

**Community and Clinical Health Services
Division Director Staff Report
Board Meeting Date: July 24, 2025**

DATE: July 13, 2025

TO: District Board of Health

FROM: Christina Sheppard, APRN
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SUBJECT: Community and Clinical Health Services – Divisional Update – 2025 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

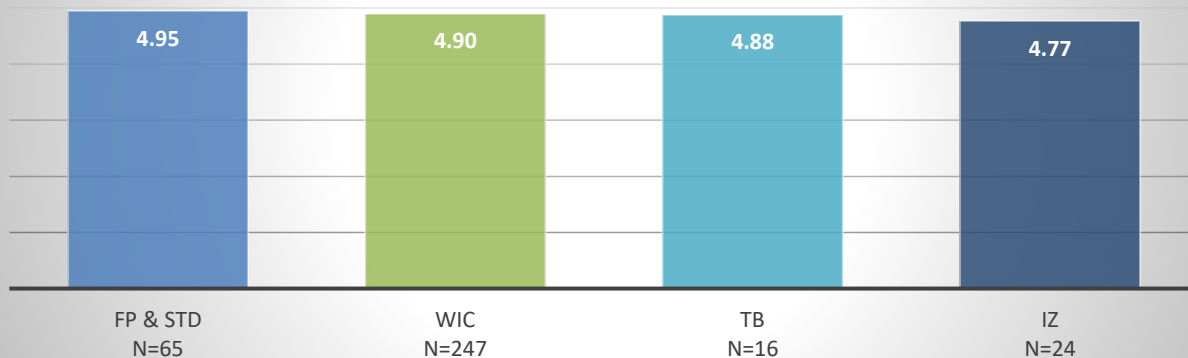
1. Divisional Update

2025 Client Satisfaction Survey Results

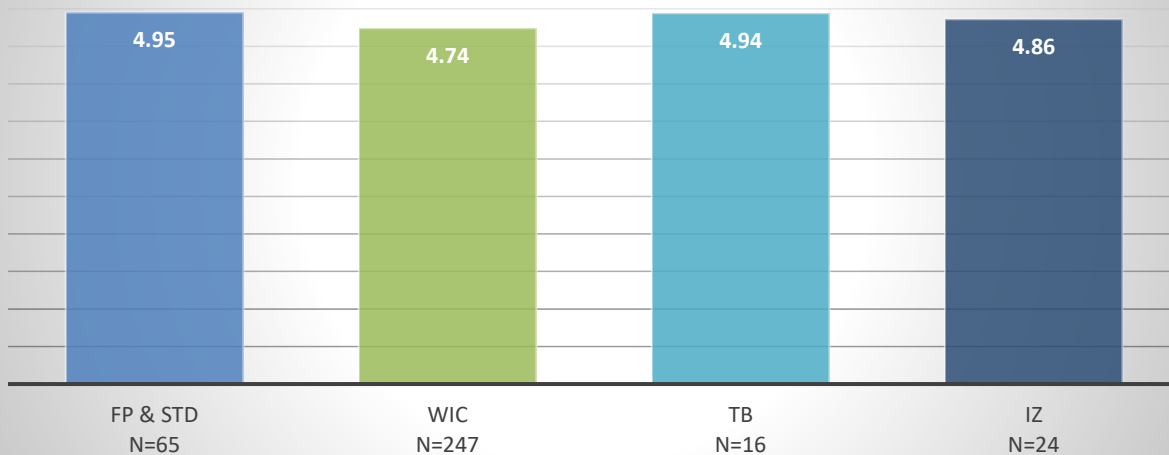


The Client Satisfaction Survey was conducted February 10, 2025, through February 28, 2025. As has been the norm for the CCHS survey over the past few years, client responses were overwhelmingly positive. The survey is on a scale of 1 to 5 with 1 being poor and 5 being great.

