



Memorandum

Date: September 26, 2019
To: Southern Nevada District Board of Health
From: Joseph Iser, MD, DrPH, MSc, Chief Health Officer *J Iser*
RE: Administration Division Monthly Report – Aug 2019

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Aug 2019	Aug 2020		YTD FY19	YTD FY20	
Maintenance Responses	206	135	↓	377	299	↓
Electrical Work Orders	14	8	↓	22	16	↓
HVAC Work Orders	10	2	↓	31	18	↓
Plumbing Work Orders	0	8	↑	7	13	↑
Preventive Maintenance	18	22	↑	25	41	↑
Security Responses	565	574	↑	1096	1122	↑

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Service Requests Completed	552	528	↓	1000	1139	↑
Service Requests Opened	553	512	↓	1055	1137	↑
Service Requests Open over 30 days	91	88	↓	156	167	↑

Information Services System Availability 24/7

	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Total System	99.94	99.85	↓	99.51	99.59	↑

Total Monthly Work Orders by Department

	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Administration	239	192	↓	402	403	↑
Community Health	82	103	↑	151	206	↑
Environmental Health	87	94	↑	187	207	↓
Clinical Services	144	139	↓	260	323	↑

First Call Resolution & Lock-Out Calls	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Total number of calls received	553	512	↓	1055	1137	↑
Number of first call resolutions	5	0	↓	9	0	↓
Number of Lock-out calls	9	4	↓	18	6	↓

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Grants Pending – Pre-Award*	2	6	↑	2	6	↑
Grants in Progress – Post-Award**	4	9	↑	4	9	↑
Purchase Orders Issued	177	272	↑	177	272	↑

* Grant application was created and submitted to agency

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

ADMINISTRATION Academic Affairs - Fiscal Year Data

Academic Affairs-Interns/Clinical Rotations/Residents/Fellows	August 2019	Fiscal YTD
Internships-Total Interns ¹	22	58
Internship Hours ²	456	1650

¹ Total number of monthly interns includes 4 semester-long students (August-December 2019).

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

³ Please note break between summer and fall semesters

Orientations Provided:

- 3 orientations provided: 5 physician assistant students, 4 nursing students and 2 resident physicians

Academic Health Department (AHD):

- Monthly meeting with AHD Summit planning committee [committee members from Pima County Health Department (Tucson, AZ), University of Arizona, Maricopa County Public Health (Phoenix, AZ), Arizona State University, and Utah County Health Department (Provo, UT)]
- Second meeting with Dr. Gillian Barclay, Academic Health Center Specialist, UNLV Office of the President, regarding academic-practice partnerships

Meetings/Trainings Attended:

- SNHD Preventive Medicine Residency Graduate Medical Education Committee
- Administration Round Table
- Workforce Development Committee Meeting
- Hepatitis A Train the Trainer

Projects in Progress/Other Items:

- October 23, 2019: Health District After Dark (Topic: Cannabis/CBD)
- December 2-3, 2019: Western Regional AHD Summit

- “Education Squads”: Student teams able to provide prevention education and administrative support for emerging outbreaks
- Records retention schedule for Academic Affairs and Preventive Medicine Residency
- LEP/SI Policy and Translator Code of Ethics for Health Equity QI Committee
- Academic Affairs SharePoint Intranet site as site owner

ADMINISTRATION Office of Communications – Monthly Activity Report

News Releases Disseminated:

- 08.28.2019: Health District reports potential hepatitis A exposure
- 08.27.2019: Southern Nevada Harm Reduction Alliance hosts its annual International Overdose Awareness Day event, Aug. 29
- 08.22.2019: Twenty-eight cases of West Nile reported
- Public Health Update: SWHO August 2019
- 08.15.2019: Health District reports potential measles exposure
- 08.14.2019: Hepatitis A outbreak increase to 83 in Southern Nevada
- 08.07.2019: Public Health Update: Health District reports 13th, 14th, and 15th Cases of West Nile Virus
- 08.06.2019: Public Health Update: Health District reports 12th Case of West Nile Virus
- 08.01.2019: West Nile virus an ongoing risk in Southern Nevada

Media Contacts:

- 08.29.2019: KVVU-TV 5: Overdose Awareness Day event
- 08.29.2019: KSNV-TV 3: Overdose Awareness Day event
- 08.29.2019: KLAS-TV 8: West Nile virus
- 08.29.2019: USA Today: Hepatitis A and hep A vaccine requirements
- 08.29.2019: Las Vegas Review-Journal: TC’s Rib Crib
- 08.29.2019: KINC-TV 15/Univision: Overdose Awareness Day
- 08.28.2019: KSNV-TV 3: West Nile virus update
- 08.28.2019: UNDARK: HIV treatment peer mentorship program
- 08.28.2019: KINC-TV 15/Univision: Hepatitis A exposure
- 08.28.2019: KTNV-TV 13: Hepatitis A exposure
- 08.28.2019: KBLR-TV 39/Telemundo: Hepatitis A exposure
- 08.27.2019: KTNV-TV 13: Dirty Kitchen story
- 08.26.2019: Las Vegas Review-Journal: West Nile virus/mosquitoes in Nevada
- 08.26.2019: Washington Post: Congenital syphilis
- 08.23.2019: Las Vegas Review-Journal: West Nile virus
- 08.22.2019: KSNV-TV 3: West Nile outbreak
- 08.22.2019: KBLR-TV 39/Telemundo: West Nile outbreak
- 08.22.2019: NBC News/Los Angeles: West Nile outbreak
- 08.20.2019: KBLR-TV 39/Telemundo: West Nile report/case counts
- 08.20.2019: Las Vegas Review-Journal/VIEW: West Nile cases by ZIP
- 08.19.2019: Nevada Independent: Title X
- 08.19.2019: St. George News: Hepatitis A outbreak
- 08.15.2019: KINC-TV 15/Univision: Measles exposure
- 08.15.2019: KBLR-TV 39/Telemundo: Measles exposure
- 08.15.2019: KLAS-TV 8: Measles exposure
- 08.15.2019: Las Vegas Review-Journal: Measles exposure
- 08.15.2019: KSNV-TV 3: Measles exposure
- 08.14.2019 KTNV-TV 13: Hepatitis A

- 08.14.2019 KVVU-TV 5: Hepatitis A
- 08.14.2019 KBLR-TV 39: Hepatitis A
- 08.14.2019: Las Vegas Review-Journal: Hepatitis A
- 08.14.2019: Lotus Broadcasting: Hepatitis A
- 08.09.2019: KSNV-TV 3: EH Expo

Press:

- 08.31.2019: Outbreak News Today: <http://outbreaknewstoday.com/las-vegas-more-west-nile-virus-hepatitis-a-exposure-53786/>
- 08.31.2019: Mohave Daily News: http://www.mohavedailynews.com/news/record-number-of-mosquitoes-test-positive-for-west-nile-st/article_668d7e1a-cc7f-11e9-8caf-6bc02c8c07ad.html
- 08.30.2019: LVRJ: <https://www.reviewjournal.com/videos/southern-nevada-is-in-a-west-nile-virus-hot-zone-video/>
- 08.30.2019: Eureka Sentinel: <https://eurekasentinel.com/2019/08/new-rules-could-worsen-access-to-family-planning-services-in-rural-urban-nevada/>
- 08.30.2019: Elko Daily News: https://elkodaily.com/news/state-and-regional/southern-nevada-a-hot-spot-for-west-nile-virus/article_8aa3ac84-991f-52ea-a1bf-2c30778b1d04.html
- 08.30.2019: LVRJ: <https://www.reviewjournal.com/local/convincing-southern-nevadans-of-mosquito-danger-a-tough-task-1838275/>
- 08.29.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/cases-of-west-nile-reported-in-las-vegas/video_d22e3baa-d32a-5b95-b110-0af45f71b9d7.html
- 08.29.2019: KNPR-AM/FM: <https://knpr.org/headline/2019-08/store-clerk-las-vegas-tests-positive-hepatitis>
- 08.28.2019: Associated Press: <https://www.apnews.com/050cf3fc46ec44ae82555960e6911a3d>
- 08.28.2019: Las Vegas Heals: <https://www.lasvegasheals.org/health-district-reports-potential-hepatitis-a-exposure/>
- 08.28.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/health-district-reports-possible-hepatitis-a-exposure-in-central-valley/article_4005bdc2-c9b7-11e9-a5bd-578f234f0227.html
- 08.28.2019: KSNV-TV3: <https://news3lv.com/news/local/snhd-possible-hepatitis-a-exposure-at-central-valley-7-eleven>
- 08.28.2019: LVRJ: <https://www.reviewjournal.com/life/health/7-eleven-clerk-in-las-vegas-tests-positive-for-hepatitis-a-1836184/>
- 08.28.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/health-district-warns-of-potential-hepatitis-a-exposure-at-7-eleven/>
- 08.28.2019: KBLR-TV39: <https://www.telemundolasvegas.com/noticias/destacados/Reportan-posible-contagio-de-hepatitis-A-en-7-Eleven-Las-Vegas-SNHD-distrito-de-Salud-558608191.html>
- 08.28.2019: KTNV-TV13: <https://www.ktnv.com/news/health-district-warning-customers-after-7-eleven-worker-diagnosed-with-hep-a>
- 08.28.2019: Yahoo News: <https://news.yahoo.com/edit-article-7-eleven-worker-011542376.html>
- 08.27.2019: LVRJ: <https://www.reviewjournal.com/local/local-las-vegas/las-vegas-od-awareness-event-includes-training-on-naxalone-use-1835726/>
- 08.26.2019: Your News: <https://yournews.com/2019/08/26/1162765/free-low-cost-mobile-healthcare-available-in-henderson/>
- 08.26.2019: Bio Space: <https://www.biospace.com/article/releases/west-nile-virus-explained-research-published-by-touro-university-nevada-s-dr-amyl-stone-explains-why-some-people-infected-with-the-virus-have-no-symptoms-while-others-suffer-life-threatening-neuroinvasive-disease/>
- 08.26.2019: The New York Times: <https://www.nytimes.com/2019/08/26/climate/heat-deaths-southwest.html>
- 08.24.2019: Mohave Valley Daily News: http://www.mohavedailynews.com/news/west-nile-outbreak-declared-in-clark-county/article_dc2ea2a8-c6fc-11e9-9cb4-5ff45bf79c67.html

