



## Board Meeting September 26, 6:30 PM

Location  
Sonrisas San Mateo Conference Room  
And Teleconference

### MINUTES

1. **CALL TO ORDER AND ROLL CALL** – Chair **Taverner** called the meeting to order at 7:02pm. pm.
  - A. **Present:** Board Chair Nigel Taverner, Vice Chair Henry Sanchez, Secretary Clyde Hinshelwood, Board Members: Larry Cappel, Larissa Cutler, Dennis Kneepfel, Sheryl Young
  - B. **Also Present:** CFO Vickie Yee, PHCD CEO Ana Pulido, Community Engagement Director Dr. Bonnie Jue, Community Resources Director Spandan Chakrabarti, Administrative Assistant Veronica Le
  - C. **Absent:** Rick Navarro, Steve Stielstra
  
2. **MISSION MOMENT** – Dr. **Bonnie Jue** shared a moment at a Self-Help for the Elderly Fair in San Mateo Central Park, where one of the participants rode a bus that stopped suddenly, causing her to bump her face. Outwardly, it looked like a minor bruise but through the screening, it was discovered that her front teeth may have been affected by the incident too; she was found an opening at the San Mateo clinic two days later. Through the screening events, Sonrisas can identify new patients in need of urgent care and benefit patients who may not have known they needed treatment.
  
3. **PUBLIC COMMENTS** - No public in attendance.
  
4. **APPROVAL OF AUGUST BOARD MINUTES**  
  
*Vice Chair Henry Sanchez moved to approve the minutes of August 22<sup>nd</sup>'s meeting. Director Dennis Kneepfel seconded the motion and it was approved by a quorum. Ayes: Nigel Taverner, Henry Sanchez, Larissa Cutler, Dennis Kneepfel, Sheryl Young. Abstained: Clyde Hinshelwood, Larry Cappel.*
  
5. **STRATEGIC PLAN FY23-FY25**
  - A. **FY24 Strategic Plan (Year 2) Goals**  
**Sonrisas' Culture**
    - A. Goals for each Focus Area were outlined. The goals – set by the relevant teams – were presented by **Chair Taverner**.
    - B. Specific comments were:
      1. **Director Kneepfel**, speaking from experience, suggested that holding a Staff pulse survey quarterly is too aggressive: there won't be enough time to evaluate the impact of any recommended changes.
      2. **Director Hinshelwood** pointed out that there are a lot of goals proposed, questioning whether teams will be able to achieve them all.
      3. Financial Management Processes - looking at improving the tools and having regular reviews with the budget managers: The Board would like CFO Yee's involvement in this area.
  
  - B. **Sustainable Growth**
    - A. **FQHC Project** - An FQHC Task Force has been created and it involves

people outside of Sonrisas. Originally there were four options to achieve FQ status, but it was soon realized the requirements for one option (direct application to HRSA) could not be met.

1. Great progress is being made in meeting and consulting with stakeholders in the County.
2. **Director Young** recommended reaching out to Louise Rogers, who is the Head of Health Services - she is informed and will attend meetings. Ms. Pulido mentioned two other Supervisors (Walter Slocombe and one other) are worth involving. **Director Young** confirmed that we should continue to work with Dave Pine until he is termed out next year (**CEO Fecher** keeps him up to date).
3. **Vice Chair Sanchez** - what would be the timeline to completion and conversion for each option: around 6 months or a year?
  - Depending on each option, the timeline differed.
  - The plan is to have decided the best option for gaining FQ status by the end of this fiscal year.

**B. Cooking for a Cause Outcomes** – Mr. Chakrabarti gave a recap of the success of this year's Cooking for a Cause and explained how the event could improve.

1. Net Revenue has yet to be determined but the gross revenue at an estimated \$141K was at least 20% higher than last year's.

