



May 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	7
*FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH.....	8
FCHC Patient Satisfaction Board Report	9
CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS	10
*FCHC QA/QI/COMPLIANCE REPORT, Melissa Schreff, Sr. Director, Quality, Compliance and Analytics; Francia Garcia, Director, Compliance	11
CARE TO CARE, Nathalie Tocci, RN Manager	12
FAMILY CENTERS CARES, Ruth Pennacchia, Manager.....	13

Attachments:

Updated Policies and Procedures:

- *Behavioral Health Policy and Procedure Manual
- *FCHC Infection Control Policy
- *Use of Personal Devices Policy

Reports:

- *Q1 2026 Quarterly Risk Management and Compliance Report
- *Q1 2026 Prevention, Risk, Infection, and Care Access Monitoring Dashboard
- *Q1 2026 Quality Measures Report

***Vote required**

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

Since the last board meeting, I had the opportunity to visit the Met and see the Raphael exhibit. The sheer volume of the collection was so impressive. I recommend the exhibit highly. One thing I learned was that Raphael died at the young age of 37. That is way too young and thank goodness for modern medicine and its focus on prevention! The primary care we provide at our health sites is so important as the focus on preventative care we provide is critical to long term wellness. First however, is positive reinforcement. We try at every turn to let our patients know how impressed we are by their attention to their own health. It's the kind of thing that should be acknowledged and celebrated as it is often something that is overlooked in systems that may feel like a healthcare conveyer belt.

At 75 Holly Hill, we continue to expand and deepen the educational approach to our staff development there. Having the residency program there supports teaching, and all staff benefit from the opportunities that continue to present. More recently, the health center is well along the way in providing trauma informed care. This model starts in the parking lot and continues through reception, waiting room, exam room, and discharge. All staff are learning how to avoid common trauma triggers. This goes a long way to enhance a patient's experience at our sites.

While the HRSA nutritional funding application has not been released (well, it was released for a day then it was taken down – no one seems to know why – but we are told it will be re-released any day now). Including nutrition in preventive health care is so important. One's diet is critical and impactful to so many areas of life, particularly physical, oral, and mental health. We are excited to add this additional layer of care to our practices at all our healthcare sites (75HH and SBHC's).

We continue to prepare for the impending Medicaid changes and are active participants in the Stamford HUSKY Stay Covered Task Force. Family Centers is well represented – with Louis on the Executive Committee, Jim on the Finance Committee, and I am on the Communications Committee. The campaign planning is going well and once final details are published from DSS, we will be able to provide a tiered approach to educating those who will be negatively impacted by these changes.

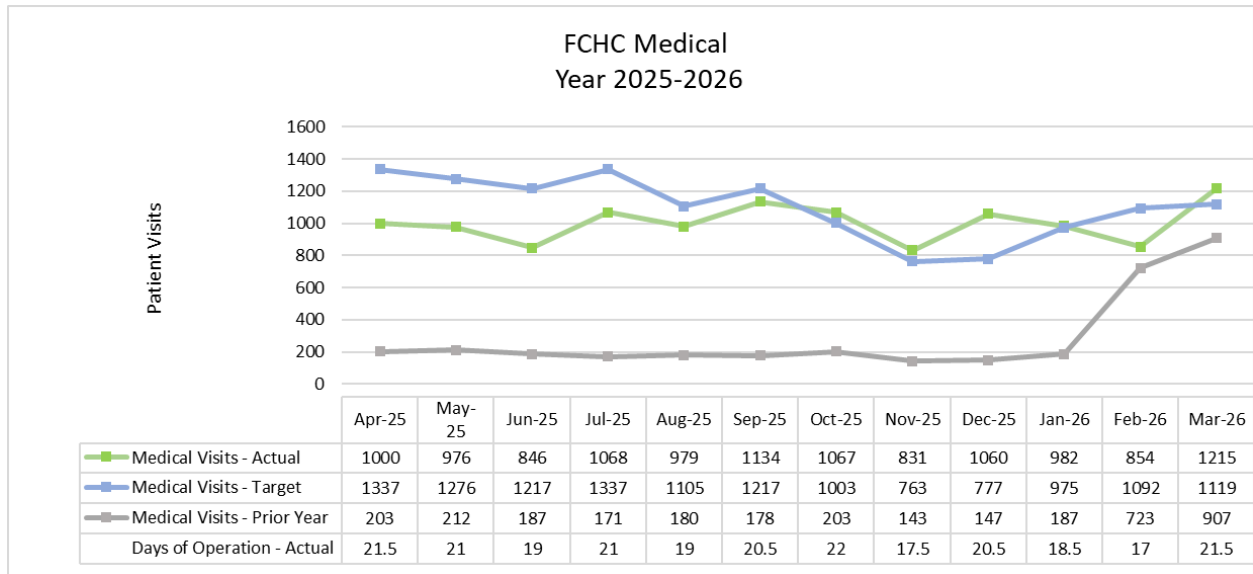
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health

