

# Memorandum

**Date:** February 28, 2013

**To:** Southern Nevada District Board of Health

**From:** Elaine Glaser, Director of Administration *EG*  
John Middaugh, MD, Interim Chief Health Officer *JRC on behalf of JM*

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**Subject:** Mid-January 2013 to Mid-February 2013 Administration Monthly Activity Report

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## NEW FACILITY - relocation to 330 S. Valley View Blvd. building

The relocation process is still underway at the 330 S. Valley View Blvd. location. Human Resources, Food Handler Certification, Vital Records, additional cashiering services, the EMS & Trauma System departments are expected to move by the end of February 2013. The Office of Chronic Disease Prevention and Health Promotion will move to the second floor of the 330 S. Valley View location by the end of March 2013. Notice to vacate has been given on their current space at 400 Shadow Lane. The Environmental Health, Solid Waste Office, is expected to move on the first floor of the new location by mid to late May 2013, while the TB Clinic will move to the 400 Shadow Lane space vacated by EH Solid Waste by mid to late June 2013.

## ADMINISTRATION

The 10-in-10 Challenge is back! This free program kicked-off on Monday, February 4, 2013 and signups began on Monday, January 28, 2013 on the Get Healthy Clark County website, [www.GetHealthyClarkCounty.org](http://www.GetHealthyClarkCounty.org). The program is also available in Spanish. This is a realistic program and not a fad diet but a way for people to make small changes, gain big results and incorporate these changes into their lives after 10 weeks.

On February 4, 2013 the Southern Nevada Health District (SNHD) launched a coordinated social media awareness campaign that provides information, tips and resources to promote cardiovascular health on its Get Healthy Clark County website, [www.GetHealthyClarkCounty.org](http://www.GetHealthyClarkCounty.org) and in Spanish on its Viva Saludable site, [www.VivaSaludable.org](http://www.VivaSaludable.org). Information will also be distributed on the health district's social media sites on Twitter, Facebook and the Get Healthy Clark County blogs. Community Counseling Center and SNHD kicked off a hepatitis education campaign on February 5, 2013. Testing for hepatitis B and C, and hepatitis immunizations will be administered along with free HIV testing at the Community Counseling Center at 714 E. Sahara Avenue, Suite 101, every Tuesday and Wednesday from 1:00 pm - 6:00 pm, and 8:00 am - 1:00 pm on Thursdays.

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Testing and education campaign is part of a project funded by the Substance Abuse and Mental Health Services and Administration. The project's funding is provided to Community Counseling Center to conduct HIV and hepatitis screenings and to administer appropriate hepatitis immunizations in Clark County. SNHD administers rapid HIV tests with results available the same day. Results from hepatitis B and C blood tests will be available in one week. Clients who test positive for hepatitis will receive counseling and follow-up from Community Counseling Center staff and its partner, First Medical of Southern Nevada.

Thursday, February 7, 2013 was the annual National Black HIV/ AIDS Awareness Day and SNHD encourages everyone to learn their HIV status. In Clark County, approximately 25 percent of people living with HIV/ AIDS are African-American. Testing is always available at the health district and no appointment is necessary. According to the Centers for Disease Control and Prevention (CDC), one in 16 black men will be diagnosed with HIV at some point in his lifetime as will one in 32 black women. In 2010, African-Americans accounted for 44 percent of new HIV infections.

For the month of January 2013 voluntary furlough of 228 hours was used saving the Health District \$5,826.58. Total voluntary furlough hours used at the end of January FY 2013 is 1,373.25 hours saving the District a total of \$36,465.65 compared to the total voluntary furlough hours at the end of December FY 2012 of 1,671.25 hours saving the health district a total of \$52,202.62.

## **FACILITIES**

In January 2013 there were 300 maintenance responses compared to 605 maintenance responses for November and December 2012. There were 1,026 security responses in January 2013 compared to 1,551 responses in November and December 2012. There were no significant issues.

For the month of January 2013 there were 18 electrical work orders mostly for lighting replacements throughout the health district, 22 HVAC work orders for vaccine refrigerator/freezer temperature adjustments as well as heating/cooling adjustments throughout the main building and satellite offices. There were 12 plumbing work orders due primarily to obstructions in the sewer lines at various locations of the health district.

