

City of Carson City

This grantee dba Carson City Health and Human Services (CCHHS) is a city agency that provides family planning services to two counties in the northwest area of Nevada, Carson City and Douglas County. CCHHS has received funding through Title X for over 20 years since the early 2000s. It delivers services to approximately 2,000 clients through county health departments.¹







• Clinic locations
 Pop. per sq. mi. ■ Less than 5 ■ 10 or more

Stats at a Glance²

- ▶ Number of family planning (FP) encounters – 3,237
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 919 (48%); all FP users with incomes below 250% of FPL – 1,710 (90%)
- ▶ Number of tests performed for gonorrhea – 1,382, syphilis – 101, and HIV – 924
- ▶ Number of female users who received a chlamydia test – 955 or a Pap test – 437

Overview of Services Offered

As a Title X recipient, CCHHS provides a broad range of FP services including pregnancy prevention and birth spacing, pregnancy testing and counseling, assistance to achieve pregnancy, basic infertility services, sexually transmitted infection (STI) services, and other preconception health services. The services are voluntary, confidential, and provided regardless of ability to pay.³ The infographic below is an Overview of Services Offered within the CCHHS network. The data shown below are not specific to any particular site but rather are representative of the broader grantee network. For information on services available at individual service sites, please refer to the [OPA clinic locator](#).

 Pregnancy assistance and counseling	 Contraceptive services	 STI services	 Other preventative health services
<ul style="list-style-type: none"> ● Counseling on achieving pregnancy ● Preconception health services ● Pregnancy testing and counseling ● Basic infertility services 	<ul style="list-style-type: none"> ● FDA approved long-acting contraceptives ● FDA approved short-acting contraceptives ● Natural family planning methods 	<ul style="list-style-type: none"> ● STI and HIV education and counseling ● STI and HIV screening and testing ◐ STI and HIV treatment ○ STI self-testing ● Expedited partner therapy ● PrEP counseling and risk assessment ○ PrEP prescription services ● PEP counseling ○ PEP prescription services 	<ul style="list-style-type: none"> ● Screening for breast cancer ● Screening for cervical cancer ● HPV vaccinations ● Screening for intimate partner violence ● Screening for mental health ● Screening for obesity ● Screening for smoking, drug, and alcohol use ● Adolescent-friendly health services
LEGEND <ul style="list-style-type: none"> ● Available at all service sites ◐ Available at service sites and through referrals ○ Available through referral only 			

¹ Source: Data collected by Mathematica in 2023 for the Title X Implementation Study.

² Source: Family Planning Annual Report (FPAR): [2022 National Summary](#).

³ See the [Title X Service Grants web page](#) for more information on the requirements and regulations guiding Title X projects.

Equity in Practice



As a public health department accredited by the Public Health Accreditation Board, CCHHS has conducted a community health assessment to help create a community health improvement plan. The assessment revealed that access is a large barrier to care for the grantee's clients, so using the same third-party contractor used to conduct the community health assessment, CCHHS decided to conduct "secret shopper" calls to different providers around the region, including its federally qualified health centers (FQHCs) and other private, primary care providers. The callers would ask different questions about how long it would take to get an appointment and be seen, and for most it would take about three weeks. As a result of the calls and the long wait times, many local providers moved to same-day or next-day scheduling to help reduce no-show rates and improve access to services for their clients. CCHHS had same-day/next-day appointment practices for several years after a partnership with RHNTC for technical assistance on best practices for scheduling.

Innovations in Practice



To increase access and awareness for youth in the community, the adolescent health coordinator and the tobacco cessation program coordinator partner to bring high school students into the health department to conduct their health class. Students can learn about the services available to them and avoid the anxiety and stigma associated with walking through the clinic doors. CCHHS also surveyed youth to assess clinic environment and, based on the youth's responses, made changes to make the lobby more friendly, accessible, and comfortable.

Did You Know?



Instead of using a one-size-fits all strategy, CCHHS has relied on a mix of approaches to community outreach to raise awareness and improve access for different populations. For example, the grantee advertised on Latinx radio stations, hired community health workers who conducted presentations throughout Carson City and Douglas County for a year, and distributed flyers to many prominent service agencies in their community. CCHHS also presents at community outreach events and ensures agency staff can speak about services provided at the clinics.



CCHHS has used data to improve service quality in several ways. It uses technical assistance trainings offered by the Reproductive Health National Training Center and external consultants to strengthen its data collection processes. CCHHS works with contractors and the Board of Health to regularly assess community needs to develop a community health improvement plan. CCHHS also conducts patient satisfaction surveys and uses them to have intentional discussions about ways to strengthen service delivery.



CCHHS has built a wide variety of strong relationships with other departments in its agency and organizations in the region to improve availability and access to care. CCHHS maintains partnerships and referral services through Northern Nevada HOPES clinic in Washoe County, which provides HIV care throughout Northern Nevada. CCHHS frequently partners with the University of Nevada in Reno to collect data, and with one women's health organization that pays for ultrasounds for uninsured women who have a mass in their breast, and for genetic testing and counseling for women.

About the Title X Program

The Title X Family Planning Program, created in 1970 and authorized under Title X of the Public Health Service Act, is administered by the Office of Population Affairs (OPA) in the U.S. Department of Health and Human Services. For more information, please refer to OPA's [website](#).

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Website: <https://www.gethealthycarsoncity.org/>