



March 2026 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
CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS	7
*FCHC QA/QI/COMPLIANCE REPORT, Melissa Schreff, Director of Data and Quality	8
CARE TO CARE, Nathalie Tocci, RN Manager	13
FAMILY CENTERS CARES, Ruth Pennacchia, Manager	14

*Attachments:

- *Annual 2025 Risk Management Report
- *2025 Risk Management Report – Executive Summary
- *Law Enforcement Privacy Policy
- *Designation and Access to Private Areas P&P
- *Hardship Policy

*Vote required

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

You will notice in the pages that follow that the data provided reflects through the end of January. While this monthly board meeting is later than usual, when typically scheduled, staff were finding it too challenging to provide accurate data so soon following the close of the month. We decided accuracy is a higher value than the timing and we are trying it this way. As a result, the data you are reviewing is complete, precise, and provides a better picture of HCC program performance. As always, please feel free to provide any insights or feedback on this or any other report provided.

I am pleased, and hope you are too, with the progress being made in all our healthcare programs. In 75 Holly Hill, we continue to see upward trends in productivity and quality. While we won't know the outcome of our 2025 UDS reports, we are hopeful that our improved quality of service is recognized by HRSA. Also, our revenue cycle has never been better as we are looking at higher than 90% collection rates. While this is a vast improvement from the past, our goal is to achieve a 95% collection rate. We have benefitted greatly from the work of CLA in that department and we are handing over to Shawn Mullen, our new CFO, a revenue cycle department that is moving ever closer to maximum efficiency.

Since our last meeting, we have been assigned a new Project Officer at HRSA. Her name is Chiara Jaffe, and we've already met. Also, we have already scheduled our next quarterly meeting. If you are interested in joining this call, please let me know and I can forward the meeting invite.

The Board of Directors plays a pivotal role in any FQHC and ours is no exception. This month, we are seeking approval to expand medical and mental health services at Scofield Magnet and Davenport Elementary, and to apply for capital funding to renovate space at Scofield Magnet School into a School Based Health Center. Currently, application will be made for Congressionally Designated funding through the offices of our delegation, similar to that which funded the renovation at Turn of River.

As we look forward to the official big "reveal" of the renovated Wilbur Peck site, we are also naming the site in honor of the Mark Family, who have been instrumental in the success of our programs, and of course the extended care of our clients and patients. Their generosity exceeds all expectations, and we are honored to connect their gifts to people in our community who need them most.

This June, as we mark 10 years of FQHC operations, I look forward to accounting for all our progress and growth we've experienced since that first day of operations. Plans are underway to mark this occasion – stay tuned!

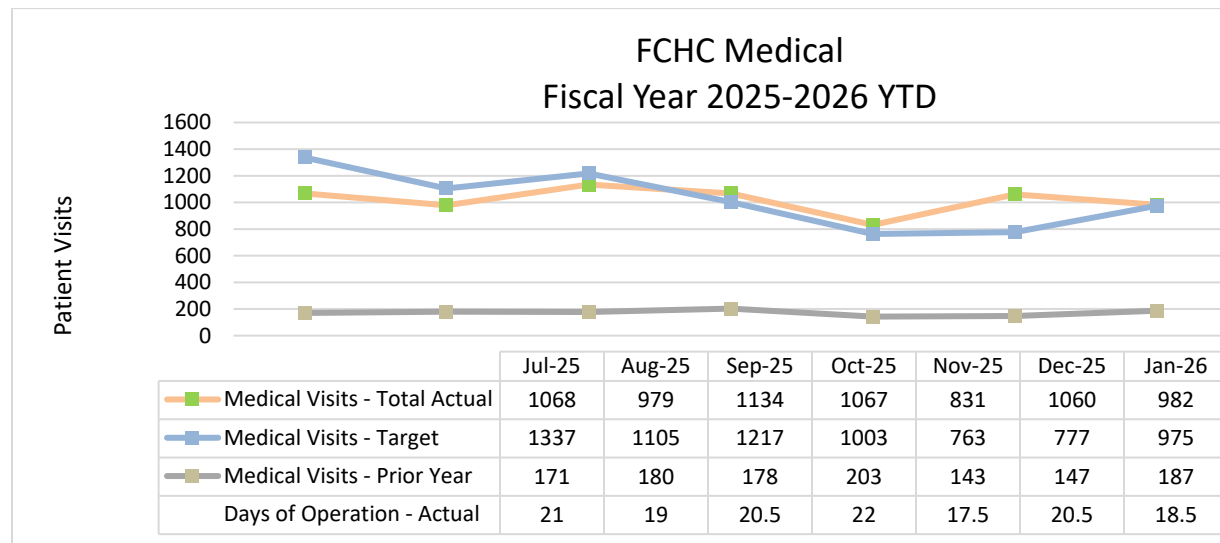
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health

