



September 2026 Board Report

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Attachments:

- *Text Messaging Policy
- *Parent/Legal Guardian Attendance Policy

***Vote required**

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

As summer comes to a close and we trade vacations, lighter traffic and summer schedules for backpacks, school buses and packed calendars, Health Care Connections is gearing up for another busy fall.

August provided a strong finish to the summer, highlighted by our Annual Community Health Fair, which welcomed approximately 400 community members and 34 partner organizations. Combined with back-to-school events, health training, and other outreach activities, our teams connected with more than 5,000 individuals across Greenwich, Stamford and Darien.

Across our clinical programs, the focus remains on access, quality and preparing for the months ahead. Several key quality measures continue to move toward or exceed annual targets, while our QA and compliance activities remain on track. Care to Care begins the new fiscal year with 37 contracted clients, and CARES continues its important work providing medical case management, prevention and support services, even while navigating recent staffing transitions.

With school back in session, our School-Based Health Centers and school-based Den programming are moving out of summer mode and back into full swing.

Summer may be over, but the pace certainly isn't slowing down.

We are also adjusting to the recent retirement of Melissa Schreff, whose absence is certainly being felt throughout the agency. Transitions like this remind us just how much institutional knowledge and day-to-day work can rest with one person. At the same time, I have been especially impressed by how staff have stepped up to keep things moving and make sure that, as much as possible, we don't miss a beat.

It is something I see across Healthcare Connections every day: talented people who are willing to go the extra mile, who care deeply about the people we serve, and who look out for one another along the way. As we head into another busy fall, I remain incredibly grateful for the caliber, commitment and heart of this team.

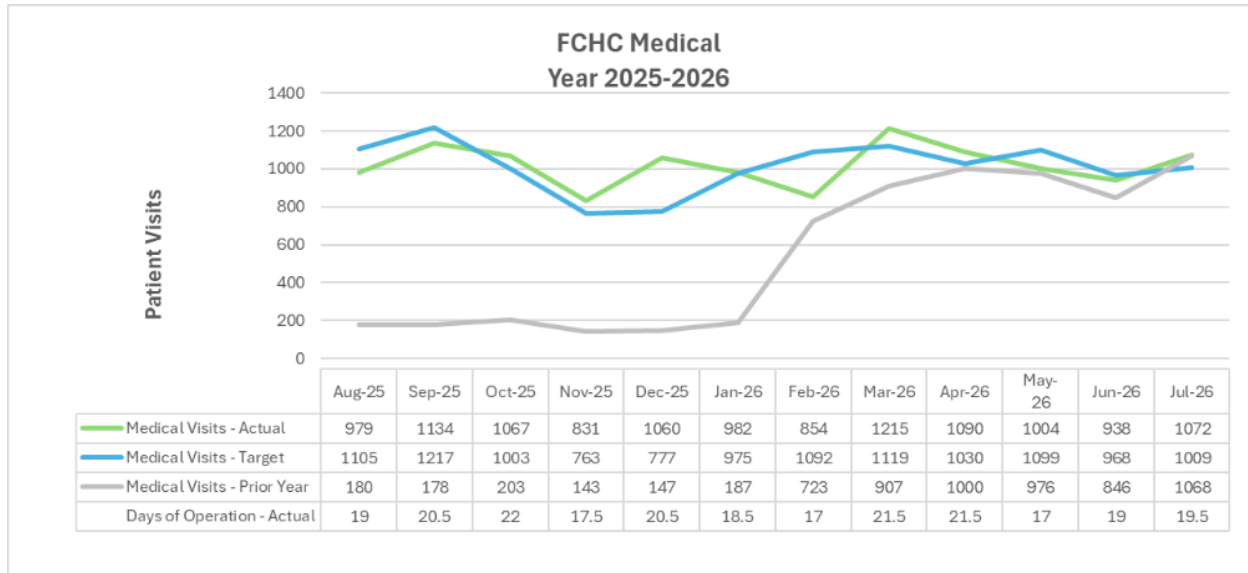
FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health