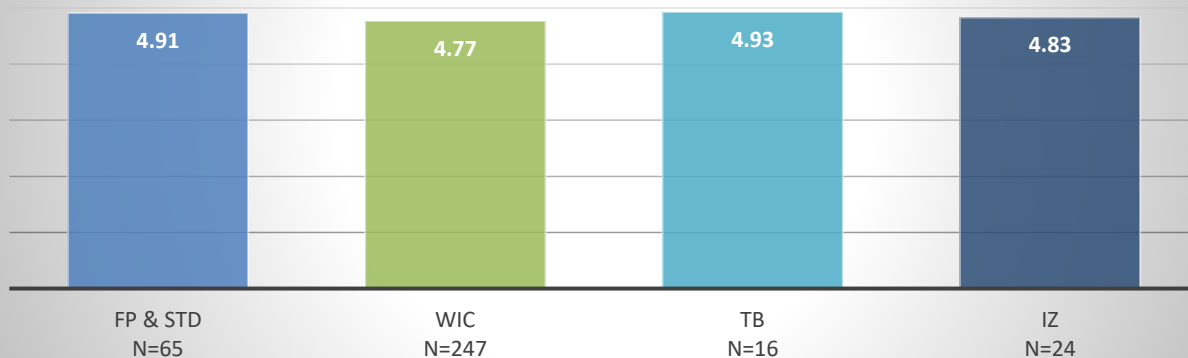
Ease of making an appointment/I was able to get the services or help I needed



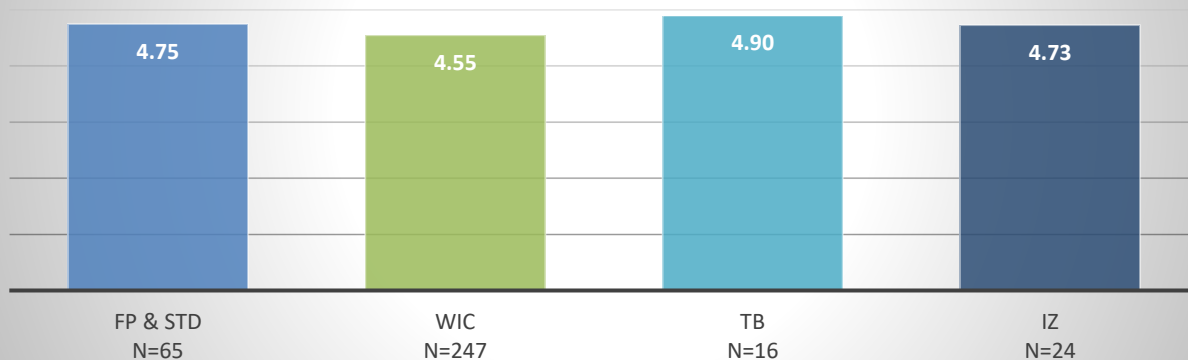
Provider was polite/The NNPH staff I interacted with were polite

