



# Improving Lives, *One Smile at a Time.*

**Sonrisas Dental Health  
Annual Report**

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Fiscal Year 2019-2020



# Sonrisas Dental Health

**Sonrisas Dental Health, Inc.** is a non-profit dental center dedicated to providing access to quality dental care and oral health education to our community. We provide these services with dignity, respect and compassion. We offer two convenient locations in Half Moon Bay and San Mateo.



## Dear Sonrisas Family,

We are pleased to report that we ended our fiscal year strong, thanks in part to our donors and funders stepping in with extra support. Our team adapted rapidly in response to the pandemic, first to provide virtual services during the shutdown and, second, to revamp our clinical procedures and personal protective equipment (PPE), bringing in new equipment to keep patients and staff safe and ultimately leading us to a successful year end.

While the total number of visits, at 9,880, was down from last year's total, we increased visits for low-income children by 5%, and 87% of new children served were low-income. Sonrisas is changing the health of children in our neighborhood, one smile at a time. Inside, you will find the story of Diego, a child who is facing his future with healthy teeth and a big smile, due to our care.

COVID-19 has forced extensive changes in how our team provides dental care, leading to fewer visits per day and thus lower revenue. Every day, Sonrisas' clinical staff put on layers of uncomfortable PPE to provide the residents of San Mateo County with dental care vital to prevent long-term

health problems. Our community engagement team continues to innovate. During the shutdown we produced educational videos shared with teachers and provided oral health education in virtual classrooms. The team is holding drive-through oral health education and screenings for low-income families: we will return to screening at low-income schools as soon as possible.

We are immensely proud of our team. At the same time, we could not provide dental health services to low-income San Mateo County residents without the support of you, our donors and funders. Thank you!

## Stay safe and healthy,



**Tracey Carrillo Fecher**  
CEO, Sonrisas Dental Health



**Nigel Taverner**  
Board Chair, Sonrisas

# “Oral Health Is Health,

*and routine dental care is critical to preventing long-term health problems.”*

- VIVIAN VASALLO, *Executive Director, Delta Dental Institute*

## Oral Health Equity Gaps in San Mateo County

San Mateo County residents with lower income, with less education, those without dental insurance, and those who identify as Black or Hispanic face disparities in access to dental care.



**Over half** of those living below 200% of the Federal Poverty Line (FPL) (58%) **lack dental insurance**



**42% of those** living below 200% of the Federal Poverty Line (FPL) who lack dental insurance report that they **are unable to address dental issues** because of that lack



Estimated **57,000 adults** in San Mateo County report **inability to resolve dental concerns** due to lack of insurance coverage

*San Mateo County Community Health & Needs Assessment 2019*

Some adults in San Mateo County **wait for years for preventative dental care.** Sonrisas is helping to close that gap.

Inka waited on a list for 3 years to be seen by a dentist in San Mateo County. Within 2 weeks after she was referred to Sonrisas Dental Health, we saw her to address her dental health care needs.