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

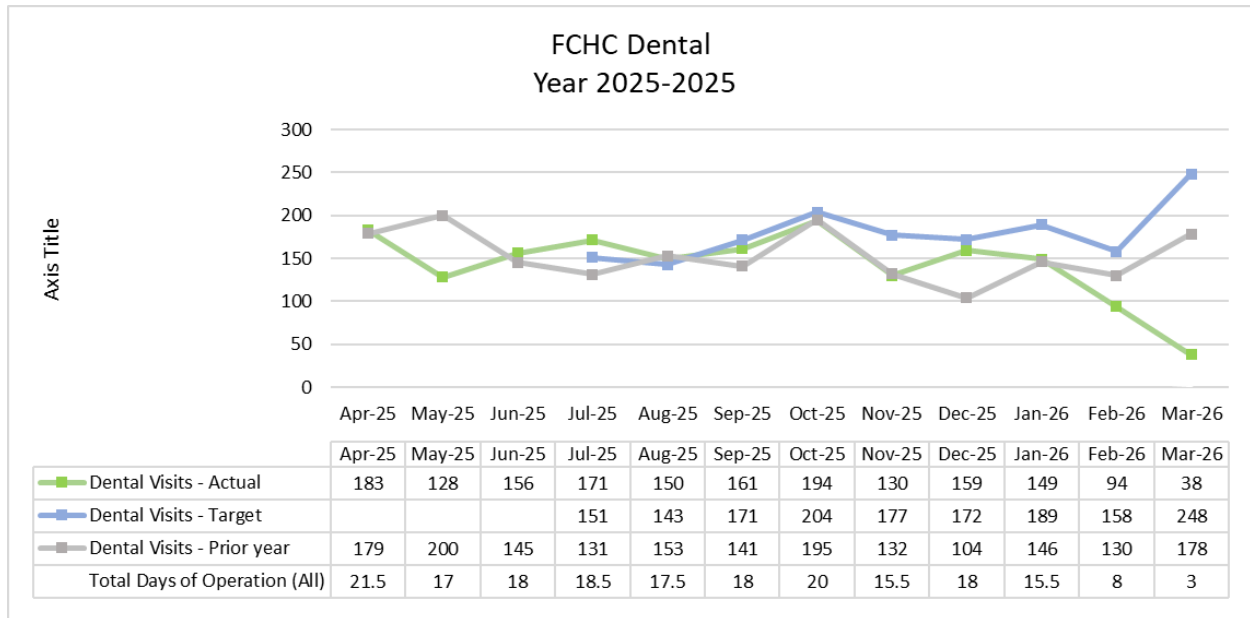
*FCHC MEDICAL: 75 Holly Hill and WPC



Operations

Staffing	Open Positions: 1 Medical Assistant Recently Hired: 1 Mental Health Clinician (Wendy McCaffery), Site Manager (Dorinda Catino) & 1 Patient Navigator (Rosemay De Leon)
-----------------	--

