



July 2026 Board Report

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Attachments:

None

***Vote required**

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

The summer months of July and August are typically lighter for Board activity. Historically, Family Centers did not hold Board meetings during the summer; however, since becoming a Federally Qualified Health Center (FQHC) in 2016, we are required to convene monthly. As a result, the summer meetings generally focus on FQHC governance and operational matters. Additionally, productivity naturally shifts during this period as our School-Based Health Centers follow the academic calendar and are closed for the summer.

Although we were preparing for the slower summer months, June was exceptionally busy. Most notably, we celebrated the ribbon cutting of the Mark Family Dental Health Center at Wilbur Peck Court. The event was well attended and included remarks from key stakeholders, followed by tours of the newly renovated facility. The response has been overwhelmingly positive, with many commenting on the transformation of the space. If you have not yet had the opportunity to visit, please let me know—I would be happy to give you a tour.

Greenwich Free Press also featured the event:

<https://greenwichfreepress.com/health/family-centers-celebrates-expansion-of-the-mark-family-dental-health-center-249835/>

Our Compliance team has also been hard at work completing the annual Federal Tort Claims Act (FTCA) deeming application. FTCA coverage provides federal medical malpractice protection for all approved FQHC sites and in-scope activities, including governing board members, officers, employees, and certain contractors. The application process becomes more comprehensive each year, requiring extensive documentation and coordination across the organization. I want to recognize Francia and her team for their outstanding work in submitting a high-quality application that required only minimal follow-up from HRSA. This level of preparedness is not the norm across Connecticut and reflects the strength of our compliance infrastructure and the dedication of our staff.

Work also continues on the Husky Stay Covered Task Force. While we are still awaiting final guidance on the new coverage maintenance requirements that will take effect in January 2027, the operational expectations and anticipated impact are becoming increasingly clear. We are proactively preparing our staff through planning, training, and workflow development to ensure we are ready to help patients maintain their coverage and minimize disruptions in care. In addition, a dedicated website has been launched to connect individuals interested in volunteer and employment opportunities that support the Stay Covered initiative.

Wishing you a happy and health summer!

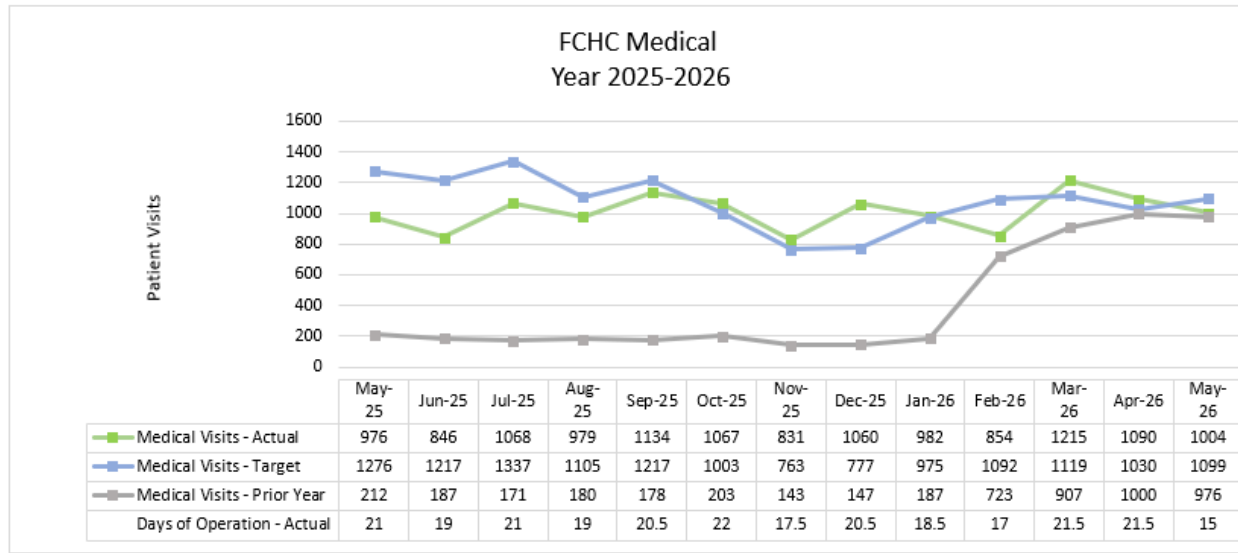
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health