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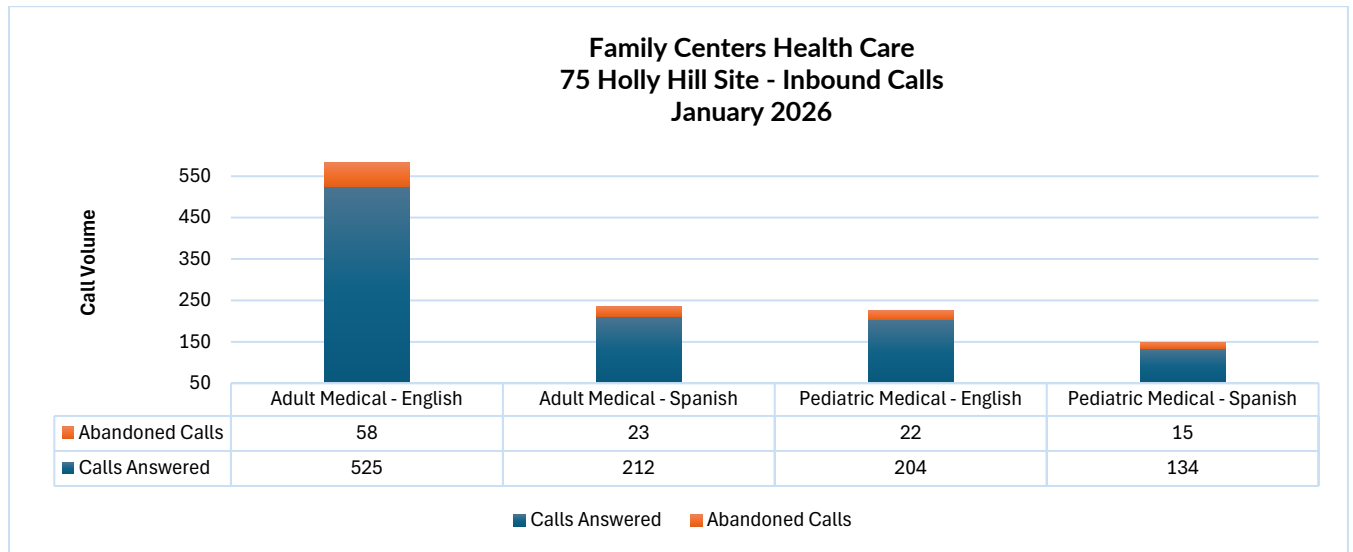
***FCHC MEDICAL: 75 Holly Hill and WPC_**



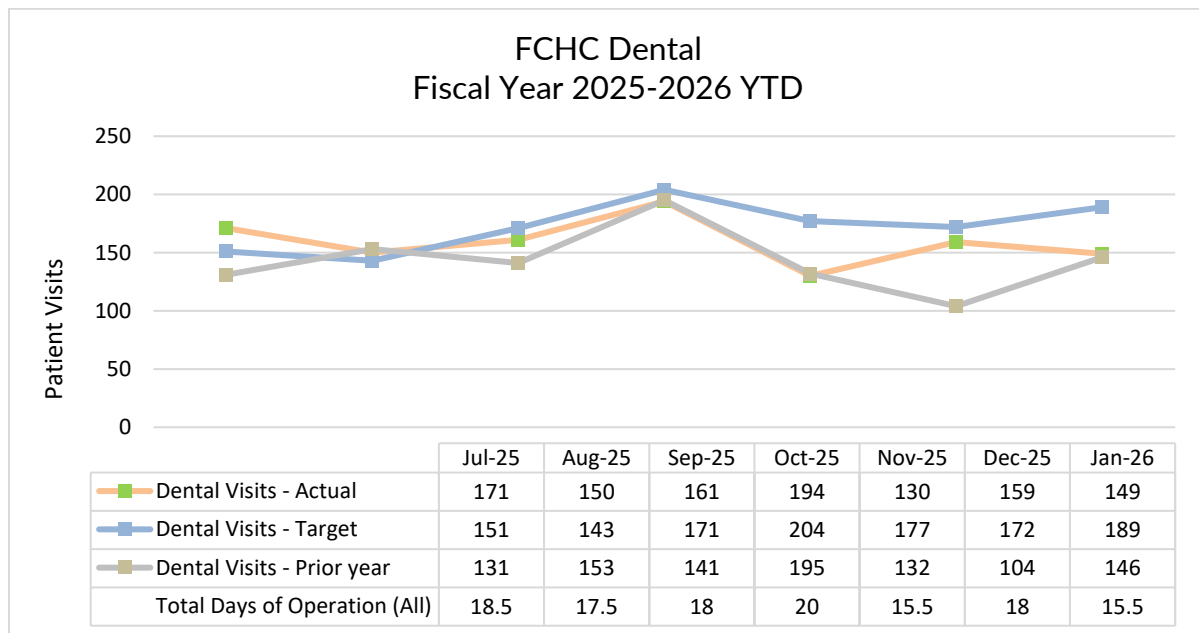
Operational Updates:

- Staffing** Open Positions: 1 Mental Health Clinician; 1 Medical Assistant & 1 Patient Navigator (Temp Agency Currently Staffing clinical support staff); 1 Site Manager (Onboarding, March 16 start)
- Social Needs** Increased need for case management services to manage entitlements and public benefit enrollments. We are partnering with The Community Action Project for onsite caseworkers once weekly; MOU still in progress.
- Service Access** Implemented new language line services with video capacity.
- Specialist Access** Reviewing schedules and patient needs; credentialing with Greenwich Hospital pending with Dr. Santucci. The Specialist list has been updated, and work continues on establishing our ability to bill for services provided within 75 Holly Hill by them.
- Phone Access** RingCentral CX upgrade rolled out in January; and is expected to improve patient experience. Initial data is below:

Total Calls: 1075



***FCHC DENTAL: Wilbur Peck**



****Data listed is 111 Wilbur Peck Services. Days combine dentist and dental hygiene days for 1 exam room.**

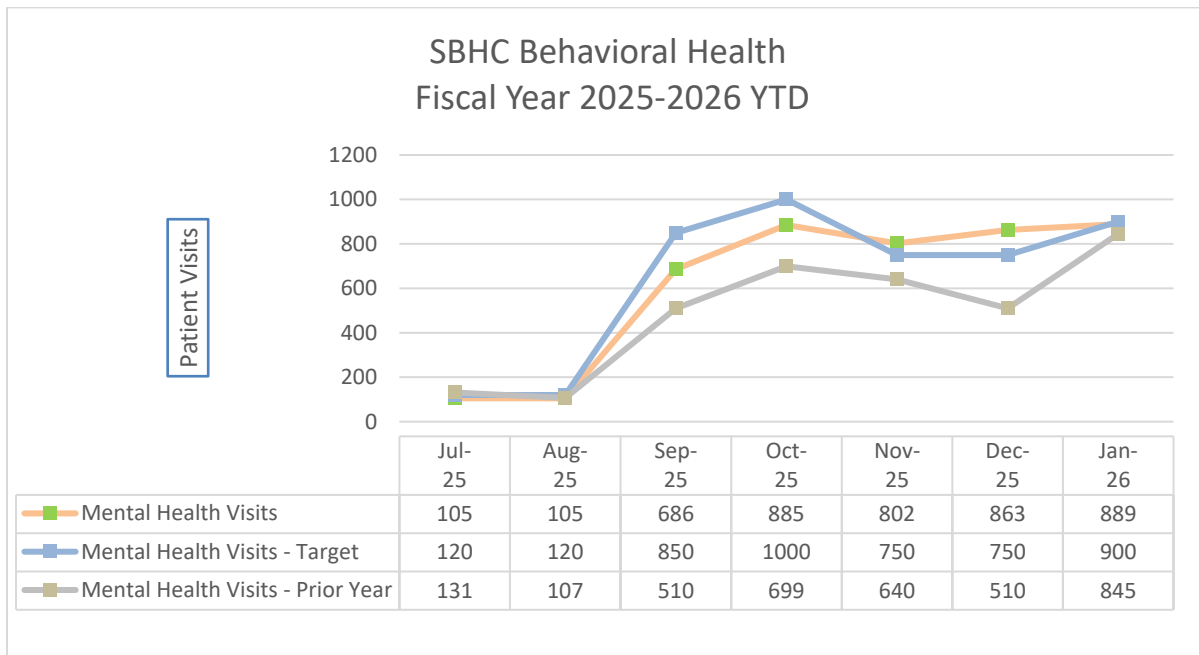
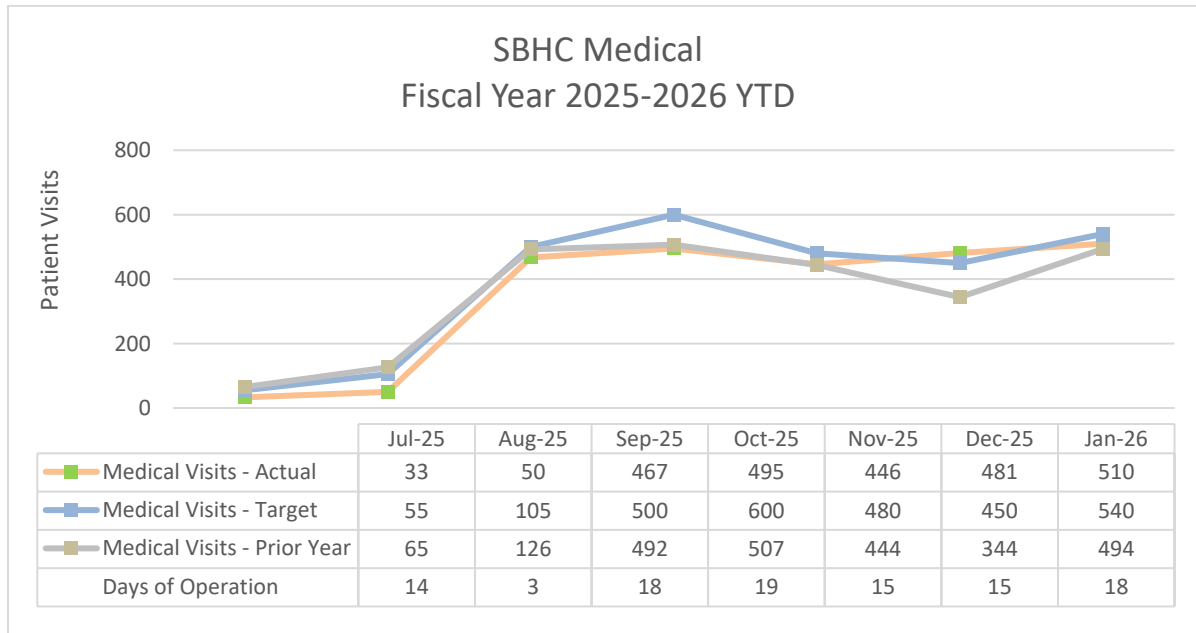
Operational Updates:

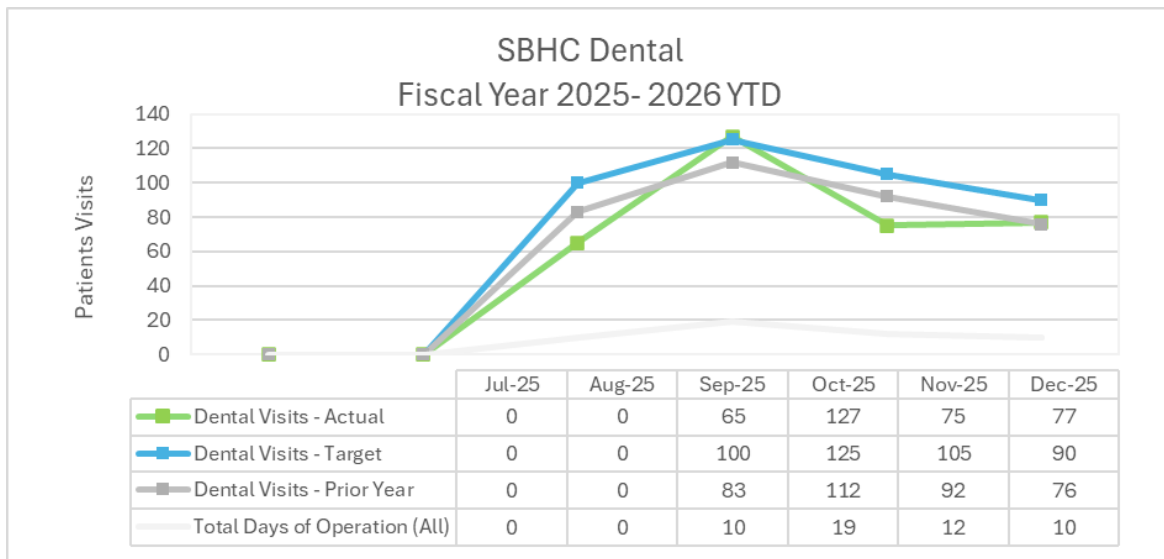
Staffing Open Positions: 1 hygienist, 1 patient support specialist & 1 dental assistant

Expanding Services

Wilbur Peck site renovations nearing completion, converting from 1 to 3 dental operators. We are expecting soft-reopening 3/25/26, with the Grand Reopening to occur in early April.