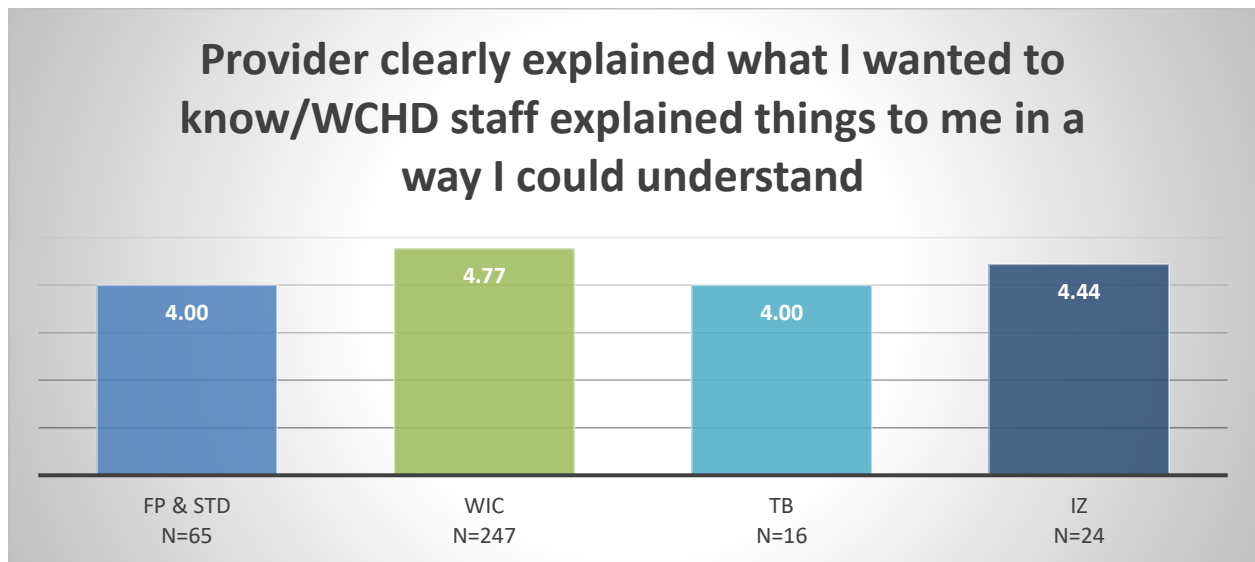


Staff answered my questions/The NNPH staff I interacted with was knowledgeable



Wait time/I was helped by NNPH staff in a timely manner

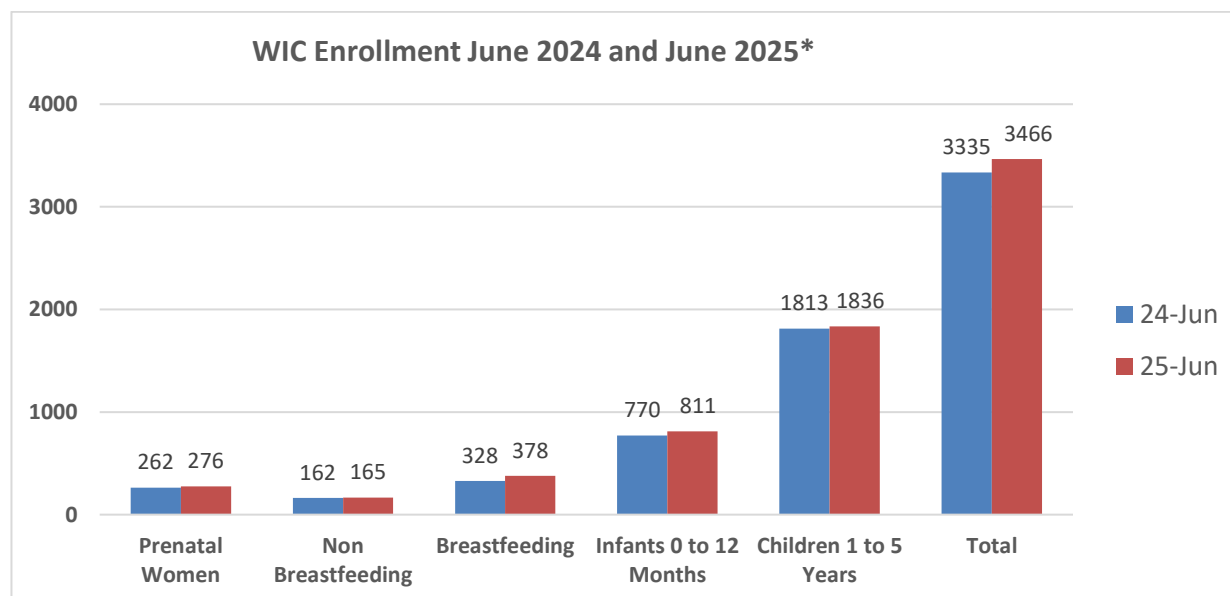
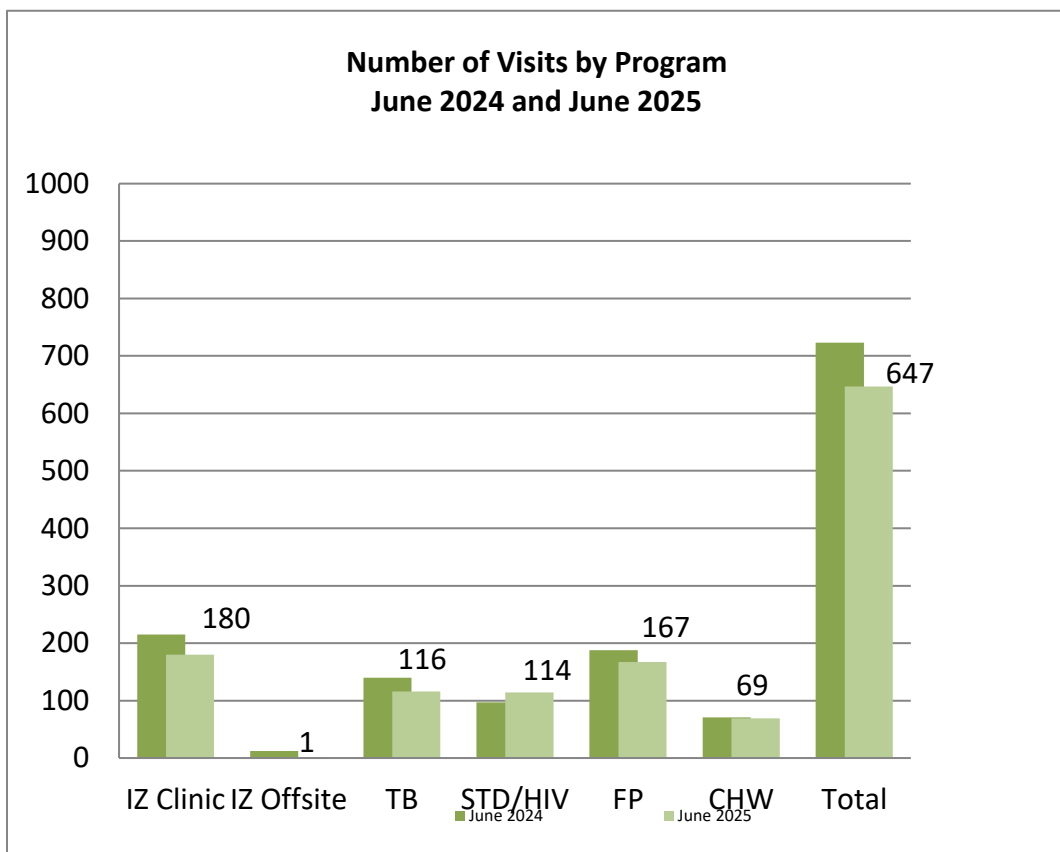