John Midy, Director of Outpatient Medical and Dental Services

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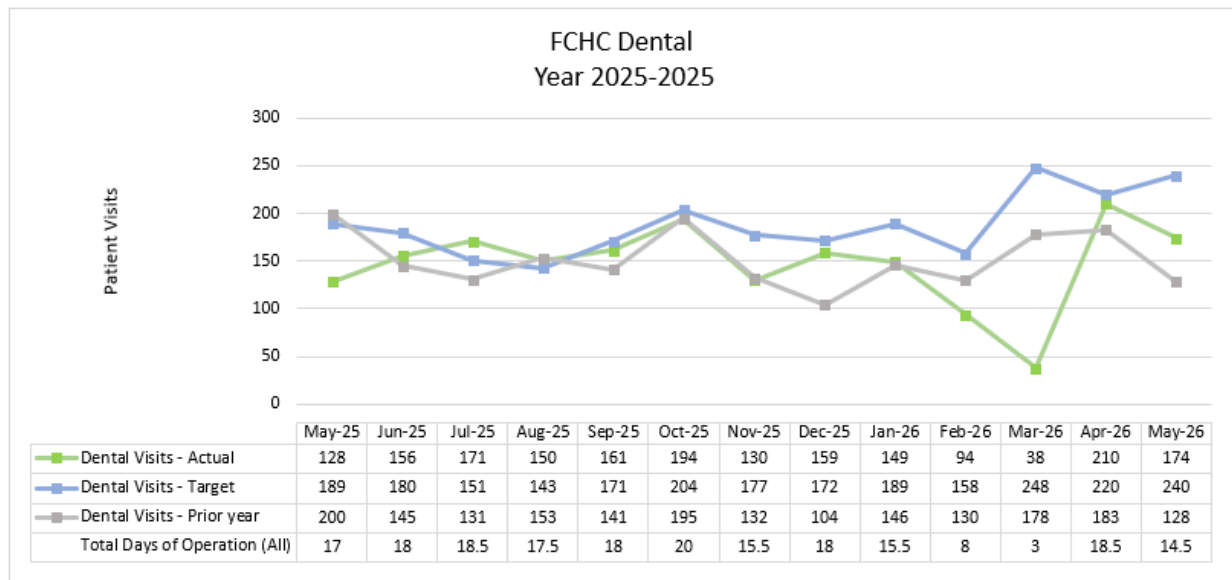
*FCHC MEDICAL: 75 Holly Hill and WPC



Operations

Staffing	Open Positions: 1 Licensed Practical Nurse New Hire: 1 Medical Assistant (Naomie Fleurimond) Starts July 7
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***FCHC DENTAL: Wilbur Peck**