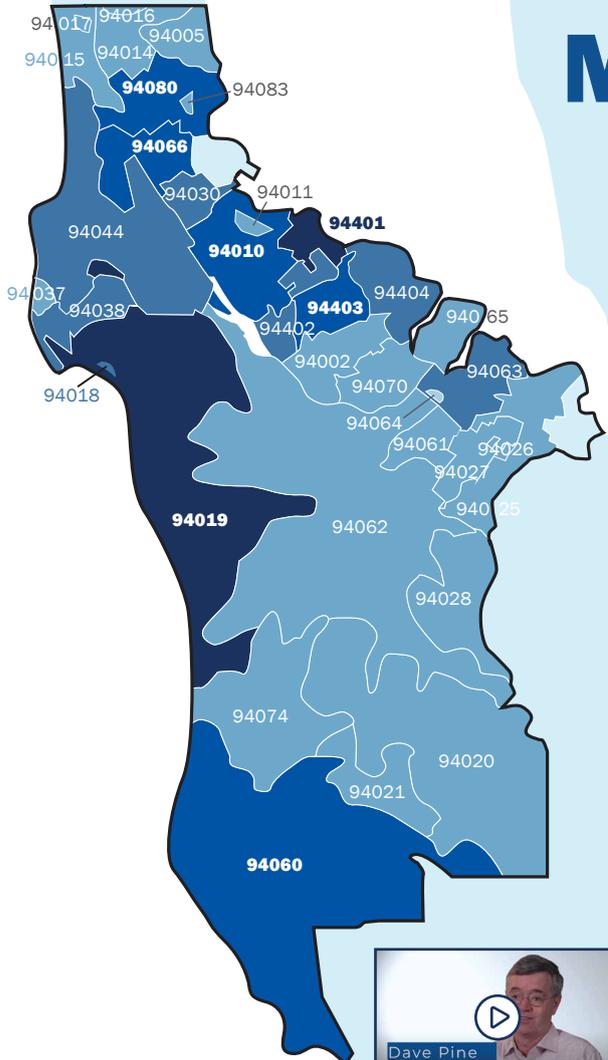
**Being a patient at Sonrisas is a really pleasant experience. I didn't like [going to the] dentist at all, and now it's one of my favorite places to be.”**



- **Inka**, *Sonrisas Patient*

# Meeting the Needs of Our Neighbors

Patients served through our Access to Care program for low-income residents



<b>300+</b>	Half Moon Bay 94019, San Mateo 94401
<b>100-300</b>	Burlingame/Hillsborough 94010, Pescadero 94060, San Bruno 94066, South San Francisco 94080, San Mateo 94403.
<b>50-100</b>	El Granada 94018, Millbrae 94030, Moss Beach 94038, Pacifica 94044, Redwood City 94063, San Mateo 94402, Foster City/San Mateo 94404
<b>1-49</b>	Belmont 94002, Brisbane 94005, Burlingame 94011, Colma/Daly City 94014, Daly City 94015, Daly City 94016, Daly City 94017, La Honda 94020, Loma Mar 94021, Menlo / West Menlo Park 94025, Menlo Park 94026, Atherton/Menlo Park 94027, Menlo Park/Portola Valley 94028, Montara 94037, Redwood City 94061, Woodside/Redwood City/Emerald Hills 94062, Redwood City 94064, Redwood City 94065, San Carlos 94070, San Gregorio 94074, South San Francisco 94083

**“Sonrisas fills a number of gaps in the dental services provided in San Mateo County.**



*Most importantly, it serves low-income patients who either lack dental insurance or may have Denti-Cal benefits but cannot easily access care. For these patients, Sonrisas' high quality dental care and oral health education make a world of difference.'*

**- DAVE PINE, San Mateo County Supervisor**

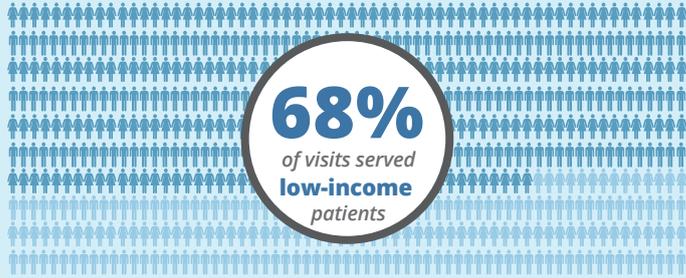


**See how Peninsula Health Care District and Sonrisas fill the gap**

# Patient Care Outcomes

2019-2020

## Access to Care



**6,745** out of 9,894 total patient visits were visits of ATC Low Income Patients. **2,541** out of 3884 total individual patients were served by our low-income Access to Care program.

## Pediatric Increases

In Fiscal Year 2019-2020 our low-income pediatric patient volume increased by 5 percent.



