



August 2026 Board Report

*HEALTHCARE CONNECTIONS REPORT, Dennis Torres, Chief Health Officer	2
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health	3
John Midy, Director of Outpatient Medical and Dental Services	3
Heather Dawson, DNP, Director of School Based Health Centers	3
Jill Winner, Senior Director of Outpatient Behavioral Health.....	3
*FCHC MEDICAL: 75 Holly Hill and WPC.....	3
*FCHC DENTAL: Wilbur Peck	4
*SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental.....	5
*FCHC MENTAL HEALTH	6
*FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH.....	7
CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS.....	7
CARE TO CARE, Nathalie Tocci, RN Manager	9
FAMILY CENTERS CARES, Ruth Pennacchia, Manager.....	10

Attachments:

*Second Quarter Reports for:

- Quarterly Risk Management and Compliance
- Prevention, Risk, Infection, and Care Access Monitoring
- Quality Measures

***Vote required**

***HEALTHCARE CONNECTIONS REPORT, Dennis Torres, Chief Health Officer**

Happy to share that the 2025 UDS data have been released by HRSA, and Family Centers Inc. performed quite well! We received 5 Quality Health Recognition and Compliance badges and our total patient count for the year (5,577) increased by 47% over 2024. The data tells an interesting story. It's quite impressive.



To earn National Quality Leader badge, health centers must have the best overall CQM performance based on average Adjusted Quartile Rankings (AQR). AQR calculations use data from the latest Uniform Data System (UDS) reporting period. We award HCQL badges to health centers with AQR averages in the top three tiers (top 30%).

To earn Advancing Health Information Technology (HIT) for Quality badge:

- Offer telehealth services.
- Exchange clinical information online with key providers' health care settings.
- Engage patients through HIT.
- Collect data on patient health-related needs.

To earn High-Value Care badge:

Meet or exceed the Quality Score: 18.0 (Top 20% of 2023 and 2022 UDS) AND meet or fall below the Percentage Cost Growth Benchmark: 2.54% (Top 30% of 2023 and 2022 UDS)

To earn Improving Health Care Access badge:

Achieve at least one of these:

- Earn at least one HCQL or NQL badge
- Improve by at least 15% in one or more CQMs in back-to-back UDS reporting years.

Increase by at least 5% in back-to-back UDS reporting years:

- Total patients
- Patients receiving mental health, substance use disorder, vision, dental, or patient support services

Here is a link to all the data for you to see and digest at your leisure.

[Health Center Program Uniform Data System \(UDS\) Data Overview](#)

As you can see from the following pages, our staff are working throughout the summer!

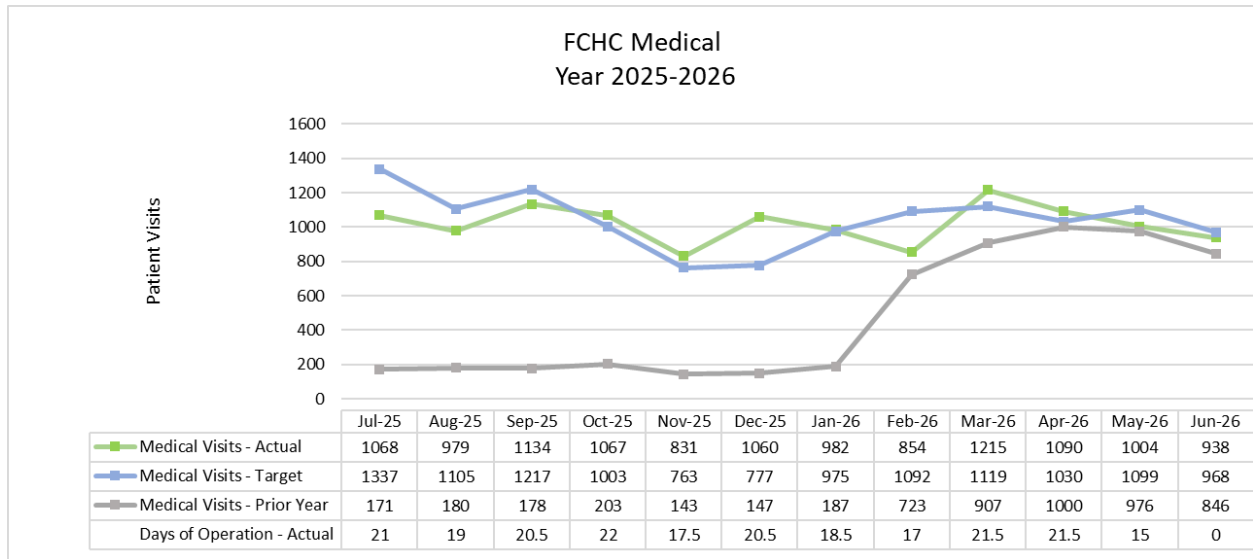
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health