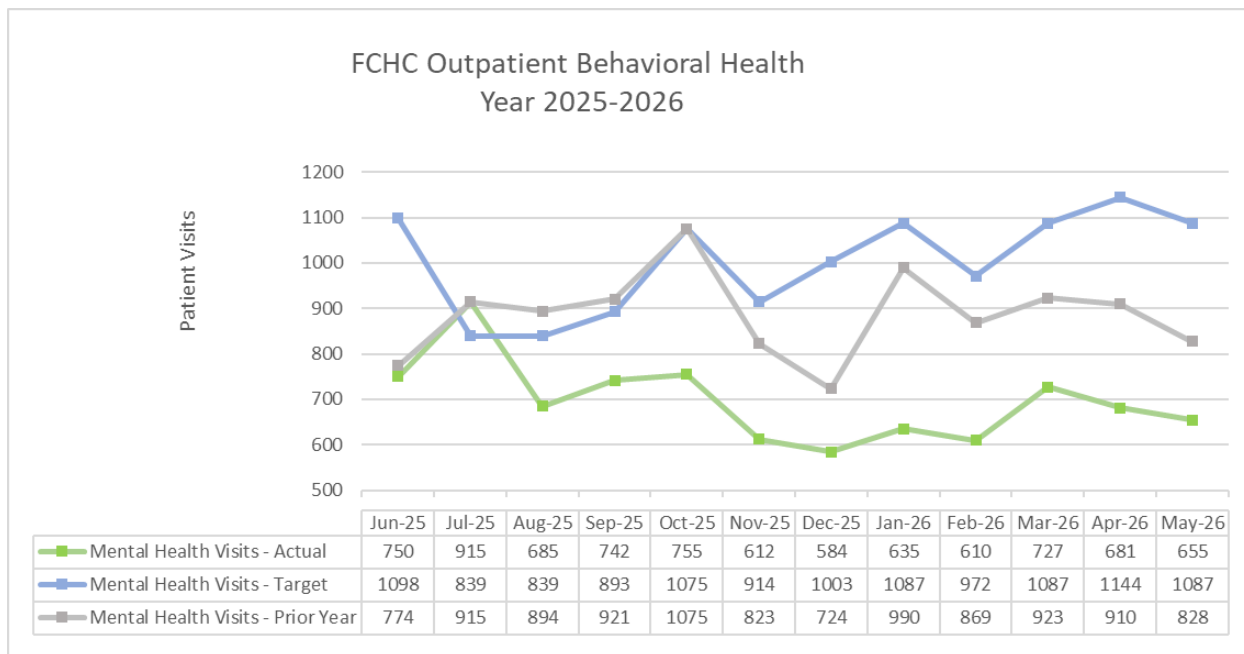
Operations

Staffing	Open Positions: 1 hygienist
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*SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental



***FCHC MENTAL HEALTH**



Operations

Staffing	Open Positions: 3 Clinical Supervisors, 4 Clinician positions
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***FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH**

In the month of June, Family Centers conducted 23 outreach efforts and participation in community events. These included Pride Month activities in the schools, engagement with local summer camps, resource fairs for new and expecting mothers, and Juneteenth celebrations with Stamford public housing, and Block Parties with Greenwich public housing. Over 3,000 individuals from Greenwich, Stamford and Darien were touched in these outreach efforts, although without considering repeats.

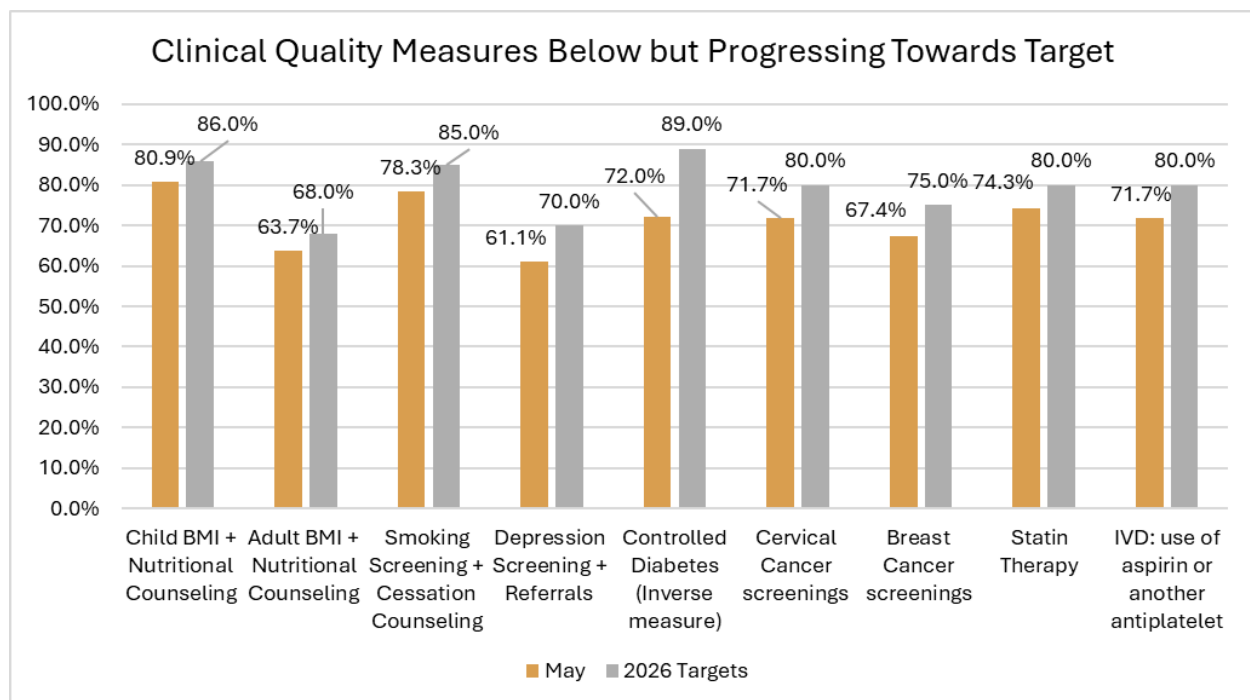
CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

Operations

- Evening Den: Ran 2 nights in May (13th and 27th) - 10 groups each night, 49 participants total, 16 total volunteers
- Open positions: Director/Manager of The Center for HOPE, Den Program Coordinator
- School Den: Groups have paused for the summer