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

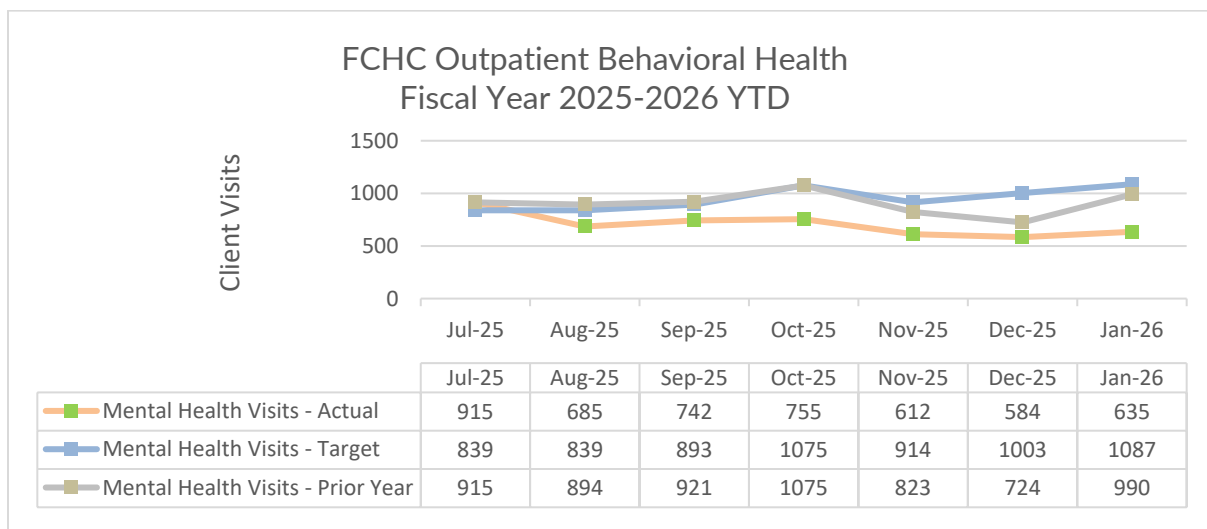




SBHC Operations:

- Staffing: 2 Open Mental Health positions for AITE and Scofield Magnet
- Principal has requested a SBHC site at Scofield Middle School. Will start by opening a SBHC expanded site with a mental health clinician.
- Working on finding capital dollars to build out the SBHC at Scofield.

***FCHC MENTAL HEALTH**



****Data listed is for Bedford and Bridge locations. They do not include Darien or Holly Hill.**

Operations

Staffing

Open Positions: 2 Clinical Supervisors, 2 Clinician positions, 1 HH Clinician
Clinic Manager returned from FMLA mid-January
New Contractor started mid-January

CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

Operations

- Evening Den: Ran 2 nights in January (7th & 21st)- 9 groups each night, 79 participants total, 18 total volunteers
- School Den: 14 groups running in 11 schools (Stamford – 4 schools/5 groups, Norwalk – 7 schools/9 groups)
- Trauma Response: Follow up session at Hindley Elementary School in Darien
- Staffing - Manager of The Center for HOPE, Den Program Coordinator

Quality and Compliance Report

2026 Clinical Performance To-Date		
Clinical Quality Measures	Jan 2026	2026 Targets
Child 2+ immunizations	52.6%	70.0%
Child BMI + Nutritional Counseling	67.9%	86.0%
Adult BMI + Nutritional Counseling	42.1%	68.0%
Smoking Screening + Cessation Counseling	52.5%	85.0%
Depression Screening + Referrals	37.7%	70.0%
HIV Screening	56.1%	58.0%
Controlled Hypertension	70.4%	80.0%
Controlled Diabetes (Inverse measure)	33.8%	89.0%
Colorectal Cancer screenings	57.8%	60.0%
Cervical Cancer screenings	65.0%	80.0%
Breast Cancer screenings	67.4%	75.0%
Statin Therapy	78.8%	80.0%
IVD: use of aspirin or another antiplatelet	81.8%	80.0%

Compliance Key Performance Indicators

Metric	#	As of: January 2026	Completion Target	Status
Incident & Near Misses Corrective Action within 30 days	1	0%	100%	Behind
Staff files Audit Completion	5	100%	100%	On Track
Risk assessment status	1	33%	33%	On Track
Complaint & Grievances resolution within 30 days	0	No reported	100%	On Track
HIPAA Incidents, Violations, Breaches within 30 days	0	No reported	100%	On Track

