



Memorandum

Date: September 28, 2017

To: Southern Nevada District Board of Health

From: *AKS* **Andrew J. Glass, FACHE, MS, Director of Administration**
Joseph Iser, MD, DrPH, MSc, Chief Health Officer *JS*

RE: Administration Division Monthly Report – Aug 2017

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Aug 2016	Aug 2017		FY17	FY18	
Maintenance Responses	230	173	↓	433	302	↓
Electrical Work Orders	6	7	↑	21	9	↓
HVAC Work Orders	25	13	↓	50	24	↓
Plumbing Work Orders	5	3	↓	9	7	↓
Preventive Maintenance	22	19	↓	33	35	↑
Security Responses	698	623	↓	1201	1190	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Aug 2016	Aug 2017		FY17	FY18	
Service Requests Completed	387	510	↑	778	943	↑
Service Requests Opened	371	522	↑	766	938	↑
Service Requests Open over 30 days	68	128	↑	144	262	↑

Information Services System Availability 24/7

	Aug 2016	Aug 2017		FY17	FY18	
Total System	98.75	99.92	↑	99.28	99.92	↑

Total Monthly Work Orders by Department

	Aug 2016	Aug 2017		FY17	FY18	
Administration	98	135	↑	194	266	↑
Community Health	98	137	↑	185	205	↑
Environmental Health	69	127	↑	190	230	↑
Clinical Services	122	111	↑	209	242	↑

First Call Resolution & Lock-Out Calls	Aug 2016	Aug 2017		YTD FY17	YTD FY18	
Total number of calls received	371	522	↑	766	938	↑
Number of first call resolutions	20	0	↓	24	5	↓
Number of Lock-out calls	1	3	↑	1	3	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Aug 2016	Aug 2017		YTD FY17	YTD FY18	
Contracts Processed	27	31	↑	50	63	↑
Grants Pending – Pre Award*	-	2	↑	-	5	↑
Grants In Progress – Post Award**	9	10	↑	14	21	↑
Purchase Orders Issued	177	171	↓	406	362	↓

* Grant application was created and submitted to agency

** Grant application was approved – is being routed for signature

Grants Pending

SNPHL - UNLV Environmental Sampling - \$18,000

Family Planning Year 1 Carryover Request - \$33,427

ADMINISTRATION Academic Affairs - Fiscal Year Data

Academic Affairs-Internships	Aug 2017
Internships-Total Interns ¹	19
Internship Hours ²	668

¹ Total number of monthly interns includes 4 semester-long students (May-August 2017) and 2 semester-students (August-December 2017).

² Number of approximate hours interns spent applying academic knowledge to a public health setting.