John Midy, Director of Outpatient Medical and Dental Services

Heather Dawson, DNP, Director of School Based Health Centers

Jill Winner, Senior Director of Outpatient Behavioral Health

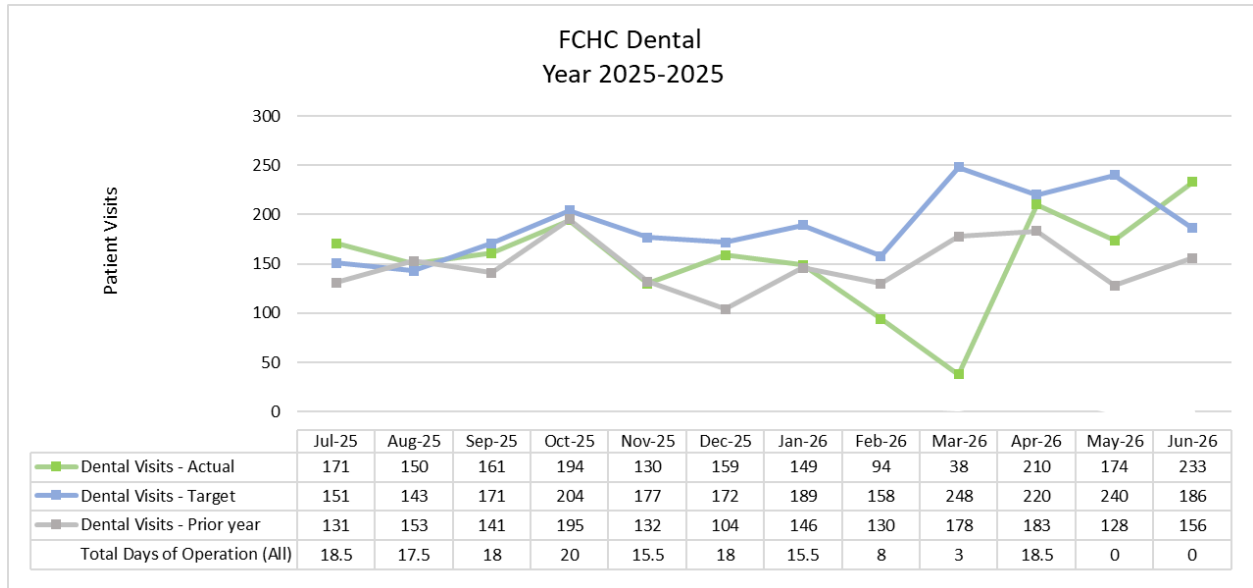
*FCHC MEDICAL: 75 Holly Hill and WPC



Operations

Staffing	Open Positions: 1 Patient Support Specialist, 1 Licensed Practical Nurse, and 1 Medical Assistant
----------	---