Client Satisfaction Surveys for the Family Planning/STD, TB, and Immunizations programs were distributed in two forms: online via a QR code and on paper. Due to the low response from distributing the survey online with a QR code, the survey was extended by another week. Despite efforts to extend the survey an additional week, total responses to the survey for FP/STD, TB and Immunizations decreased by 40% compared to 2024. The WIC staff were able to distribute their survey via a text link and saw a 100% increase in the number of respondents from the previous year.

Areas of success include clients able to easily make an appointment or get the services they need, feeling as though staff were knowledgeable and answered the clients' questions, and staff were friendly and polite. Areas for improvement include wait times and providing education and counseling in a manner the client could understand. CCHS staff recently completed training on communication and program managers will work with staff to identify ways to enhance client understanding of the services provided.

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 2024	3335	3091
July 2024	3342	3117
Aug 2024	3395	3179
Sept 2024	3399	3139
Oct 2024	3389	3124
Nov 2024	3373	3061
Dec 2024	3380	3088
January 2025	3411	3114
Feb 2025	3428	3107
March 2025	3454	3101
April 2025	3461	3144
May 2025	3461	3150
June 2025	3466	3125
Monthly avg	3407	3118
% change Jun 2024 / Jun 2025	3.93%	1.10%

WIC participation numbers

Enrollment: All those enrolled in WIC: (women who are pregnant, breastfeeding, or post-partum; infants; and children up through age 5)