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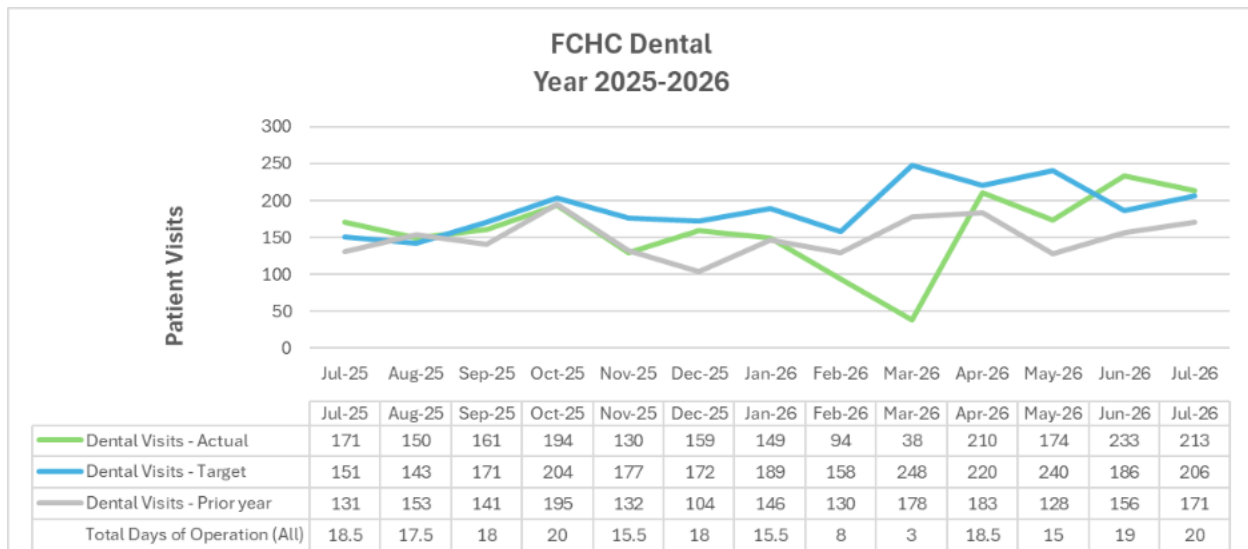
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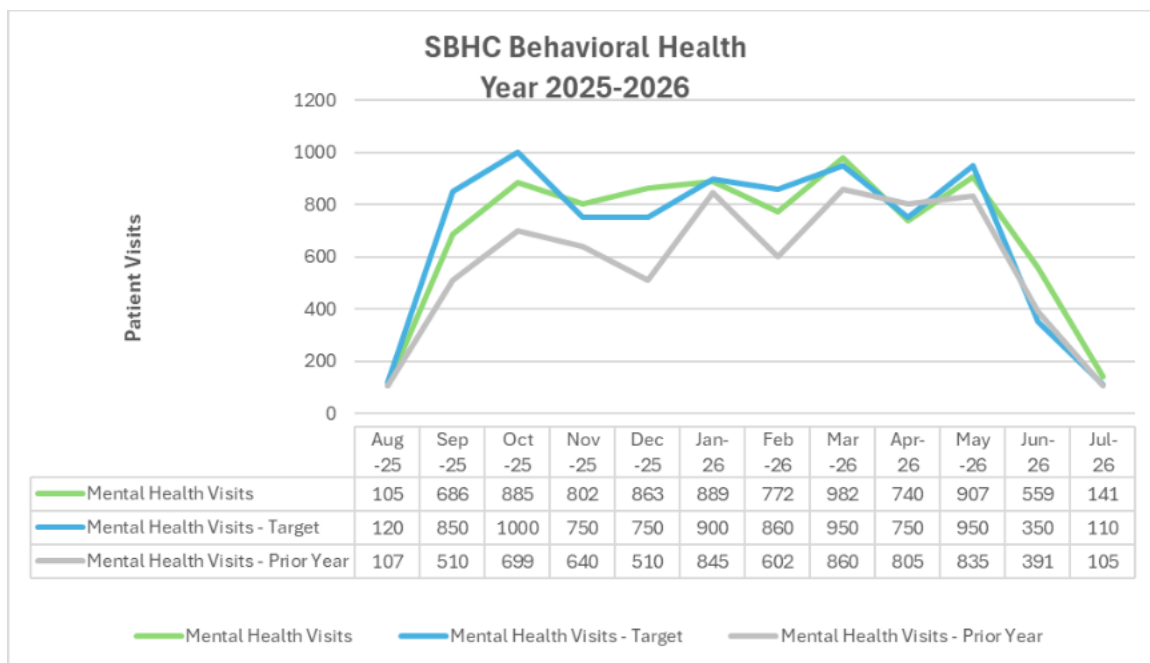
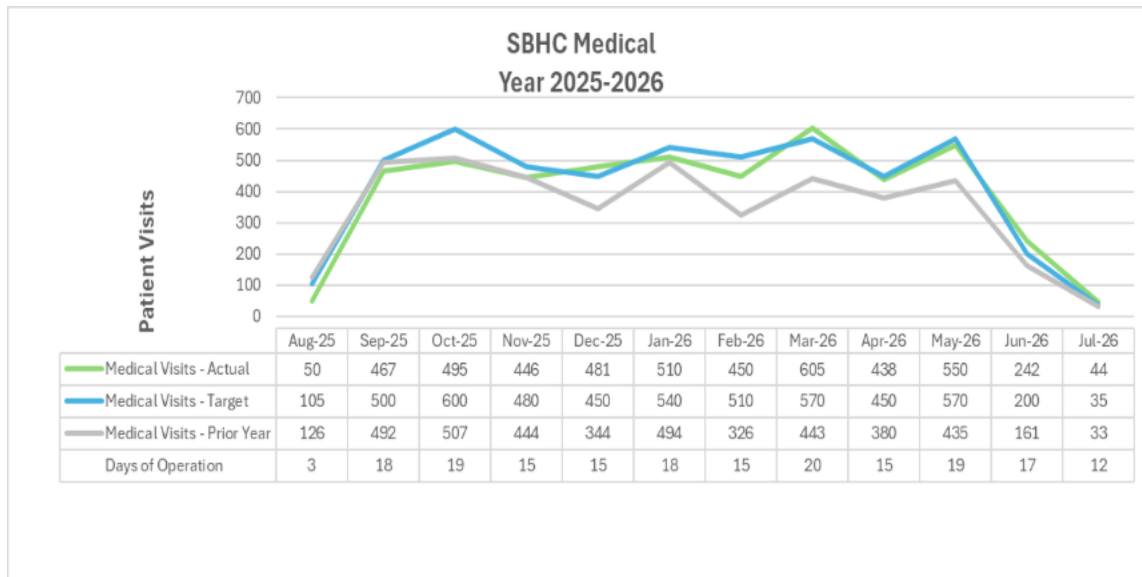