There were six (6) preventive maintenance work orders for the month of January 2013. The work included regularly scheduled preventive maintenance for the Southern Nevada Public Health Laboratory as well as freezer and refrigerator inspections. The completion rate for this month was 50%. However, the completion rate for critical equipment preventive maintenance was 100%. For the month of January 2013 there were 38 customer responses with 100% customer satisfaction.

### **FOOD HANDLER SAFETY TRAINING CARDS/VITAL RECORDS**

1. Food Handler Safety Training Card volume in January 2013 decreased by 14.59% compared to January 2012. In January 2012, there were 10,093 cards issued compared to 8,620 cards issued in January 2013. Health Card volume YTD 2013 through January 2013 is down 3.55% compared to YTD 2012 through January 2012.
2. In January 2013, there were 1,699 births recorded and 4,316 birth certificates were issued. This is a 3.35% decrease in births and 1.19% increase in birth certificates issued compared to January 2012.
3. In January 2013, there were 1,142 deaths recorded and 7,847 death certificates were issued. This is a 18.09% increase in deaths and a 12.34% increase in death certificates issued compared to January 2012.

### **INFORMATION TECHNOLOGY**

1. System availability for the month of January 2013 was approximately 100%.
2. Total aging ticket count for IT help desk calls for January 2013 are the following: there were 52 tickets with Track-It that are older than 30 days, 33 tickets in Track-It that are less than 30 days old for a total of 85 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of January 2013 the first call resolution (FCR) calls increased from 143 calls compared to 135 calls in December 2012. FCR overall total work orders decreased from 26.06% in December 2012 to 23.10% in January 2013. The overall number of work orders increased by 101 calls or 619 total calls in January 2013 compared to 518 total calls in December 2012. The decrease in the number of work orders resulted from a number of employees who were on vacation for the holidays. Our focus is returning to normal work orders while simultaneously addressing relocation issues. IT continues to strive for a higher percentage of FCR to allow users uninterrupted access to computer applications. Help Desk requests for meeting set-up and equipment orders cannot be completed with FCR.
3. The number of lockout calls in January 2013 increased by three calls from nine calls in December 2012 to 12 calls in January 2013. IT continues to educate users to reset their own passwords and unlock their accounts to have uninterrupted access to their computer applications.
4. In January 2013 there were 65 customers who completed the satisfaction survey. The breakdown of the survey results are: zero very dissatisfied, one dissatisfied, seven satisfied and 57 very satisfied. The one dissatisfied user had to call three times to get her issue resolved.

### **HUMAN RESOURCES**

1. In January 2013 22 recruitments were opened and 13 recruitments closed. There were three new hires processed and 14 offer letters issued.
2. For January 2013 eight separations were processed and 30 evaluations completed.
3. As of January 2013, the vacancy rate was 4.02% with 38 positions actively recruited.
4. The health district's controllable separation for January 2013 was three and the annualized controllable rate is 6.6%

## FINANCE

1. SNHD was awarded an additional funding in the amount of \$77,000 for the Shots-4-Tots program. This brings the award amount to a total of \$147,000. The program was created in response to low levels of immunization among children in Clark County from ages 0 to 3 years.
2. Received an additional amount of \$41,899 for the Ryan White Part A program. This increases the funding for the program from \$1,569,686 to \$1,611,585 for the period from 3/1/2012 to 2/28/2013. The Ryan White Part A program is funded by the Dept. of Health and Human Services through a grant with Clark County to provide medical and supportive services for HIV/AIDS infected and affected clients in Las Vegas.
3. The Teen Pregnancy Prevention grant funds for the first two years left an unspent balance of \$160,960. Carryover for the unobligated balance was requested and has been approved. This program is funded by the Office of Adolescent Health to support a wide range of evidence-based and age appropriate programs to reduce teen pregnancy.
4. W-2's for employees and 1099's for vendors were completed. They were either mailed or distributed in January 2013.
5. A report for each program manager was created to identify the type of revenue earned for the General Fund Revenue Board of Health programs for the six months ending December 2012.