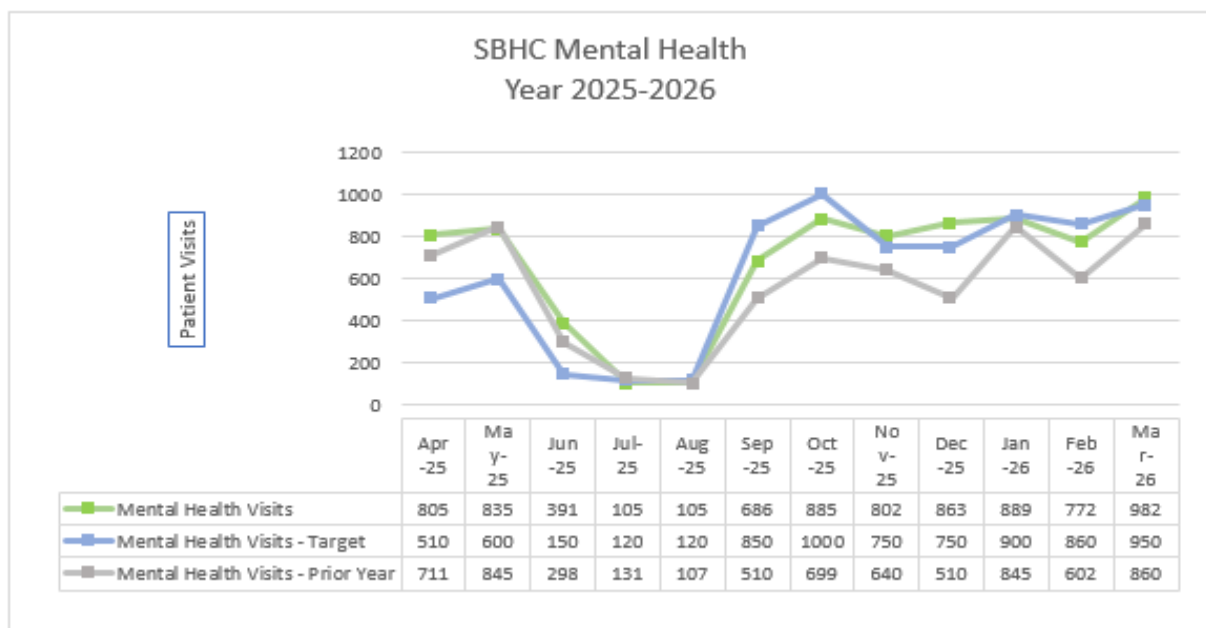
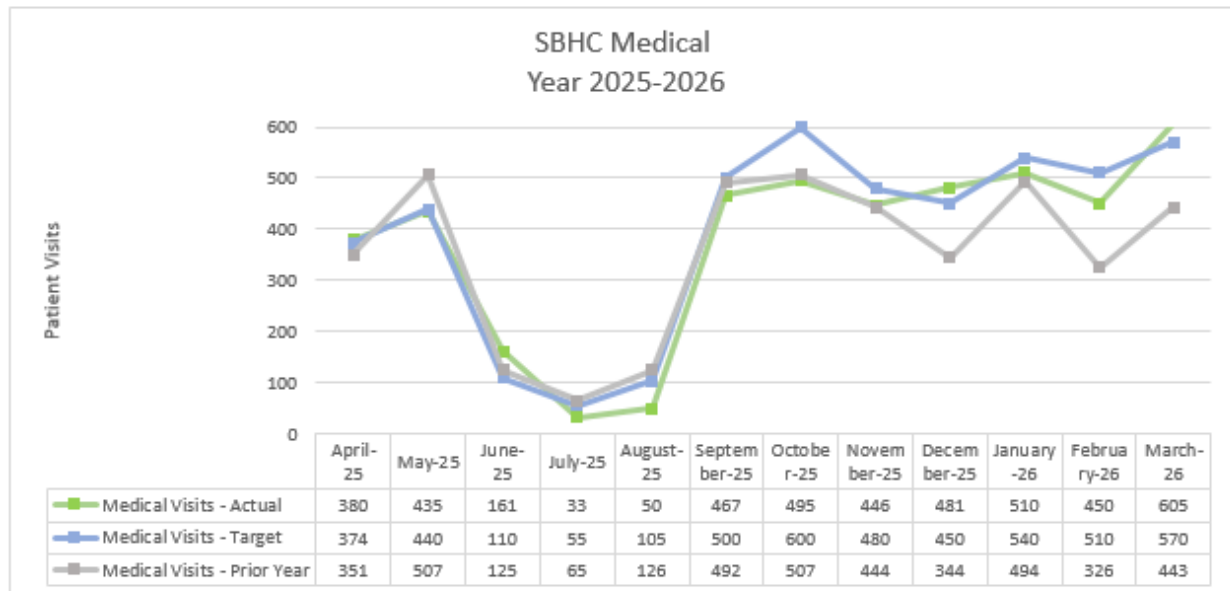
***FCHC DENTAL: Wilbur Peck**