Growth and Demographic Trends 2022-2025

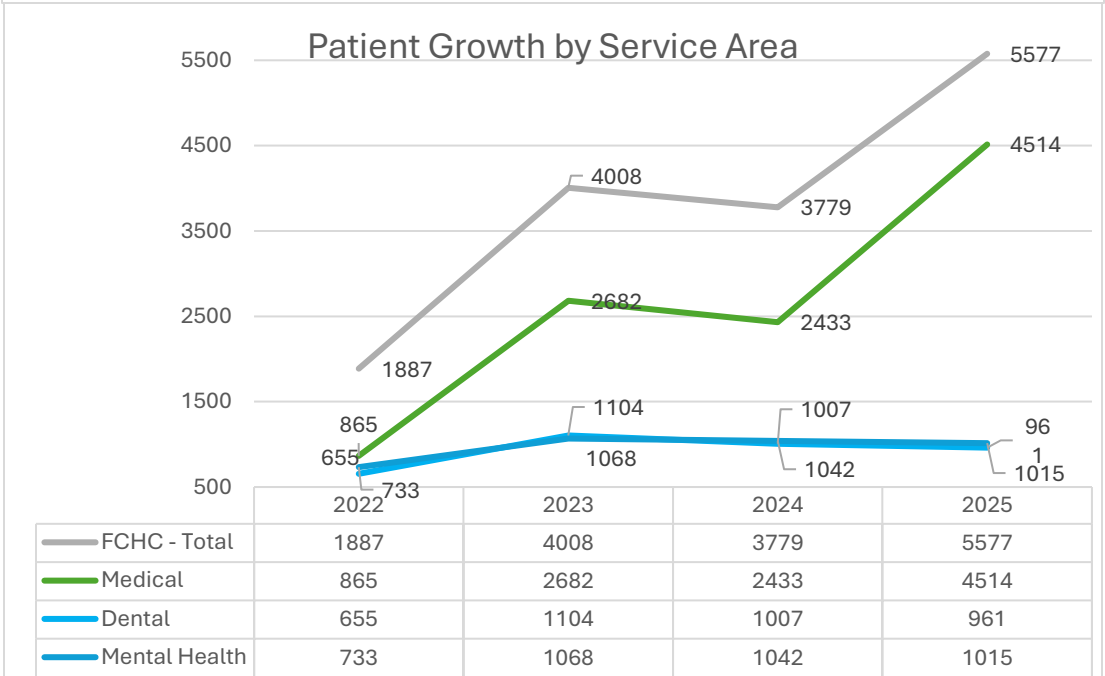
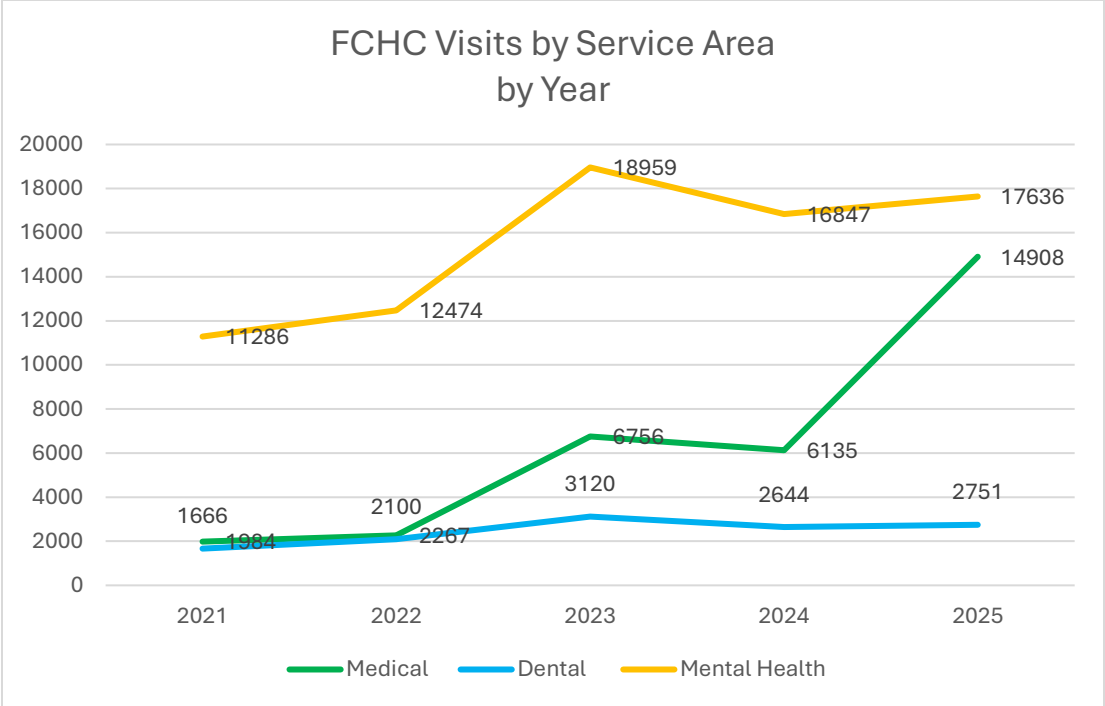
Contributing Factors

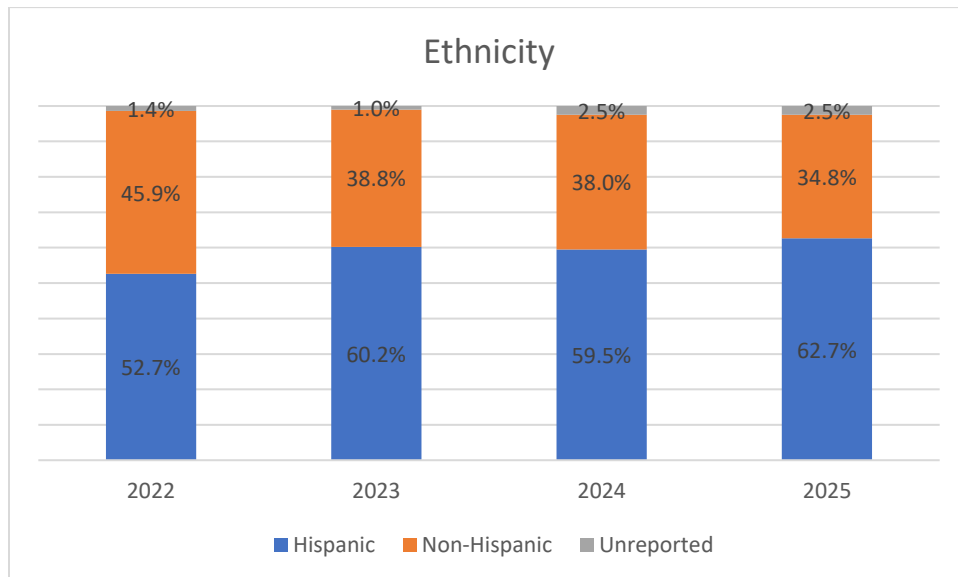
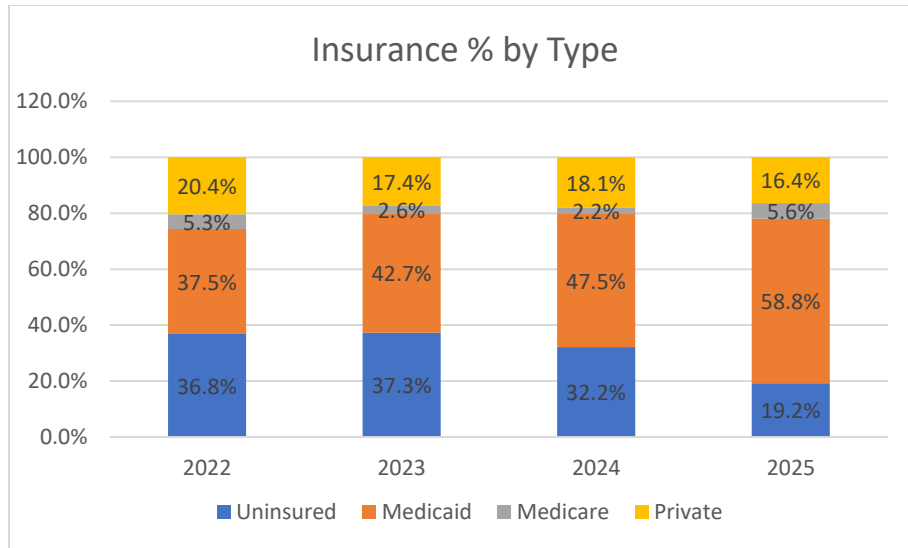
2023: Integration of the School Based Health Centers, increasing overall services volume

