



Board Meeting May 21st, 2020 Minutes

1. **CALL TO ORDER AND ROLL CALL** – **Chair Taverner** called the meeting to order at **6:34pm**
 - **Present:** Board Chair Nigel Taverner, Vice Chair Helen Galligan, Secretary Clyde Hinshelwood, Board Members Larry Cappel, Liz Dodge, Rick Navarro, Sheryl Young
 - **Also Present:** CEO Tracey Fecher, CFO Cheryl Fama, Center Director Pat Kinniburgh, Dental Director Dr. Torrey Rothstein, Community Engagement Director Dr. Bonnie Jue, Director of Development Maura LeBaron-Hsieh, Sr. Accountant Tina Wang, Administrative Assistant Libby Barnard
 - **Absent:**

1. **MISSION MOMENT** – **Dr. Bonnie Jue** shared recent updates on Virtual Oral Health Education Programs. The outreach team has presented live virtual oral health lessons to classrooms on the Coastside community in English and Spanish. **Director Hinshelwood** commented that he heard great reviews from teachers at Hatch Elementary School.

2. **PUBLIC COMMENTS**—No public in attendance.

3. **APPROVAL OF BOARD MINUTES:** **Vice Chair Galligan** motioned to approve the minutes for the meeting on April 30, 2020. The motion was seconded by **Director Cappel** and approved by roll call. Ayes: Directors Hinshelwood, Young, Dodge, Navarro, and Chair Taverner.

4. **CEO REPORT** – **Tracey Fecher**
 - **Communication with furloughed staff:** A new, easier to access email group was created to keep in touch with furloughed staff. **CEO Fecher** hosted two meetings with staff to keep them in the loop as Sonrisas moves towards reopening. Every staff has been interviewed by their supervisor to answer any concerns around returning to work. Most of the staff were willing to return if they can use an N95 mask.
 - **Chair Taverner** asked if any of the employees were still waiting for their unemployment checks. **Pat Kinniburgh** responded that she had not heard from anyone to suggest otherwise. She added that the hygienists were all comfortable coming back, while some of the care coordinators were worried for their safety and a few have obstacles to returning. **Dr. Rothstein** noted that most dentists were comfortable to return, with advance notice and proper PPE.
 - **Director Young** asked whether there was a timeline to reopen the clinic on the Coastside. **CEO Fecher** responded that this is in process as well. The team has done a walk through and the administrative assistant has been preparing signage.
 - **Updates on staff projects/work:** The team recently sent out a video to patients with a message from **Dr. Rothstein**. This was also shared on social media and the Sonrisas website. Sonrisas' Senior Accountant, **Tina Wang**, has been working with the Center Director to process EFMLA for the three staff who are utilizing the federal benefit. **CEO Fecher** is working with the team to develop the FY21 Budget. **Chair Taverner** asked for an explanation of the Workers' Comp audit. The Workers' Comp audit determines whether the organization's payroll indicates Sonrisas owes more or will receive a refund for the premium paid to the insurer. **Director Cappel** mentioned that there have been issues in healthcare with per diem employees and workers' compensation audits.

- **Outreach:** Sonrisas delivered 850 oral health kits through Toothbrushes-To-Go. **Dr. Jue's** team has delivered six live interactive Oral Health Presentations to local schools and is planning six more. Through the Patient Outreach Program, the team has made 1712 phone calls since the shelter-in-place started, all tracked in Open Dental and on a spreadsheet. The patient response to the program has given the Sonrisas team insight into ways to implement tele-dentistry. **CEO Fecher** added that the development team has spoken to funders about using their funding for these programs in lieu of the School Screening and Access to Care program.

5. Current Cash Position and Forecast

- **CEO Fecher** reported that the cash position is better than forecast at the previous meeting, due to the PHCD grant and three FTE accessing EFMLA, which reduced payroll from \$26K to \$15K per week. RDA Supervisor, Justine Howard, came back onto payroll and a care coordinator restarts next week to help with scheduling as Sonrisas ramps up to re-opening.
- While the clinic has started to see some patients, the number, which can be treated per day will be reduced due to COVID-19 mitigations required for dental offices.
 - **Vice Chair Galligan** asked about the cost of air filtration systems? **Dr. Rothstein** reported that Sonrisas received quotes of various models that range from \$900-\$3000. **CEO Fecher** added that the team is exploring other solutions such as natural air flow through window fixtures. Better filters in the current system, changed quarterly, will cost \$1600.

