



DIRECTOR'S REPORT

CARSON CITY HEALTH & HUMAN SERVICES

SEPTEMBER
2026

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Prepared in collaboration with CCHHS staff

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CARSON CITY HEALTH & HUMAN SERVICES

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Announcements, Highlights, and Successes

Registered Environmental Health Specialist (REHS)

Daemyn Rall-Santos successfully passed his Registered Environmental Health Specialist (REHS) certification! This exam tests inspectors' competencies across a variety of environmental health disciplines, including vector control, air quality, emergency environmental response, and hazardous materials. Holding this certification validates one's expertise in managing critical risks and preventing disease outbreaks. With Daemyn's success, all Carson City Health and Human Services (CCHHS) Environmental Health Inspectors are REHS certified, further strengthening the agency's Environmental Health Branch.

Disease Intervention Certifications

CCHHS' Disease Investigators, Caitlynn Koback and Nick Wilkinson, have successfully earned the Certified in Disease Intervention (CDI) credential, a nationally recognized certification offered by the National Board of Public Health Examiners (NBPHE).



Disease Intervention Specialists (DIS) play a vital role in public health by conducting case investigations, contact tracing, and connecting individuals to testing, treatment, and other essential services. The CDI program is designed for disease intervention professionals whose primary focus is preventing disease transmission at the community level. Caitlynn and Nick were among the first cohort of participants to complete the certification process, which included an application, self-paced course of study, and a comprehensive three-hour, 120-question examination.

Earning the CDI credential demonstrates their expertise and commitment to excellence in disease intervention. By achieving this certification, Caitlynn and Nick are strengthening CCHHS' Epidemiology and Public Health Preparedness (PHP) Branch by enhancing its capacity to conduct high-quality case investigations, apply national best practices, improve outbreak response, and better protect the health of the communities it serves.

Ron Wood Family Resource Center Defender of Families Award

Jeanne Freeman was selected by the Ron Wood Family Resource Center as a recipient of the *2026 Champion of Children: Defender of Families Award*. This recognition is presented to individuals whose commitment, dedication, leadership, and compassion for protecting vulnerable children and strengthening families reflect the mission and vision of the Ron Wood Family Resource Center. In accepting this award, Jeanne stated, "It is an honor to accept this award on behalf of the amazing work of all CCHHS staff, who live out our mission each day to improve the quality of life for Carson City through engaging, partnering, and serving our community. Thank you to the Ron Wood Family Resource Center for this incredible recognition."



NACCHO Workgroup Appointment

Teneale Chapton was appointed to the National Association of County and City Health Officials (NACCHO) Immunization Subject Matter Expert Advisory Workgroup for the 2026-2028 term. In this national advisory role, Teneale will represent CCHHS and bring the perspective and practical experience of a local public health department to discussions that inform immunization policy, best practices, and capacity-building efforts nationwide. This appointment provides an opportunity to ensure the challenges, successes, and needs of local health departments are reflected in the national conversation while bringing emerging strategies and insights back to strengthen our immunization program.

New Combined Epidemiology and Public Health Preparedness Branch

To strengthen operations amid declining funding and staffing levels, CCHHS has combined the Epidemiology and Public Health Preparedness Branches. This organizational change maximizes available resources and focuses on coordination and collaboration in outbreak detection and response. Raechel Freshman, who most recently served at CCHHS as an Epidemiologist, has been hired as the manager of the newly combined Branch. Raechel brings extensive epidemiological expertise to the position and has been working closely with

the Public Health Preparedness team to deepen her knowledge of the program, positioning her well to lead this integrated Branch and support a coordinated approach to protecting community health.

Administration & Leadership Executive Coaching

Since June, the Administration and Management teams at CCHHS have been participating in executive coaching. Activities have been completed on diverse topics, including decision authority, sustainable work practices, operational rhythm, boundaries, accountability, shared norms, and communication. Identifying challenges and gaps, as well as strengths and creative approaches, has enabled the teams to establish their identities, reduce ambiguity, and increase clarity to support the mission, vision, and staff of CCHHS.

Public Health Preparedness and Prevention

Community Flu Vaccine Events

CCHHS's Public Health Preparedness program will be collaborating with school districts in Carson City, Lyon County, and Storey County to deliver flu vaccines to students. Additionally, CCHHS is collaborating with other community partners across these jurisdictions to administer flu vaccines to the public mid-September through October 2026.

