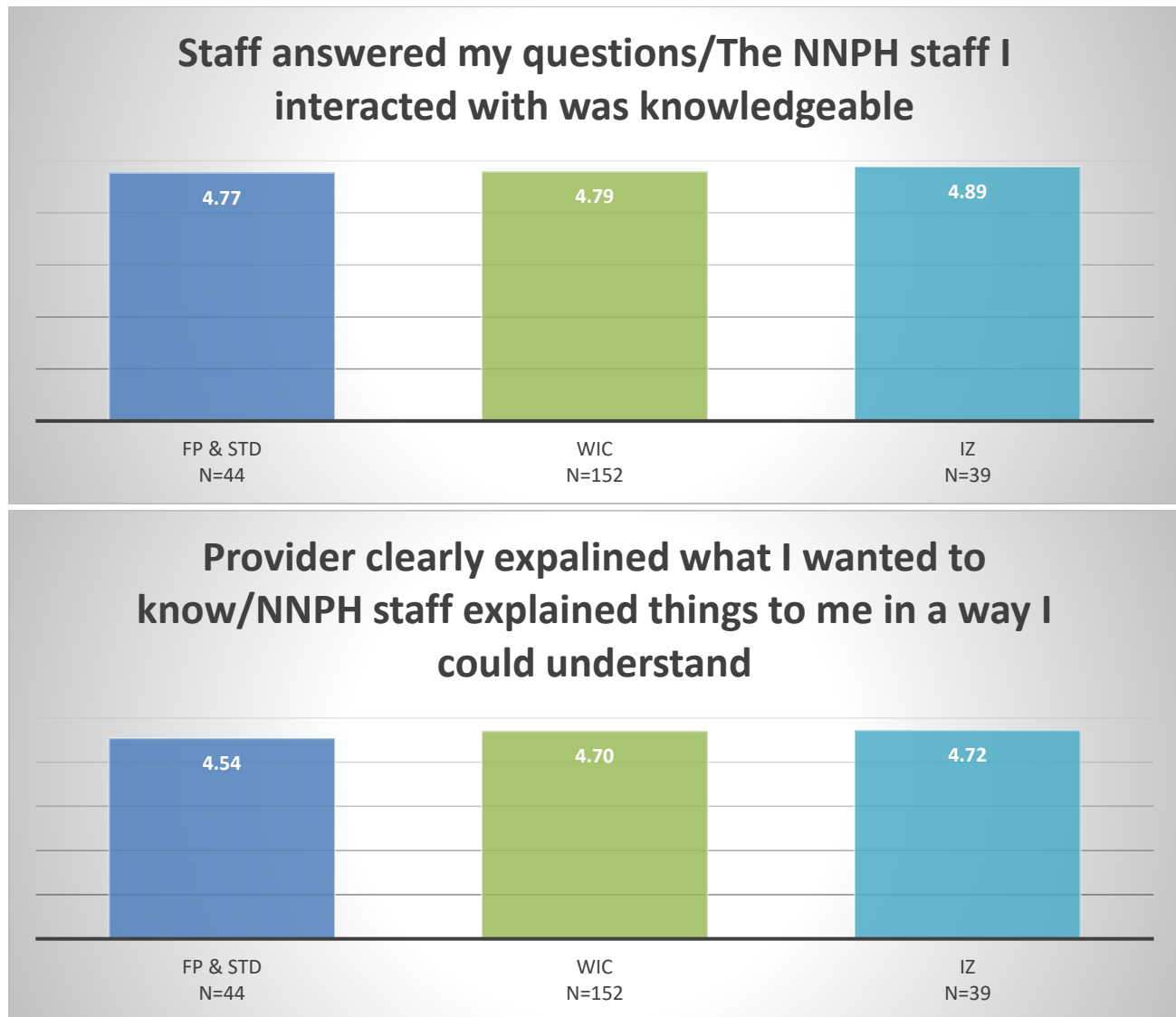
for staff courtesy, clarity of communication, facility cleanliness, and overall experience. Most respondents across all programs indicated that they would recommend NNPH services to family and friends.



Across all three programs, clients reported that making appointments was straightforward and that clinic hours and locations suited their needs.