**87%** of new Sonrisas pediatric patients are low-income and served via our Access to Care program\*



\*ATC Patients Ages 0-18: 3090 visits, 1326 individual patients

# The Future of Our Community: Diego's Smile



Four-year-old Diego\* came to America with his father, Santiago\*, in 2019, surviving a treacherous journey from Central America. Soon after they arrived, Diego's severe dental pain kept him from sleeping and made it hard to participate in school. His school was familiar with Sonrisas Dental Health and helped Santiago call our San Mateo center to make an emergency appointment.

Sonrisas Pediatric Specialist Dentist Dr. Judyth Lee, D.M.D., diagnosed Diego with severe tooth decay and infection, requiring extensive treatment via our Hospital Dentistry program. Just days later, little Diego entered the operating room of our community partner, Mills- Peninsula Medical Center. Over several hours, SDH's team of compassionate dental professionals extracted Diego's most affected teeth and completed crowns on those remaining.

Following the procedure, Santiago shared that Diego was doing much better, and that "I was happy and grateful to have Diego seen as a patient at Sonrisas and I recommend this office to other families. I was thankful to get help in my language [Spanish]. With [our] hospital experience, everything went smoothly, and I was happy that [my son] was given immediate procedures."

Sonrisas continues to expand restorative care to low-income children in our community through this vital program with support from foundations, charitable organizations, and **generous donors**.

See how Diego is doing now!  
View a recent video!



# Adapting to Serve Our Community

## *in Uncertain Times*

**In March 2020**, Sonrisas' clinical care halted suddenly when the COVID-19 Pandemic led to mandated closures. We rapidly pivoted to continue serving our community.

Our Outreach team launched virtual classroom oral health education lessons, pre-recorded educational videos, and distribution of oral health supplies through school lunch pickup.



“One older gentleman patient who has a history of stroke and uses a wheelchair, living by himself, was sheltering in place alone. **He was so grateful that Sonrisas Registered Dental Hygienist Maria Brambila reached out to him** and initiated the outreach call, because he had been experiencing increasing dental pain and was wondering what he should do.

- DR. LAURIE JUE, D.D.S.

**Dental Director Dr. Torrey Rothstein, D.D.S. and Alejandra Acosta** in their Personal Protective Equipment

Visit the Virtual Classroom!





# Our COVID-19 Response

Our clinical team quickly rolled out health coaching to patients at higher risk of dental complications, helping them manage their oral health at home until we reopened at the end of May. We also provided our dentist- staffed 24/7 Dental Emergency Line.



625 patients received **at-home health coaching**



We helped an estimated **20-30 patients avoid Emergency Department visits** for oral health concerns



**99 patients** reached us via our **emergency line** with 24/7 dentist coverage

## Spring 2020 Outreach Program Adaptations



**PLUS!** Virtual oral health education + toothbrush-to-go



Ten out of seventeen San Mateo County Elementary School Districts served.

**340 children screened** prior to COVID-19.



**346 children in 17 classrooms at 6 schools** participated in live virtual oral health education



**920 oral health kits** distributed at 8 schools

# Sonrisas' Mission is Personal

As a young child, **DR. GABRIELLA BATEMAN, D.D.S.** first visited a dentist when her parents noticed obvious tooth decay. Her longtime pediatric dentist, who provided extensive and life-changing treatment, inspired Dr. Bateman to pursue a career in dentistry.



After completing her training at the UCSF School of Dentistry, she joined Sonrisas Dental Health for her Advanced Practice in General Dentistry Residency. Having worked in various community and public health dentistry settings in the Bay Area during training, and delving briefly into private practice, Dr. Bateman soon realized that public health dentistry is where her heart lies – and specifically, at Sonrisas.

Dr. Bateman has been on the Sonrisas team since 2016, and treats patients in our Half Moon Bay Clinic as well as our Mobile Farmworkers Unit. Many Sonrisas patients speak Spanish, and Dr. Bateman's Spanish fluency and cultural literacy are key to caring for her patients.