- 08.22.2019: KKOH-AM Reno: <http://www.kkoh.com/2019/08/22/west-nile-problem-an-outbreak-in-southern-nv/>
- 08.22.2019: KBLR-TV39: <https://www.telemundolasvegas.com/noticias/destacados/Distrito-de-Salud-declara-brote-de-virus-del-Nilo-Occidental-Condado-Clark-Las-Vegas-mosquitos-contagio-enfermedad-557873261.html>
- 08.22.2019: KDWN-AM/FM: <https://kdwn.com/2019/08/22/clark-county-experiencing-a-west-nile-virus-outbreak/>
- 08.22.2019: KVVU-TV5: https://www.fox5vegas.com/news/west-nile-outbreak-in-las-vegas-valley/video_633227eb-d8c2-55ab-a11a-8feec7ce8dee.html
- 08.22.2019: KSNV-TV11 Reno: <https://foxreno.com/news/local/west-nile-officially-declared-an-outbreak-in-southern-nevada>
- 08.22.2019: KXNT-AM: <https://kxnt.radio.com/articles/news/clark-county-declares-west-nile-virus-emergency>
- 08.22.2019: KTNV-TV13: <https://www.ktnv.com/news/west-nile-virus-outbreak-declared-by-southern-nevada-health-district>
- 08.22.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/west-nile-virus-outbreak-declared-as-cases-grow-to-28-in-southern-nevada/>
- 08.22.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/health-district-reports-cases-of-west-nile-virus-in-southern/article_5a2eb9e8-c4f2-11e9-8738-ef863b717de3.html
- 08.22.2019: KSNV-TV3: <https://news3lv.com/news/local/official-west-nile-outbreak-declared-in-clark-county-as-28-cases-reported>
- 08.22.2019: LVRJ: <https://www.reviewjournal.com/life/health/west-nile-virus-cases-rise-as-health-district-declares-outbreak-1832163/>
- 08.21.2019: Fox TV8 Cleveland: <https://fox8.com/2019/08/21/health-district-warns-travelers-of-possible-measles-exposure-on-las-vegas-strip/>
- 08.21.2019: WSOC TV Charlotte: <https://www.wsocv.com/news/trending-now/health-officials-warn-of-measles-exposure-in-las-vegas/978115927>
- 08.21.2019: People.com: <https://people.com/health/measles-warning-las-vegas-strip/>
- 08.20.2019: LVRJ: <https://www.reviewjournal.com/local/local-las-vegas/clark-county-looks-at-regulating-hangover-treatment-providers-1830863/>
- 08.20.2019: St. George News: <https://www.stgeorgeutah.com/news/archive/2019/08/20/mks-hw-hepatitis-a-outbreak-in-southern-nevada-worsens-health-district-expects-numbers-to-keep-rising/#.XV1rTN5Kjcs>
- 08.20.2019: Cedar City News: <https://www.cedarcityutah.com/news/archive/2019/08/20/mks-hw-hepatitis-a-outbreak-in-southern-nevada-worsens-health-district-expects-numbers-to-keep-rising/#.XV1qb95Kjcs>
- 08.20.2019: St. George News: <https://www.stgeorgeutah.com/news/archive/2019/08/20/mks-hw-health-district-warns-las-vegas-strip-visitors-may-have-been-exposed-to-measles/#.XVx-qd5Kjcs>
- 08.19.2019: Reactionary Times: <https://www.reactionarytimes.com/measles-outbreak-suspected-at-black-hat-cyber-security-event/>
- 08.19.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/spike-in-hepatitis-a-cases-described-as-outbreak-in-las-vegas/>
- 08.19.2019: KKOH-AM Reno: <http://www.kkoh.com/2019/08/19/hepatitis-a-outbreak-in-las-vegas/>
- 08.17.2019: Outbreak News Today: <http://outbreaknewstoday.com/measles-potential-exposure-reported-at-different-locations-on-the-las-vegas-strip-33873/>
- 08.16.2019: Mesquite Local News: <https://mesquitelocalnews.com/2019/08/16/hepatitis-a-outbreak-cases-increase-to-83-in-southern-nevada/>
- 08.16.2019: KXNT CBS News: <https://kxnt.radio.com/articles/news/health-alert-visitor-measles-may-have-exposed-others>

- 08.16.2019: Hawaii News Now: <https://www.hawaiinewsnow.com/2019/08/16/measles-case-las-vegas-prompts-warning-about-possible-exposure/>
- 08.16.2019: Reno Gazette Journal: <https://www.rgj.com/story/news/2019/08/16/las-vegas-strip-visitor-measles-may-have-exposed-other-people/2034527001/>
- 08.16.2019: Polygon: <https://www.polygon.com/2019/8/16/20808537/evo-2019-measles>
- 08.16.2019: Vegas Slots News: <https://vegasslots.net/news/las-vegas-news/southern-nevada-health-district-warns-of-measles-exposure-on-the-strip/>
- 08.16.2019: KHON-TV2 Honolulu: <https://www.khon2.com/news/national-news/confirmed-case-of-measles-in-las-vegas/>
- 08.15.2019: KSNV-TV3: <https://news3lv.com/news/local/is-your-zip-code-on-the-list-code-enforcement-on-the-hunt-for-green-pools>
- 08.15.2019: Outbreak News: <http://outbreaknewstoday.com/las-vegas-area-hepatitis-a-outbreak-45394/>
- 08.15.2019: USA Today: <https://usa-today-news.com/news/reports-of-hepatitis-a-cases-climbing-in-clark-county/>
- 08.15.2019: LVRJ: <https://www.reviewjournal.com/life/health/reports-of-hepatitis-a-cases-climbing-in-clark-county-1826247/>
- 08.15.2019: The Associated Press: <https://www.apnews.com/bc39c34816f148f9870c247af279b4a3>
- 08.15.2019: Connecticut Post: <https://www.ctpost.com/news/article/Las-Vegas-visitor-with-measles-may-have-exposed-14308484.php>
- 08.15.2019: US News: <https://www.usnews.com/news/best-states/nevada/articles/2019-08-15/las-vegas-visitor-with-measles-may-have-exposed-other-people>
- 08.15.2019: KSNV-TV3: <https://news3lv.com/news/local/snhd-possible-exposure-to-measles-along-six-locations-on-strip>
- 08.15.2019: NY Daily: <https://nydaily.nyc/snhd-possible-exposure-to-measles-along-six-locations-on-strip-news3lv/>
- 08.15.2019: KSNV-TV3: <https://news3lv.com/news/local/southern-nevada-health-district-warns-of-measles-exposure-on-strip>
- 08.15.2019: LVRJ: <https://www.reviewjournal.com/life/health/las-vegas-visitor-with-measles-may-have-exposed-others-on-strip-1827207/>
- 08.15.2019: KBLR-TV39: <https://www.telemundolasvegas.com/noticias/destacados/Reportan-exposicion-de-sarampion-en-Las-Vegas-Strip-Mandalay-Bay-Luxor-contagio-enfermedad-545020341.html>
- 08.15.2019: KDWN-AM/FM: <https://kdwn.com/2019/08/15/las-vegas-tourist-may-have-exposed-others-to-measles/>
- 08.15.2019: KVVU-TV5: https://www.fox5vegas.com/news/snhd-warns-public-the-about-measles-at-two-strip-hotels/video_9d8ff349-9911-5289-871f-34324ff8b8f9.html
- 08.15.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/health-district-reports-possible-measles-exposure-on-las-vegas-strip/article_2b12345a-bf8e-11e9-b287-d34c425fad65.html
- 08.15.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/measles-exposure-possible-after-las-vegas-visitors-case-confirmed/>
- 08.15.2019: WSPA-TV7 South Carolina: <https://www.wspa.com/news/measles-exposure-possible-after-las-vegas-visitors-case-confirmed/>
- 08.15.2019: KTNV-TV13: <https://www.ktnv.com/news/health-district-warning-against-possible-measles-exposure>
- 08.14.2019: Nevada State Medical Association: <https://nvdoctors.org/hepatitis-a-outbreak-cases-increase-to-83-in-southern-nevada/>
- 08.14.2019: Las Vegas Heals: <https://www.lasvegasheals.org/hepatitis-a-outbreak-cases-increase-to-83-in-southern-nevada/>
- 08.14.2019: KSNV-TV3: <https://news3lv.com/news/local/83-hepatitis-a-cases-reported-in-southern-nevada>

