





Memorandum

Date: February 25, 2010

To: Southern Nevada District Board of Health

From: Scott Weiss, *Director of Administration* 
Lawrence Sands, D.O., M.P.H., *Chief Health Officer* 

Subject: Mid-January 2010 to Mid-February 2010 Administration Monthly Activity Report

NEW FACILITY - replacement of main campus 625 Shadow Lane, Las Vegas, NV 89127

Received response from the City of Las Vegas redevelopment team. A follow-up meeting will need to be scheduled with representatives from the City of Las Vegas and Clark County.

ADMINISTRATION

To date, the Southern Nevada Health District has administered more than 110,000 doses of the 2009 H1N1 vaccine. We have received 157,000 doses and an additional 369,000 doses have been delivered to providers throughout Clark County.

In addition, the Southern Nevada Health District (SNHD) reminded parents that the 2009 H1N1 influenza vaccine recommendations include a second dose for children between the ages of six months and nine years. The second dose is recommended for children so they develop adequate protection against the 2009 H1N1 influenza strain. By getting vaccinated now, people can be protected against the strain when it returns in the fall.

On February 10th and 17th union members conducted their focus groups. The Union will provide their recommendations to management. The intent is to work together to minimize the impact of decreased revenues and increased costs.

Budget review meetings were held for all divisions. The purpose of the meetings was to assist and guide the different divisions and departments in their FY 11 budget preparation. Tentative budget will be presented to the Board of Health during the March meeting.

For the month of January 2010, 78 hours of voluntary furlough were used saving the Health District \$2,383.04. The total voluntary furlough hours used for FY10 is 847.50 hours, saving the District a total of \$26,199.27.

FACILITIES

January 2010 there were 491 maintenance responses compared to 533 maintenance responses for January 2009. The decrease is due to a change in tracking effective October 2009 and because the auditorium was no longer used for the H1N1 PODs. Actual maintenance calls in FY 2010 were approximately the same from FY 2009.

There were 629 security responses in January 2010, compared to 1,237 responses in January 2009. The variance is due to the change in reporting method for security responses. Actual security calls were approximately the same from FY 2009.

There were 15 plumbing calls for January 2010. Ninety percent of the calls were due to water leaks and clogs brought about by the heavy rains. Maintenance responses to plumbing calls continue to be handled as a priority to ensure the safety of all Health District staff and clients.

- A. Electrical responses decreased to 18 in January 2010 from the reported 30 responses in December 2009. The electrical work orders reflect the lighting totals that were replaced throughout the District.
- B. There were 52 HVAC responses in January 2010 compared to 44 in December 2009. The increase in responses are attributed to preventive maintenance services and filter changes.

HEALTH CARDS/VITAL RECORDS

1. Health card volume in January 2010 increased .17% compared to January 2009. In January 2010, 9,864 cards were issued compared to 9,847 in January 2009. Health Card volume YTD through January 2010 is up 3.88% compared to YTD through January 2009.
2. In January 2010, 1,299 births were recorded and 4,143 birth certificates were issued. This is a 28.59% decrease in births and a 10.29% decrease in birth certificates issued compared to January 2009.
3. In January 2010, 894 deaths were recorded and 5,830 death certificates were issued. This is a 11.22% decrease in deaths and a 9.88% decrease in death certificates issued compared to January 2009.

INFORMATION TECHNOLOGY

1. System availability for the month of January 2010 was approximately 98.4%.
2. Total aging ticket count for IT help desk calls for January 2010 are the following: currently there are six tickets with Tract-It that are 30 days or older, 49 tickets in Track-It that are 29 days old or less for a total of 55 open tickets in the queue. All of the tickets have daily notes entered with any updates.
3. IT is tracking the First Call Resolution (FCR) to monitor the initial success rate of the help desk. Additionally, IT is tracking account lock-outs within the Health District. For the month of January 2010, the FCRs increased by 7.61% due to changes in passwords. Current FCRs is at 14.69% as compared to 7.08% for December 2009. With the IE8 repair, users have found it easier to unlock their own accounts.

4. IT is currently beta testing EMS online services and documenting process workflow with prioritizations.

HUMAN RESOURCES

1. In January 2010 there was no recruitment opened and one recruitment was closed. There were two new hires processed and two offer letters were issued.
2. No separations were processed and 29 evaluations were completed in January 2010.
3. As of January 2010 the vacancy rate is 9.8% or 54.5 positions.

FINANCE

1. Held budget meetings for all the divisions to review their FY 2011 budgets.
2. Budget briefings will be held during March 2010 for the Board of Health.

