



Board Meeting September 17th, 2020

MINUTES

1. **CALL TO ORDER AND ROLL CALL – Chair Taverner** called the meeting to order at **6:54 pm**
 - **Present:** Board Chair Nigel Taverner, Vice Chair Helen Galligan, Board Members: Larry Cappel, Liz Dodge, Sheryl Young, Clyde Hinshelwood.
 - **Also Present:** CEO Tracey Fecher, CFO Cheryl Fama, Dental Director Dr. Torrey Rothstein, Community Engagement Director Dr. Bonnie Jue, Director of Development Maura LeBaron-Hsieh, Sr. Accountant Tina Wang, Executive Assistant Libby Barnard
 - **Absent:** Rick Navarro
2. **MISSION MOMENT – CEO Fecher**
 - Supervisor Dave Pine was interviewed for several video projects for Peninsula Health Care District and Sonrisas. **CEO Fecher** shared that his comments on Sonrisas' work and accomplishments in the community were uplifting. "It's gratifying to hear what leaders in our community are saying about Sonrisas."
3. **PUBLIC COMMENTS—No public in attendance.**
 - **Report out from closed session –** The Sonrisas Board of Directors conducted an evaluation of Sonrisas' CEO's performance. They are pleased with her and her team's accomplishments and the performance of the clinic under her leadership. Chair Taverner and Director Young will share feedback from the board in a future meeting with CEO Fecher.
4. **APPROVAL OF BOARD MINUTES—Director Young** *motioned to approve the minutes for the board meeting on August 20th, 2020. The motion was seconded by Director Dodge and approved by roll call. Ayes: Liz Dodge, Nigel Taverner, Helen Galligan, Sheryl Young, Larry Cappel, Clyde Hinshelwood.*
5. **REPORTS**
 - **CEO Report – Vice Chair Galligan** commended the team for exceeding their anticipated patient visit numbers. **Chair Taverner** asked whether a drop in demand for dental care might be expected. **Dr. Rothstein** responded that while there are news articles to suggest this, Sonrisas is booking patients from 3-4 months ago. At this time, he does not expect a decrease in demand for patient visits. **CEO Fecher** mentioned that SDH has hired two new dental assistants one coming from personal introduction and the other via Indeed. One of the assistants has experience that makes her a good candidate to be trained for hospital dentistry. **Director Hinshelwood** inquired about the average wait time for patients to be seen. The average wait time is 3-4 weeks.
 - **Fundraising Report – Chair Taverner** asked whether Sonrisas has an entry point with Sobrato Foundation. CEO Fecher and Ms. LeBaron-Hsieh will meet with the Essential Human Services Program Officer on October 3rd.
6. **OLD BUSINESS**
 - **Clinic Operations under COVID – CEO Fecher** reported that Covid-19 has significantly affected the hygienists' practice. Hygienists must do scaling by hand. As mentioned in the August board meeting, both of Sonrisas' hygienists have reduced their hours and HR has put an ad out to hire an additional hygienist. Sonrisas had 133 more visits than budget, 24% of which were from the Saturday schedule. Overall, the clinic has been operating smoothly. **Chair Taverner** asked what the team intends to do while they wait to find a hygienist. **CEO Fecher** responded that the dentists



have been asked to do more cleanings. **Dr. Jue** added that this strain has been on other dental practices, as dental health professionals find solutions to reduce aerosol. She highlighted that Sonrisas is taking the recommended precautions to ensure safety of staff and patients by doing hand-scaling.

- **Workforce COVID Testing**—Through Sonrisas' relationship with the San Mateo County (SMC), the team piloted Covid-19 testing for six staff using Avellino Labs. All results were received within 24-48 hours. **CEO Fecher** thanked Dr. Rothstein for administering the tests to staff. Sonrisas will test 15 staff in the next week. Overall, staff believe regular testing to be a benefit, and 40% of staff indicated through a survey that they are interested in being tested twice a month. Sonrisas is investigating testing with two other vendors (Fulgent and Curative). Their tests are self-administered and provide the cycle threshold (CT) value, which SMC public health prefers to be provided. As part of the CARES act, Sonrisas currently will not be charged for testing. Sonrisas is considering hiring an LVN to administer the test. **Director Galligan** commented that testing every two weeks seems reasonable. **Director Dodge** asked how long Sonrisas staff will be tested. **CEO Fecher** responded that it will evolve as testing evolves. If rapid testing becomes available, then it is a possible that Sonrisas will change its testing policy to include the testing of patients.
- **FQHC Contract Changes with San Mateo Medical Center** – The Sonrisas team met with the San Mateo County IT and came up with possible solutions to the key technical issues that the team is experiencing. In a meeting with the SMMC team, a current Sonrisas' patient was successfully migrated to FQHC program. The team feels that moving Sonrisas' Medi-Cal Dental patients of record who have an SMMC primary care physician to the FQHC contract will go smoothly. **Director Young** asked if there is a limit to the number of patients that can be seen under the FQHC program and how many SDH patients qualify for this program. Sonrisas has a maximum of \$500K to see patients within this contract. SDH is currently under in FQHC patient visits due to a late implementation of the contract and Shelter-In-Place closure.