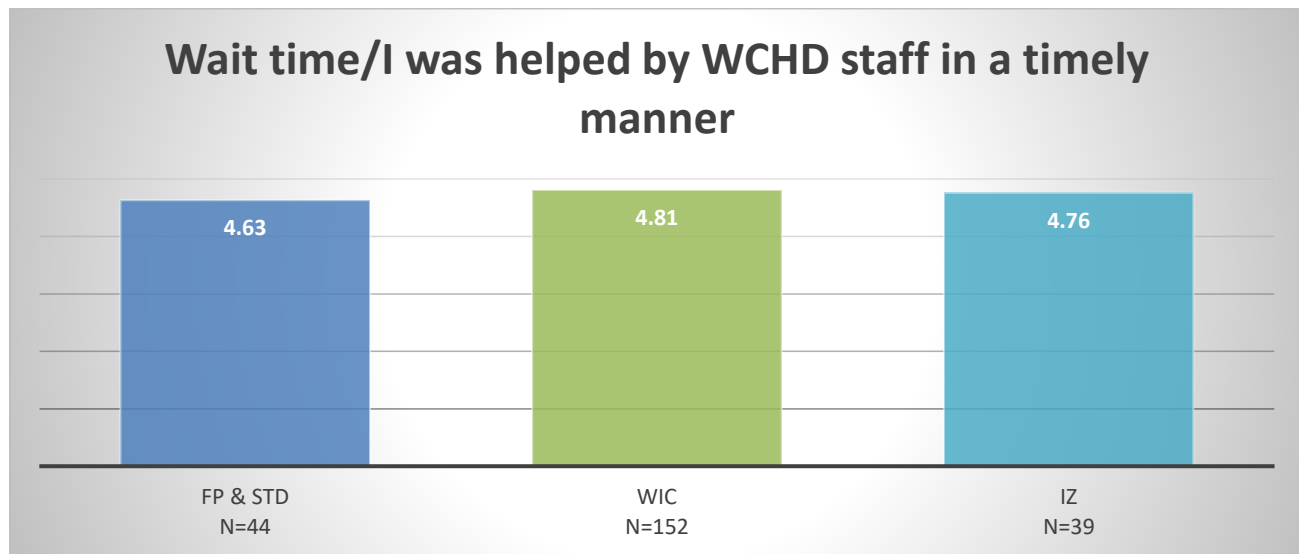
- FPSH & IZ: Appointment scheduling was rated “Great” by most participants. A few FPSH clients requesting walk-in appointments reported longer waiting periods compared to scheduled appointments.
- WIC: Appointment times, location convenience, and availability of phone visits received near-universal top ratings. Phone appointments emerged as a major strength.





Client feedback across programs consistently praised staff professionalism, compassion, and dedication.

- FPSH & IZ: Clients emphasized that staff were polite, helpful, respectful, and consistently provided clear instructions. Providers were especially recognized for thorough explanations and for making clients feel heard.
- WIC: Staff were repeatedly rated 5/5 for friendliness, clear communication, active listening, and taking enough time with clients. Explanations of WIC EBT food benefits and program requirements were highly rated.



Overall, timeliness was rated very high.

- FPSH & IZ: Overall wait times were excellent, with a small number of comments noting walk-in delays or occasional lobby disruptions.
- WIC: Wait times in both the lobby and during calls were generally excellent, with most participants assigning the highest possible ratings and reporting smooth appointment flow.

Overall, clients consistently described CCHS clinic sites as clean, easy to find, and comfortable. Clients reported choosing NNPH services because they felt accepted and respected, trusted the staff, valued the convenient locations and accessibility, and appreciated the affordable or free services offered. The most common referral sources included relatives and friends, hospitals and healthcare partners, Medicaid/SNAP offices, Google or other web searches.

Across all programs, client comments were overwhelmingly positive. Major themes included:

- Staff are consistently described as friendly, helpful, knowledgeable, and kind.
- Appointments run smoothly and efficiently.
- Clients feel welcomed, respected, and supported throughout their visit.
- Facilities are clean, comfortable, and family-friendly.