- 08.14.2019: KTNV-TV13: <https://www.ktnv.com/news/outbreak-46-new-cases-of-hepatitis-a-since-may-in-clark-county>
- 08.14.2019: KVVU-TV5: https://www.fox5vegas.com/news/local-group-helps-tackle-hepatitis-a-outbreak-among-drug-users/article_15cfae28-bf1c-11e9-9d16-2f8208343f09.html
- 08.14.2019: KXNT CBS News: <https://kxnt.radio.com/articles/news/las-vegas-sees-spike-hepatitis-cases>
- 08.14.2019: KDWN-AM/FM: <https://kdwn.com/2019/08/14/hep-a-outbreak-increasing-in-clark-county/>
- 08.13.2019: KSNV-TV3: <https://news3lv.com/news/local/stay-healthy-keys-to-keeping-the-back-to-school-germs-out-of-your-home>
- 08.09.2019: KXNT-AM/FM: <https://kxnt.radio.com/articles/news/four-more-west-nile-virus-cases-reported-clark-county>
- 08.08.2019: Outbreak News: <http://outbreaknewstoday.com/west-nile-virus-4-additional-cases-reported-in-s-nevada-arizona-sees-100-human-cases-40899/>
- 08.08.2019: KTNV-TV13: <https://www.ktnv.com/news/3-more-cases-of-west-nile-virus-reported-in-southern-nevada>
- 08.08.2019: LVRJ: <https://www.reviewjournal.com/life/health/4-new-west-nile-cases-reported-in-southern-nevada-1822024/>
- 08.08.2019: KSNV-TV3: <https://news3lv.com/news/local/health-district-reports-15-confirmed-cases-of-west-nile-in-southern-nevada>
- 08.08.2019: KTNV-TV13: <https://www.ktnv.com/news/west-nile-infection-count-rises-to-16-in-las-vegas-valley>
- 08.08.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/3-more-cases-of-west-nile-virus-in-clark-county/>
- 08.08.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/health-district-reports-more-cases-of-west-nile-total-now/article_48bd15de-ba01-11e9-99d2-6b94c6e6f447.html
- 08.08.2019: KSNV-TV3: <https://news3lv.com/news/local/health-district-reports-15-confirmed-cases-of-west-nile-in-southern-nevada>
- 08.08.2019: LVRJ: <https://www.reviewjournal.com/local/local-las-vegas/health-district-reports-3-new-west-nile-cases-15-this-year-1822024/>
- 08.07.2019: KTNV-TV13: <https://www.ktnv.com/news/thousands-of-ccsd-students-head-back-to-school-without-required-vaccinations>
- 08.06.2019: LVRJ: <https://www.reviewjournal.com/life/health/clark-county-on-pace-for-one-of-worst-years-for-west-nile-virus-1820328/>
- 08.06.2019: LVRJ: <https://www.reviewjournal.com/life/health/authorities-report-12th-case-of-west-nile-virus-in-clark-county-1820328/>
- 08.06.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/12th-case-of-west-nile-virus-reported-in-southern-nevada/>
- 08.06.2019: KSNV-TV3: <https://news3lv.com/news/local/12th-west-nile-case-confirmed-in-southern-nevada>
- 08.06.2019: KVVU-TV5: https://www.fox5vegas.com/news/health-district-reports-th-west-nile-virus-case-in-clark/article_dcef9d6a-b882-11e9-95c2-27832594cffa.html
- 08.06.2019: KXNT-AM/AM: <https://kxnt.radio.com/articles/news/another-west-nile-virus-case-diagnosed-clark-county>
- 08.03.2019: KVVU-TV13: <https://www.youtube.com/watch?v=GpsrnW6aOr4>
- 08.02.2019: KSNV-TV3: <https://news3lv.com/news/local/west-nile-on-the-rise-city-officials-warn-of-green-pools>
- 08.02.2019: KLAS-TV8: <http://summerlin.8newsnow.com/news/1108731-snhd-most-valley-risk-coming-contact-mosquitoes-carrying-west-nile-virus>
- 08.02.2019: The Spectrum: <https://www.thespectrum.com/story/news/2019/08/02/west-nile-virus-symptoms-threat-nevada-utah-mosquitos/1890385001/>

- 08.01.2019: KLAS-TV8: <https://www.8newsnow.com/news/local-news/3-new-west-nile-virus-cases-reported-all-neuroinvasive-form/>
- 08.01.2019: LV Sun: <https://m.lasvegassun.com/news/2019/aug/01/more-west-nile-virus-cases-reported-in-las-vegas-a/>
- 08.01.2019: KTNV-TV13: <https://www.ktnv.com/news/3-more-cases-of-west-nile-virus-reported-in-southern-nevada>
- 08.01.2019: LVRJ: <https://www.reviewjournal.com/life/health/3-new-west-nile-virus-cases-reported-in-southern-nevada-1816442/>
- 08.01.2019: KSNV-TV3: <https://news3lv.com/news/local/3-more-west-nile-cases-reported-in-southern-nevada-total-up-to-11>
- 08.01.2019: KVVU-TV5: https://www.fox5vegas.com/news/local/health-district-reports-more-cases-of-west-nile-virus-bringing/article_40fee876-b476-11e9-bf7b-5f0b907b329a.html

Products Completed:

- Triple Threat syphilis, HIV, hepatitis B poster
- Food Handler Safety Training Book website banner
- Labor Day closure images for social media and website banner
- Hepatitis A immunization clinics list
- Hepatitis A FAQ
- NMSA 2019 Community Service Award ad
- Severe Pulmonary Disease Dear Colleague Letter
- Health District After Dark flyer for October event
- Academic Health Department Summit logo
- Island eNVy photo frame
- Crush ad for Spectrum magazine
- BSHOP poster updates for Aug/Sep/Oct dates
- Immunization outreach at WestCare flyer
- THANK parent postcard
- Hepatitis A Care Kit photos
- Dental Health Clinic flyers
- PrEPing for Change monitor and website banner
- Spanish congenital syphilis postcard
- SNAP cooking business card attribution change
- Oversized photo props for Island eNVy events
- Drafted hepatitis A update for outbreak page
- *District Dish* employee publication - August/September issue
- International Overdose Awareness Day hand fan and poster
- Spanish Illegal Vending brochure
- Reportable Diseases and Conditions chart PDF
- Email blast of Hepatitis A letter to restaurant owners/managers
- 2020 Open Enrollment postcard and table tent
- Lead Exposure in Children information sheet
- Resized PrEPing for Change posters into pull-up banner size
- October Food Safety Partnership flyer
- Reviewed Clark County Board of Commissioners agenda
- Reviewed City of Las Vegas City Council agenda
- Fox 5 Interview at East Las Vegas Public Health Center
- Teen-focused tobacco products brochure
- Beauty Shop Health Outreach Project flyer
- "Is big tobacco in your kid's backpack?" sliders for GHCC
- SNHD locations fact sheet

- BSHOP “Shop Talk Heart & Health” flyer
- Island eNVy sign-up card and social media bookmark
- Reviewed City of Henderson agenda
- FSAM grant videos
- Illegal Vending tri-fold brochure
- Illegal Vending 45-second animated video
- Family Planning Clinic back-to-school poster series
- “Protect Yourself from Hepatitis A” flyer, monitor slide and 11x17 poster
- Island Envy magazine ads, belly band, and poster for *Kama’aina* magazine
- “Is big tobacco in your kids’ backpacks?” flyer
- Health District After Dark logo
- Breastfeeding slider images for Get Healthy website
- Updated Hep A & B immunizations flyer with Aug. 2 date
- Updated Dental Health Clinic flyer
- Updated Tobacco Quitline tri-fold brochure with new images and colors for colleges

Advertising Placed:

- Gay Vegas and Fab Magazine ad
- Dental Health Clinic & Family Health Care Center ad for Kids Directory

Social Media Summary:

- Created and posted 87 social media messages for:
 - Hepatitis A
 - Measles
 - Handwashing
 - Immunizations
 - PrEP
 - Food safety
 - West Nile/Mosquito surveillance
 - EH Expo
 - Give Kids A Boost/Back-to-school immunizations
 - Heat
 - Healthy school lunches
 - Throwback Thursday
 - Foodie Friday
 - Emergency preparedness
 - Overdose Awareness Day
 - Flu
 - Dental Health Clinic
 - Southern Nevada Harm Reduction Alliance
 - Food Handler Safety Training Card
- Back-to-school healthy lunches video

Website Updates/Postings:

- Privacy Policy placement/updates
- Media Advisories + HAN updates
- Extreme Heat
- Posted Stroke Task Force agenda
- Mobile Clinic
- Health Topic Updates
- Office closure notifications
- Food Handler Safety Training Books and page edits

- EH Directory updates
- Homepage banner
- Hot Topics & homepage banners
- FAB Committee updates and audio processing
- GHCC updates
- Vital Records
- EH fees/training updates
- Immunizations
- Updated Pre-Exposure Prophylaxis page
- Posted Southern Nevada HIV Prevention Planning Group August 2 meeting agenda
- Mosquito/West Nile surveillance updates
- EMS public meeting updates
- Hep A Outbreak
- BOH and Advisory Board updates
- HACCP updates
- FERL updates
- Public Notices
- Long-term projects:
 - West Nile
 - Spanish page directory
 - Hepatitis A Outbreak Data Feed
 - FDAP and Permits & Regulations page
 - Hepatitis B Perinatal
 - PEWWS – Move all archived reports to live site
 - URL Redirects
 - HR Neo.Gov page(s)