Staffing	Open Positions: 1 Patient Support Specialist, and 1 Licensed Practical Nurse
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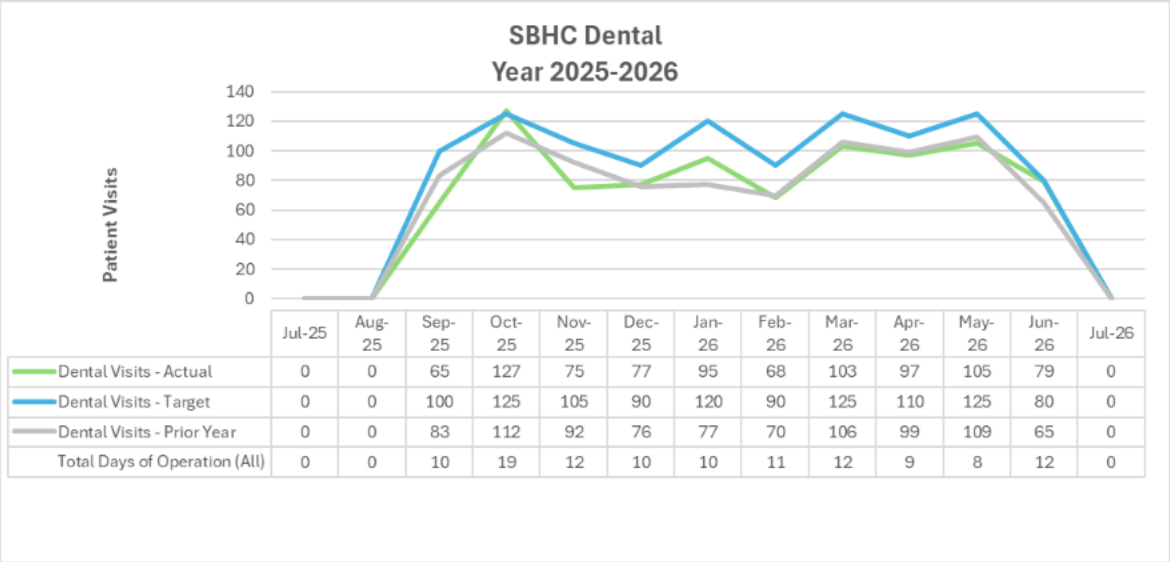
*FCHC DENTAL: Wilbur Peck