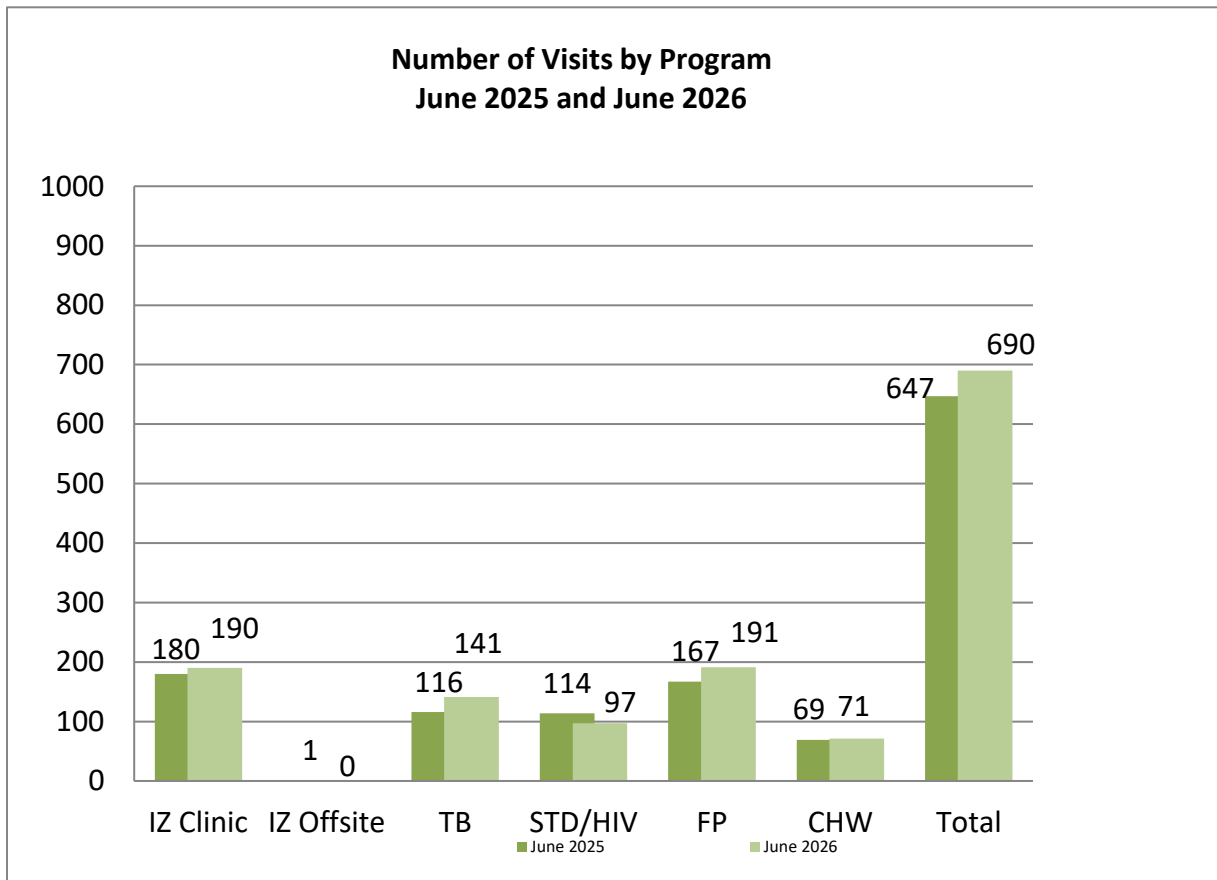
Program-specific highlights included:

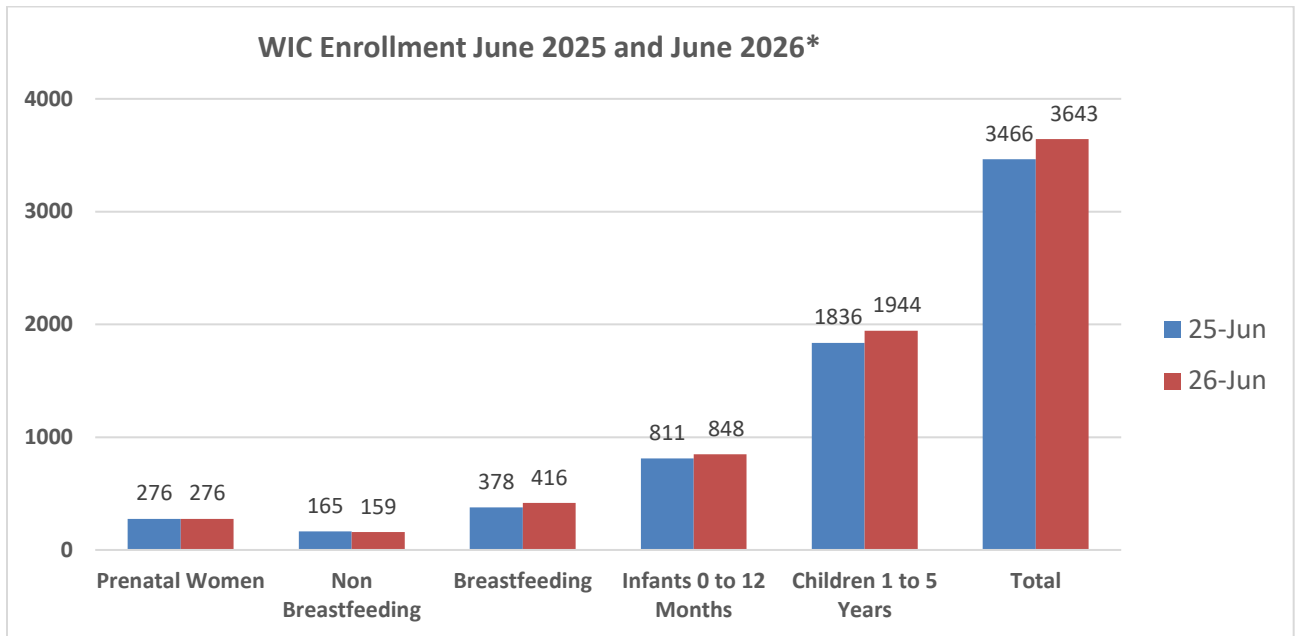
- WIC: Families praised the program's nutrition education, CHW support, breastfeeding assistance, and phone visit options, noting that WIC plays a key role in helping them keep their children healthy.
- FPSH & IZ: Clients frequently complimented provider communication, respectful and patient-centered care, and the comfort and cleanliness of clinic environments.