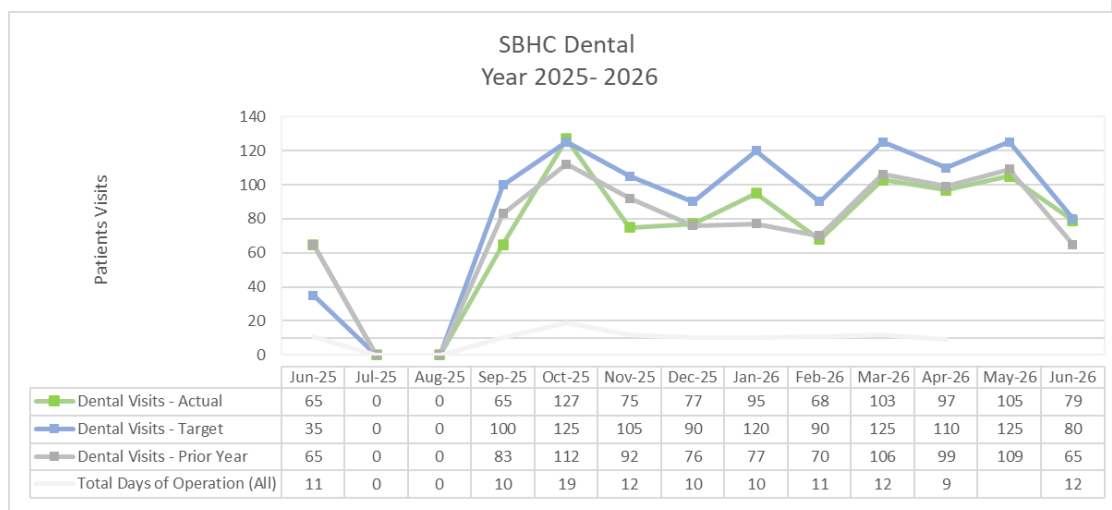
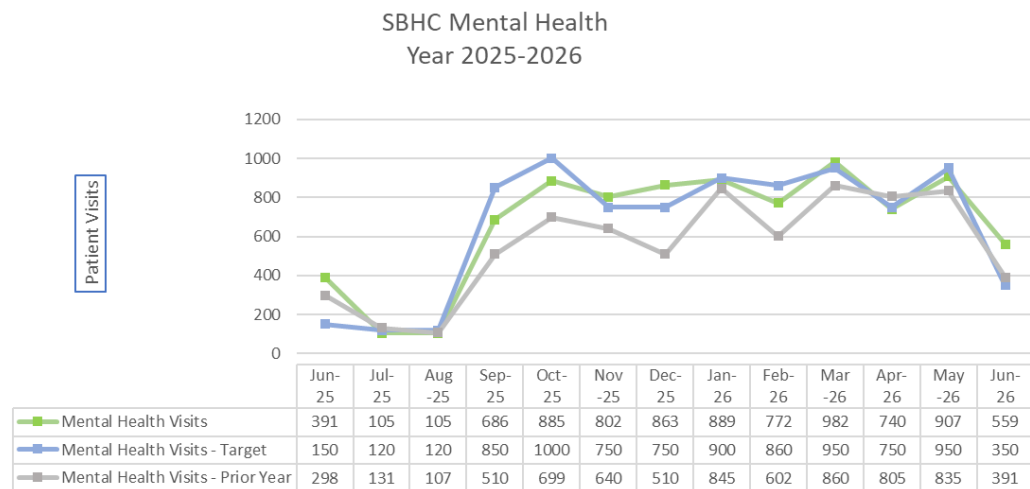
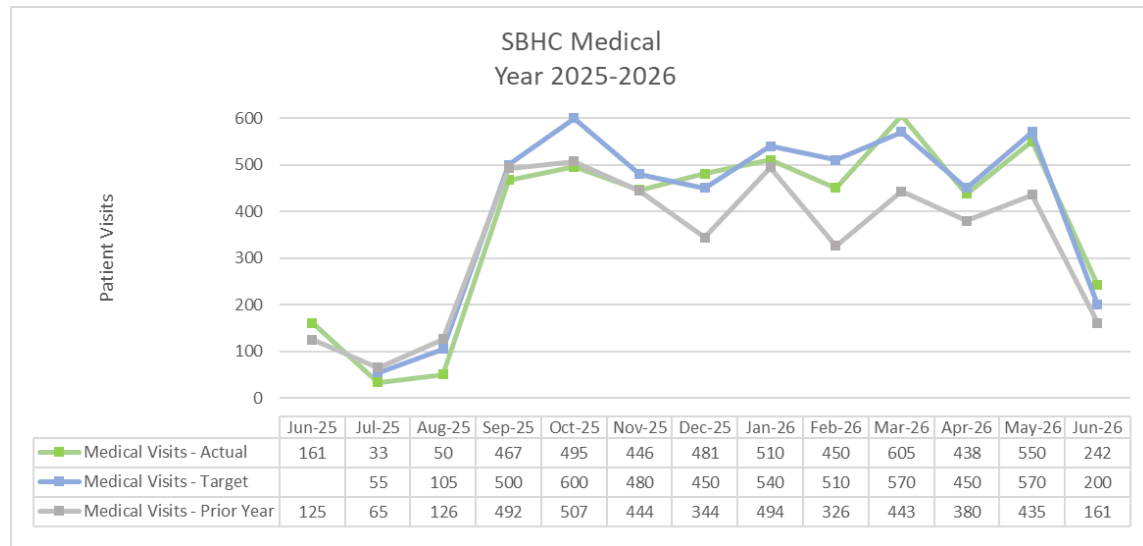
***FCHC DENTAL: Wilbur Peck**