Web Development Updates:

- Shortened URL & redirects
- FDAP and Permits and Regulations (page specific CSS updates)
- R-Markdown transformation CSS Adjustments
- Get Healthy website form request
- Iframe for HR and Hepatitis A
- EHRCP form changes
- Site CSS adjustments for top level pages
- Vital Records form adjustments

Translation Services:

- Reviewed Illegal Vending brochure translation
- Reviewed Spanish Think Risk Guide, Cooling Quickly and Safely Guide, FERL Sanitizer Guide and Cooling Log with Instructions for EH

Community Outreach:

- Distributed Hepatitis A handouts
- Distributed Environmental Health Expo flyers to community partners
- Distributed Back-to-School/Give Kids A Boost flyers to community partners

Meetings of Note:

- 08.30.2019: Met with the Center for Behavioral Health
- 08.30.2019: ICS Planning Briefing
- 08.30.2019: ICS Huddle

- 08.29.2019: ICS Huddle
- 08.28.2019: ICS Huddle
- 08.27.2019: ICS Operations Briefing
- 08.27.2019: ICS Huddle
- 08.26.2019: Hep A liaison meeting
- 08.26.2019: ICS Huddle
- 08.23.2019: ICS Planning Briefing
- 08.23.2019: ICS Huddle
- 08.22.2019: ICS Huddle
- 08.21.2019: Command Staff Meeting
- 08.21.2019: ICS Huddle
- 08.20.2019: ICS Operations Briefing
- 08.20.2019: ICS Huddle
- 08.19.2019: ICS Huddle
- 08.16.2019: ICS Planning Briefing
- 08.15.2019: ICS Huddle
- 08.14.2019: Foodborne Illness Outbreak Prevention and Response Conference media presentation
- 08.14.2019: ICS Huddle
- 08.13.2019: Mosquito Surveillance Update Meeting
- 08.13.2019: ICS Operations Briefing
- 08.13.2019: ICS Huddle
- 08.12.2019: ICS Huddle
- 08.10.2019: Give Kids A Boost
- 08.09.2019: ICS Planning Briefing
- 08.09.2019: Environmental Health Expo
- 08.09.2019: ICS Huddle
- 08.08.2019: CDC Hepatitis A Outbreak conference call
- 08.08.2019: ICS Huddle
- 08.07.2019: RTC meeting
- 08.07.2019: ICS Huddle
- 08.06.2019: Hep A dashboard meeting
- 08.06.2019: ICS Operations Briefing
- 08.06.2019: ICS Huddle
- 08.05.2019: ICS Huddle
- 08.02.2019: ICS Planning Meeting
- 08.02.2019: ICS Huddle

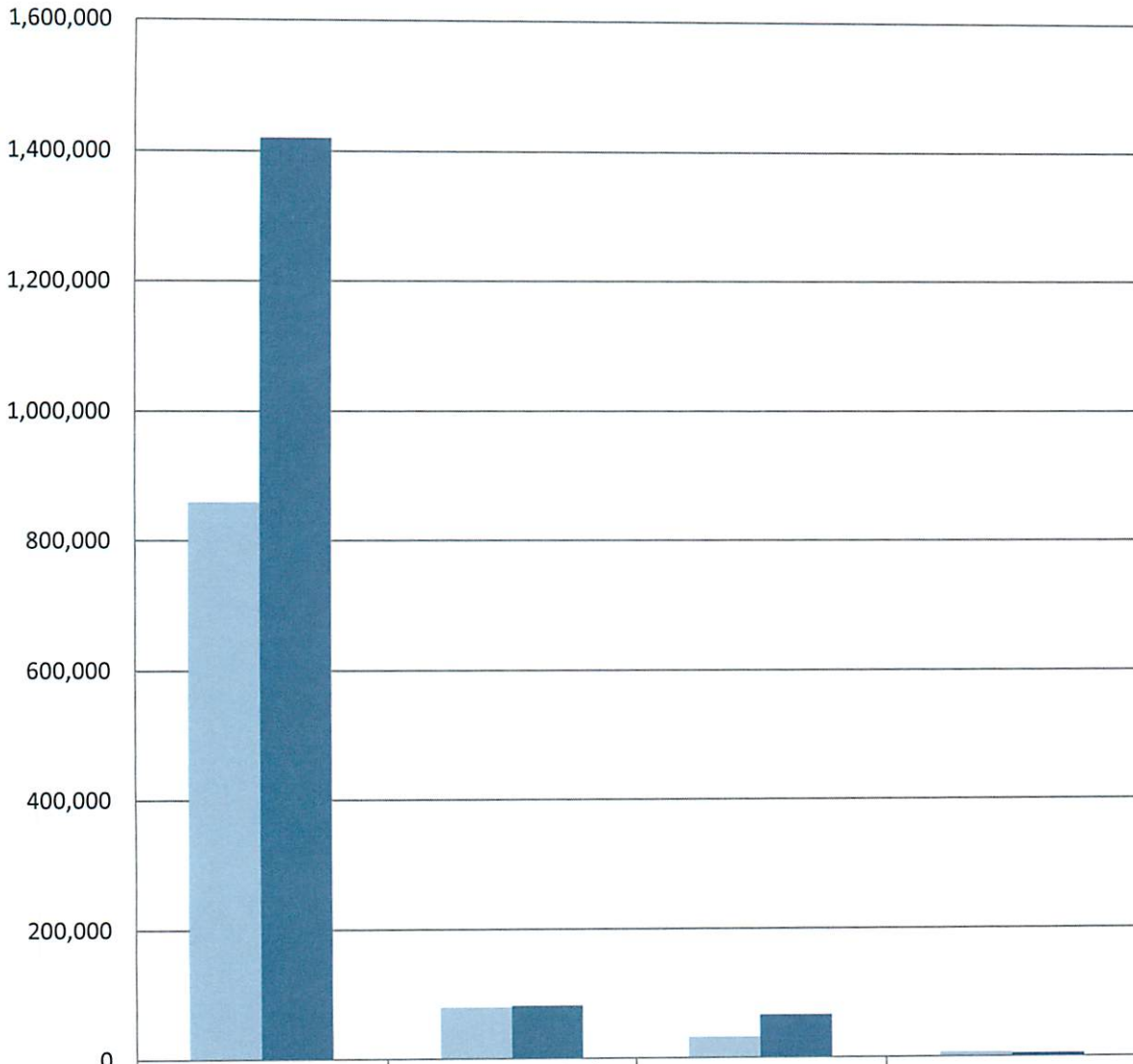
Media, Collateral and Community Outreach Services	Aug 2018	Aug 2019		YTD FY19	YTD FY20	
Media - Print Articles	17	104	↑	73	143	↑
Media - Broadcast stories	16	43	↑	36	56	↑
Collateral - Advertising/Marketing Products	24	49	↑	44	90	↑
Community Outreach - Total Volunteers ¹	30	25	↓			
Community Outreach - Volunteer Hours	1,444	1,423	↓	2,794	2,879	↑

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

Social Media Services		Aug 2018	Aug 2019		YTD FY19	YTD FY20
*Facebook SNHD	Likes	3,881	4,404	↑	3,881	4,404
*Facebook GHCC	Likes	5,701	5,872	↑	5,701	5,872
*Facebook SHC	Likes	1,777	1,737	↓	1,777	1,737
*Facebook THNK/UseCondomSense	Likes	6,107	5,926	↓	6,107	5,926
*Facebook SNHD THINK Project	Likes	44	49	↑	44	49
Facebook Food Safety	Likes	22	22	→	22	22
*Instagram SNHD	Followers	371	1,035	↑	371	1,035
*Instagram Food Safety	Followers	226	315	↑	226	315
*Twitter EZ2Stop	Followers	416	412	↓	416	412
*Twitter SNHDflu	Followers	869	945	↑	869	945
*Twitter Food Safety	Followers	43	55	↑	43	55
*Twitter GetHealthyCC	Followers	329	343	↑	329	343
*Twitter SNHDinfo	Followers	2,750	3,239	↑	2,750	3,239
*Twitter TuSNHD	Followers	229	261	↑	229	261
*Twitter THNK/UseCondomSense	Followers	721	724	↑	721	724
*Twitter SoNVTraumaSyst	Followers	108	119	↑	108	119
YouTube SNHD	Views	9,747	79,769	↑	18,804	151,066
YouTube THNK/UseCondomSense	Views	123	435	↑	255	963

*Facebook, Instagram and Twitter numbers are not cumulative.