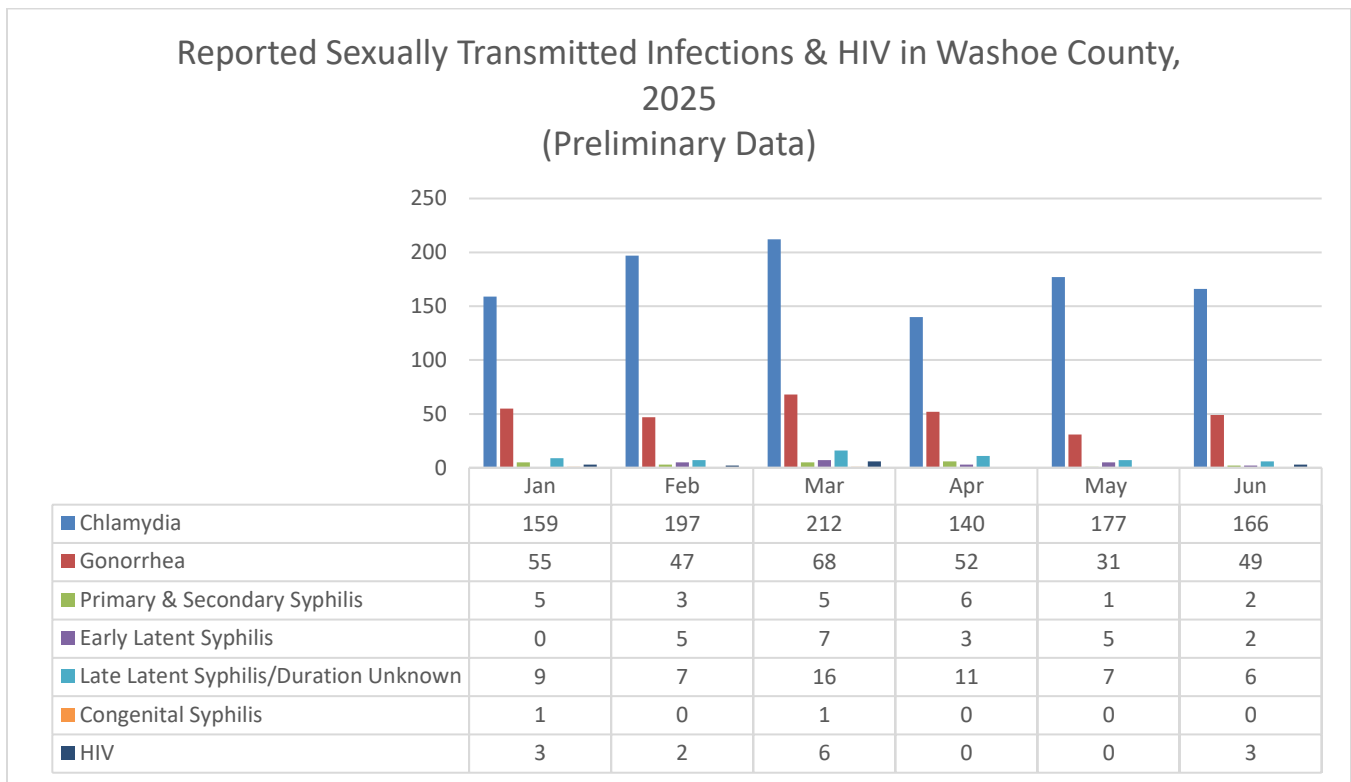
Participation with Benefits: All enrolled WIC participants receive food benefits except
- Infants that are exclusively breastfed
- Breastfeeding mothers whose infants receive more than 4 cans of formula per month

2. Program Reports – Outcomes and Activities

a. Sexual Health (Outreach and Disease Investigation) –

Syphilis and congenital syphilis continue to be a serious concern in Nevada and Washoe County. To that end, staff were contacted by Assemblyperson Heather Goulding to develop a bill for the 2025 Nevada Legislative session to address this public health concern. A group of stakeholders and advocates collaborated on AB 360, a bill that strengthened syphilis testing and treatment initiation among pregnant people. This bill passed the Assembly and Senate unanimously and was signed into law by the Governor. This bill requires rapid syphilis testing (point of care testing) or appropriate testing based on the history of a person's syphilis infection, and the initiation of treatment for reactive tests in emergency departments and hospitals. The intent is to provide more timely testing and intervention for pregnant people that may present to the hospital for any concern. After case reviews of congenital and their corresponding pregnant case, a trend of pregnant people presenting to the hospital and emergency departments without syphilis testing was observed. This new law aims to reduce those missed opportunities to prevent congenital syphilis cases.