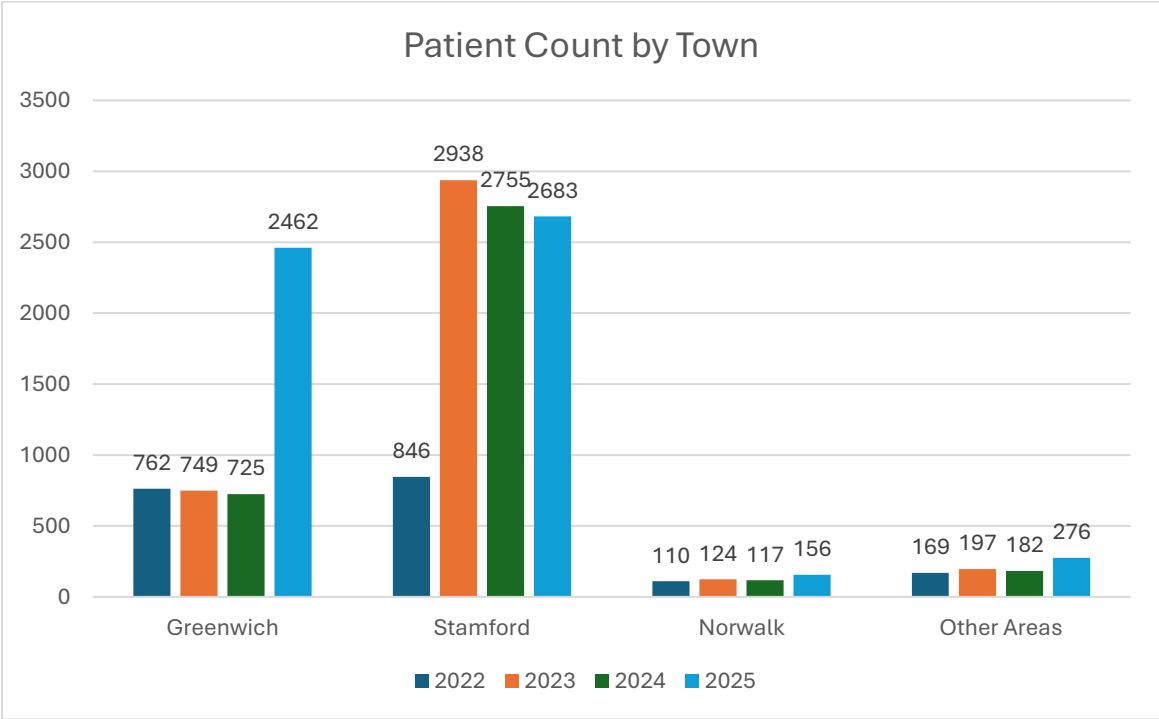
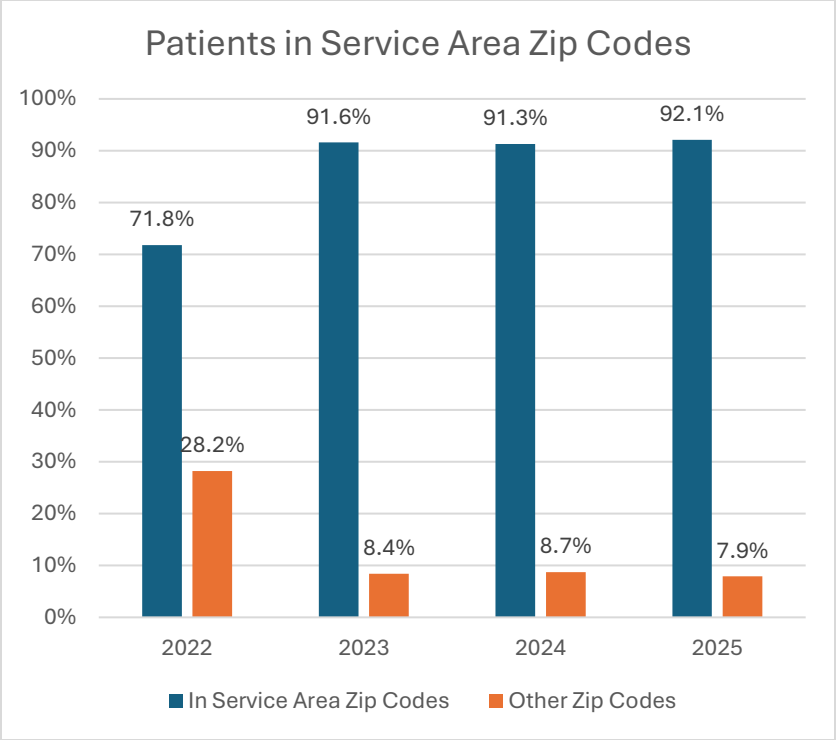
2025: Addition of 75 Holly Hill location, accompanied by a decline in new entrants compared to previous years, added medical services at Turn of River Middle School

Dental: Capacity limitations at Wilbur Peck due to operating with one dental chair

Outpatient Behavioral Health: Reduced staffing levels resulting in decreased appointment availability.