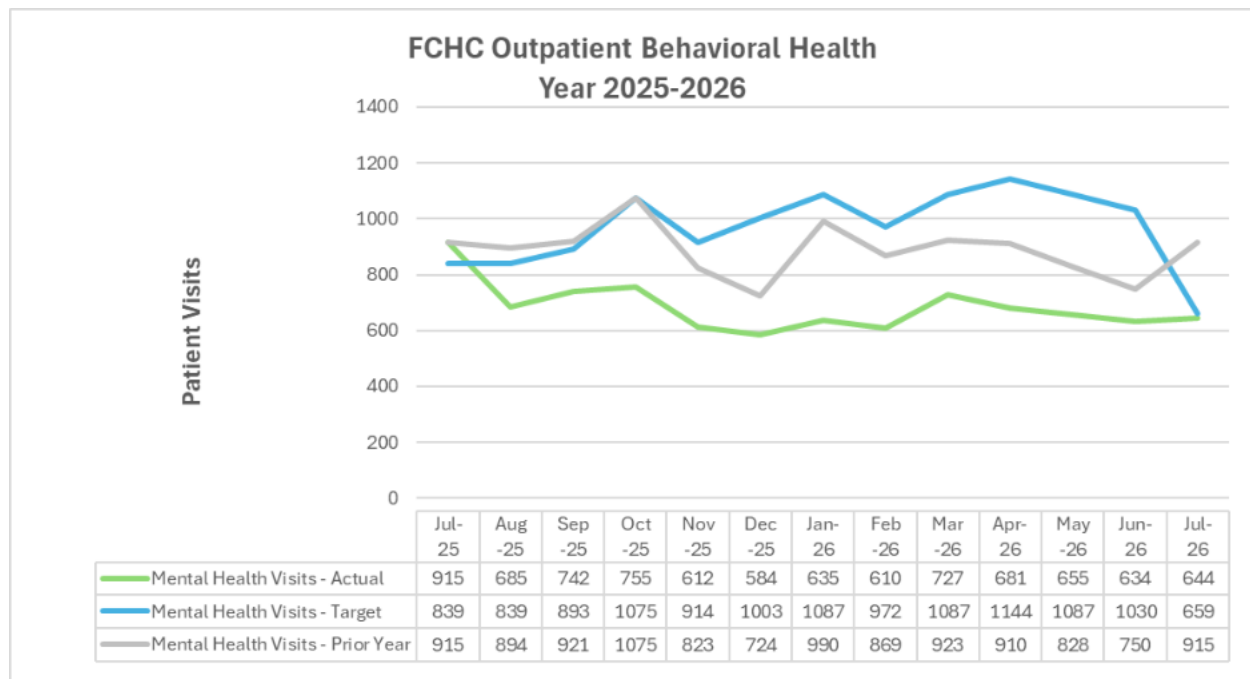
Staffing	Open Positions: 1 hygienist
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*SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental





***FCHC MENTAL HEALTH**



Staffing	Open Positions: 3 Clinical Supervisors, 4 Clinician positions
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CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

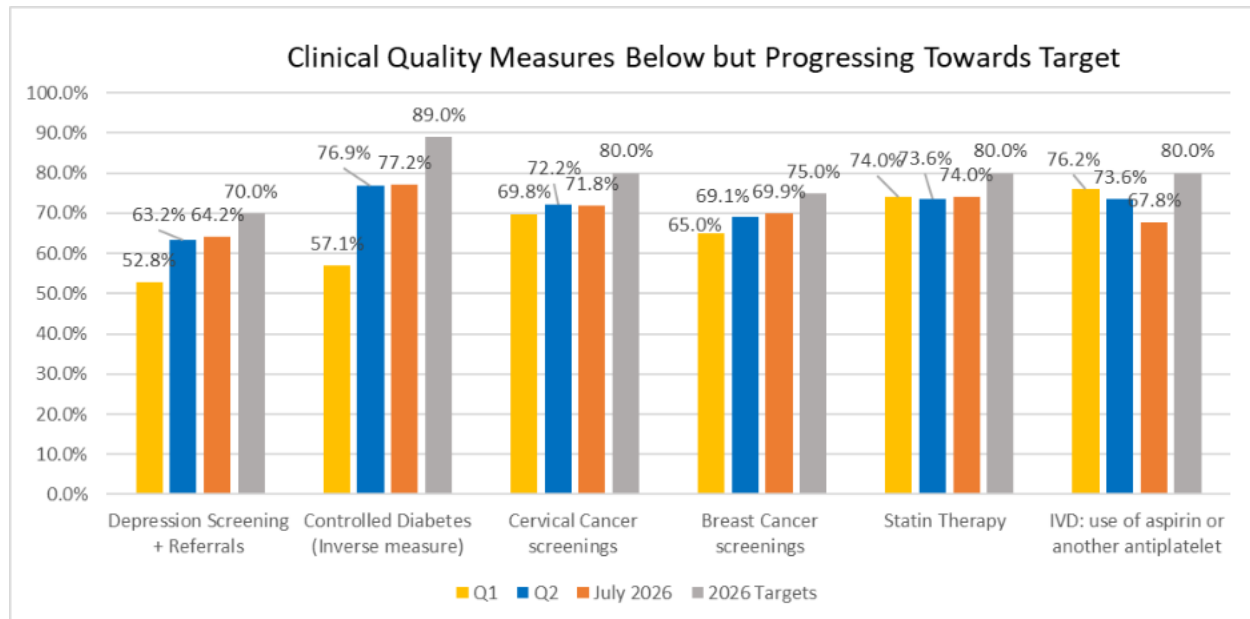
- Evening Den: Den ran 1 night in July. 10 groups ran.
- Open positions: Director/Manager of The Center for HOPE, Den Program Coordinator
- School Den: Groups have paused for the summer

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

In the month of August, Family Centers conducted 12 outreach efforts and participation in community events, including our Annual Community Health Fair. This year's fair included 34 external partner resource tables, clinic tours and medical screenings, a food truck, music with Zumba, children's activities, and raffle prizes and hosted ~400 community attendees. Other outreach efforts included back to school resource fairs and backpack giveaways, health trainings, and partner networking meetings. Over 5,000 individuals from Greenwich, Stamford and Darien were touched in these outreach efforts, although without considering repeats.

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

Clinical Quality Measures At, Above, or with 5pts of Target	Q1	Q2	Jul-26	2026 Targets
Child 2+ immunizations	62.5%	69.2%	69.2%	70.0%
Child BMI + Nutritional Counseling	75.5%	81.9%	83.9%	86.0%
Adult BMI + Nutritional Counseling	53.9%	65.6%	66.6%	68.0%
Smoking Screening + Cessation Counseling	72.2%	79.6%	81.1%	85.0%
HIV Screening	57.2%	58.9%	59.8%	58.0%
Controlled Hypertension	76.9%	77.1%	76.6%	80.0%
Colorectal Cancer screenings	58.7%	60.0%	60.4%	60.0%



Metric	#	Completion and follow-up as of July '26	Status
Incidents - Non patient events Corrective Action within 45 days	4	100 %	On Track
Incident - Patient Events Corrective Action within 45 days	5	100%	On Track -
Near Misses – No harm Corrective Action within 45 days	5	100 %	
Adverse Events -Harm Corrective Action within 45 days	0	-	-
Number of Medication errors Corrective Action within 45 days	0	-	-
Number of Complaint & Grievances Resolution within 30 days	2	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	1	-	-
Staff files Audit Completion (Expected 10 per quarter)	20	100%	On Track
Risk assessment activities status (Expected 1 full assessment per quarter)	2	100%	On Track

- Near miss: No harm occurred (error caught in time)
- Adverse event: Harm occurred (temporary or permanent)
- Sentinel event: A subset of adverse events involving death, permanent harm, or severe temporary harm requiring life-sustaining intervention

CARE TO CARE, Nathalie Tocci, RN Manager



- Increase of contracted clients of 34 to 37 in the new fiscal year.
- Two Pending clients awaiting licensure.

FAMILY CENTERS CARES, Ruth Pennacchia, Manager

Overview:

In July, our Medical Case Management (MCM) 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.