June 2025 cases of STIs are presented below, as preliminary data. Syphilis case counts often lag because of the extensive investigations needed to determine the correct stage of infection.



- b. **Immunizations** – The immunization team focuses on providing vaccines to individuals who are uninsured or underinsured and unable to receive vaccines elsewhere. Walk-ins are accepted daily in addition to scheduled appointments. In June, clinic staff facilitated 18 walk-in appointments and vaccinated a total of 176 clients with 440 vaccination doses, to include members of the public and NNPH employees. The program continued to provide seasonal 24-25 influenza and COVID-19 vaccines in June to include 10 influenza and 8 COVID doses. As of June 30th, the program will pause the administration of seasonal influenza vaccine and resume in the autumn according to best practices. Likewise, staff are actively engaged in understanding and planning the implementation of vaccine schedule changes according to the recent ACIP meeting as it pertains to our population, once final recommendations are approved via CDC and NSIP.

Program staff continue the nurse case management and reporting of activities for the Perinatal Hepatitis B Prevention Program (PHBPP) with seven cases currently involved. In addition, staff completed 24-25 VFC Compliance, Annual Training, and follow-up visits with area practices, and have initiated 25-26 training and activities.

Staff continued to plan major outreach events for the July and August Back-To-School season. The team is collaborating with community partners to provide immunizations at the Family Health Festival at Hug High School on July 26th and at NNPH on August 9th and 16th. The mission for these events involves bringing children and adolescents into compliance with school-required

vaccinations, especially at the childcare, 7th grade, and 12th grade benchmarks and offering additional protection for other recommended products. Staff also routinely serve new students and family members during this outreach.

The immunization program bids a fond farewell to contract staff Susie Deller and Robert Chisel and appreciate their contributions made to our community during their time with public health.

- c. **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 four active TB cases, 3 pulmonary and 1 extrapulmonary. 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. The TB case managers are responsible for monitoring and completing comprehensive baseline evaluations for each active case to include laboratory, radiological, and clinical assessments. Directly Observed Therapy (DOT) is provided for all active TB cases, with 68 DOT sessions conducted during the month of June.

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 over 30 clients for latent TB infection (LTBI). Once a client has been identified as high risk and is identified as having LTBI, CDC-recommended LTBI treatment regimens are implemented with client approval. For low-risk individuals, staff will coordinate with the individual's primary care provider to encourage LTBI treatment. In June of 2025, six LTBI evaluations were completed, and two 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. Fifty-three positive lab reports were reported in the month of June.

Challenges and Solutions - The program continues to address challenges related to client treatment adherence. Solutions include flexible DOT options, provision of isolation housing for clients unable to safely isolate at home and close coordination with community partners to obtain rental assistance, food, and medical care that falls outside of the scope of work for the TB clinic

- d. **Reproductive and Sexual Health Services** – The Family Planning Sexual Health Program (FPSHP) continues to provide high-quality, accessible reproductive and sexual health care.

The FPSHP is thrilled to welcome Donna Wainscoat, PHN to the program. Donna was a Public Health Nurse in the Sexual Health Disease Investigation Program. She did not transition with the rest of the team to the Population Health Division and will remain in CCHS. Donna will be the clinic liaison between the FPSHP and PHD, coordinate offsite testing and treatment, offer partner services, and cross train in the clinic. Staff continue to work with the Sexual Health Disease Investigation Program to ensure seamless services for clients in need of treatment or testing.