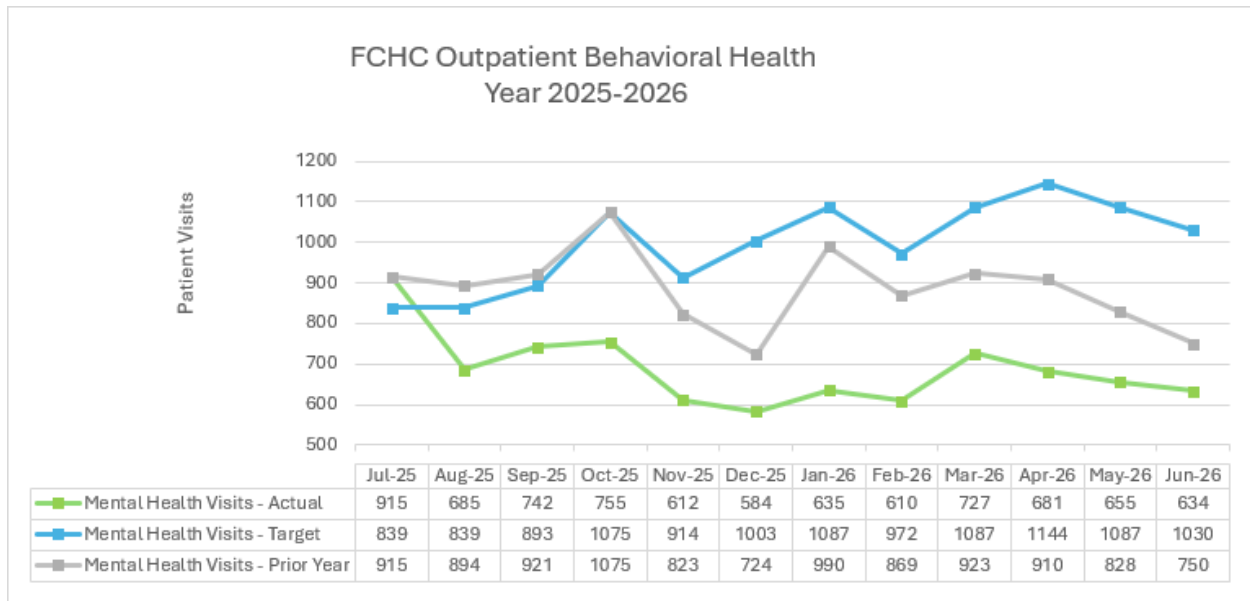
Operations

Staffing	Open Positions: 1 hygienist
-----------------	-----------------------------

*SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental



***FCHC MENTAL HEALTH**



Operations

Staffing	Open Positions: 3 Clinical Supervisors, 4 Clinician positions
----------	---

*FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH

In the month of July, Family Centers conducted 15 outreach efforts and participation in community events. These included tours of the medical clinic, mass food distributions, health education presentations, back-to-school events, and promotion for the upcoming Community Health Fair. Over 6,000 individuals from Greenwich, Stamford and Darien were touched in these outreach efforts, although without considering repeats.