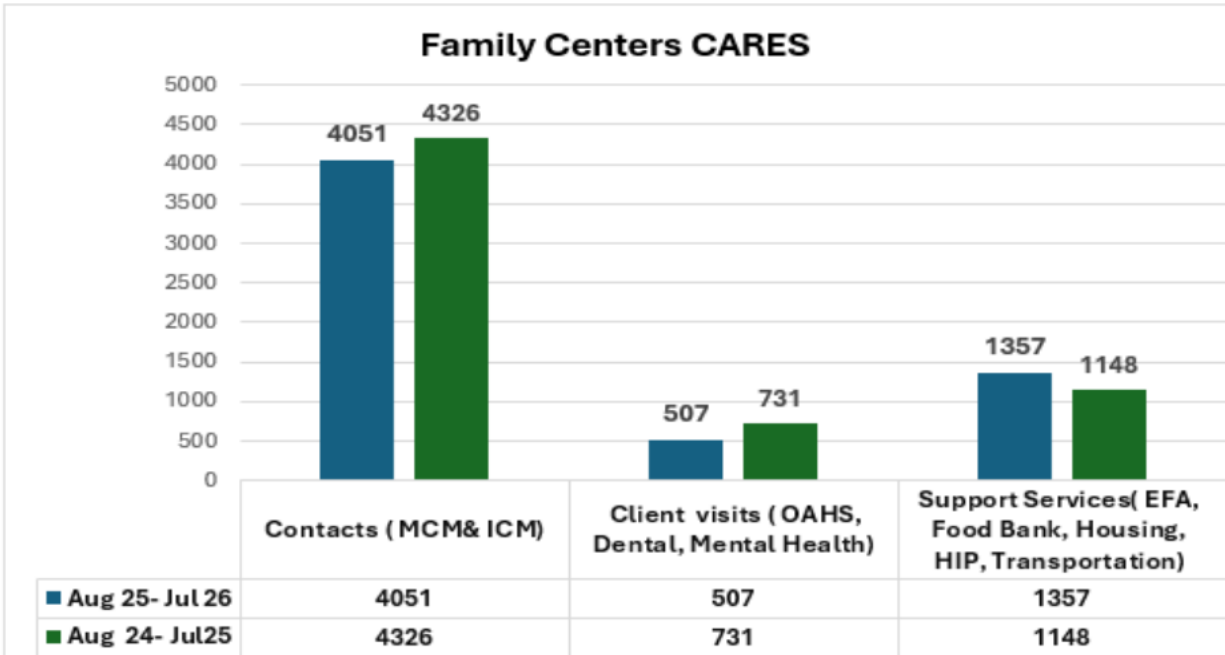
Health Outcomes:

July was primarily focused on maintaining continuity of Medical Case Management services, supporting clients with access to medical care and essential resources, ensuring documentation and data were up to date, and strengthening staff compliance and training requirements. The MCM team continued to address both medical and social barriers that can impact clients' ability to remain engaged in care.

During July, we welcomed a new ICM, which helped us become fully staffed for MCM services. Staff reviewed cases and completed warm transfers to support a smooth transition and continuity of care. During the transition, the MCM team continued assisting with and covering cases as needed, while also maintaining coverage for the clinic to ensure clients continued to receive support without interruption.

The team also remained goal-oriented and focused on meeting our performance measures. Particular attention was given to dental care and cervical cancer screening, with MCMs working to identify client needs, provide education and referrals, and support clients in completing recommended screenings and services.

Overall, July was a month of strengthening the MCM team, maintaining continuity of services during a staffing transition, and continuing to focus on quality outcomes and client engagement in care.



Total (EFA, Food Bank, Housing, HIP, Transportation)

Aug 25- Jul 26 \$109,885.00

Aug 24- Jul 25 \$134,547.00

Prevention Overview:

During July, the Prevention Team experienced a staffing transition, with one staff member resigning and her last day occurring during the week of July 30. She contributed greatly to the team and program, and we appreciate the work and support she provided. Despite the staffing change, the team continued outreach and prevention activities without interruption. Other team members stepped in to provide support as needed, including MCM staff assisting with HIV testing, SSP activities, and other prevention efforts. This teamwork helped ensure continued coverage and access to services.

Throughout the month, the Prevention Team continued expanding outreach through collaboration with community partners, increasing social media engagement, connecting with new organizations, and sharing HIV prevention information from DPH and other community organizations. The team remained committed to being present in the community and promoting HIV prevention resources and services.