7. NEW BUSINESS

- **Financial Review—CFO Report** –The FY 19-20 audit was completed and should be ready to present to the board soon. **CFO Fama** commended CEO Fecher for keeping careful track of Sonrisas' cash position. SDH's CEO has shown due diligence in pursuing COVID related funding and loans. **CFO Fama** also acknowledged in the Director of Development's report that the five hospitals that make up the Healthy Community Collaborative are considering funding Sonrisas another year—a testament to the groundwork that Dr. Bonnie Jue laid during her time as CEO and that the team continues to deliver on.
 - **Unaudited financials for July'20** – **Tina Wang** noted that Sonrisas received an incentive check for \$83,300 for the previous fiscal year. She will reclassify the check for FY19-20, which change will make last fiscal year's net revenue positive. At the end of FY19-20, Sonrisas has a net positive income of \$51K.
- **Outreach Goals for FY21** – **Dr. Bonnie Jue** (See board packet pages 25-27.)
 - **Outcomes for FY 19-20**—Sonrisas screened 340 students before Shelter-In-Place went into effect. Combined with the oral health presentations and sealants, Sonrisas served 1,018 children. Thanks to the volunteers such as the Burlingame Rotary Club and Ability Path participants, who helped to assemble oral health kits, Sonrisas was able to provide 1,760 pediatric and 860 adult oral health kits. This led to Sonrisas' increased visibility in the community and more requests for the organization's help. **Dr. Jue** acknowledged the support of the Peninsula Health Care District in her recent appointment to Vice Chair of Oral Health Coalition. Sonrisas continues to work with volunteers and dental students, giving them a meaningful introduction to dentistry. Two students have credited Sonrisas for their letters of recommendation and acceptance into dental school.
 - **Goals for FY 20-21** School screenings for FY20-21 are contingent on COVID-19 developments. The team will focus on the Virtual Oral Health Program in the meantime, and already has plans to give an oral health presentation at Lomida Park in the next week. **Director Young** asked what type of plans the outreach team has for the Coastsides community. **Dr. Jue** responded that Sonrisas has been reaching Coastsides elementary-age students through the Pescadero's Big Lift program. Dr. Jue intends on contacting school superintendents directly.



Director Hinshelwood asked whether there is data that demonstrates oral health improvement of the schools that SDH has served. **Dr. Jue** responded that she has received data from Diana Greck that helps illustrate community-level improvements. **CEO Fecher** added that data that shows the effect of these services in a school community is one of Sonrisas' goals.

- Sonrisas will collaborate with community partners to develop programs that will assist families and organizations that serve this population with referral to dental care, as well as provision of oral health education and maintenance supplies to seniors and their caregivers. **Dr. Jue** and Ms. LeBaron-Hsieh have written and sent grant applications for this program. This program is aligned with Sequoia Healthcare District's strategic initiatives. **Dr. Jue** commented that it is a perfect time to connect with partner organizations. **Chair Taverner** suggestion honoring Judy Macias by associating her name with this program.
 - **Virtual October Fundraiser Update** – Event invites have gone out to guests, generating 32 RSVPs so far, and raising \$808 in donation, in addition to \$1300 in sponsorship funds. **Director Dodge** thanked Ms. LeBaron-Hsieh and her team for their efforts in communicating with the public. She also asked the board to share the invite with their networks. **Director Hinshelwood** asked for the list of attendees so he can compare it against his contact list. **CFO Fama** mentioned that the Burlingame Rotary Club, which hosts a Friday cocktail hour every week, will promote this event in lieu of hosting their own event that evening.
8. **BOARD RETREAT REVISED DATE: Action Requested** –the board will hold their 2020 Board Retreat via Zoom on November 12th from 1-4pm.
9. **SUGGESTED AGENDA ITEMS FOR NEXT MEETING**
- CEO Fecher will present a new “forward-looking” model to build in foreseeable trends from Q1
 - The board will discuss staff pay raises
 - CEO Fecher will also present changes to the 401K plan
10. Meeting was adjourned at **8:17pm**.

Written and Submitted by:
Libby Barnard

Signed and Approved by:

Nigel Taverner

A handwritten signature in blue ink, appearing to read 'Nigel Taverner', is written over a horizontal line.