Monthly Website Page Views



	SNHD	Get Healthy Clark County	Viva Saludable	ThnkNevada.com
August 2019	860,167	80,570	33,143	7,445
August 2018	1,420,227	82,510	66,829	5,170

ADMINISTRATION Human Resources Monthly Report – Aug 2019

Employment/Recruitment:

- 3 New Hires, including 0 rehires
- 562 active employees as of August 31, 2019
- 2 Terminations, including 0 retirements
- 2 Promotions, including 1 Flex-reclass
- 0 Lateral Transfers
- 0 Reclassifications
- 0 Demotions
- 39 Interviews (20.5 hours)
- 3 Translator Tests conducted, and 1 sign-language interpreter set up
- 9 job offers extended
- 5 recruitments posted
- Turnover rates
 - Administration – 0.00%
 - Clinical Services – 0.69%
 - Community Health – 0.00%
 - Environmental Health – 0.63%
- 20 Other Personnel Change forms processed
- 54 Evaluations received and recorded in One Solution
- Total number of vacancies: 44 FTEs
- Total number of positions in recruitment: 28 FTEs

Worker's Compensation (PACT)

- Number of Workers Comp cases for the month: 1 (non-OSHA recordable) and 2 (OSHA recordable)
- Number of Open Cases: 6
- Number of Cases in final closing: 5

Risk Management (POOL)

- Number of new Risk Management cases for the month: 2
- Number of open cases: 5

FMLA and ADA

- FMLA hours used: 2,018.75 hours
- FMLA cases open:
 - Short-term/Long-term intermittent: 36
 - Block of FMLA leave: 15
- FMLA leave requests: 9 new, 0 recertifications, 4 return to work
- FMLA meetings with employees, one-on-one: 25
- Number of donated leave requests/paperwork processed: 2
- ADA accommodation discussions: 5

Employee Benefits

- Orientations conducted:
 - Benefit Orientation/Public Health 101: 7 employees
 - SEIU Union Orientation: 7 employees
- Benefits processed:
 - New Hires: 9
 - Changes: 1
 - Terminations: 7
- Mass Mutual 1:1's for employees (with Janet Corral): 14
- One-on-one retirement meetings—includes 457(b) and PERS pension/advice and counsel: 16
- Processed new hires/changes/terminations for benefits for 09/01/2019 effective date: 6/4/1
- Health Insurance meetings/assist with issues/assist with disability claim forms and supplemental products: 18

Employee/Labor Relations (Erika Bustinza)

- 1 Verbal Warning, 0 Suspensions, 0 Written Warnings, 1 Final Written Warning, 0 Terminations, 0 Probationary Releases
- 4 Grievances
- 0 Arbitrations
- 5 hours of Labor Meetings (with Union)
- 90 hours Investigatory Meetings
- 6 Investigations
- 35 hours ER/LR Meetings with managers or employees
- Number of EEOC/NERC and EMRB cases: 2

Employee Health Nurse

Employee TB tests: 6
Employee Vaccinations: 9
New Hire Bloodborne Pathogen class training: 1
Post Hepatitis B titer blood draws: 0
Respirator Fit test: 32
BBP exposure follow-up: 0
PAPR maintenance on 08/21/2019

Other Activities for Employee Health Nurse:

- Incident Command System for Hepatitis A outbreak participation:
 - Assigned as Safety Officer and attended multiple meetings regarding the outbreak
 - Safety plan creation and updates weekly
 - Review and development of roster of staff ready to deploy in outbreak response (updates ongoing)
 - Updating Immunization and TB testing of the rostered staff as needed for deployment
- Assisted with Back to School Immunizations
- Creation of site specific Bloodborne Pathogen training for Southern Nevada Public Health Laboratory

Human Resources Director

Investigations: 6 hours

Training: 15 hours

Training Development: 21 hours

Meetings with employees: 23 hours

Committee/Team/Employee engagement meetings: 10 hours

Leadership Meetings: 10 hours

Leadership requests/reports: 5 hours

Travel: 16 hours

Human Resources Supervisor

- 3 hours of Labor Meetings (with Union)
- 11 hours Investigatory Meetings
- 3 Investigations
- 18 hours ER/LR Meetings with managers or employees
- Number of EEOC/NERC and EMRB cases: 1

Trainings/Meetings Attended by Staff:

- CDC Pink book webinar series: Varicella and Zoster (Karen Atkins)
- CDC Pink book webinar series: MMR (Karen Atkins)
- CDC Pink book webinar series: Meningococcal (Karen Atkins)
- 2019 CDC/NTCA Recommendations for Health Care Personnel (HCP): What TB Programs Need to Know (Karen Atkins)
- Academic Affairs Committee – (Adriana Alvarez)
- Service Awards Subcommittee – (Adriana Alvarez)
- Health Equity Committee – (Kimberly Monahan)
- Rewards and Recognition Committee – (Kimberly Monahan)
- Fundraising & Event Planning Committee (Erika Bustinza)
- Meeting with POOL/PACT HR Audit (Angela Lewis)
- SABA Sprint/Touch Base Meeting (Angela Lewis)
- Policy Committee Meeting (Angela Lewis)
- ADA Interactive Meeting/IT (Angela Lewis)
- HR Team Meeting (Angela Lewis)
- ADA Interactive Meeting/IT (Angela Lewis)
- RIM File Maintenance Meeting with Amanda Shore (Angela Lewis)
- SABA Sprint Review Meeting (Angela Lewis)
- SABA Sprint Planning (Angela Lewis)
- Workforce Development (Angela Lewis)
- Compliance Committee Meeting (Angela Lewis)
- Leadership Meeting (Angela Lewis)
- Sick Leave policy meeting with union (Angela Lewis)
- Accommodation Request meeting with employee (Angela Lewis)
- Clinical Services Manager/Supervisor Meeting/ Sick Time Discussion (Angela Lewis)
- Meeting with Alternative Service Concepts / Workers Comp discussion (Angela Lewis)
- Board of Health Meeting/ Agenda Item: Fingerprinting (Angela Lewis)
- Meeting with Environmental Health Supervisors/ Sick Time Discussion (Angela Lewis)

- Policy Committee Meeting (Angela Lewis)
- SABA Sprint Review Meeting (Angela Lewis)
- Compliance Meeting with Annette Bradley, Amy Hagan and Lynn Foster (Angela Lewis)
- Lunch with Paul Rheinberger from Mercer regarding voluntary products (Susan Damitz)
- Meeting with Janet Corral from Mass Mutual and Angela Lewis to discuss changes to Deferred Compensation plan (Susan Damitz)
- Metrics/Promo Review with Tickets at Work with Diandra Monk (Susan Damitz)
- Walden University mtg with Ed Johnson (Susan Damitz)
- Open Enrollment meeting at Clark County (Susan Damitz)

Projects in Progress/Other items

- CCSN Job Fair – 40+ career connections career fair– Kimberly Monahan & Adriana Alvarez
- Recruitment Spreadsheet for Leadership for Amy – Adriana Alvarez & Kimberly Monahan
- 2 Position Control Meeting – Kimberly Monahan, Adriana Alvarez & Scott Witherall
- Per Diem Pool with Maxim – Adriana Alvarez
- Temp Agency Coordination – Adriana Alvarez
- Back to School - Adriana Alvarez, Erika Bustinza, Angela Lewis, Susan Damitz, Karen Atkins, Amanda Shore
- On-boarding notification to IT for New hires – Adriana Alvarez
- Hep A Staffing Meeting – Kimberly Monahan & Adriana Alvarez (1 hour)
- SharePoint project, 13 hours – Amanda Shore
- Records Information Management, 26 hours – Amanda Shore
 - Separating FMLA papers from master files (4)
 - Separating medical notes and forms from master files
- Assisting with open enrollment, 19.25 hours – Amanda Shore
- Grievance Log and Official Complaints Report, Investigation Log, and Weekly Recruitment Report for Leadership - Erika Bustinza
- Assisted with development of Performance Improvement Plan: 1 employee - Erika Bustinza
- HR Intranet – Angela Lewis, Amanda Shore, Erika Bustinza, Susan Damitz
- SABA LMS – Angela Lewis, Michael Polintan
- HR Policy Review – Angela Lewis
- Policy Hub – Angela Lewis
- Active Shooter Exercise Plan – Angela Lewis
- Open Enrollment preparation – Susan Damitz
- PERS Disability application and coordination with extended medical leave/FMLA and retiree health insurance for two employees – Susan Damitz
- Scheduling with Healthy Nevada Project for genetic testing – Susan Damitz

I. SOUTHERN NEVADA PUBLIC HEALTH LABORATORY (SNPHL)

1. **Clinical Testing:** SNPHL continues to support the SNHD Nursing Division with Sexually Transmitted Disease (STD) testing. SNHD STD department and SNPHL cooperatively participate in the CDC Gonococcal Isolate Surveillance Project (GISP). SNPHL performs *N. gonorrhoeae* culture and submits isolates to CDC and Nursing provides the client information required by the project. In October 2015, SNPHL began performing *C. trachomatis/N. gonorrhoeae* (CT/GC) molecular testing to support SNHD clinical programs. In December 2018,

HIV-1 viral load was brought on-line to complete the CDC HIV algorithm testing. In July 2019, HCV quantitative viral load, was brought on line.

2. Epidemiological Testing and Consultation:

- A. SNPHL continues to support the disease investigation activities of the SNHD OEDS and Nursing Division.
- B. SNPHL continues to participate in the SNHD Outbreak Investigation Committee and Foodborne Illness Taskforce.
- C. SNPHL continues to report results of influenza testing to the CDC National Respiratory and Enteric Virus Surveillance System (NREVSS).