During the month of May, the FPSHP did not offer appointments with the APRN on Mondays due to staff attrition in the APRN position. The lack of services offered on Mondays in May meant turning away multiple patients seeking reproductive or sexual health care. Due to the number of patients presenting for care on Mondays, the FPSHP made changes to the APRN's scheduled days to resume providing services on Mondays. The resumption of services on Mondays was well-utilized with nearly every Monday in June filled with walk-in appointments.

One other effect of attrition in the APRN position has been an increase in the wait time for an appointment in the Family Planning Sexual Health Clinic. Appointments are scheduled for two weeks out. In June, the walk-in appointment rate for an APRN appointment was 67%. Typically, the walk-in rate for an appointment with the APRN hovers around 50%. FPSHP staff believe patients are trying to walk-in instead of waiting for an appointment in 2 weeks and are also willing to wait for a no-show. If a patient is a no-show for their scheduled appointment, it is offered to a client that has walked in for services.

The FPSHP is awaiting resumption of the Women's Health Connection program. Women's Health Connection is a cervical and breast cancer screening program administered by Access to Healthcare. Women's Health Connection is available to uninsured or under insured patients who meet income requirements. The FPSHP typically begins offering services through Women's Health Connection on July 1st; however, FPSHP staff were informed in late June that Women's Health Connection will not be available until late July or August. The delay in resumption of services is due to upgrades in a system at the State level that requires a large data transfer. The FPSHP is tracking clients in need of these services and will be scheduling clients for services once the program is available.

- e. **Chronic Disease and Injury Prevention (CDIP) Program** – Staff participated in Desert Skies Middle School's field day, engaging 6th and 7th grade students through 5-2-1-0 trivia and fun physical activity challenges. Students had the opportunity to win small prizes for their participation and knowledge. To promote healthy eating, staff offered samples of fruit-infused water and mandarin oranges. The refreshing flavored water was especially popular, with many students

expressing interest in recreating it at home. The event reached a total of 268 students and was a successful, memorable way to promote healthy habits.



Staff successfully supported the formal signing of Nevada Assembly Bill 451 (AB451) on suicide prevention by Governor Lombardo. The bill provides Good Samaritan protections for licensed firearm retailer and is expected to increase participation in the Washoe Suicide Prevention Alliance's temporary secure firearm storage network, as well as other Alliance initiatives. AB451 will go into effect on October 1, 2025.

Staff hosted an Applied Suicide Intervention Skills Training (ASIST) at NNPH on June 5–6. This was the second ASIST training hosted at NNPH and had the highest local attendance to date, with 33 participants and four trainers. All participants completed the two-day certification course successfully and provided excellent post-training feedback. Staff plan to host another ASIST training in December.

Staff coordinated two events with Black Wall Street, which reached over 195 families with messaging regarding harms of vaping, flavoring and vaping, available cessation resources, and quit kits.

In collaboration with Bethel AME Church, staff coordinated one educational event in observance of Juneteenth, which engaged 26 youths and provided information on the harms of vaping and emerging tobacco products, the role of flavorings in tobacco use, available cessation resources, and the distribution of quit kits.

Staff collaborated with Reverend Dr. Debra A. Whitlock Lax, Pastor of Bethel AME Church in Sparks on "Let's Talk About It" series of video interviews about vaping prevention, cessation

resources, and other tobacco prevention related topics. Reverend Dr. Debra A. Whitlock Lax presented tobacco and vaping prevention education to 26 youth, ages 6-21 at the Young People Division meeting at Bethel AME in Sparks.

Staff hosted two screenings of Screenagers Under the Influences, with 25 parents and concerned adult attendees, in partnership with JTNN at the Reno Housing Authority and at Our Center. Staff met with the Social Worker Coordinator for the WCSO Counseling Program to begin planning vaping prevention activities for the next school year.

The CDIP team said goodbye to three IH Health Educators - Huong Jami, Brittnee Aldea, and Tayler Gerhard - whose contributions over the years have made a significant impact in our community. The team also welcomed Ivan Martinez, a short-term PSI who will be conducting a community assessment on cannabis and public health as part of his MPH project. The findings will inform future CDIP health education activities.