**A lot of patients are so grateful to have Sonrisas, and have dental care at all. It's been a privilege to work here. I've seen people's lives changed in amazing ways: aesthetically, functionally...they are happy."**

- **DR. GABRIELLA BATEMAN, D.D.S.**

## The Core Numbers



**Dedicated Sonrisas Staff Members**



**Languages Spoken by Staff**



**Clinics Serving San Mateo County**



### Overarching Mission:

*To provide access to quality dental care and oral health education to our community with dignity, respect and compassion.*

## The Sonrisas Model

Sonrisas believes in serving all of our community, regardless of income. Our unique practice model provides diverse revenue streams.



**70% of visits serve low-income individuals with public or no insurance**

**30% of visits serve patients with private insurance**

Although our mission relies on grant and private donor funding, our approach is designed for long-term sustainability.

## New This Year

**Sonrisas received generous support in Fiscal Year 2019-2020 from all five hospitals of the Healthy Community Collaborative.**

The HCC recognizes how important oral health is for overall health, and that economic challenges keep many in our community from accessing oral health care. **The HCC Hospitals gave Sonrisas a total of \$170K in Fiscal Year 2019-2020, providing comprehensive oral health care for almost 300 low-income patients,** and oral health screenings for hundreds of children in low-income schools throughout San Mateo County.

## Thank You

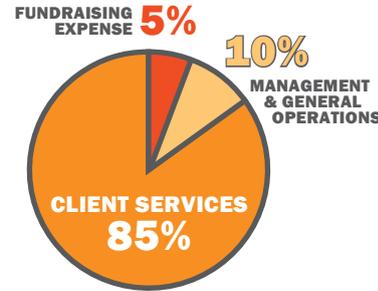
*to the Hospitals that contributed:*



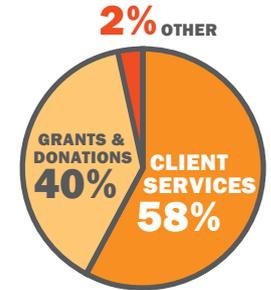
# Sustainable Growth To Meet Increasing Needs.

Financials - Annual Budget **\$2,956,267**

### SONRISAS EXPENSES



### SONRISAS FUNDING SOURCES



Support from our funders and individual donors helped us provide

**6,745 ATC Patient Visits**  
(68% of 9894 total visits)



**Sonrisas Director of Community Engagement Bonnie Jue, D.D.S.**, delivering oral health supply kits to San Mateo County fire evacuees

## 2019-2020 Board of Directors

Nigel Taverner, *Chair*, Helen Galligan, R.N., *Vice Chair*, Clyde Hinshelwood, *Secretary*, Larry Cappel, Ph.D., Sheryl Young, Rick Navarro, M.D., Liz Dodge.

### CEO

Tracey Carrillo Fecher

### CFO

Cheryl Fama, R.N., B.S.N., M.P.A.



### *In memory of Judy Macias,*

Sonrisas Founding Board Member and Community Visionary.



2021 is our 20th anniversary year, and we invite you to honor this milestone with us!

*To support our mission in a meaningful way, please visit us online at:*  
**[www.sonrisasdental.org](http://www.sonrisasdental.org)**

**Or reach us by email at: [development@sonrisasdentalhealth.org](mailto:development@sonrisasdentalhealth.org)**

Sonrisas Dental Health, Inc. is a 501(c)(3) organization ID#94-3390196.

# Sonrisas Offers A Huge Thank You

To our Fiscal Year 2019-2020 Funding Partners



FOR YOUR HEALTH



Event Sponsors 2019-2020 Pro-Co PEGA New Leaf Community Markets Verlander Boston Private Banking Verdi Club San Francisco

## HALF MOON BAY CENTER

650-726-2144 OPEN: Mon - Fri 8 AM - 5 PM  
210 San Mateo Rd, Suite 104, Half Moon Bay, CA 94019

## SAN MATEO CENTER

650-727-3480 OPEN: Mon - Fri 8 AM - 5 PM  
430 N El Camino Real, San Mateo, CA, 94401