3. State Branch Public Health Laboratory Testing:

- A. SNPHL continues to perform reportable disease isolate testing and confirmation. Isolates submitted by local laboratories are serotyped or confirmed; stored on-site; and results reported and/or samples submitted to CDC through various national programs including Public Health Laboratory Information System (PHLIS), National Antimicrobial Resistance Monitoring System (NARMS), and Influenza Surveillance.
- B. SNPHL continues to perform CDC Laboratory Response Network (LRN) testing for biological agents on clinical and unknown environmental samples.
- C. SNPHL is transitioning to Whole Genome Sequence (WGS) testing of *Salmonella*, *Shigella*, *Camphylobacter*, *Listeria*, and Shiga toxin producing *E. coli* (STEC) isolates submitted by local clinical laboratories. SNPHL will report the WGS data to the CDC PulseNet program and to the SNHD OOE. Pulse Field Gel Electrophoresis officially ended July 15, 2019.
- D. SNPHL provides courier services to SNHD public health centers and Southern Nevada hospital or commercial laboratories

4. All-Hazards Preparedness:

- A. SNPHL continues to participate with SNHD OPHP, local First Responders and sentinel laboratories to ensure support for response to possible biological or chemical agents.
- B. SNPHL staff continues to receive training on LRN protocols for biological agent confirmation.
- C. SNPHL maintains sufficient technical laboratory staff competent to perform LRN testing 24 hours per day/7 days per week.
- D. SNPHL continues to coordinate with First Responders including local Civil Support Team, HazMat, Federal Bureau of Investigation, and Las Vegas Metropolitan Police Department.
- E. SNPHL continues to provide information to local laboratorians on packaging and shipping infectious substances and chain of custody procedures.

5. June 2019 SNPHL Activity Highlights:

- A. Laboratory staff had received an average of approximately 9 hours of training this month.
- B. Training of both SNPHL new hires continues.
- C. The Laboratory Director position remains vacant. A Laboratory Technologist position remains unfilled.
- D. SNPHL continues to move forward with mandated transition from PFGE to WGS. SNPHL will send one staff member to WGS training in September.

- E. SNPHL has worked closely with OEDS department and local community partners on recent cases of Acute HAV and with West Nile confirmation testing
- F. SNPHL has sent out 300 mosquito specimens for viral sequencing to University of Arizona.
- G. SNPHL has sent out several specimens for follow-up up exposure testing to CDC from sentinel laboratories.
- H. SNPHL underwent assessment from Dr Nicole Green, Los Angeles Public Health Laboratory Director. Useful and relevant information was shared.

COMMUNITY HEALTH – SNPHL – Fiscal Year Data

SNPHL Services	Aug 2018	Aug 2019		FY 2018-2019	FY 2019-2020	
Clinical Testing Services ¹	4488	6080	↑	8385	9,977	↑
Epidemiology Services ²	366	130	↓	713	254	↓
State Branch Public Health Laboratory Services ³	33	191	↑	43	334	↑
All-Hazards Preparedness Services ⁴	15	7	↓	105	14	↓
Environmental Health Services ⁵	490	453	↓	1792	4,701	↑

1 Includes N. Gonorrhoeae culture, GISP isolates, Syphilis, HIV, CT/GC molecular, Gram stain testing.

2 Includes Stool culture, EIA, Norovirus PCR, Respiratory Pathogen PCR, Epidemiological investigations or consultations.

3 Includes PFGE, WGS and LRN testing, proficiency samples, reporting to CDC, courier services, infectious substance shipments, teleconferences, trainings, presentations and inspections, samples submitted to CDC or other laboratories.

4 Includes Preparedness training, teleconferences, Inspections.

5 Includes vector testing

PAYROLL EARNINGS SUMMARY
July 27 to August 09, 2019

	<u>PayPeriod</u>	<u>Calendar Year to Date</u>	<u>Fiscal Year to Date</u>	<u>Budget 2019/20</u>	
CLINICAL SERVICES	\$ 393,161.86	\$ 6,492,493.37	\$ 1,161,639.75	\$10,638,836.00	11%
ENVIRONMENTAL HEALTH	\$ 440,510.04	\$ 7,469,329.07	\$ 1,323,530.66	\$11,543,029.00	11%
COMMUNITY HEALTH	\$ 326,530.51	\$ 6,082,194.45	\$ 992,948.55	\$9,730,923.00	10%
ADMINISTRATION	\$ 376,206.10	\$ 5,588,372.72	\$ 1,134,733.89	\$8,458,339.00	13%
TOTAL	<u>\$1,536,408.51</u>	<u>\$25,632,389.61</u>	<u>\$4,612,852.85</u>	<u>\$40,371,127.00</u>	<u>11%</u>
FTE	560				
Regular Pay	\$ 1,311,895.57	\$ 21,121,335.90	\$ 3,756,584.77		
Training	\$ 39,911.38	\$ 223,509.99	\$ 74,948.25		
Final Payouts	\$ -	\$ 252,122.33	\$ 3,855.22		
OT Pay	\$ 13,380.53	\$ 76,864.56	\$ 18,907.43		
Leave Pay	\$ 158,044.40	\$ 3,470,059.45	\$ 705,503.02		
Other Earnings	\$ 13,176.63	\$ 488,497.38	\$ 53,054.16		
	<u>\$ 1,536,408.51</u>	<u>\$ 25,632,389.61</u>	<u>\$ 4,612,852.85</u>		

CHIEF HEALTH OFFICER OR
DIRECTOR OF ADMINISTRATION

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

July 27 to August 09, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ADMINISTRATION

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
MUNFORD, ELIZABETH		0.50	\$22.55	ALFORD, CAMILLE A	2.25	\$44.96
WILSON, MARILYN L		2.00	\$73.50	ROSSI BOUDREAUX THIB, LESTER A	2.63	\$69.48
PIONTKOWSKI, MICHAEL L		6.50	\$251.45			
HASSELBAUER, FORREST L		6.00	\$299.43			
ARMSTRONG, LARRY J		3.00	\$89.91			
VUKSANOVIC, DAN		8.00	\$239.76			
RUIZ, GEORGE		7.25	\$266.44			
EASLEY, MARK		1.00	\$45.11			
OAKLEY, FRANCINE R		8.25	\$372.12			
DUNN, STEPHANIE L		2.00	\$69.87			
WILCOX, TERESA E		7.25	\$302.65			
BOJORQUEZ, IBETH		7.50	\$355.84			
ACEVES, JESUS		1.50	\$40.57			
DEL ROSARIO, EDNA		3.25	\$102.47			
Total Administration		<u>64.00</u>	<u>\$2,531.67</u>		<u>4.88</u>	<u>\$114.44</u>

COMMUNITY HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
MARTINEZ SAINZ, JOSE R	HIVPRV19	3.50	\$113.14			
STANFORD, SABRA	HIVPRV19	5.00	\$161.63			
SHINGU, MICHELE	HIVPRV19	3.00	\$142.34			
Total Community Health		<u>11.50</u>	<u>\$417.11</u>		<u>0.00</u>	<u>\$0.00</u>

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

July 27 to August 09, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

CLINICAL SERVICES

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
ENZENAUER, LIZETTE		2.50	\$112.76	GOODSPEED, ANITA	5.63	\$160.65
DOMINGUEZ, LILIANA		0.25	\$7.11	SALOMON, VICKI L	5.25	\$135.40
ARQUETTE, JOCELYN M		7.50	\$447.86	CONTRERAS ARAIZA, ALONDRA	19.50	\$600.80
PANALIGAN, TEODORITA		1.50	\$91.89	HOMER, ANNMARIE	4.88	\$162.19
CENABRE, MARIA T		12.00	\$488.52	FRITZMAN, SHERI	5.25	\$214.41
CASTILLO, JOCELYN		12.75	\$865.41	PEREZ BAUTISTA, DANIELA	19.50	\$379.28
O'TOOLE, DENISE		6.25	\$182.34	THALER, SASHA A	15.00	\$511.95
CHONGTAI, LORIZA R		4.25	\$288.47	CALDERON, ARACELY	12.75	\$296.95
GONZALES, TRINIDAD O		11.25	\$689.18	BRANTNER, LONITA A	18.00	\$488.52
LUGO, SARAH M		6.00	\$376.83	HODGE, VICTORIA	1.50	\$37.68
RUIZ, ADINA		8.00	\$325.68	LUGO, SARAH M	12.00	\$502.44
MACIEL PEREZ, MARISOL		9.75	\$396.92	AGUILAR, BECKY S	2.63	\$87.33
GONZALES, VIRTUDES		13.25	\$811.70	PATTERSON, KIMBERLY N	0.75	\$22.55
PEREZ BAUTISTA, DANIELA		5.25	\$153.17	ARIAS DE LUJAN, MARIA	2.25	\$91.89
WHITAKER, ANGELA		13.00	\$379.28	POWELL, TASHEKA C	16.50	\$548.96
RETA, GLORIA		13.50	\$578.34	MCTIER, CHIKA	19.13	\$652.74
THALER, SASHA A		2.75	\$140.79	HILARIO, CHRISTIAN J	1.50	\$40.71
LANDINI, KARLEENA		0.50	\$23.11	RANDLE, REBECCA A	6.00	\$199.62
MCTIER, CHIKA		2.25	\$115.19	WOODS, ROSANNA	1.88	\$72.77
MARIANO, CHRIS ELAINE L		13.00	\$796.38	KREMER, NAMI O	2.25	\$55.13
BRANTNER, LONITA A		6.75	\$274.79	MACIEL PEREZ, MARISOL	8.63	\$234.08
REVILLA, MILA		9.50	\$581.97	ROMERO, JENNIFER	3.00	\$52.59
SPRANCE GROGAN, CAROLYN S		17.75	\$885.81	CAPURSO, CYNTHIA	2.25	\$91.89
VALDIVIESO ESTRADA, ISABEL		13.00	\$648.77	ARQUETTE, JOCELYN M	5.25	\$209.00
GARCIA, JAYDE M		3.00	\$138.65	PANALIGAN, TEODORITA	3.00	\$122.52
FOLKES, ADELINA		0.25	\$9.93	ROSSI BOUDREAUX THIB, LESTER A	7.50	\$198.53
DINDA, KARIN		2.25	\$134.36			
WARE, LORENA		0.75	\$19.72			
FINCHER, INA B		2.25	\$137.84			
PEREZ, JOSE A		0.25	\$6.57			
BURQUEZ AHUJA, LILIA		1.00	\$40.71			
SOY, RONNY C	RWACM19	0.75	\$50.91			
Total Clinical Services		203.00	\$10,200.96		201.75	\$6,170.56