As part of the 5210 Healthy Washoe initiative, NNPH installed outdoor stencils to encourage movement and add color to the walk into Building B. This project was made possible through a collaboration with the Community Services Department.



- f. **Maternal, Child and Adolescent Health (MCAH)** - The 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).

The NNPH Lead team is currently managing 36 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 coordination, education, and resources to those referred from the Nevada Newborn Screening Program to ensure all infants receive the second newborn screening as required.

In June, NNPH Community Health Workers assisted three individuals through the Cribs for Kids program. The Anthem Wellness Center does not have a person to oversee the building so classes at this location are suspended currently. CHWs continue to promote initiatives such as the Pregnancy Risk Assessment Monitoring System (PRAMS) and Nevada 211.

The FIMR team convenes monthly, except for June and December, to review an average of four cases per meeting. Four cases were reviewed at the meeting in May and a fifth was revisited. FIMR is currently undergoing a Process Evaluation conducted by a CDC Fellowship student. FIMR Staff await the final report. FIMR staff met with the Nevada State Health Division, DPBH to discuss improved accessibility of data and feasibility of a data dashboard. FIMR staff also coordinated a meeting to identify a project manager and begin brainstorming for a Nevada statewide stillbirth conference. This was suggested during FIMR Case Review Team meetings to help standardize the approach to stillbirth care in Nevada and to give updates to staff who care for the families.

NNPH staff members continue to provide updates on fetal and infant deaths as part of the Washoe County Community Child Death Review process. These meetings are scheduled every other month, with the last meeting on June 6, 2025.

The Northern Nevada Maternal Child Health Coalition (NNMCHC) serves as the Community Action Team (CAT) responsible for implementing recommendations put forth by the Fetal and Infant Mortality Review (FIMR) Case Review Team. The most recent NNMCHC meeting was held on June 12, 2025, and Molly Rose Lewis, Community Development Manager, from US Senator Jacky Rosen's office gave an update on her role and how Senator Rosen's office can support the coalition and participating agencies. A New Mama Care Kit Packing Party was held on June 26th and 290 postpartum bags and 95 breast pump bags were assembled.

- g. **Women, Infants and Children (WIC)** – Each year the NNPH WIC program has either a fiscal or program review (audit) conducted by the State WIC program. In June 2025, NNPH WIC had the biennial program review. The review took place over two days and the State WIC staff spent time at both the 9th St and the Moana WIC offices. WIC visits were observed and compliance with WIC policy and procedure was assessed. The team prepared and provided a variety of

documentation, including staff training logs, outreach logs, records of time and effort reports, WIC benefit card tracking and much more. The formal report is pending, but during the debriefing with the NNPH WIC leadership team, the auditors complemented the team and stated that this was one of the best reviews they have ever seen. They were impressed with the program and the services offered by NNPH to WIC clients. A few of the many accolades given were about the “exceptional” customer services, “clean and inviting” environments, “efficient and organized” staff and excellent support that supervisors provide to staff.

WIC staff continue to identify and refer clients that need additional support to the Community Health Workers (CHW). In June, the CHW conducted two grocery store tours with WIC clients needing extra support and information about redeeming WIC benefits in the grocery store.

- h. **Community Health Workers (CHWs)** – In June, Community Health Workers (CHWs) assisted 69 clients with navigation services, including health insurance, primary care, PrEP, housing, food, and harm reduction resources. They also participated in two outreach events: a Mobile Harvest on June 3 where fresh food and produce was provided to 58 families and an event at the Eddy House on June 24 where STI testing and birth control consultations to youth in transition was provided. Additionally, CHWs distributed condoms to support unhoused women and families at Our Place.

The Nevada Statewide MCH Coalition has temporarily paused distributing cribs for the Cribs 4 Kids program due to funding issues, with hopes to resume after September 30, 2025. Meanwhile, NNPH CHWs have 14 cribs left for families completing the safe sleep course. The Children's Cabinet also offers safe sleep education and provides cribs to attendees.