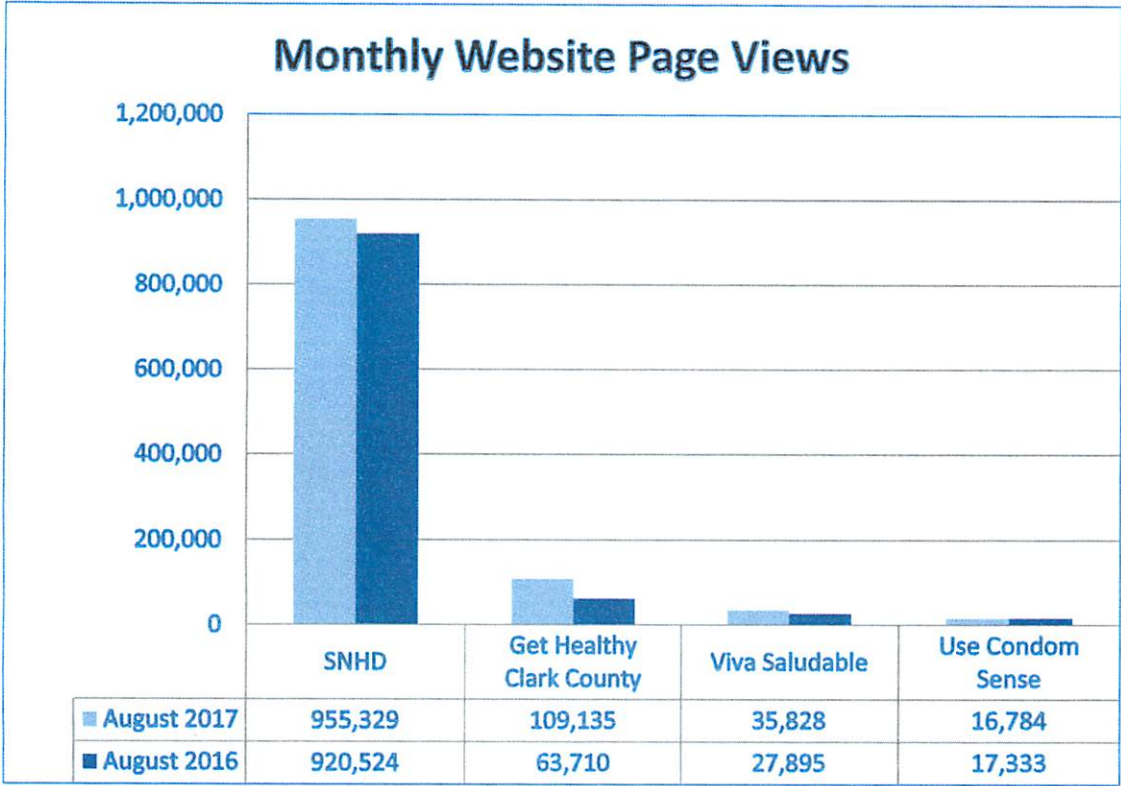
ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Aug 2016	Aug 2017		FY17	FY18	
Media - Print Articles	18	33	↑	36	57	↑
Media - Broadcast stories	25	10	↓	44	18	↓
Collateral - Advertising/Marketing Products	11	16	↑	32	39	↑
Community Outreach - Total Volunteers ¹	22	17	↓			
Community Outreach - Volunteer Hours	1,208	858.50	↓	2,283	1798.50	↓

¹Total volunteer numbers fluctuate from month to month and are not cumulative.

Social Media Services		Aug 2016	Aug 2017		FY17	FY18
*Facebook SNHD	Likes	3,507	3,652	↑	3,507	3,625
*Facebook Henderson PHC	Likes	1,478	1,478	→	1,478	1,478
*Facebook Mesquite PHC	Likes	458	465	↑	458	465
*Facebook GHCC	Likes	3,083	5,374	↑	3,083	5,374
*Facebook SHC	Likes	1,861	1,840	↓	1,861	1,840
*Facebook THNK/UseCondomSense	Likes	6,213	6,236	↑	6,213	6,236
*Facebook SNHD THNK Project	Likes	25	38	↑	25	38
*Facebook FamCam	Likes	N/A	26	↑	N/A	26
*Instagram SNHD	Followers	N/A	71	↑	N/A	71
*Twitter EZ2Stop	Followers	393	406	↑	393	406
*Twitter SNHDflu	Followers	699	780	↑	699	780
*Twitter GetHealthyCC	Followers	303	319	↑	303	319
*Twitter SNHDinfo	Followers	1,908	2,430	↑	1,908	2,430
*Twitter TuSNHD	Followers	197	225	↑	197	225
*Twitter THNK/UseCondomSense	Followers	590	682	↑	590	682
*Twitter SoNVTraumaSyst	Followers	55	80	↑	55	80
YouTube SNHD	Views	77,236	38,954	↓	159,535	80,428
YouTube THNK/UseCondomSense	Views	164	150	↓	339	259

*Twitter and Facebook numbers are not cumulative





To: Southern Nevada District Board of Health

Date: September 28, 2017

Re: Updated Classification Specification for Health Records Assistant and Senior Health Records Assistant

1. **Health Records Assistant** Schedule 12 (\$34,070.40 - \$47,611.20) FLSA Non-Exempt, Bargaining Unit Eligible

Summary:

To assist with the issuing of Food Handler cards, certifications and permits required by Southern Nevada Health District; to operate the camera and process photo identification requests; to collect accepted forms of payments for services; and to provide document and record management support to the assigned program. The Health Records Assistant will report to the supervisor or designee.

2. **Senior Health Records Assistant** Schedule 16 (\$41,870.40 - \$58,427.20) FLSA Non-Exempt, Bargaining Unit Eligible

Summary:

Provides lead direction, planning, coordination of other records staff and assists the public in issuing cards, certifications and permits required by Southern Nevada Health District; to operate the camera and process photo identification requests; to collect accepted forms of payments for services. The Senior Health Records Assistant will report to the supervisor or manager.