Feedback for improvement was limited. Common suggestions included minor enhancements to walk-in wait times, improved check-in efficiency, and providing clearer information on brand and product eligibility for WIC food benefits.

Overall, these results demonstrate that CCHS clinic services are delivering high-quality, culturally responsive, and client-centered care across all service areas, supporting the health and well-being of individuals and families throughout Washoe County.

a. **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 2025	3466	3125
July 2025	3543	3172
Aug 2025	3546	3181
Sept 2025	3580	3218
Oct 2025	3606	3265
Nov 2025	3551	3172
Dec 2025	3570	3170
January 2026	3554	3178
Feb 2026	3512	3145
March 2026	3618	3248
April 2026	3697	3317
May 2026	3647	3285
June 2026	3643	3269
Monthly avg	3579	3211
% change Jun 2025 / Jun 2026	5.11%	4.61%

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. **Immunizations** – The NNPH Immunization (IZ) Program provides services to individuals of all ages across the community. In both clinic and outreach settings, the IZ Program primarily serves children eligible for the Vaccines for Children (VFC) program, as well as adults who are uninsured or underinsured. The program also serves a significant number of insured adults and children. The team continues to stay current with federal and state vaccine update.

NNPH continues to follow evidence-based, state-directed vaccination practices aligned with the restored schedule and remains current on federal and state guidance.

In the news: The scheduled June 24-26 Advisory Committee on Immunization Practices (ACIP) meeting was cancelled. This follows the cancellation of the March 18-19 meeting. The next meeting scheduled is October 21- 23rd. The ACIP annually holds three meetings a year, usually scheduled in February, June and October. The last meeting ACIP held was December 2025.

Walk-ins and same-day appointments continue to be accepted daily in the onsite clinic, in addition to scheduled visits. In June, clinical staff vaccinated 187 clients and administered a total of 445 total vaccines. Demand for COVID-19 vaccination remains, as few local providers offer the vaccine - particularly for young children and individuals without primary care access. NNPH continues to fill this gap by providing Moderna's Spikevax for children ages 6 months through 11 years (through both VFC and Private Pay funding) and Pfizer's Comirnaty for individuals 12 years and older. In June, NNPH administered 15 COVID-19 vaccines. Community members continued to seek influenza vaccinations, and NNPH staff administered 31 influenza doses to clinic clients prior to ending the flu season on June 30th.

Beyond clinic services, staff conduct community outreach with NNPH planning "back-to-school" initiatives to support student compliance with state immunization requirements.

Program staff continue to conduct case management for the Perinatal Hepatitis B Prevention Program (PHBPP) with four active cases under surveillance.

NNPH maintains VFC compliance internally and ensures that approximately 50 VFC enrolled providers across Washoe County meet program requirements through site visits, monitoring, and ongoing training to secure continued access to this critical vaccine resource. The team concluded the 2025–2026 VFC Program Plan for Washoe County, which included 28 compliance visits, 13 IQIP (quality improvement) visits with prominent multi-site providers, and numerous follow-up visits. In preparation for year-end, staff are diligently reconciling outstanding needs and training items with VFC practices. NNPH nurses have coordinated local vaccine transfers, totaling more

than 4,700 doses, ensuring proper stewardship of publicly funded vaccines. Staff developed the 2026-2027 grant plan for 25 VFC Compliance and 14 IQIP projects, including onboarding newly enrolled sites and ensuring continued access to valuable disease prevention in existing neighborhoods.