## PUBLIC INFORMATION OFFICE (PIO)

- Media (Jan. 1-31, 2013)
  - The health district continued to recommend influenza vaccinations and report moderate influenza activity as outbreaks were reported in other areas of the country.
  - Reports of other respiratory outbreaks as well as a new strain of norovirus and the ongoing pertussis outbreak were also reported.
  - The health district's Teen Pregnancy Prevention Program debuts its new parent/guardian workshops.
- Newsletter
  - The public information office distributed a special edition of the employee newsletter. *The Side Dish* contained articles updating employees on the status of moves and ongoing work on the Valley View location and tips and suggestions for employees as they adjusted to their new work environment.
- Community Outreach
  - Community outreach staff managed a total of 31 volunteers during the month of January. Volunteers contributed a total of 1295 hours during the month for year-to-date total of 1295.
  - The community outreach specialist provides Medicare advocacy by offering one-on-one counseling, eligibility referrals and assistance with the appeals process through the Salud en Acción program. In January, 21 clients were provided counseling services and 6 were enrolled in Medicare Part D. This program is funded through a grant from the Department of Health and Human Services Aging and Disability Services Division.

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- Social Media
  - The health district's primary Facebook account, SNHD Facebook, currently has 570 fans. Get Healthy Facebook has 431 fans and EZ2STOP has 105 fans. The health district maintains one main Twitter account, a Spanish language Twitter account, and accounts for specialized programs. Videos posted to the health district's YouTube channel were viewed 71,940 times in the month of January, 26,980 more views than the previous month.
- Website
  - SouthernNevadaHealthDistrict.org, the main health district website, had 745,496 page views for the month of January.
    - Get Healthy Clark County: 23,238 page views
    - Viva Saludable: 19,990 page views

EG: mtc

Attachments: Statistical Section for January 2013  
Chargeback Report ending January 2013  
IT Project Status Report for January 2013  
Facilities Project Status Report for January 2013

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2013**  
**FOOD HANDLER CARDS**

**APPLICANTS**

TABLE 1

	January-13	January-12	YTD 2013	YTD 2012
New Applicants	2,170	3,306	20,325	23,807
Total Renewal Applicants	5,900	5,943	36,135	34,113
Non-Food	35	67	772	275
X-ray Only	0	5	9	95
Skin Test Only	0	328	655	2,004
Duplicate Card	515	444	3,117	2,963
<b>TOTAL</b>	<b>8,620</b>	<b>10,093</b>	<b>61,013</b>	<b>63,257</b>

**TRAINING PREFERENCE**

TABLE 2

	January-13	January-12	YTD 2013	YTD 2012
English	0	6,522	1,779	44,334
Spanish	0	1,601	358	8,671
Chinese	0	61	59	567
<b>TOTAL</b>	<b>0</b>	<b>8,184</b>	<b>2,196</b>	<b>53,572</b>

**APPLICANTS BY LOCATION**

TABLE 3

	January-13	January-12	YTD 2013	YTD 2012
Main	0	4,823	0	30,138
East Las Vegas	3,760	1,923	28,844	11,553
Cambridge	2,871	1,498	27,002	9,650
Henderson	1,535	1,589	3,415	10,460
Laughlin	171	123	1,026	877
Mesquite	84	137	527	579
North Las Vegas	199	0	199	0
<b>TOTAL</b>	<b>8,620</b>	<b>10,093</b>	<b>61,013</b>	<b>63,257</b>

## ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2013

### APPLICANT PROCESSING

TABLE 4

	January-13	January-12	YTD 2013	YTD 2012
Applicants Per Day	410.48	480.62	471.90	439.28
Applicants Per Hour	51.31	60.08	52.34	54.91
Applicants Per Minute	0.85	1.00	0.87	0.92

## FACILITIES

### RESPONSES

TABLE 5

	January-13	January-12	YTD 2013	YTD 2012
Maintenance Responses	300	261	2,047	2,679
Security Responses	1,026	705	5,731	4,768