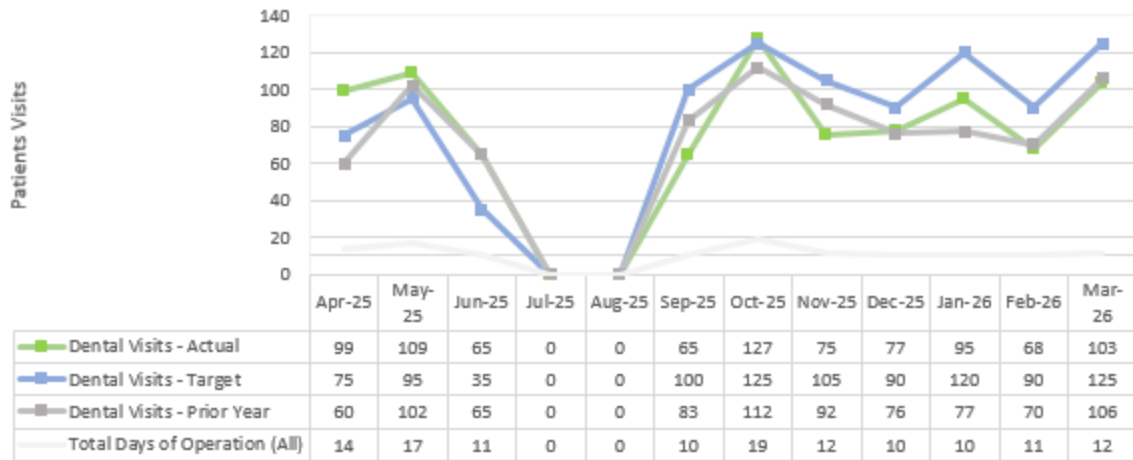
Operations

Staffing	Open Positions: 1 hygienist & 1 dental assistant Recent Hired: 1 patient support specialist (Ximena Blanquiset)
-----------------	--

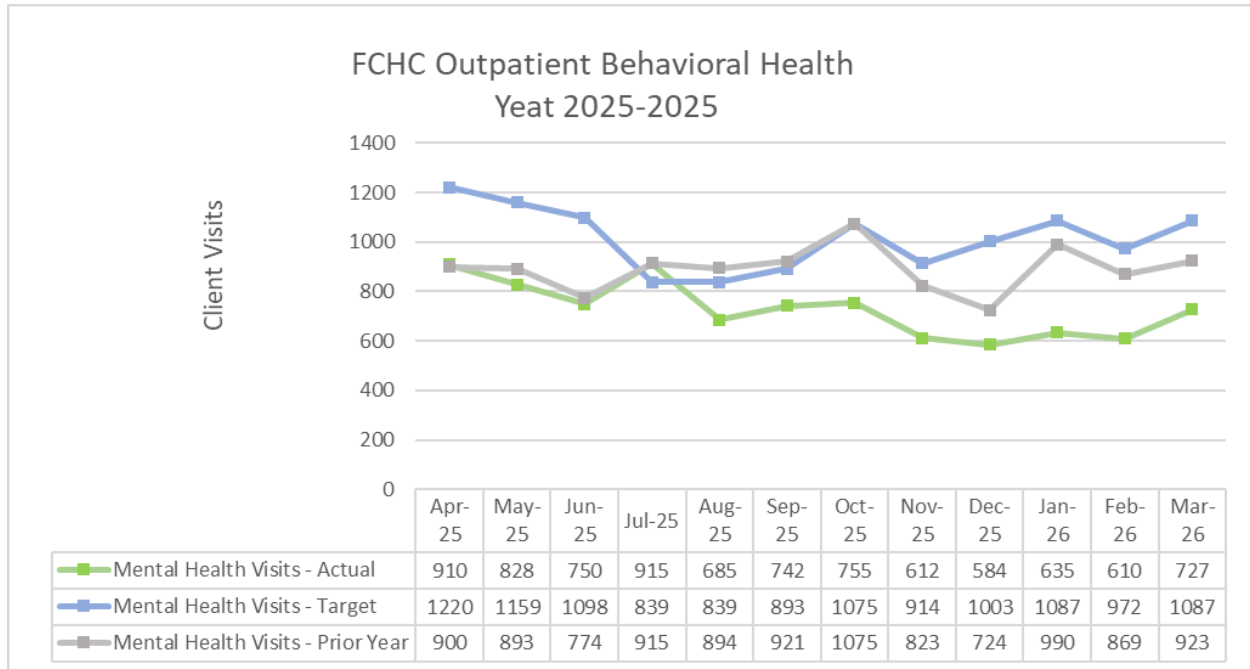
***SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental**