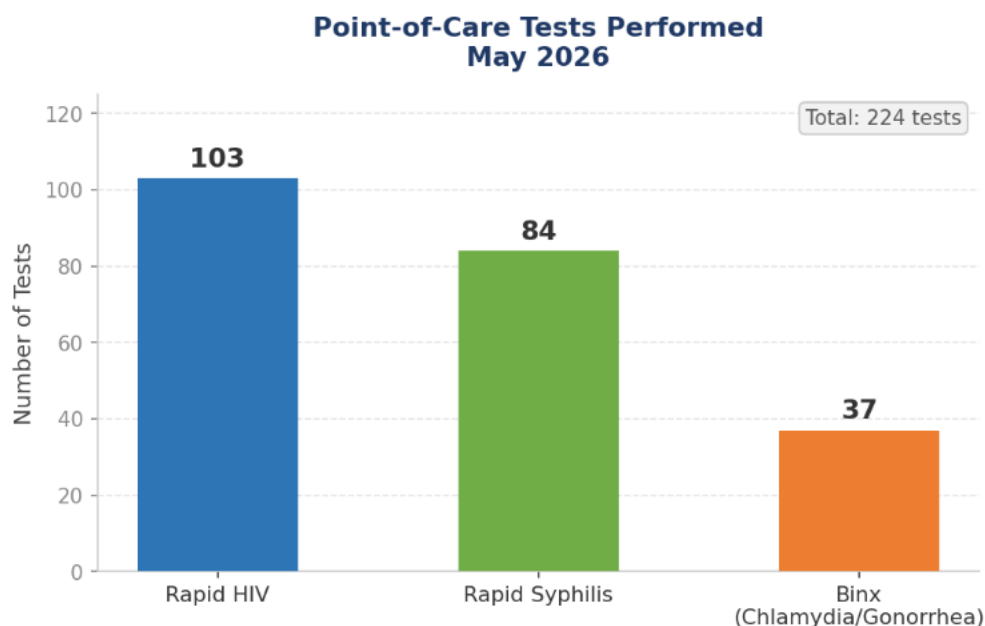
- b. **Tuberculosis Prevention and Control Program** – The Tuberculosis Prevention and Control Program (TBPCP) continues to operate in alignment with state and federal requirements, with a mission to prevent and control tuberculosis (TB) in Washoe County by reducing morbidity, disability, and premature death due to TB.

Active TB Disease Activities – The TBPCP is managing 5 active TB cases, 3 pulmonary, one pulmonary/disseminated and one extra pulmonary. All active cases are managed in close consultation with the program's designated medical consultant to ensure adherence to evidence-based treatment protocols and to support clinical decision-making for complex cases. Directly Observed Therapy (DOT) is provided for all active TB cases. In June 2026, 107 DOT sessions were conducted.

Latent TB Infection (LTBI) Activities – The TB program prioritizes high-risk populations for LTBI screening and treatment, including recent contacts of active TB cases, individuals with immunosuppression, and those from high TB-endemic countries. The TBPCP is currently managing and/or evaluating approximately twenty-one clients for latent TB infection (LTBI). In June of 2026, six LTBI evaluations were completed, and three clients initiated LTBI treatment.

Program Coordinator Activities – The program maintains a robust system for documentation and reporting, utilizing the CDC's Report of Verified Case of Tuberculosis (RVCT) and the state's EPITRAX system, with all new cases reported within two weeks of notification. And, over the last year, the TB Program Coordinator role has expanded to include a greater focus on LTBI data collection and analysis. Seventy-three positive lab reports were reported in June 2026.

- c. **Reproductive and Sexual Health Services** – The Family Planning Sexual Health Clinic (FPSHC) continued to provide high-quality, accessible reproductive and sexual health services to the community, with 224 same-day point-of-care tests performed in-house in May 2026.



Throughout June, the FPSHC worked with the NNPH Immunization Program to begin offering free immunizations to uninsured clients age 19 and older. These immunizations will be offered through the State Opioid Response (SOR) program. The clinic will start offering HPV vaccines July 1, 2026, with plans to expand to additional vaccines as the program expands.