**C. Community and Patient Engagement**

**A. Patient Survey Data from HMB Pilot and Next Steps**

1. Dr. Bonnie presented to the Board the results of and lessons learnt from the pilot patient survey in HMB that was initiated back in June.
  - Surveys were distributed via tablets, smartphones and a paper version which worked well with over 200 patients providing feedback over a two-month period.
    - 84% of patients gave a score of 8-10 when asked how likely they would recommend Sonrisas Dental Health to friends and family.
    - In response to how Sonrisas could improve, the common answer was to have more capacity because of the long wait between appointments.

**B. FY24 Plan for Community Outreach**

1. **Oral Health Education in Schools** - Dr. Bonnie's goal is to provide 3,000 children with free dental screenings this financial year.
2. **Seniors Program** - Thanks to the grants granted by PHCD, Sequoia Healthcare District and Delta Dental, the Outreach team will see 200 people for screenings and mobile visits.
3. We are currently looking into a new data management system that can track patients and outcomes as well as show trends amongst patients to help efficient follow up with children.
4. Building new partnerships has been underway throughout the summer. The Outreach Team visited libraries and health fairs for connections to other agencies that provide similar services. At libraries, they will meet new families to provide oral education and screen younger children.
5. Dr. Bonnie shared with the Board pictures of the screening at Turnbull Children's Center where 140 children were seen. Two principals of the eight preschool sites in San Mateo-Foster City School Districts, visited the screening along with Supervisor Corzo and her team.
6. **Director Kneappel** congratulated Dr Bonnie on this fabulous work. At the same time, he is concerned about raising false expectations in the community – that we identify the need for treatment but don't have the capacity to deliver it ourselves.
  - HPSM is an invaluable partner for these situations. They are building a list of emergency providers to which to refer patients or we can contact HPSM to assist with looking for dental care.
7. The Board will consider granting the Outreach Program additional funding of \$10k, acknowledging Dr. Bonnie and her team's need for more resources to achieve these goals.

8. **Farmworker Program:** Contracted with San Mateo County, Sonrisas provides dental services to farmworkers in the Pescadero area. Currently, the clinic is located in La Honda but by partnering with Puente, there are plans for a permanent dental clinic in Pescadero.
- One option is obtaining an RV mobile dental clinic with at least two chairs.

6. **Board Cash Reserve Policy and FY24 Reserve ACTION REQUESTED – CFO Yee** recommended to the Board a revision of the Board Cash Reserve Policy and FY24 Reserve request. She recommended removing the requirement to cover complete equipment failure. She suggested that it is unnecessary given our extensive and robust 5-year capital replacement plan designed to minimize any major unplanned equipment failure.
- A. If equipment failure were to happen, the year's budget will be reprioritized and adjusted to cover costs.
  - B. Based on calculation - operational margins vs expenses.
  - C. **Director Kneepfel** asked **CFO Yee** to confirm that the revised policy means we do not have to hold unnecessarily high reserves of cash. This was confirmed.

*Vice Chair Henry Sanchez moved to approve the Board Cash Reserve Policy and FY24 Reserve. Director Clyde Hinshelwood seconded the motion and was approved by roll call. Ayes: Nigel Taverner, Henry Sanchez, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Dennis Kneepfel, Sheryl Young*

7. **REPORTS**

- A. **CEO Report** – No comments or questions.
- B. **CFO Report**
  - A. Less visits helped save on expenses (probably not surprising since we lose money on every patient visit)
  - B. Fundraising is doing better than budgeted to date.
- C. **Fundraising Report**
  - A. Several other grants are in the pipeline.
  - B. 73% of the budget grants for the year are already received and recorded as revenue.
- D. **Outreach Report** – No comments or questions.
- E. **Board Nomination Committee** – **Director Hinshelwood** will follow up with **CEO Fecher** and Ms. Pulido on looking for potential Board Nomination Committee nominees.

8. **SUGGESTED AGENDA ITEMS FOR NEXT MEETING**

- A. DEIJ Business Case Next Steps
- B. CEO Fecher's goals for the year
- C. November's Board Meeting Attendance
  - A. It occurs two days before Thanksgiving.

9. **ADJOURN** - The meeting was adjourned at 8:38 pm.

Written By  
Veronica Le

Approved By  
  
Nigel Taverner, Board Chair