SBHC Dental Year 2025- 2026



***FCHC MENTAL HEALTH**



Operations

Staffing	Open Positions: 3 Clinical Supervisors, 3 Clinician positions, HH Clinician starting mid-May Part Time Clinician starting early May (Darien)
-----------------	--

***FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH**

In the month of March, Family Centers attended 15 outreach community events. These included food distributions with Building One Community, educational presentations for public housing residents, student engagement activities, large community events such as Greenwich Together's annual Hope Day and Greenwich YMCA's Healthy Kids Day, and others. Over 3,000 individuals from Greenwich, Stamford and Darien were touched in these outreach efforts, although without considering repeats.

Medical, Dental and OBH clients were sent out the Patient Satisfaction Survey the first two weeks of April. 90 Medical and Dental surveys were collected. Over 91% rated appointment availability, program hours, and location as Good to Average. Provider care and interaction remain strong, with approximately 85-95% of respondents rating experiences as Good to Average across measures such as attentiveness, responsiveness, and clarity of communication. 100% indicated they would return for care, and over 91% would recommend Family Centers. Areas for improvement include appointment access, cost concerns, and follow-up communication.

FCHC Patient Satisfaction Board Report

Family Centers Medical/Dental | Survey Period: January 1 - March 31, 2026

Executive Summary: Patient satisfaction results remain strong, with patients reporting positive access, provider communication, staff service, and willingness to continue care. Key strengths include location convenience, front-desk identity verification, provider responsiveness, respectful staff interactions, and high loyalty indicators. Opportunities for improvement center on appointment availability, after-hours service awareness, follow-up communication, and continued affordability/eligibility navigation.

90	88%	100%	91.7%	96.2%	41.1%
Completed surveys Bilingual survey	Overall satisfaction Good/Average	Would return Definitely/Probably yes	Would recommend Definitely/Probably yes	Check-in ID verification Name & DOB verified	Spanish preference Language access need

Performance by Domain

Domain	Performance Snapshot	Board-Level Interpretation	Priority
Access & Convenience	91%+ Good/Average; location 96%+	Access is strong overall. Appointment availability remains the clearest improvement opportunity, and zero reported after-hours use suggests low awareness.	Improve scheduling access; promote after-hours line
Provider Experience	~85%-95% Good/Average	Patients report strong provider attentiveness, responsiveness, communication, and involvement in treatment planning. Follow-up and time spent with provider should be monitored.	Standardize follow-up expectations
Staff & Customer Service	~88%-96% Good/Average	Front desk/support staff are perceived as friendly, clear, and culturally sensitive; this remains a major patient-experience strength.	Maintain service standards
Financial & Eligibility	30% used eligibility; 55% fully/mostly met needs	Most patients did not delay care due to cost, but affordability concerns remain for a subset of patients needing clearer navigation and payment expectations.	Strengthen eligibility handoffs
Equity & Language Access	55.3% Hispanic; 41.1% Spanish preference	Survey confirms ongoing need for bilingual, culturally responsive workflows and patient-facing communication.	Sustain bilingual access

Key Strengths, Risks, and Next-Month Actions

What is Working Well - Patients value the clinic location and convenience. - High check-in verification compliance supports safety and regulatory expectations. - Provider and staff interactions are consistently rated positively. - Family Centers remains the primary provider for 92.6% of respondents. - Patient loyalty is strong: 100% would return.	Opportunities / Risk Areas - Appointment availability received lower top-box performance than other access measures. - No reported use of the after-hours line indicates potential awareness or access gap. - Follow-up communication and time with providers should remain a quality focus. - A subset of patients still report cost/financial concerns despite assistance availability.	Recommended Management Actions - Review third-next-available appointment and no-show/backfill processes monthly. - Add after-hours line education to check-out script, printed materials, voicemail, and portal messaging. - Reinforce provider follow-up standards for labs, referrals, treatment plans, and unresolved needs. - Create a tighter front desk-to-eligibility referral workflow for uninsured/sliding-scale patients. - Track satisfaction by site/service line next quarter to identify variation.
---	---	---

Source/Method Note: Family Centers Client Satisfaction Survey Medical/Dental and January-March 2026 summary. Percentages are based on the number of respondents answering each question; some questions had smaller denominators than the full 90 completed surveys. Ratings summarize Good/Average responses unless otherwise noted.

CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

Operations

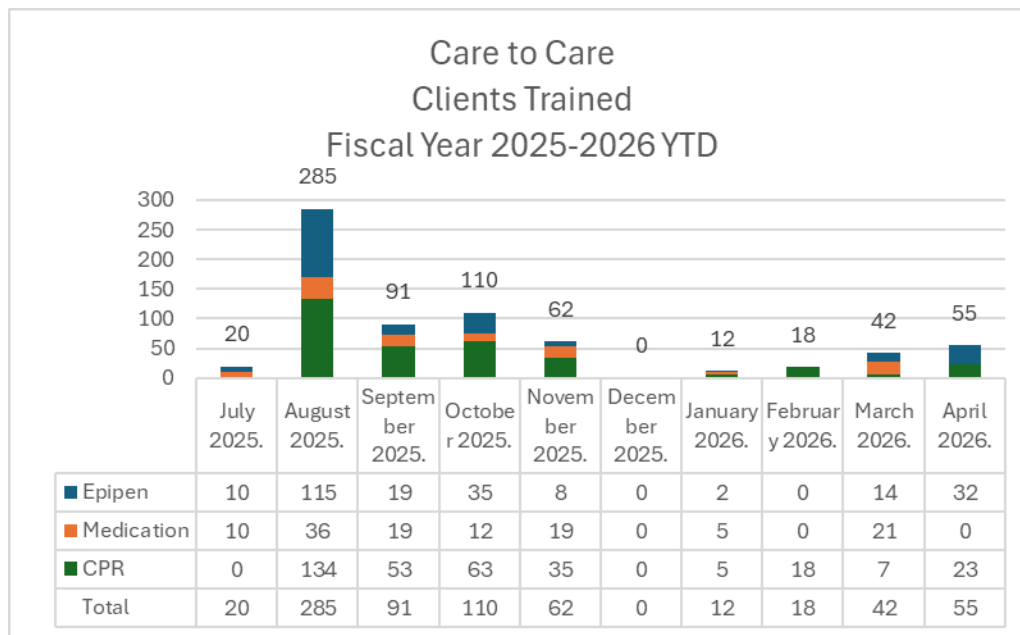
- Evening Den: Ran 2 nights in March (11th and 25th) - 10 groups each night, 60 participants total, 18 total volunteers
- Open positions: Director/Manager of The Center for HOPE, Den Program Coordinator
- School Den: 14 groups running in 11 schools (Stamford – 4 schools/5 groups, Norwalk – 7 schools/9 groups)

Total School Based Den November 2025: 11 schools, 14 groups		
Stamford (4 schools, 5 groups)	Norwalk (7 schools, 9 groups)	Greenwich (school, group)
ES: 1 groups	ES: 4 groups	ES: x groups
K-8: x groups	K-8: 2 groups	K-8: x groups
MS: 2 group	MS: 1 groups	MS: x groups
HS: 2 groups	HS: 2 groups	HS: group

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

2026 Clinical Performance To-Date		
Clinical Quality Measures	Mar 2026	2026 Targets
Child 2+ immunizations	62.5%	70.0%
Child BMI + Nutritional Counseling	75.5%	86.0%
Adult BMI + Nutritional Counseling	53.9%	68.0%
Smoking Screening + Cessation Counseling	72.2%	85.0%
Depression Screening + Referrals	52.8%	70.0%
HIV Screening	57.2%	58.0%
Controlled Hypertension	76.9%	80.0%
Controlled Diabetes (Inverse measure)	57.1%	89.0%
Colorectal Cancer screenings	58.7%	60.0%
Cervical Cancer screenings	69.8%	80.0%
Breast Cancer screenings	65.0%	75.0%
Statin Therapy	74.0%	80.0%
IVD: use of aspirin or another antiplatelet	76.2%	80.0%

CARE TO CARE, Nathalie Tocci, RN Manager



FAMILY CENTERS CARES, Ruth Pennacchia, Manager

Overview:

In March, Medical Case Management (MCM) provided comprehensive services, including care coordination, access to treatment, ambulatory medical care, behavioral health, and oral health services. The team also supported clients in addressing unmet needs such as housing and utilities, health insurance, medication access, and food assistance.