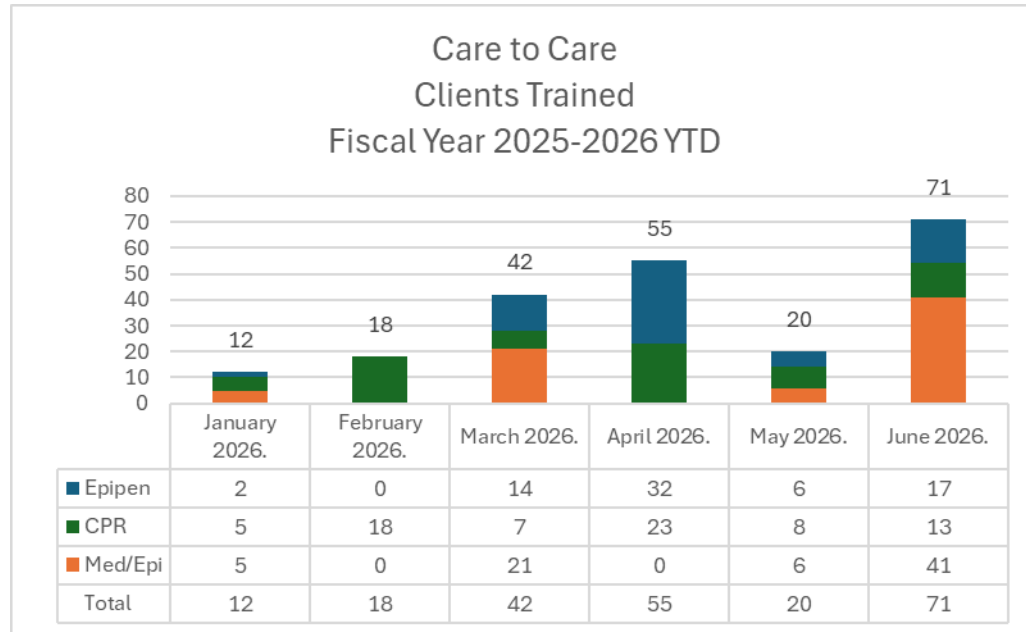
***FCHC QA/QI/COMPLIANCE REPORT, Melissa Schreff, Sr. Director, Quality, Compliance and Analytics; Francia Garcia, Director, Compliance**

Clinical Quality Measures At, Above, or within 5 pts of Target	May 2026	2026 Targets
Child 2> immunizations	68.6%	70.0%
HIV Screening	58.3%	58.0%
Controlled Hypertension	79.1%	80.0%
Colorectal Cancer screenings	57.4%	60.0%



Compliance Key Performance Indicators	#	Completion and follow-up as of May 2026	Status
Number of Incidents - Corrective Action within 45 days	4	100 %	On Track
Number Near Misses and Adverse Events Corrective Action within 45 days	5	100%	On Track -
Number of Medication errors Corrective Action within 45 days	0	-	-
Number of Complaint & Grievances Resolution within 30 days	1	100%	On Track
Number of HIPAA Incidents, Violations, Breaches Corrective Action within 30 days	1	100%	On Track
Number of Staff Safety Incidents / Workers Compensation Corrective Action within 30 days	0	-	-
Staff files Audit Completion (Expected: 10 per quarter)	17	100%	On Track
Risk assessment activities status (Expected: 1 assessment per quarter)	2	100%	On Track

CARE TO CARE, Nathalie Tocci, RN Manager



FAMILY CENTERS CARES, Ruth Pennacchia, Manager

Overview:

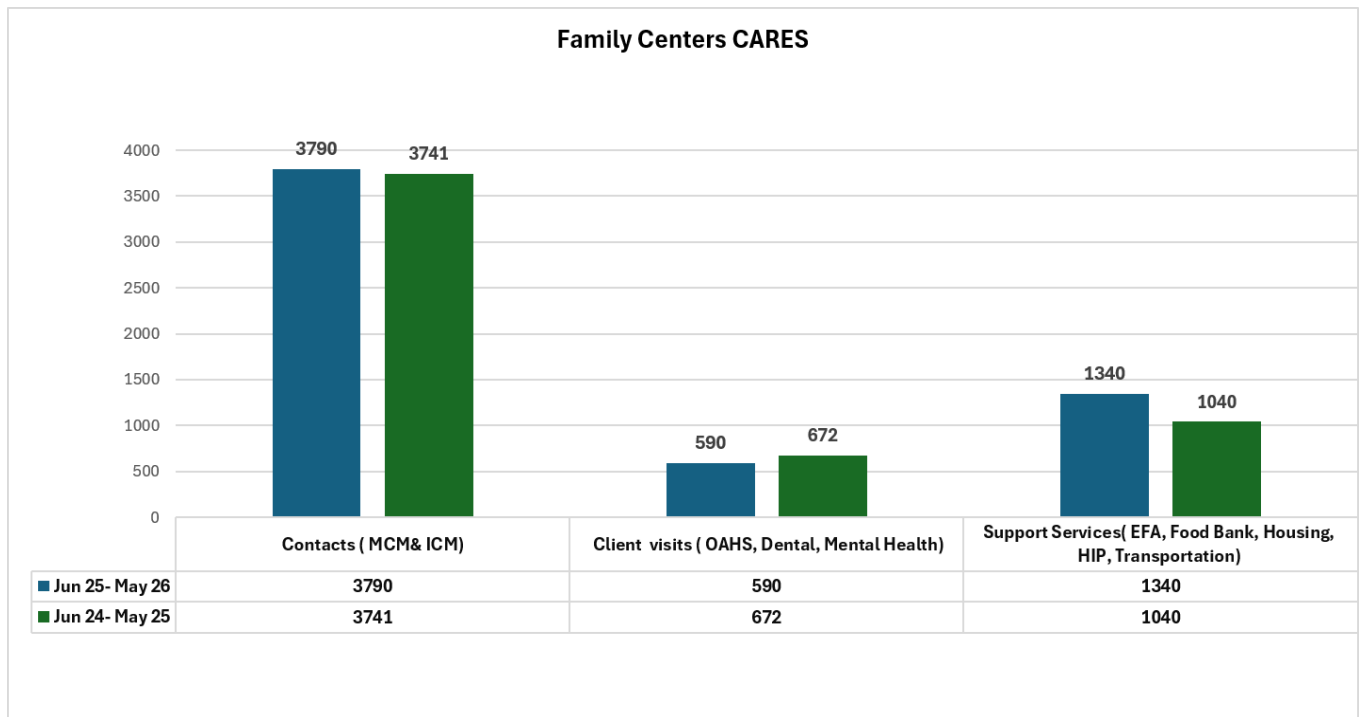
In May our Medical Case Management program continued to be a trusted resource for clients, connecting them to the care and support they needed. Beyond helping clients access medical, dental, and behavioral health services, we worked alongside them to overcome everyday challenges like housing, utilities, insurance, medication access, and food insecurity helping them stay healthy and engaged in care.

Program Successes and Activities:

FC CARES successfully filled the Intensive Medical Case Management (ICM) position, strengthening the program's capacity to provide comprehensive client support. Medical Case Management (MCM) staff have maintained a consistent presence at the FC clinic, ensuring continuity of care by supporting clients during their appointments and providing real-time assistance. The team continues to collaborate effectively to enhance client engagement.

The program is focused on achieving the goal of two dental visits annually for eligible clients to support the RWPA EMA performance measure for oral health. Ongoing collaboration among clients, subrecipients, the dental clinic, MCM staff, and the data specialist will help achieve this important performance target.

The program's HRSA site visit was successfully completed. All required programmatic, clinical, fiscal, quality management, and compliance documentation was thoroughly reviewed. During the visit, HRSA representatives reviewed fiscal management, Clinical Quality Management (CQM), support services, and subrecipient monitoring processes. They expressed positive feedback regarding the organization's contract management and comprehensive subrecipient monitoring practices. Overall, the program was found to be in compliance, and the interview process was completed more efficiently than anticipated, reflecting the team's strong preparation, organization, and commitment to program excellence.



Total (EFA, Food Bank, Housing, HIP, Transportation)
 Jun 25- May 26 \$106,627.26
 Jun 24- May 25 \$126,256.96

Prevention Program Update:

This month, the Prevention team continued to advance our youth education goals by conducting more than **16 outreach and educational events**. These included the Behavioral Health Fair, Senior Health Fair, Community Self-Care Fest, Stamford Day, outreach at Building One Community, Filling in the Blanks, Day Laborer outreach, and Liberation Mobile Van educational sessions. Education focused on sexually transmitted infections (STIs), HIV prevention, PrEP, and risk-reduction strategies.

At the National Hepatitis C Testing Day event at Pacific House, we distributed socks and quilts to provide essential items while promoting Hepatitis C testing and increasing awareness.

We continue to expand our social media presence and have begun displaying QR codes during outreach events to encourage individuals to visit our website and social media platforms. Our goal is to increase participation in the Syringe Services Program (SSP), and we have increased the frequency of our social media posts to better reach this population and encourage greater utilization of services.

Additional Prevention activities include:

- Conducting weekly dating app outreach to connect individuals to prevention and care services.

- Increasing HIV testing engagement through outreach at high-traffic community locations and events.