Where can you find us to get a flu vaccine in Carson City, Lyon County, and Storey County?

- September 18, 2026, 1pm-3pm at Yerington Senior Center.
- September 25, 2026, 10:30am-12pm at Mark Twain Food Pantry.
- Sept. 30, 2026, 2pm-5pm at Carson City Community Center during the Preparedness Fair.
- Oct. 12, 2026, 10:30am-12:30pm at Carson City Senior Center.

If these events are not convenient for your schedule, CCHHS has a walk-in immunization clinic every Thursday from 8:20am-5:00pm. No appointments are needed. The Clinic is located at 900 E Long St., Carson City, NV.

Preparedness Month: Ready, Set, Go, Recover!

September is Preparedness Month! CCHHS's Public Health Preparedness program is partnering with Carson City Emergency Management to promote Preparedness Month, emphasizing the "Get Ready, Get Set, Go Now!" campaign. The community education campaign began in August with regular social media posts using the 'Ready, Set, Go, Recover' themes to provide the public with information on the steps to take before, during, and after an emergency event. See Appendix I on page 11 to see an example of media being used during this campaign. Topics for each theme include, but are not limited to:

- **Ready:** Educational posts relating to preparing pets, seniors, and those with disabilities, as well as considering personal safety.
- **Set:** How to prepare the inside and outside of one's home before evacuating.
- **Go:** Putting a plan into action! Knowing what one's evacuation route will be and where they will evacuate if necessary.
- **Recover:** Resources on how to stay connected to news sources and the community, caring for one's mental health during disasters, and property assessments that should be done before rehoming.

To "wrap-up" Preparedness Month, a Preparedness Fair will be hosted 2pm-5pm on Wednesday, September 30th, 2026, at the Carson City Community Center located at 851 E William St, Carson City, NV. This event is open to the public, and the goal is to educate our community about the importance of putting personal preparedness into action during evacuations, natural disasters, and other emergencies. Vendors have been invited to share their organization's resources, what to do during an emergency, or how attendees can better prepare themselves and their families. During the Preparedness Fair, attendees will start their "Go-Bag", which should serve as one's pre-packed emergency kit designed to encourage safe and timely evacuations and survive during sudden disasters covering the first 24-72 hours. Go-Bags will be provided to the first 100 families and will include a variety of items from vendors.

2025 Clinic Activities Summary

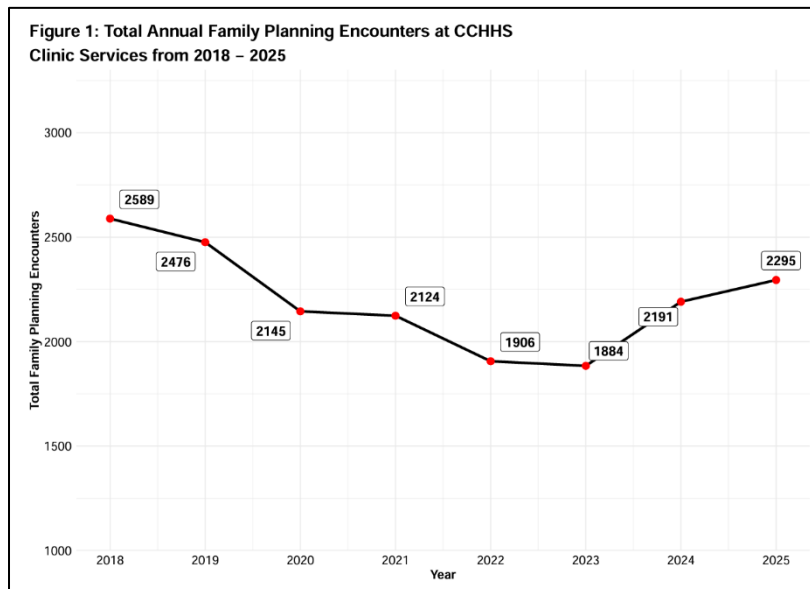
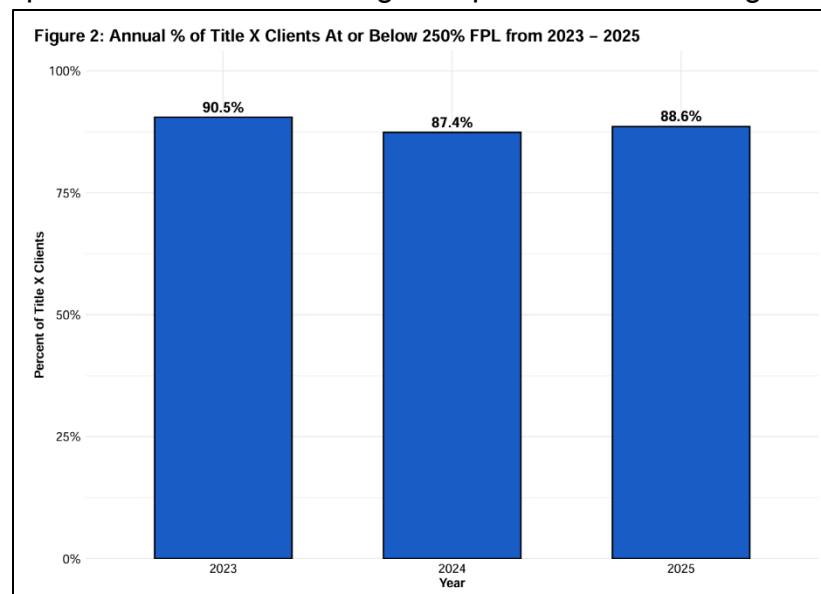
CCHHS' Clinical Services Branch is a family planning and immunization clinic where 86% of staff are funded through grants. Clinic activities support the Department's mission to