Last quarter, medical and dental collected 91 Patient Satisfaction Surveys.

Key Takeaways	Access: Overall satisfaction with access remains strong, though there continues to be concern over cost of services and delays in care. Service: Provider and staff interactions continue to be a major strength. Maintaining high-quality interpersonal care should remain a priority. Equity: A diverse patient population is being served (over 63% Hispanic; 45% Spanish-speaking), reinforcing the importance of bilingual and culturally responsive services. Overall Experience: 94% of patients rated overall satisfaction as Good to Great. 96% indicated they would return for care, and 100% would recommend Family Centers. Patient Feedback Themes: Although ratings remained high, there were comments regarding appointment availability and quality of communication.
----------------------	---

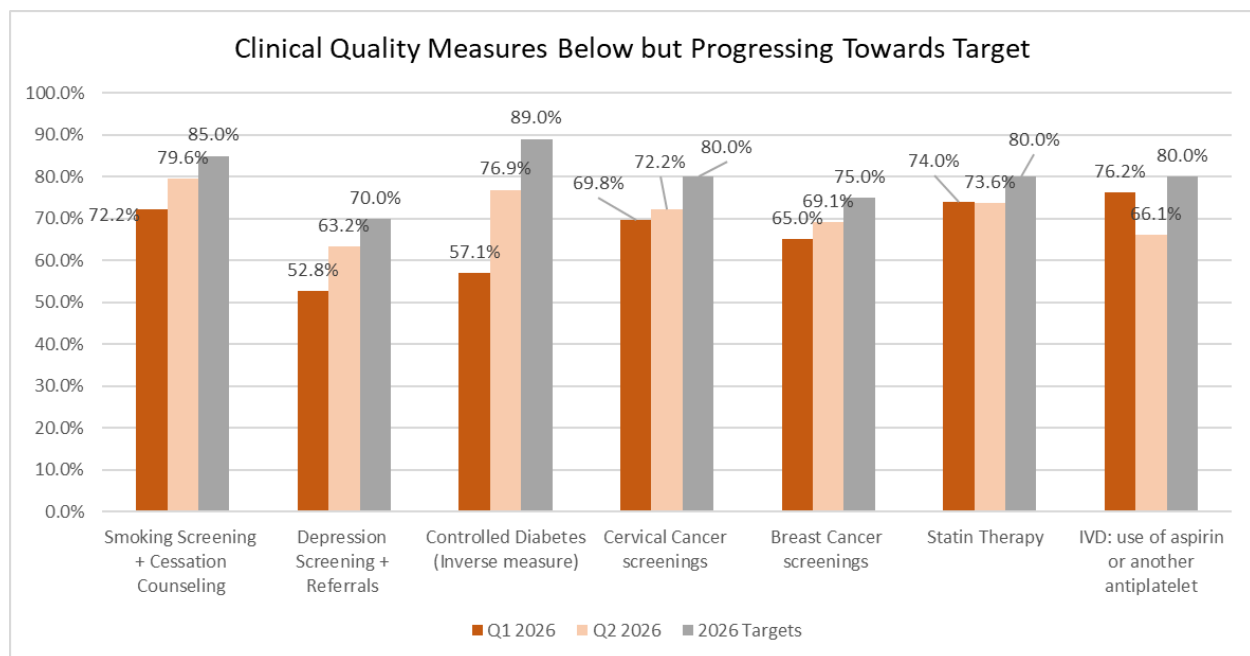
CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