## ADMINISTRATION DIVISION – *PROGRAM ACTIVITY* – January 2013

### INFORMATION TECHNOLOGY

#### SERVICE REQUESTS

TABLE 6

	January-13	January-12	YTD 2013	YTD 2012
Service Requests Completed	616	582	3,377	3,637
Service Requests Opened	619	573	3,398	3,593
Service Requests Open Over 30 Days	52	33	255	170

#### INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	January-13	January-12	YTD 2013	YTD 2012
Total System	100.0%	100.0%	99.8%	100.0%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2013**  
**HUMAN RESOURCES**

**RECRUITING**

**TABLE 8**

	January-13	January-12	YTD 2013	YTD 2012
Recruitments Opened	22	5	91	22
Recruitments Closed	13	0	63	26
Offer Letters Submitted	14	3	82	28
New / Revised Class Specifications	10	1	20	2

**PAYROLL**

**TABLE 9**

	January-13	January-12	YTD 2013	YTD 2012
New Hires Processed	3	2	38	24
Separations Processed	8	5	45	27
Evaluations Processed	30	29	229	285

**HR TRAINING - Number of Employees Trained**

**TABLE 10**

	January-13	January-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	38	10	115	90
Harassment/Diversity (On Line)	10	10	128	77
Other Training	0	2	50	85

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – January 2013**  
**FINANCE**

**MONTHLY SUMMARY**

**TABLE 11**

	<b>January-13</b>	<b>January-12</b>	<b>YTD 2013</b>	<b>YTD 2012</b>
Purchase Orders Processed	140	163	1,217	1,172
Payment Vouchers Processed	256	231	1,976	1,924
Accounts Payable Checks Issued	325	276	2,308	2,248
Total Payments	\$2,084,871.80	\$2,967,247.15	\$20,320,181.23	\$20,749,666.78

**VITAL RECORDS**

**BIRTHS AND DEATHS**

**TABLE 12**

	<b>January-13</b>	<b>January-12</b>	<b>YTD 2013</b>	<b>YTD 2012</b>
Births	1,699	1,758	11,996	12,828
Deaths	1,142	967	6,898	6,335

**DOCUMENTS ISSUED**

**TABLE 13**

	<b>January-13</b>	<b>January-12</b>	<b>YTD 2013</b>	<b>YTD 2012</b>
Birth Certificates	4,316	4,265	26,039	28,130
Death Certificates	7,847	6,985	40,242	41,678
Birth Cards	0	41	0	409
Burial Permits	8	3	37	37

## FACILITIES PROJECT STATUS REPORT - JANUARY 2013

PROJECT NAME	DATE INITIATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Valley View Human Resources	12/1/2012	2/28/2013	NO	Human Resources area has been constructed and will be wired and ready for move in at the end of February.
Valley View EMS	12/1/2012	2/28/2013	NO	The EMS area has been constructed and will be wired and ready for move in at the end of February.
Valley View Vital Records	12/1/2012	3/18/2013	NO	Vital Records area has been constructed and will be wired and ready for occupancy in the middle of March.
Valley View Health Cards	12/1/2012	3/18/2013	NO	Health Cards area has been constructed and will be wired and ready for occupancy in the middle of March.
625 Shadow Ln.	12/1/2012	3/29/2013	NO	Breaking down all modular furniture through out the building.

## IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
EnvisionConnect	2/1/2009	ONGOING	NO	EH is now live with EC and we recently completed the billing process. The mobile devices are currently being tested. Ongoing development is needed for the mobile devices. ECR is now installed on the tablets and in the testing mode in the field. Tablets have been pulled due to a broken sync process. Both IT and Decade are troubleshooting. Testing of ECR continues into Phase II. Received an update from Decade that ECR deployment has been put on hold until Decade can resolve all technical issues. Decade has updated several issues on ECR and have sent over a new install. Also, BofA has been revieweing the contract for the online payment portion of the portal.
Valley View Location	5/1/2012	TBD	NO	All of EH except Solid Waste has moved in, PIO, OPHP, IT, FIN, Exec Suite, Nurse Mgmt are in. Awaiting on parts for HR, EMS, Health Cards and OCDPHP. Parts are in and HR and Health Cards are being configured.

[illegible]

## Credit Card Chargeback Report July 2011 to January 2013

[illegible]