improve the quality of life by engaging with, partnering with, and serving the community through the provision of family planning services and immunizations.

Family Planning

Family planning services aim to provide high-quality, affordable, patient-centered care by serving low-income clients in Carson City and surrounding counties. This includes serving clients who may lack insurance or earn below the federal poverty level (FPL). Additionally, sliding-scale fees are available to those

who meet federal poverty-level requirements based on their household income. These services include comprehensive reproductive health education to support informed decision-making without coercion, birth control methods, testing for sexually transmitted infections (STIs), pregnancy testing, basic infertility services, wellness assessments, including women's annual exams, microscopy to diagnose vaginal infections, and endometrial and colposcopy specimen collection to diagnose precancerous changes or rule out infections. All services are



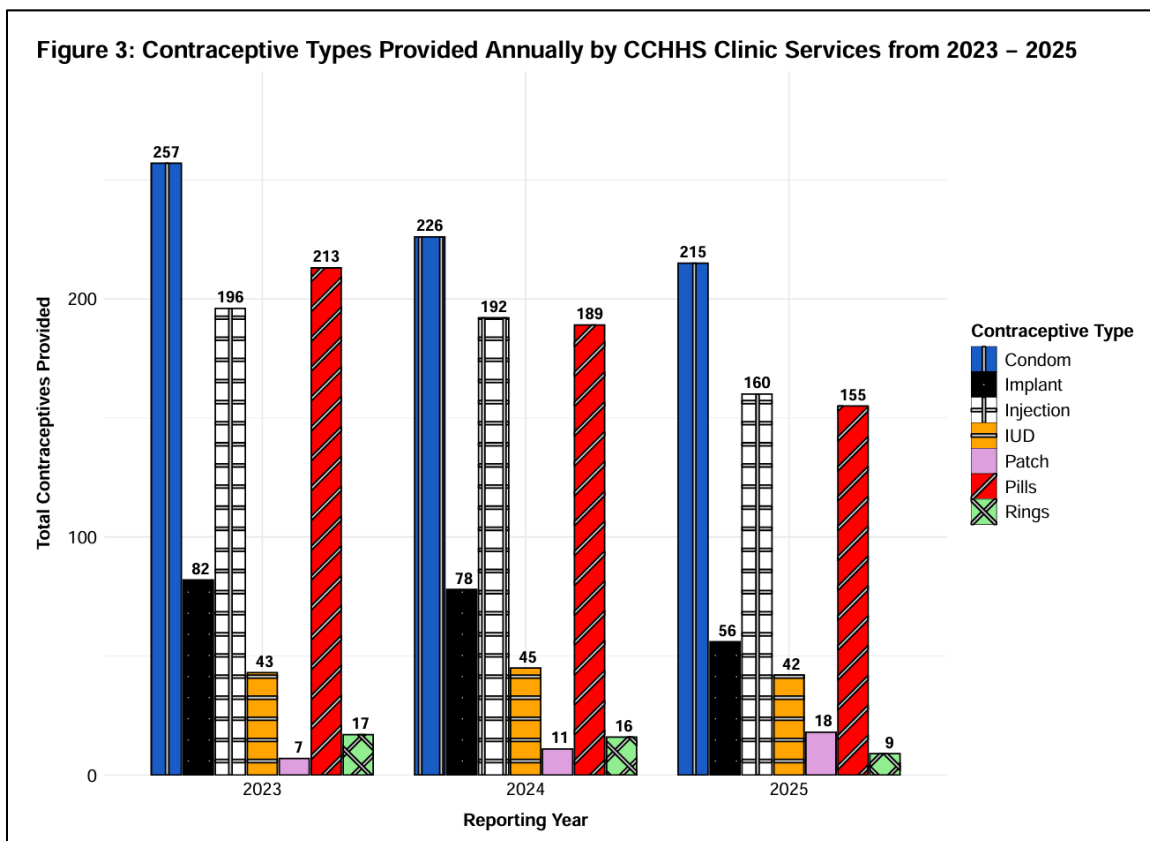
provided and supported through Title X, State Family Planning funding, billed insurance, and sliding scale fees.