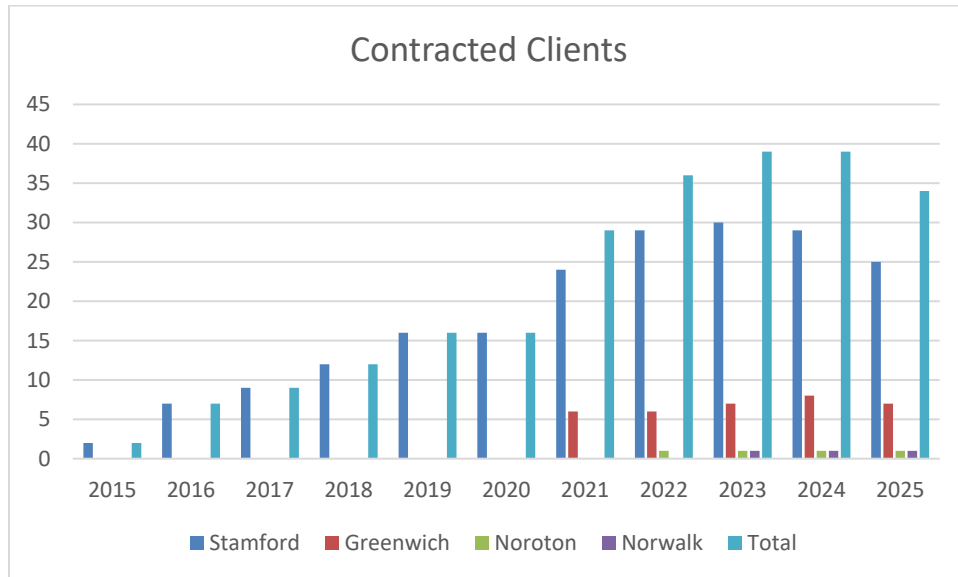




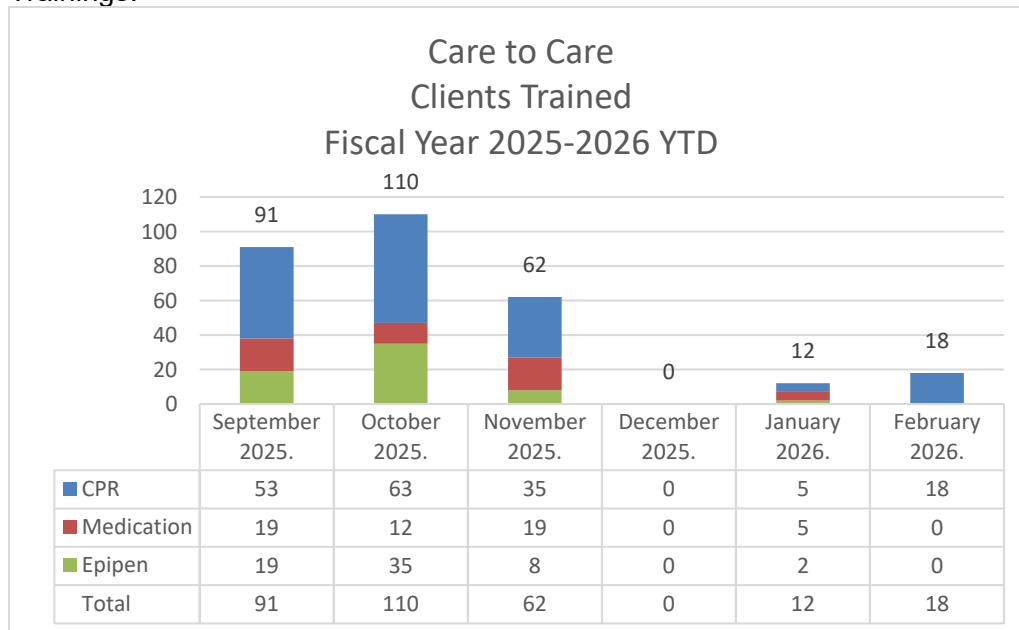


CARE TO CARE, Nathalie Tocci, RN Manager

Contracted Clients



Trainings:



FAMILY CENTERS CARES, Ruth Pennacchia, Manager

HIV Care Overview:

In January, Medical Case Management provided comprehensive services including care coordination, access to treatment, ambulatory medical care, behavioral health, and oral health services, while also assisting clients with unmet needs such as housing and utilities, health insurance, medication access, and food support.

Operations:

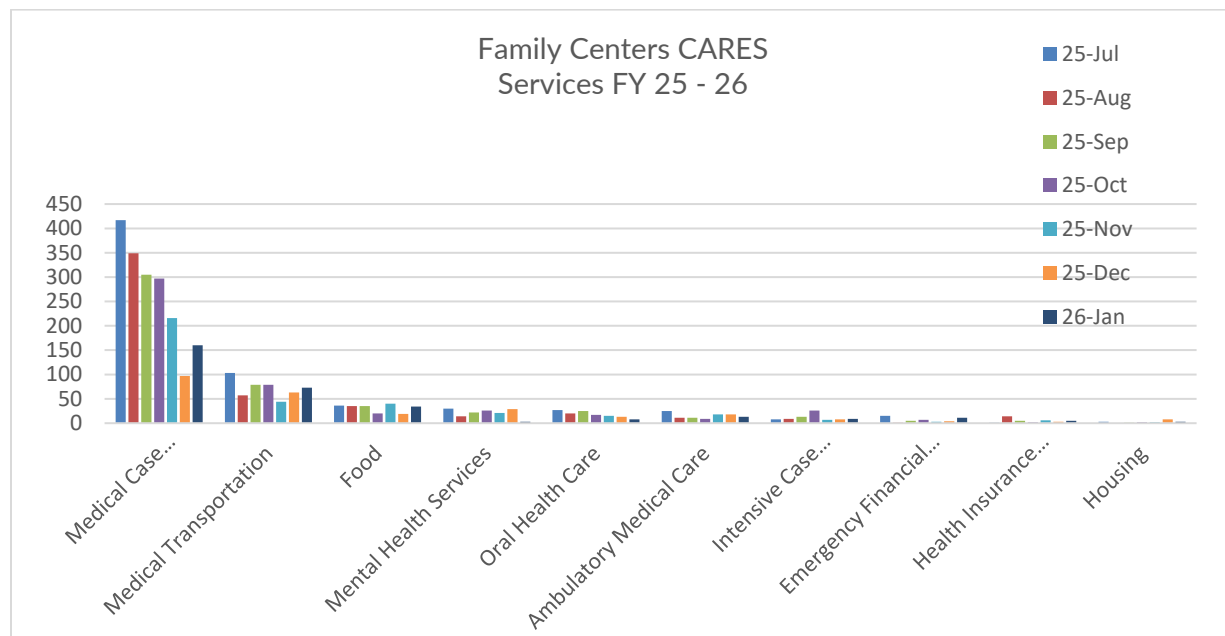
FC CARES operated at full capacity and continued to reduce gaps in medical visits through enhanced collaboration, improved data accuracy, and strengthened external partnerships.

Health Outcomes:

Cervical cancer screening rates among eligible clients were maintained through ongoing outreach and collaboration with providers. In addition, the rate of medical gap visits improved to **11%**, surpassing the **EMA benchmark of 14%**.

Compliance:

The January monitoring submission was successful, with no corrective actions required. Data were prepared and organized for the Ryan White Services Report (RSR) 2025), while ongoing monitoring of sub-recipient agencies ensured data accuracy. The report was submitted by the deadline on February 23, 2026.



Month	Medical Case Management	Medical Transportation	Food	Mental Health Services	Oral Health Care	Ambulatory Medical Care	Intensive Case Management	Emergency Financial Assistance	Health Insurance Assistance	Housing
25-Jul	417	103	36	30	27	25	8	15	1	3
25-Aug	349	57	35	14	20	11	9	1	14	0
25-Sep	305	79	35	22	25	11	13	5	5	1
25-Oct	297	79	20	26	17	9	26	7	2	2
25-Nov	216	44	40	21	15	18	7	3	6	2
25-Dec	97	63	19	29	13	18	8	4	3	8
26-Jan	160	73	34	3	8	13	9	11	5	3
Total	1841	498	219	145	125	105	80	46	36	19

HIV Prevention Overview:

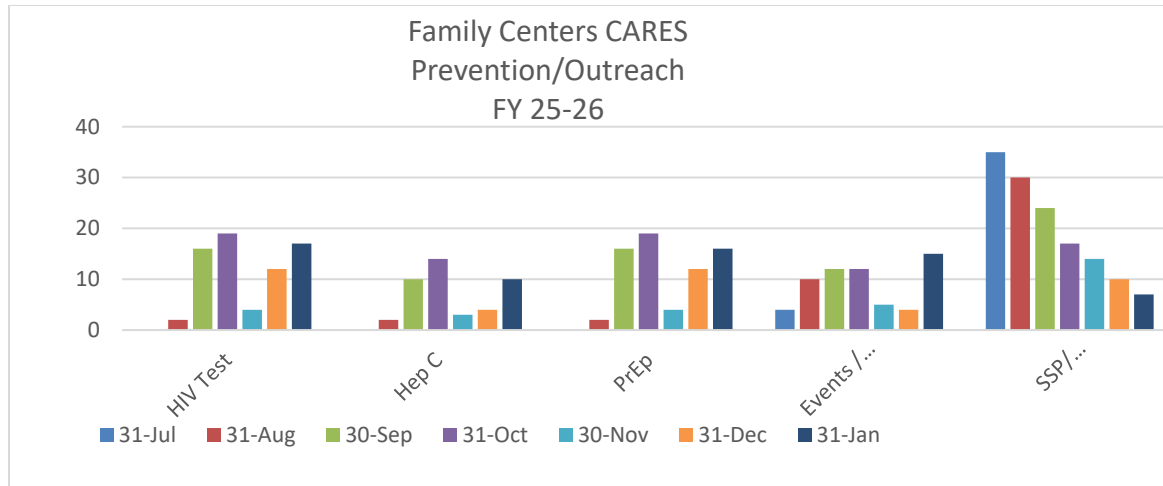
We provide HIV and Hepatitis C testing, support early intervention, and connect individuals to care, including PrEP and outpatient referrals. Our services include educational outreach, condom distribution, and syringe exchange.

Social Media & Digital Outreach:

- The Family Centers CARES site displaying our name change is up and running, providing easy access for visitors seeking services.
- To date, we have published 101 Instagram posts and 56 Facebook posts to increase awareness and share resources.
- Maintained consistent weekly engagement on dating apps to provide prevention messaging, sustain social interaction, and connect individuals to services.

In-Person Outreach:

- Expanded outreach to high-traffic community locations including Stamford Train Station, B1C, Dunkin' on Elm Street, and the Government Center, engaging over 325 clients this month.
- Conducted 12 high school presentations educating youth. Provided in-person training on safe sex practices, STIs, and services available at Family Centers.
- Flyering at key community locations and distribution of at-home HIV testing kits, connecting community members to resources and support.



Month	HIV Test	Hep C	PrEp	Events / Presentation/Education	SSP/ Transactions
31-Jul	0	0	0	4	35
31-Aug	2	2	2	10	30
30-Sep	16	10	16	12	24
31-Oct	19	14	19	12	17
30-Nov	4	3	4	5	14
31-Dec	12	4	12	4	10
31-Jan	17	10	16	15	7
Total	70	43	69	62	137