6. Reopening the Clinic

- California Department of Public Health (CDPH) came out with guidelines to re-open. They require clinics to have two weeks of PPE and that staff be fit tested for N95 masks.
- Currently Sonrisas does not have two weeks' worth of PPE and so cannot open fully. Sonrisas has 150-200 N95 masks and is starting to have staff fit tested. If Sonrisas does not have an N95 that fits the employee, then staff will not be able to return to work until a mask that fits that staff member can be procured. The Sonrisas team continues to look for N95 face masks as well as KN95 masks.
- In the new workflow recommended for dental offices, a care coordinator will call the patient to screen them for COVID-19 1-2 days before the appointment, and again on the day of the appointment before the patient is allowed to enter the building. There will be mandatory training for all staff, including administrative staff. Other measures are being put in place to ensure the safety of staff and patients.
 - **Secretary Hinshelwood** asked whether the centers would re-open fully once the team has adequate PPE. **Dr. Rothstein** responded that there are many limiting factors to reopening and the ramp up will take some time. The recommendation from the CDC is to reduce procedures that involve aerosol and alter the pattern of treatments per day, to reduce risk to patients and staff. There will be fewer appointments per day and appointments involving aerosol may be deferred to later in the day to preserve PPE.
 - **Director Navarro** described how, at Seeton Hospital, they initially assumed every patient could have Covid-19. Now Seeton has its own testing capability and so patients come in 1-2 days in advance for a Covid test; when confirmed to be negative, operating staff don't have to take the same precautions. He suggested that Sonrisas, unlikely to have its own testing, could partner with a local testing site. They seem to have plenty of capacity. The issue could be who pays. **CEO Fecher** mentioned that Sonrisas is implementing a temperature testing and questionnaire model. **Director Dodge** asked if staff are being tested (yes) and what guidelines staff must follow. Staff must get their temperature checked each day they enter the office.
 - **Director Navarro** repeated his advice to lock up all PPE; he also pointed out that N95 masks can be reused after re-sterilizing.

7. **FY 21 DRAFT BUDGET REVIEW – CEO Fecher**

- The team has created a forecast tool that allows them to calculate the patient visit volume. They have also prepared draft budgets for their respective departments. The team prepared an initial budget based on the visit volume before COVID-19. That budget reflects an 11% increase in visit volume, with additional pediatric and hygienist days. Additional increases include a 3% increase in salaries and a merit pool, as well as continuing education for staff, PPE and fundraising tracking tools. Overall revenue is set to increase by 22% and expenses by 8%. A draft budget revised for the effect of COVID-19 will be presented at the June board meeting.
 - **Director Young** commented that the revised assumptions, especially around visits due to COVID-19 will be the most critical thing for the board to understand.
 - **CFO Fama** asked whether cuts in Medi-Cal Dental patient visits will affect patients seen under FQHC. **CEO Fecher** responded that was not likely to affect FQHC patients but was waiting for clarification from SMMC.

8. **UNAUDITED FINANCIALS FOR March '20 - Director Young** asked why February's revenue was higher than previous months. Senior Accountant, **Tina Wang** responded that in February the Farmworker Program historical revenue was reclassified to patient revenue since we have now seen nine months' worth of patients under the program.

9. **FUNDRAISING – Maura LeBaron-Hsieh** reported that Coastside Gives generated \$11,995 total, including donations and prizes. Lucile Packard Children's Hospital gave Sonrisas a \$10K unrestricted grant and City of Half Moon Bay is likely to give Sonrisas a \$20K grant, twice as much as last year considering the impact of Covid-19. Other anticipated grant monies totaling \$30K for COVID-19 related relief and program support have been received. The development team is preparing for Sonrisas' first ever Virtual Paella Cook-A-Long event. This is a modification of the annual Cooking for a Cause for shelter-in-place. Sonrisas will retain most of the ticket proceeds for the original event, as most people wanted to use their purchase as a donation.

10. **DATE FOR NEXT BOARD MEETING (June 18th) – Chair Taverner**

- No new suggested items for this meeting.

11. Meeting was adjourned at **8:17pm**.

Written and Submitted by
Libby Barnard

Signed By



Board Chair, Nigel Taverner