



**Board Meeting
June 18th, 2020**

MINUTES

1. **CALL TO ORDER AND ROLL CALL** – Chair **Taverner** called the meeting to order at **6:33pm**
 - **Present:** Board Chair Nigel Taverner, Vice Chair Helen Galligan, Board Members Larry Cappel, 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:** Directors Clyde Hinshelwood and Liz Dodge

2. **MISSION MOMENT** – Dr. **Torrey Rothstein** highlighted the new procedures and processes in place at Sonrisas to create a safe environment for staff and patients. As a result of the rigorous screening process before patients enter the clinic, the staff was able to reschedule a patient that had recently been tested for Covid-19. Dr. Rothstein reported that staff, who worked at other clinics, told him that Sonrisas is more diligent and stricter with its procedures. He thanked the board and leadership staff for making Sonrisas an environment where staff can safely and methodically ramp up services so that, as exceptions arise, staff can address them appropriately.

3. **PUBLIC COMMENTS** – No public in attendance.

4. **APPROVAL OF BOARD MINUTES** – Vice Chair **Galligan** *motioned to approve the minutes for the board meeting on May 21, 2020. The motion was seconded by Director Cappel and approved by roll call. Ayes: Rick Navarro, Nigel Taverner, Sheryl Young.*

5. **CEO REPORT** – CEO **Fecher**
 - **Current Status of Sonrisas' Clinics** – The San Mateo office is currently open five days a week with 3-4 providers. A trial run was conducted at the Coastside center on June 18th. Most of the staff have returned to work with the remainder not having returned yet due to Covid-related concerns, child-care or awaiting rehire as Saturday staff. Sonrisas has rehired Dr. Wu to work full time (from two days per week). He is one of the few dentists trained to see FQHC patients. The number of patients has been ramping up from the last week of May through June 15th. The week of June 15th the San Mateo clinic had 100 patients scheduled.
 - **COVID-19 Pre-Screening** – Sonrisas' current practice is to screen patients 1-2 days before the appointment is scheduled, and again outside of the center once they have arrived. At the last board meeting Director Navarro asked whether it would be possible to require COVID-19 testing for patients prior to their appointment. **CEO Fecher** remarked that this is not a required or recommended practice for dental offices, but the team is monitoring this option. The hope is that rapid testing will be made available for dentist offices sometime in the future.
 - **Director Navarro** commented that while it is important to continue screening patients, as things re-open, it is likely that there will be another spike of cases. He also noted that Seton Hospital is experiencing decreased access to PPE, specifically N95 masks. Access to COVID-19 testing from the county would tell SDH if it were safe to treat a patient and could identify the 25-30% of asymptomatic carriers. **CEO**

Fecher commented that staff are treating all patients as if they have the virus.

Director Cappel reported a dramatic increase in claims (= demand) over the last two weeks, more in dental than medical in the businesses he manages.

Dr. Rothstein highlighted various ways that Sonrisas has adapted to protect staff and patients alike, including reducing procedures that produce aerosol, isolating and closing off rooms, HEPA filters to create better airflow in the rooms and addition PPE. **CEO Fecher** added that **Dr. Rothstein** and **Dr. Laurie Jue** have been keeping up to date on the evolving landscape of dentistry during the pandemic. Sonrisas staff have access to four different types of masks, and only one staff is having difficulty finding an N-95 respirator that fits.

- **Next Steps** – The Coastside center had its first run through on June 18th. **Dr. Riley Bateman** will be switching roles with **Dr. Gabriella Bateman**. The Coastside center will open next week with one provider. **Dr. Rothstein** explained that Sonrisas is being methodical in the reopening process and the team needs to see what the workflow is like before bringing in a second provider, which may be the resident provider or a hygienist. Sonrisas will start to see FQHC patients next week, two days per week, adding an additional hygiene day in August. The team is focusing on providing services five days per week in the San Mateo Clinic, while the FY 20-21 budget assumes adding Saturdays in October. It is possible that Saturdays may open earlier based on demand.
 - **Chair Taverner** asked when the workflow would reach a plateau. **CEO Fecher** replied that Sonrisas should be up to five provider days at the Coastside center within the next several weeks, adding a second provider by August. The plan is to have two dentists and one hygienist at Coastside by August. In San Mateo, Sonrisas has reached current capacity based on COVID-19 mitigations. Current capacity is two dentists and two hygienists in San Mateo.

Farmworkers – Sonrisas met with SMMC to discuss the delivery of the program and the contract extension. The contract, which ends at the end of December, may be extended to March 31st, 2021, pending approval from the County Board of Supervisors.