In 2025, Clinic Services had 2,295 family planning encounters, with 1,716 unduplicated clients, the highest number of encounters since 2019 (see *Figure 1* for

annual family planning encounter totals from 2018 to 2025). This indicates the Clinic is slowly recovering from COVID-19-related decreases in client encounters. Additionally, almost nine out of every ten family planning clients (88.8%) seen earn under 250% of the federal poverty level, indicating that Clinic staff are successfully reaching their target population of high-risk individuals (see Figure 2 for annual percent of Title X Clients from 2023 to 2025).

Birth Control Methods

The Clinic provides a wide range of birth control methods, including natural methods, barriers, pills, devices, and long-acting reversible contraception (LARCs), including intrauterine devices (IUDs) and hormonal implants. LARCs are 99% effective, can last for years, and can be removed when there is a desire for pregnancy. Clinic Services can do removals and provide exchanges for the LARC used. Overall, the Clinic has seen decreases in the number of birth control resources provided to clients (see Figure 3 for annual counts of contraceptives provided by type of contraceptive from 2023 to 2025).

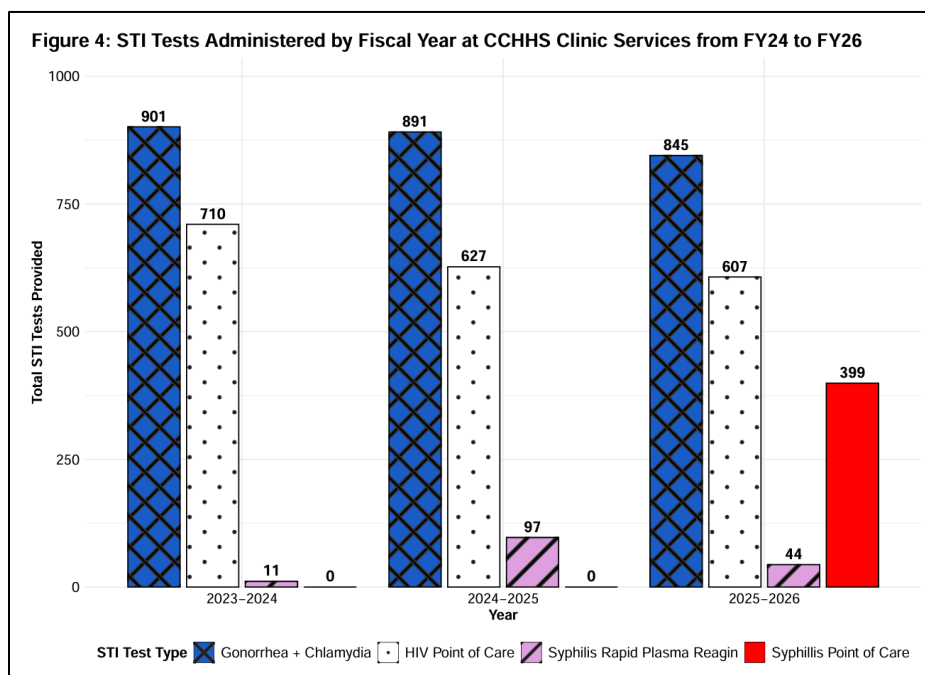


STI Testing

Testing for sexually transmitted infections is recommended based on the client's risk as outlined in the Centers for Disease Control and Prevention Morbidity and Mortality Weekly Reports (CDC MMWR).¹ The Clinic can offer point-of-care (POC) HIV tests and, in the last year, started offering point-of-care syphilis testing. This is especially important in early pregnancy to prevent Congenital Syphilis and is critical for protecting the fetus.