SW:mtc

Attachment: Statistical Section

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2010
HEALTH CARDS**

APPLICANTS				
TABLE 1				
	January-10	January-09	YTD 2010	YTD 2009
New Applicants	3,104	3,221	23,585	28,077
Total Renewal Applicants	5,933	5,698	39,312	31,776
Non-Food	18	36	127	193
X-ray Only	23	33	125	144
Skin Test Only	330	367	2246	2118
Duplicate Card	456	492	3057	3589
TOTAL	9,864	9,847	68,452	65,897

TRAINING PREFERENCE				
TABLE 2				
	January-10	January-09	YTD 2010	YTD 2009
English	6,385	6,370	48,059	45,516
Spanish	1,380	1,502	10,243	9,531
Chinese	74	73	478	386
TOTAL	7,839	7,945	58,780	55,433

APPLICANTS BY LOCATION				
TABLE 3				
	January-10	January-09	YTD 2010	YTD 2009
Main	4,423	4,426	30,451	29,886
East Las Vegas	2,041	2,109	14,227	13,729
Cambridge	1,708	1,675	12,073	11,193
Henderson	1,533	1,485	10,525	9,831
Laughlin	124	81	781	816
Mesquite	35	71	395	442
TOTAL	9,864	9,847	68,452	65,897

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2010

HEALTH CARDS (Cont'd)

APPLICANT PROCESSING				
TABLE 4				
	January-10	January-09	YTD 2010	YTD 2009
Applicants Per Day	519.15	492.35	556.52	535.74
Applicants Per Hour	64.89	61.54	69.56	66.96
Applicants Per Minute	1.08	1.02	1.15	1.11

FACILITIES

RESPONSES				
TABLE 5				
	January-10	January-09	YTD 2010	YTD 2009
Maintenance Responses	491	533	3,356	2,535
Security Responses	629	1,237	5,310	5,286

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2010

INFORMATION TECHNOLOGY

SERVICE REQUESTS				
TABLE 6				
	January-10	January-09	YTD 2010	YTD 2009
Service Requests Completed	751	581	3,523	2,708
Service Requests Opened	742	518	3,605	2,591
Service Requests Open Over 30 Days	6	8	58	53

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7				
TABLE 7				
	January-10	January-09	YTD 2010	YTD 2009
Total System	98.4%	98.0%	98.6%	99.1%

STAFFING				
TABLE 8				
	January-10	January-09	YTD 2010	YTD 2009
Staff Retained	98.0%	98.0%	98.0%	98.0%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2010
HUMAN RESOURCES**

RECRUITING				
TABLE 9				
	January-10	January-09	YTD 2010	YTD 2009
Recruitments Opened	0	1	3	52
Recruitments Closed	1	2	4	42
New Hires	2	2	4	48
Class Specifications Prepared	0	4	0	10

PAYROLL				
TABLE 10				
	January-10	January-09	YTD 2010	YTD 2009
Separations Processed	0	3	19	28
Evaluations Processed	29	31	295	265
Payrolls Completed	2	3	16	16

EMPLOYEE RELATIONS				
TABLE 11				
	January-10	January-09	YTD 2010	YTD 2009
Supervisory Encounters (Hours)	48	101	352	523
Employee Encounters (Hours)	43	66	253	317

HR TRAINING - Number of Employees Trained				
TABLE 12				
	January-10	January-09	YTD 2010	YTD 2009
Leadership	0	0	0	14
Supervisory	0	2	35	5
Harassment/Diversity	0	6	160	98
Orientation	2	5	4	233

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2010
FINANCE**

MONTHLY SUMMARY				
TABLE 13				
	January-10	January-09	YTD 2010	YTD 2009
Purchase Orders Processed	183	296	1,231	1,841
Payment Vouchers Processed	222	319	1,928	2,130
Accounts Payable Checks Issued	313	426	2,400	2,846
Total Payments	\$2,659,174.55	\$2,832,857.01	\$17,638,507.08	\$18,585,649.51

VITAL RECORDS

BIRTHS AND DEATHS				
TABLE 14				
	January-10	January-09	YTD 2010	YTD 2009
Births	1,299	1,819	12,172	13,179
Deaths	894	1,007	6,001	6,044

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DOCUMENTS ISSUED				
TABLE 15				
	January-10	January-09	YTD 2010	YTD 2009
Birth Certificates	4,143	4,618	27,689	30,217
Death Certificates	5,830	6,469	39,800	41,889
Birth Cards	65	119	531	843
Burial Permits	6	11	27	58