- **Dentistry landscape in San Mateo County and California** – **Dr. Bonnie Jue** reported that due to various unknowns, both patients and providers have assumed a “wait and see” attitude. Providers are waiting to see how procedures are adapted and patients are waiting to see how their friends’ appointments, or their first appointment will go before scheduling a second one.
- **Current Cash Position** – **CEO Fecher** reported that Sonrisas’ cash position is better than was forecasted at the May board meeting. The cash position she shared was after the first payroll of June.
- **Payroll Protection Plan Loan** – **CEO Fecher** credited Senior Accountant, Tina Wang, for bringing this \$400-500K loan opportunity to her attention. **CEO Fecher** asked the board to approve applying for PPP Loan.
 - **Director Cappel** strongly endorsed the idea; it has been very helpful for his clients and is easier to arrange now. **Director Young** asked which bank Sonrisas would be working with? **CEO Fecher** responded that Boston Private is no longer participating but she has received several strong recommendations and will explore which bank can get the loan approved before June 30th.
 - **Director Cappel** motioned to approve the approve applying for a PPP Loan. The motion was seconded by **Director Navarro** and approved by roll call. Ayes: **Helen Galligan, Nigel Taverner, Sheryl Young**.

6. UNAUDITED FINANCIALS FOR April '20 – Tina Wang

- Sonrisas had 26 visits in April, one of those being an emergency visit. Each tele-visit was billed \$37.00. Net revenue was less than budget due to the write-off adjustments from the prior period. Expenses include \$224K in personnel costs, however year to date is better than budget overall.
- All historical documents have been added to Intacct, and Sonrisas will go live with the new system in the final week of June. **CFO Fama** added that she is working with Ms.

Wang on the 2019 tax 990 form.

7. FY 21 BUDGET – CEO Fecher

- The FY 20-21 Budget was created with the following budget assumptions:
 - Reduced patient visit volume in Q1 and Q2
 - Salary increase of 3% in Q2-Q4
 - Increase in dental supply costs
 - 5% Medical insurance benefit increase
 - 15% increase in insurance policies
- **CEO Fecher** noted that she is looking into COVID-19 related relief funding, from sources such as Health and Human Services and FEMA. **Director Cappel** shared his appreciation for CEO Fecher's foresight through this logical budget. **Chair Taverner** noted that while patient visits are being decreased by 6%, revenue is forecasted to increase by 3%, which is due to the budgeted increase of FQHC patients.
 - **Director Young** asked how Sonrisas was absorbing the losses from this proposed budget. **CEO Fecher** responded that FY20 may not have losses since the team has raised \$105K in COVID-19 relief funding. She added that Sonrisas has cash reserves as well. **Director Young** recommended including a contingency plan in the event Sonrisas does not receive the anticipated loans. **CEO Fecher** to follow up on this request.
- **CEO Fecher** thanked Sen. Accountant Tina Wang for her preparation of this budget.

8. FUNDRAISING – Maura LeBaron-Hsieh

- **Update on Paella Virtual Event** – This collaborative event raised over \$11K including sponsorships, donated tickets and individual donations. A special thank you to Clyde Hinshelwood (and family) for curating the cooking experience.
- **Grants** – \$105K has been generated for support related to the COVID-19 pandemic.
- **Ms. LeBaron-Hsieh** asked for feedback on how they would like fundraising efforts reported. **Director Cappel** commented that he appreciated the brevity of the report. **CEO Fecher** asked that progress against the YTD goal be added. **Director Cappel** asked for an aggregate number rather than a list of each individual donor. **Director Navarro** remarked that time would be better spent focusing on fundraising instead of reporting. **Chair Taverner** suggested pulling reports from Intacct.
- **Chair Taverner** asked **Vice Chair Galligan** for feedback on the Virtual Paella event. She responded that she enjoyed the event and cooking along with Clyde. She would have preferred more interaction with attendees besides the chat. Additionally, she suggested that the partnership with Peninsula Health Care District should have been highlighted alongside the sponsors.

9. DATE FOR NEXT BOARD MEETING (July 16th) – Chair Taverner suggested canceling the meeting for July 16th, under the assumption that no major decisions need to be made during this month.

- **Director Cappel** *motioned to cancel the board meeting on July 16th. The motion was seconded by Vice Chair Galligan and approved unanimously. Ayes: Director Navarro, Chair Taverner, Director Young.*

10. SUGGESTED AGENDA ITEMS FOR NEXT MEETING – Chair Taverner

- **Chair Taverner** and **Director Young** will discuss how to resume the Board Nomination and Governance Committee before the board meeting.
- **Director Young** also noted that she has reserved a conference room for the Board Retreat on September 12th. She suggested that board members discuss at the August board meeting whether it is the right timing for a board retreat.
- **Director Young** expressed her deepest thanks to CEO Fecher and all the staff for how they have navigated the past three months. She acknowledged the hard work that they

have put towards managing the ramp up to reopening the clinic and fundraising especially. **Director Navarro** thanked Senior Accountant Tina Wang for bringing forward the idea of applying for a PPP loan. Thank you was echoed from all board members.

11. Meeting was adjourned at **8:13pm**.

Written and Submitted by
Libby Barnard

Signed By

Board Chair, Nigel Taverner