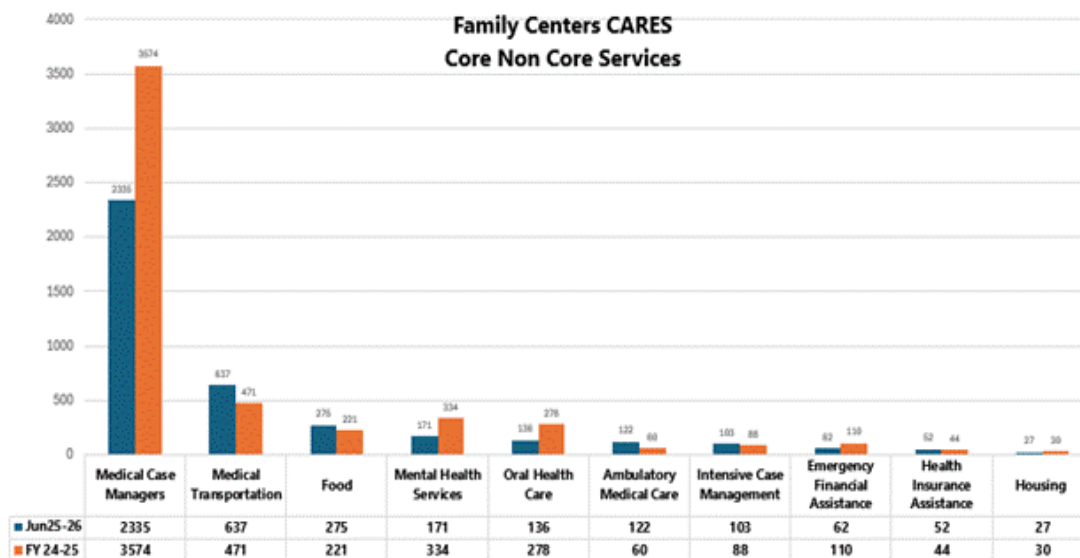
Health Outcomes:

FC CARES currently has an open ICM position. While MCM staff are supporting this vacancy, they have successfully managed all existing cases and have also welcomed new clients this month.

MCM staff have maintained a consistent presence within the FQHC clinic to support clients during their appointments, ensuring continuity of care and real-time assistance. Through persistence, personalized care, and expertise in programs such as CADAP and CIPA, MCM staff help clients navigate and overcome these challenges. Proactive case management and timely interventions ensure that clients receive the care and support they need to remain engaged in treatment.

We have received budget allocations under RWPA and RWPB, which function as payers of last resort. These resources will support ongoing efforts to:

- Strengthen care coordination and ensure appropriate follow-up treatment
- Ensure access to medically appropriate levels of health and supportive services
- Provide assistance with emergency expenses related to essential utilities
- Enable individuals and families to initiate and maintain consistent access to medical care.



Prevention Overview:

Our prevention team uses a community-driven, multi-channel approach integrating testing, education, harm reduction, and digital outreach. These efforts support early intervention and strengthen connections to care, including PrEP and outpatient referrals, while expanding access through condom distribution and syringe exchange services.

FC CARES is joining with the Department of Public Health on the Community Litter initiative focused on the safe collection and disposal of syringes. This effort:

- Encourages safe disposal practices, lowering the risk of accidental injury
- Reduces needle litter in parks, streets, and public spaces

Social Media & Digital Outreach

- Maintained an updated CARES website to improve access to services and information
- Shared 123 Instagram and 71 Facebook posts to increase awareness
- Conducted weekly dating app outreach to connect individuals to services
- Engaged 158+ clients this month through outreach at high-traffic locations
- Provided mobile testing, flyering, and at-home HIV test kits with community partners