ENVIRONMENTAL HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
SHARIF, RABEA		2.75	\$124.04	RAINVILLE, SCOTT A	6.00	\$199.62
KNOWLES, MIKKI M		2.25	\$106.75	DIPRETE, LAUREN K	1.13	\$40.43
				MARTINEZ HERMOSILLA, AMINTA C	0.75	\$24.95
				COHEN, VALERIE NICOLE S	0.75	\$26.29
				KENNEDY, DANIEL J	1.88	\$48.36
				PONTIUS, KEVIN	0.75	\$23.11
Total Environmental Health		5.00	\$230.79		11.25	\$362.76
Combined Total		283.50	\$13,380.53		217.88	\$6,647.75

PAYROLL EARNINGS SUMMARY

August 10 to 23, 2019

	<u>PayPeriod</u>	<u>Calendar Year to Date</u>	<u>Fiscal Year to Date</u>	<u>Budget 2019/20</u>	
CLINICAL SERVICES	\$ 394,428.80	\$ 6,886,922.17	\$ 1,556,068.55	\$10,638,836.00	15%
ENVIRONMENTAL HEALTH	\$ 442,684.39	\$ 7,912,013.46	\$ 1,766,215.05	\$11,543,029.00	15%
COMMUNITY HEALTH	\$ 328,097.05	\$ 6,410,291.50	\$ 1,321,045.60	\$9,730,923.00	14%
ADMINISTRATION	\$ 381,568.43	\$ 5,969,941.15	\$ 1,516,302.32	\$8,458,339.00	18%
TOTAL	\$1,546,778.67	\$27,179,168.28	\$6,159,631.52	\$40,371,127.00	15%
FTE	560				
Regular Pay	\$ 1,346,951.87	\$ 22,468,287.77	\$ 5,103,536.64		
Training	\$ 22,259.41	\$ 245,769.40	\$ 97,207.66		
Final Payouts	\$ -	\$ 252,122.33	\$ 3,855.22		
OT Pay	\$ 16,132.55	\$ 92,997.11	\$ 35,039.98		
Leave Pay	\$ 151,558.73	\$ 3,621,618.18	\$ 857,061.75		
Other Earnings	\$ 9,876.11	\$ 498,373.49	\$ 62,930.27		
	\$ 1,546,778.67	\$ 27,179,168.28	\$ 6,159,631.52		



CHIEF HEALTH OFFICER OR
DIRECTOR OF ADMINISTRATION

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

August 10 to 23, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ADMINISTRATION

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
PIONTKOWSKI, MICHAEL L		1.75	\$67.70	ALFORD, CAMILLE A	2.25	\$44.96
GRAY, MABLE		8.00	\$294.00	KREMER, NAMI O	2.25	\$55.13
RUIZ, GEORGE		7.25	\$266.44	WILSON, MARILYN L	2.25	\$55.13
VUKSANOVIC, DAN		12.50	\$374.63			
HASSELBAUER, FORREST L		19.50	\$973.15			
GALAVIZ, MONICA		10.00	\$486.45			
EASLEY, MARK		1.75	\$78.93			
ZIELINSKI, LYNDIA S		2.00	\$116.43			
BOJORQUEZ, IBETH		19.50	\$925.18			
ACEVES, JESUS		1.00	\$27.05			
DEL ROSARIO, EDNA		3.00	\$94.59			
Total Administration		<u>86.25</u>	<u>\$3,704.55</u>		<u>6.75</u>	<u>\$155.21</u>

COMMUNITY HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
MARTINEZ SAINZ, JOSE R	HIVPRV19	0.50	\$16.16			
Total Community Health		<u>0.50</u>	<u>\$16.16</u>		<u>0.00</u>	<u>\$0.00</u>

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

August 10 to 23, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

CLINICAL SERVICES

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
ENZENAUER, LIZETTE		10.75	\$484.88	AGUILAR, BECKY S	1.88	\$62.38
DOMINGUEZ, LILIANA		6.50	\$184.96	ARIAS DE LUJAN, MARIA	3.38	\$137.84
DELARMENTE, JOANNAH	FP2_19	6.00	\$284.67	CALDERON, ARACELY	9.38	\$218.34
DIAZ, MICHELLE I	FP2_19	6.00	\$162.27	CASTILLO, JOCELYN	2.63	\$118.78
GUERRERO-RODRIGUEZ, BEATRIZ	FP2_19	7.50	\$202.84	CONTRERAS ARAIZA, ALONDRA	0.38	\$11.55
NAVARRO, MARITES L	FP2_19	5.00	\$306.30	GOODSPEED, ANITA	10.88	\$310.59
LOPEZ, LAURA N	FP2_19	5.00	\$306.30	HILARIO, CHRISTIAN J	0.75	\$20.36
ARQUETTE, JOCELYN M		8.50	\$507.58	HODGE, VICTORIA	3.00	\$75.36
ERIZA, LORENA	FP2_19	6.00	\$162.27	MACIEL PEREZ, MARISOL	2.63	\$71.24
GOODSPEED, ANITA		1.25	\$53.55	MCTIER, CHIKA	0.75	\$25.60
GONZALES, TRINIDAD O		0.75	\$45.95	PANALIGAN, TEODORITA	6.00	\$245.04
HOMER, ANNMARIE		5.75	\$286.95	RANDLE, REBECCA A	1.50	\$49.91
AGUILAR, BECKY S		1.50	\$74.86	ROMERO, JENNIFER	1.13	\$19.72
LUGO, SARAH M		8.25	\$518.14	SALOMON, VICKI L	6.38	\$164.41
RUIZ, ADINA		6.75	\$274.79	SPRANCE GROGAN, CAROLYN S	1.50	\$49.91
CENABRE, MARIA T		8.50	\$346.04	WHITAKER, ANGELA	9.38	\$182.34
MCTIER, CHIKA		7.75	\$396.76			
PANALIGAN, TEODORITA		8.00	\$490.08			
MARIANO, CHRIS ELAINE L		0.25	\$15.32			
GONZALES, VIRTUDES		10.50	\$643.23			
CONTRERAS ARAIZA, ALONDRA		8.75	\$404.38			
RETA, GLORIA		7.25	\$310.59			
SALOMON, VICKI L		6.75	\$261.12			
CHONGTAI, LORIZA R		12.25	\$831.47			
CALDERON, ARACELY		4.25	\$148.47			
CASTILLO, JOCELYN		10.25	\$695.72			
O'TOOLE, DENISE		8.00	\$233.40			
BRANTNER, LONITA A		8.50	\$346.04			
SPRANCE GROGAN, CAROLYN S		10.00	\$499.05			
VALDIVIESO ESTRADA, ISABEL		9.25	\$461.62			
GARCIA, JAYDE M		10.00	\$466.15			
PEREZ, JOSE A		1.50	\$39.44			
DINDA, KARIN		5.00	\$298.58			
FRITZMAN, SHERI		3.50	\$214.41			
CASTANEDA, CLAUDIA I		0.75	\$19.72			
FINCHER, INA B		1.75	\$107.21			
CAPURSO, CYNTHIA		1.00	\$61.26			
WOODS, ROSANNA		1.25	\$72.77			
ORTEGA, TAIMI		7.00	\$189.32			
OREA-VALENCIA, MIRELLY		6.50	\$175.79			
CARD, LINDSEY J	RWACM19	2.00	\$94.89			
Total Clinical Services		246.00	\$11,679.14		61.50	\$1,763.37

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

August 10 to 23, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ENVIRONMENTAL HEALTH						
<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
PIAR, DIANE M		9.75	\$445.62	KENNEDY, DANIEL J	1.13	\$29.01
KNOWLES, MIKKI M		2.50	\$118.61	ORTIZ RIVERA, VANESSA	3.75	\$112.76
BURNS SAVAGE, NIKKI T	FDILL_19	2.75	\$168.47	HEMBERGER, ADRIANA	4.50	\$122.13
Total Environmental Health		15.00	\$732.70		9.38	\$263.91
Combined Total		347.75	\$16,132.55		77.63	\$2,182.48