Before POC testing for Syphilis was available through the Clinic, Rapid Plasma Reagin (RPR) was the standard test. RPR tests take one to two days to return results, which delays treatment and increases the likelihood that clients will be lost to follow-up. With POC testing, staff educate and encourage women with a

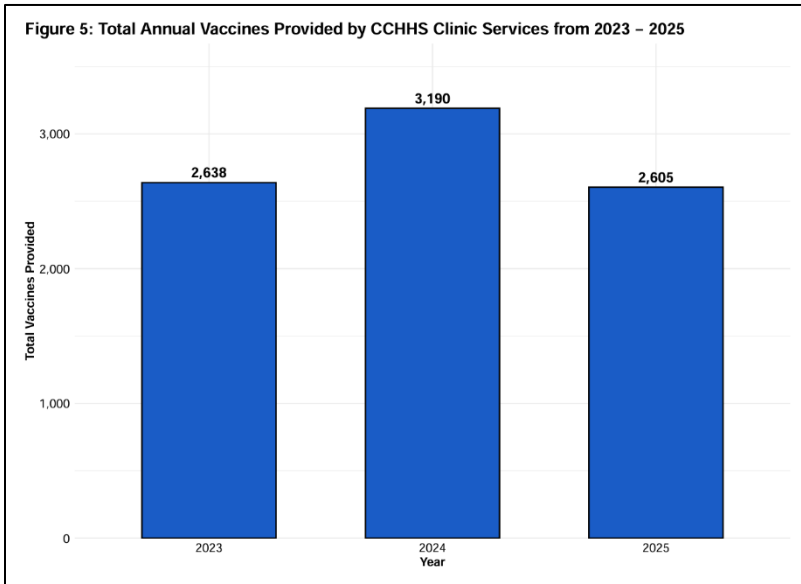
positive pregnancy test result to allow for syphilis testing to help avoid potential Congenital Syphilis. This improves clients' likelihood of receiving treatment with a 30-minute turnaround time from test to result. RPR is also still completed after a positive POC test to confirm the diagnosis. However, treatment can be administered immediately, and a care plan can be developed for the expecting mothers. In addition to clinic patient tests, the Clinic works with the Epidemiology and Public Health Preparedness Branch and Carson City law enforcement to



¹ Workowski KA, Bachmann LH, Chan PA, et al. Sexually transmitted infections treatment guidelines, 2021. *MMWR Recommendations and reports*. 2021;70(4). doi:10.15585/mmwr.rr7004a1

process STI specimens for Juvenile Services and to facilitate treatment for both juveniles and adults with positive test results. For the MMWR 2025–2026 year, the Clinic completed 1,895 STI tests (see Figure 4 for annual counts of STI tests administered from FY24 to FY26).