Operations

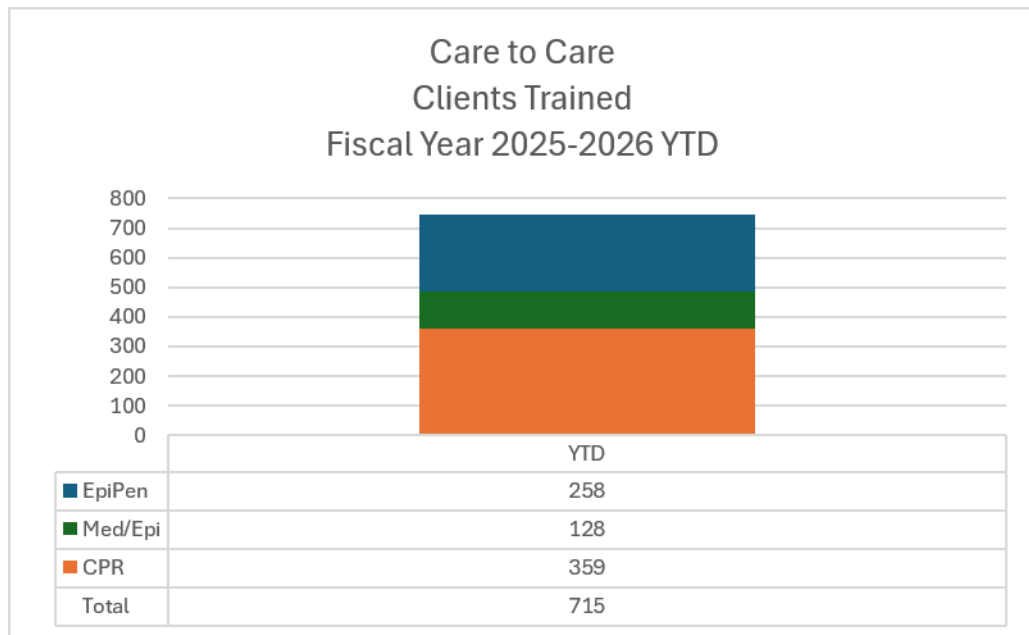
- Evening Den: Den picnic occurred June 9th (Den Picnic). 10 groups ran June 23rd.
- Open positions: Director/Manager of The Center for HOPE, Den Program Coordinator
- School Den: Groups have paused for the summer

*FCHC QA/QI/COMPLIANCE REPORT, Melissa Schreff, Sr. Director, Quality, Compliance and Analytics; Francia Garcia, Director, Compliance

Clinical Quality Measures At, Above, or with 5pts of Target	Q1 2026	Q2 2026	2026 Targets
Child 2+ immunizations	62.5%	69.2%	70.0%
Child BMI + Nutritional Counseling	75.5%	81.9%	86.0%
Adult BMI + Nutritional Counseling	53.9%	65.6%	68.0%
HIV Screening	57.2%	58.9%	58.0%
Controlled Hypertension	76.9%	77.1%	80.0%
Colorectal Cancer screenings	58.7%	60.0%	60.0%



CARE TO CARE, Nathalie Tocci, RN Manager



FAMILY CENTERS CARES, Ruth Pennacchia, Manager

Overview:

In June, our Medical Case Management program remained a trusted source of support for clients, helping them navigate both their healthcare needs and the challenges that impact overall well-being. In addition to connecting clients with medical, dental, and behavioral health services, our team assisted with housing, utilities, insurance, medication access, and food insecurity. By addressing these barriers, we helped clients stay healthy, maintain stability, and remain engaged in their care.

Health Outcomes:

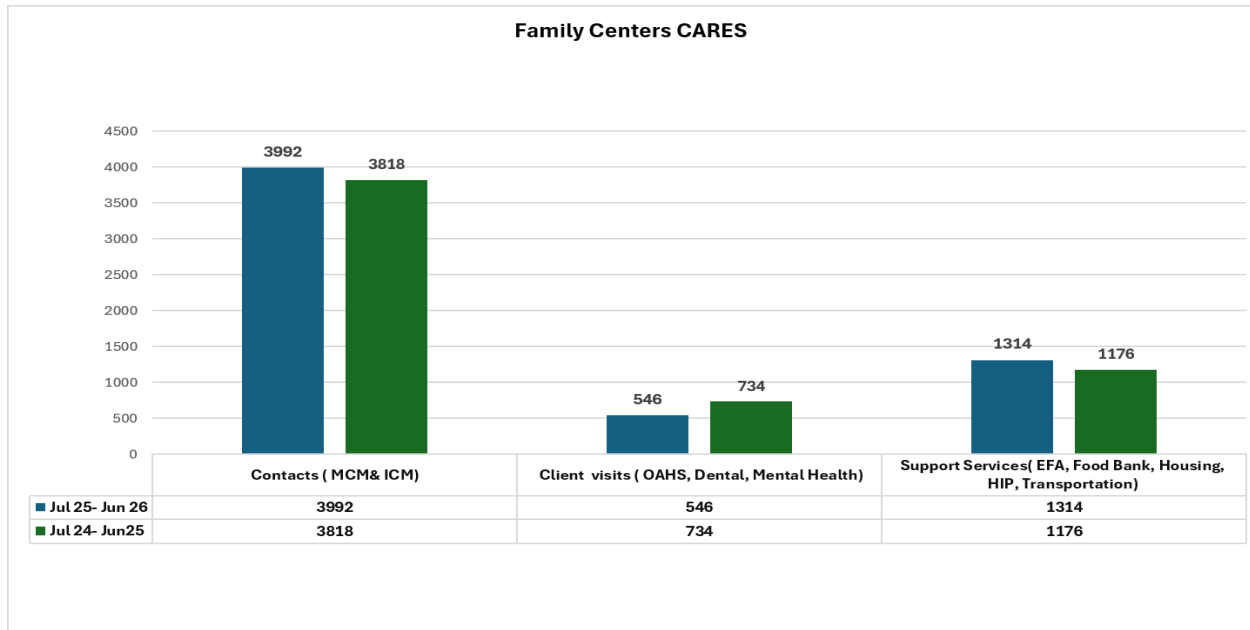
Program Successes and Activities

The FC CARES Medical Case Management (MCM) team joined the Prevention Team in recognizing National HIV Testing Day through a collaborative community outreach event with Walgreens Pharmacy. This successful partnership expanded HIV testing efforts, engaged more community members, and increased awareness of the comprehensive services available through FC CARES. The event strengthened community engagement and enhanced the program's ability to connect individuals with essential prevention, care, and support services.

With the FC Dental Health Clinic, Medical Case Managers mainly focus on educating clients on the importance of routine oral health care, identifying barriers to dental services, and facilitating referrals. Oral health services are followed and tracked by the program to support performance goals and improve health outcomes.

With the FC Health Clinic, Medical Case Managers ensure eligible female clients complete recommended screenings. For cervical cancer screening, Medical Case Managers work closely with the clinic. Screenings are followed and tracked by the program to monitor completion and support timely access to preventive care.

The Medical Case Management program continues to strengthen its capacity to provide comprehensive client support through effective collaboration with service providers and weekly clinic coverage to support clients' needs.



Total (EFA, Food Bank, Housing, HIP, Transportation)
 Jul 25 - Jun 26, \$ 104,060.00
 Jul 24 - Jun 26, \$ 132,679.00

Prevention Program Update:

This month, the Prevention Team continued to expand outreach efforts through collaboration with Liberation mobile vans, day laborers, women's shelter engagement, community block parties, Pride in the Park, and condom distribution activities. These initiatives increased access to HIV prevention services, strengthened community engagement, and supported efforts to increase HIV testing among individuals in need of prevention resources.

During HIV Testing Day events, the Prevention Team collaborated with the FCCARE MCM Team, FC Outreach, the Department of Health, and the Liberation Program to provide HIV prevention education, resources, and support. Individuals participating in testing received HIV and Hepatitis C screenings, as well as education on available prevention services. All clients were screened and provided with education about PrEP (pre-exposure prophylaxis), a medication available for individuals who do not have HIV that helps reduce the risk of acquiring HIV.

The Prevention Team also participated in monthly HACGS meetings to increase community visibility, strengthen partnerships, and build connections with other organizations focused on prevention and treatment services. The team observed increased participation in syringe exchange services, with returning participants continuing to access ongoing support and resources.

Staff members participated in available educational opportunities to enhance their

knowledge of current HIV prevention strategies, treatments, and community resources. These trainings support the team's ability to provide accurate information and effectively educate the communities served.

Moving forward, the Prevention Team will continue to expand outreach initiatives, including social media engagement, to increase awareness, strengthen community connections, and improve access to HIV prevention resources and services.