PAYROLL EARNINGS SUMMARY
August 24 to September 06, 2019

	<u>PayPeriod</u>	<u>Calendar Year to Date</u>	<u>Fiscal Year to Date</u>	<u>Budget 2019/20</u>	
CLINICAL SERVICES	\$ 384,390.11	\$ 7,278,554.92	\$ 1,947,701.30	\$10,638,836.00	18%
ENVIRONMENTAL HEALTH	\$ 446,024.38	\$ 8,360,395.85	\$ 2,214,597.44	\$11,543,029.00	19%
COMMUNITY HEALTH	\$ 326,674.96	\$ 6,740,106.37	\$ 1,650,860.47	\$9,730,923.00	17%
ADMINISTRATION	\$ 381,783.04	\$ 6,351,724.19	\$ 1,898,085.36	\$8,458,339.00	22%
TOTAL	\$1,538,872.49	\$28,730,781.33	\$7,711,244.57	\$40,371,127.00	19%
FTE	559				
Regular Pay	\$ 1,219,275.16	\$ 23,690,729.01	\$ 6,325,977.88		
Training	\$ 14,333.98	\$ 260,103.38	\$ 111,541.64		
Final Payouts	\$ -	\$ 259,569.77	\$ 11,302.66		
OT Pay	\$ 2,431.79	\$ 95,428.90	\$ 37,471.77		
Leave Pay	\$ 283,163.23	\$ 3,906,908.45	\$ 1,142,352.02		
Other Earnings	\$ 19,668.33	\$ 518,041.82	\$ 82,598.60		
	\$ 1,538,872.49	\$ 28,730,781.33	\$ 7,711,244.57		



 CHIEF HEALTH OFFICER OR
 DIRECTOR OF ADMINISTRATION

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

August 24 to September 06, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ADMINISTRATION

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
NESZMERY, MICHAEL		7.00	\$349.34	NEAL, RAYONA N	0.75	\$13.15
HASSELBAUER, FORREST L		6.50	\$324.38	SHARRON, TARA	0.75	\$13.52
RUIZ, GEORGE		4.50	\$165.38			
BOJORQUEZ, IBETH		2.25	\$106.75			
Total Administration		<u>20.25</u>	<u>\$945.85</u>		<u>1.50</u>	<u>\$26.67</u>

COMMUNITY HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
Total Community Health		<u>0.00</u>	<u>\$0.00</u>		<u>0.00</u>	<u>\$0.00</u>

CLINICAL SERVICES

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
DOMINGUEZ, LILIANA		0.75	\$21.34	ARIAS DE LUJAN, MARIA	2.25	\$91.89
AGUILAR, BECKY S		0.75	\$37.43	HILARIO, CHRISTIAN J	0.38	\$10.18
LUGO, SARAH M		2.00	\$125.61	HODGE, VICTORIA	0.38	\$9.42
RUIZ, ADINA		0.50	\$20.36	PANALIGAN, TEODORITA	0.38	\$15.32
GONZALES, VIRTUDES		0.50	\$30.63	ROMERO, JENNIFER	0.38	\$6.57
WHITAKER, ANGELA		1.00	\$29.18	SPRANCE GROGAN, CAROLYN S	0.38	\$12.48
CHONGTAI, LORIZA R		0.50	\$33.94	HADDRILL, SCOTT W	0.75	\$25.60
PEREZ, JOSE A		1.75	\$46.02			
CAPURSO, CYNTHIA		0.75	\$45.95			
WOODS, ROSANNA		1.25	\$72.77			
FINCHER, INA B		2.00	\$122.52			
DINDA, KARIN		3.50	\$209.00			
FRITZMAN, SHERI		2.25	\$137.84			
CASTANEDA, CLAUDIA I		2.00	\$52.59			
SOY, RONNY C	RWACM19	0.75	\$50.91			
Total Clinical Services		<u>20.25</u>	<u>\$1,036.09</u>		<u>4.88</u>	<u>\$171.45</u>

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT
August 24 to September 06, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

			ENVIRONMENTAL HEALTH				
<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>	
CAMPA, RAYMOND	FDILL_19	4.50	\$187.85				
EDWARDS, TARA A	FDILL_19	5.25	\$262.00				
Total Environmental Health		<u>9.75</u>	<u>\$449.85</u>		<u>0.00</u>	<u>\$0.00</u>	
Combined Total		<u><u>50.25</u></u>	<u><u>\$2,431.79</u></u>		<u><u>6.38</u></u>	<u><u>\$198.12</u></u>	

Grants Expired and Awarded

August 2019

<i>Grants Expired</i>					
<i>Project Name</i>	<i>Grantor</i>	<i>End Date</i>	<i>Amount</i>	<i>Reason</i>	<i>FTE</i>
Fatal Opioid Overdoses Program (fopov_19)	P-CDC	8/31/2019	\$ 380,072	end of budget period	3.00
Voluntary National Retail Food Regulatory Program - Mentor (mentor19)	P-FDA	8/31/2019	\$ 15,400	end of performance period	0.03
Peer Navigation Building Bridges to Community (pnbbc_19)	P-HRSA	8/31/2019	\$ 75,000	end of performance period	0.75
Ryan White Title III Capacity Development and Planning (rwcap_19)	F-HRSA	8/31/2019	\$ 150,000	end of performance period	0.59
Data on Opiates Dashborads (rxdrug19)	P-CDC	8/31/2019	\$ 15,363	end of performance period	0.05
Southern NV Counter Terrorism Center Analytical (snctc_18)	P-DHS	8/31/2019	\$ 85,780	end of performance period	1.00
Essence System (syndrm19)	P-CDC	8/31/2019	\$ 16,339	end of performance period	0.04

Grants Expired and Awarded

<i>Grants Awarded</i>							
<i>Project Name</i>	<i>Grantor</i>	<i>Received</i>	<i>Start Date</i>	<i>End Date</i>	<i>Amount</i>	<i>Reason</i>	<i>FTE</i>
First Responders Narcan Training (emsfr_20)	F-SAMHSA	8/1/2019	9/30/2019	9/29/2020	\$ 495,341	Year 3 renewal	1.70
Ryan White Part B RAPID stART (rwbrd_20)	P-HRSA	8/1/2019	8/1/2019	3/31/2020	\$ 107,161	new award	1.00
First Responders Narcan Training (emsfr_19) amendment #2	F-SAMHSA	8/7/2019	9/30/2018	9/29/2019	\$ -	change in AO/SO	0.00
Rural Nevada Expectant Mother Medicaid Dental Access Program (denrl_20)	P-HRSA	8/6/2019	7/1/2019	9/30/2019	\$ 43,320	new award	0.00
Racial and Ethnic Approaches to Community Health (reach_19) amendment #4	F-CDC	8/7/2019	9/30/2018	9/29/2019	\$ -	change in AO/SO	0.00
Overdose Data to Action (odta_20)	F-CDC	8/12/2019	9/1/2019	8/31/2020	\$ 2,967,392	new award	15.00
Heart Disease and Stroke Prevention Program 1815 (hds15_20)	P-CDC	8/14/2019	7/1/2019	6/29/2020	\$ 61,966	renewal	0.40
Social Media Monitoring Foodborne Illness Surveillance (fdill_20)	F-CDC	8/16/2019	9/30/2019	9/29/2020	\$ 192,000	Year 5 renewal	1.32
Lead-Opioid State Targeted Response) lostr_20	P-SAMHSA	8/28/2019	8/9/2019	4/30/2020	\$ 20,000	new award	0.15

Context: All individuals who work with food or beverages in Southern Nevada are required to obtain Food Handler Safety Training Cards (Cards) from SNHD. Previously, individuals were required to take an online training course and once the course was completed, they came to SNHD to pay and obtain their Cards.

Problem Statement: The online training and testing system that was created and managed by a partnering organization did not verify the identity of individual who was completing the training, therefore putting public's safety at risk.

Aim Statement: Reduce the risk of foodborne illnesses to the public by overhauling the food handler safety training and its testing system by verifying the identities of online training course participants 100% of the time (currently 0%) within six months (by August 2018).

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

Leadership fully supported the project.

2. Assemble the Team

- Food Handler Safety Training
- Environmental Health Food Ops Inspector
- Information Technology
- Financial Services
- Office of Communications

3. Examine the Current Approach

There is no way to verify who is completing the online training.

4. Identify Potential Solutions

Bring the testing back in-house

5. Develop an Improvement Theory

By bringing the testing back in-house, SNHD will be able to: 1) verify the test taker, 2) manage the content of the test, 3) lower the testing cost, and 4) acquire additional data

DO

Test the Theory for Improvement

6. Test the Theory

Logic model was used to hypothetically test what would happen if the testing was brought back in-house, and it was determined that the

September 2019

benefits outweighed initial investment cost.

The testing system was developed by the IT team to run on iPads for registration, photo, check-in, and testing.

A custom application developed in-house benefits are:

- Ability to manage the queue and taking the picture for the Card
- Ability to change the content as needed in-house
- Acquisition of data; could lead to making decisions based on data
- Automation of printing the Cards upon payment; increased speed per transaction for the customer

STUDY/CHECK

Use Data to Study Results of the Test

7. Check the Results

The new system produced the following results since its launch in July 2018:

- Increased security for the testing process by verifying the identity of individuals 100% of the time
- Saving to the customer; the cost for a Card reduced from \$40 to \$20
- All training materials are posted for free on the SNHD website in 18 languages (and growing).

- Saving time for customer; renewal customers no longer need to go through the two-hour online training but study on their own time.
- Saving to the SNHD – no longer needed to pay \$5,000 per station license fee
- Increased operational efficiencies using electronic registration; staff no longer need to manually enter all the data, transcribing from paper forms because all the data is collected from the customer during online registration and check-in using iPad

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

We standardized the new system.

9. Establish Future Plans

Continuing the QI efforts to reduce failure rates by 1) per language (accuracy of translations), 2) literacy proficiency level, 3) technology issue (not familiar with iPad), and 4) implementing retake test fee