Immunizations



Registered Nurses (RNs) in the Clinic provide immunizations according to the CDC schedule, as adopted by the Nevada Board of Health. Nurses also provide clients with a personalized forecast of needed immunizations based on these recommendations, the client's age, and current records. This helps improve client vaccination rates by making a schedule and setting

expected dates for future vaccination visits. The Clinic maintains its mission to provide services to low-income individuals by offering vaccines to those with private-pay insurance, those who are underinsured, or have no insurance. The Clinic also belongs to programs offering free vaccines, including the Federal Vaccines for Children (VFC) and Federal Vaccines for Adults (317), with a nominal fee for storage and administration that does not exceed \$40 per child visit or \$20 per vaccine for adults. These reduced costs help to provide a space for low-income community members to access vaccines while also supporting Clinic operations. In 2025, 2,805 vaccines were provided to community members, which was a 12.07% decrease from 2024, but similar to 2023 numbers (see Figure 5 for annual counts of vaccines provided from 2023 to 2025).

Additional Services

To meet community needs, the Clinic provides additional services beyond immunizations and family planning, such as well-child visits, pre-employment drug screens,

and Tuberculosis treatment. Well-child visits are typically for children who do not have a primary care provider, where a visit consists of screenings and assessments providing a comprehensive preventive check-up that ensures physical, emotional, and social development milestones are on track for age. During the visit, nurses provide family health education, immunization forecasting, diet and exercise plans and education, referrals if needed, and allow parents to voice questions or concerns. The Clinic works directly with the Women, Infants, and Children (WIC) program and the PHP Branch, accepting referrals from their client lists as needed.

The Clinic staff also collaborates with the Epidemiology department on clients with a positive Tuberculosis (TB) test. The Clinic also serves immigration patients with positive TB tests that may have started treatment in another country and need follow-up here. In total, approximately 35-45 TB skin tests are completed per month. A positive test requires a morbidity/mortality report to be sent to the Epidemiology and PHP Branch, where staff completes an initial investigation. With a positive test, the client is referred out for a chest x-ray. Those with a positive chest x-ray are considered to have active TB, require sputum specimen collection, treatment, and require direct observed therapy during treatment. A negative chest x-ray is considered an inactive infection called a Latent Tuberculosis Infection (LTBI). Clients are given their treatment options, and those who decide to receive treatment are referred to the Clinic for case management. The Clinic participates in this case management to ensure that our clients adhere to their treatment plans and can access necessary care.

To receive any of the above services, the Clinic is open Monday, Tuesday, Thursday, and Friday from 8:20 am to 5:00 pm, and Wednesday from 9:20 am to 5:00 pm. To schedule an appointment, call 775-887-2195. Walk-in immunizations are welcome on Thursdays.

If you have any questions about this report, please reach out to us at:

- Email: CCHHSinfo@carsoncity.gov
- Phone: 775-887-2190
- In-Person: 900 E. Long Street along JAC bus Routes 1 and 2A.

APPENDIX I

GET READY, GET SET, GO NOW

ALL-HAZARD EMERGENCY PREPAREDNESS CHECKLIST

FOUR STEPS TO SAFETY

GET READY

- **Plan & Go Bag:** Pack essential food, water, and medications while establishing a clear emergency plan.
- **Sign Up:** Register for Carson City Emergency Alerts.
- **Make Space:** Clear brush within 30 feet of your house.

GET SET

- **Watch News:** Check local media for updates.
- **Load Car:** Put your emergency bags in the vehicle.
- **Prepare Pets:** Store prepackaged food and photos, including your address.

GO NOW

- **Go Early:** Leave immediately if you feel unsafe.
- **Lock Up:** Close all doors and windows.
- **Use Main Roads:** Follow official evacuation routes only.

RECOVER

- **Check Utilities:** Look for downed lines or leaks.
- **Take Photos:** Document all damage for insurance.
- **Restock Gear:** Replace used food, water, and supplies.

PERSONAL NEEDS

- ☐ Clothes
- ☐ Blanket
- ☐ Mini toiletries (toothbrush, soap)
- ☐ Personal medication + first aid kit

IMPORTANT DOCUMENTS

- ☐ ID, passport, credit cards
- ☐ House + vehicle titles
- ☐ Paper list of phone numbers
- ☐ Photos of RXs

TOOLS & ENERGY

- ☐ Whistle
- ☐ Powerbank
- ☐ Small flashlight
- ☐ Cell phone charger
- ☐ Batteries
- ☐ Mini radio

FOOD & DRINK

- ☐ Non-perishable food
- ☐ Bottled water
- ☐ Vitamins / supplements



GetHealthyCarsonCity.org
775-887-2190



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Carson City, NV 89706