The clinic is seeing an increased number of clients requesting injectable HIV PrEP. This route of medication delivery is optimal for clients who cannot tolerate or remember to take a daily pill. Injectable medication can work for two to six months depending on the medication. A protocol for all forms of PrEP was finalized and delivered to staff in June. Staff are becoming more comfortable with the process of prescribing and administering injectables and were able to attend an onsite training on June 18th. Additionally, a 3rd Community Health Worker is training to learn the PrEP navigation process.

Maternal, Child and Adolescent Health (MCAH) – Maternal, Child, and Adolescent Health (MCAH) activities encompass several key initiatives, including Lead Screening, Newborn Screening, Cribs for Kids, and the Fetal and Infant Mortality Review (FIMR) program.

The NNPH Childhood Lead Poisoning Prevention team is currently managing 23 open cases involving children under the age of six. These activities are funded through a grant from the CDC administered by the University of Nevada, Las Vegas.

Public Health Nurses, with the assistance of Community Health Workers (CHWs), continue to provide follow-up, care coordination, education, and resources to families referred through the

Nevada Newborn Screening Program, ensuring that all infants receive the required second newborn screening.

The Cribs for Kids program provides eligible low-income families with free portable cribs (Pack 'n Plays), safe sleep survival kits, and mandatory safe sleep education. To qualify, you must be pregnant or have a baby under 12 months old and be unable to afford a safe sleep space. In June, NNPH CHWs assisted eleven families through the Cribs for Kids program at the Anthem Wellness Center on Moana Lane. Safe Sleep Classes are provided in English and Spanish. CHWs also continue to promote FIMR-related initiatives, including the Pregnancy Risk Assessment Monitoring System (PRAMS), Nevada 211, and WIC.

The Fetal and Infant Mortality Review (FIMR) team convenes monthly, excluding June and December, and typically reviews an average of four cases per meeting. The next meeting is scheduled for July 16, 2026.

In June, the FIMR team received approval to disseminate the 2022–2023 FIMR Annual Report, and a data request was submitted for the 2024 report.

Also in June, Linda Gabor, a highly experienced registered nurse who had been with the FIMR program since its inception in 2014, resigned. Linda's dedication, attention to detail, and extensive experience have been invaluable to the program, and she will be greatly missed.

NNPH staff continue to attend Northern Nevada Maternal and Child Health (NNMCH) Coalition meetings on a regular basis, with the most recent meeting held on June 11, 2026. Staff also participate in the Washoe County Community Child Death Review process by providing updates on fetal and infant deaths as requested. The team attended the most recent meeting on June 3, 2026.

- d. **Women, Infants and Children (WIC)** – June 30, 2026, marked the closure of the Moana WIC location after approximately 20 years of providing WIC services at 601 W Moana Lane. The final month included:
- Communications to WIC clients, partners, and the community about the details of transitioning the Moana services to the NNPH WIC office on 9th Street.
 - Transitioning staff to office space at the 9th St complex, with space being made in the clinic area to expand the WIC footprint and moving furniture and equipment.
 - Transitioning participants from the Moana WIC office to 9th St for those wanting in-person client appointments. Staff are working with participants that have transportation barriers.

- The front office was open at Moana for one week beyond the date client appointments were transitioned. During this time clients could access the office for things like picking up EBT cards and special formulas.
- Technology Services, Security, and Facilities worked to remove Washoe County equipment and prepare the space for the final walk through.

WIC staff are adapting to the changed structure and environment, and the team is problem solving as challenges arise. Leadership is continuing to monitor the participation rate, including working closely with the NNPH Communications team to promote WIC and maintain participation through retention of current clients and recruitment of new clients.

e. **Community Health Workers (CHWs) –**

Client Navigation Services - In June 2026, CHWs assisted 71 clients with navigation services, including support for health insurance, primary care, PrEP (pre-exposure prophylaxis for HIV prevention), housing, transportation, and food.

Key Outreach Events - In June 2026, Community Health Workers carried out several outreach efforts aimed at assisting food-insecure families and delivering safe sleep education to parents and expectant parents. On June 2 at the NNPH Mobile Harvest, the CHW team provided resources to 63 families and distributed flyers advertising free vaccine clinics and Back-to-School events. A safe sleep class was held on June 10 at the Anthem Wellness Center, where five parents and parents-to-be received education along with a free Pack-n-Play. A second class took place on June 24 at the same location, reaching seven individuals and again offering a Pack-n-Play to promote safe infant sleep. These activities highlight the program's ongoing commitment to strengthening family health, safety, and access to vital community resources throughout the month.