



**Board Meeting
November 18, 2021 | 6:00 PM**

MINUTES

1. **CALL TO ORDER AND ROLL CALL – Vice Chair Galligan** called the meeting to order at **6:32PM**
 - **Present:** Vice Chair Helen Galligan, CFO Cheryl Fama, Board Members: Larry Cappel, Larissa Cutler, Clyde Hinshelwood, Steve Stielstra, Sheryl Young.
 - **Also Present:** CEO Tracey Fecher, Director of Community Engagement Bonnie Jue, DDS, Executive Assistant Elijah Barnard.
 - **Absent:** Rick Navarro, Nigel Taverner

2. **MISSION MOMENT** – Since Sonrisas first started building relationships with other community-based organizations four years ago, SDH’s community programs have greatly expanded to meet the needs of its neighbors. With the pandemic, Sonrisas has pivoted to provide virtual oral health education to a wide range of ages across the county. Dr. Jue is in conversation with La Costa Adult School in Half Moon Bay to develop an introduction to dental assisting training program. In addition, the outreach team is piloting a program geared towards older adults in the county. Dr. Jue expressed her gratitude to board members for the opportunity to expand Sonrisas’ impact in the community and explore new ways to serve San Mateo County residents.

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

4. **APPROVAL OF SEPTEMBER 16TH AND OCTOBER 2ND BOARD MINUTES**
 - **Director Cappel** motioned to approve the minutes for the board meeting on September 16th, 2021. The motion was seconded by **Director Young** and approved by roll call. Ayes: **Helen Galligan, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Cheryl Fama, Sheryl Young, Steve Stielstra**
 - **Director Fama** motioned to approve the minutes for the board retreat on October 2nd, 2021. The motion was seconded by **Director Stielstra** and approved by roll call. Ayes: **Helen Galligan, Clyde Hinshelwood, Larissa Cutler, Cheryl Fama, Steve Stielstra.**
Abstained: Sheryl Young, Larry Cappel

5. **REPORTS**
 - **CEO Report** – Sonrisas has applied for \$124K Employment Retention Credits. **Director Cappel** commented that he is also exploring this credit and will share any information he learns with CEO Fecher.
 - **CFO Report** – **CFO Fama** reported that at the end of Q1, Sonrisas’ net revenue was down \$30K. Supply costs are up, but the Sonrisas team has been able to keep their expenses down. Sonrisas total net income was \$22K. **CFO Fama** highlighted that the grants and PPP loan helped to bolster SDH’s net performance, bringing total actual income to \$276,300. CEO Fecher and CFO Fama are looking at areas that need improvement, but Sonrisas is ahead of budget. **CEO Fecher** added that net income is ahead \$140K in restricted grants, which were released for capital improvements. This is not reflected in the corresponding expenses since they were capital expenses. **CFO Fama** thanked Dr. Jue for being an



- excellent speaker and break-out session leader at the Association of California Health Care Districts in October. Dr. Jue received the highest survey score of any presenter at the entire conference.
- **Fundraising Report** – YTD fundraising is \$420K, with a goal of \$640K. Sonrisas was not awarded \$200K from Chan Zuckerberg Institute. **Director Stielstra** congratulated Director Hinshelwood and the Development team on their success at the Cooking for a Cause: Paella Dinner event. The Development committee will be discussing in December where and when the next event will be held. **Director Cappel** recommended the Millbrae Recreation Center for possible events, which will open in May.
 - **Outreach Report**— Dr. Jue recently gave a presentation to the County Commission on Aging. **CEO Fecher** highlighted that Sonrisas has had two interns from Design Tech High School. **Director Galligan** asked for an update on senior outreach. Dr. Jue has been in contact with directors at several senior facilities. Sonrisas is exploring the possibility of a pop-up clinic, but before the team does that, they are doing some research into what the community’s needs are through the guidance of a program consultant.
 - **Board Nomination Committee** – This committee clarified the criteria and priorities for board candidates. Board members will be sent a board survey to determine Sonrisas’ current board profile. The committee’s goal is to expand the number of directors on the board from 9 to 11 members by 2023.
 - **Unaudited Financials** – No questions or comments from the board.

6. NEW BUSINESS

- **Sonrisas Patient Demographics** – Following a request from the board at the October Board Retreat, Mx. Barnard and CEO Fecher have been populating and analyzing Sonrisas’ patient demographic data. Almost half of the patient data on race is uncollected for various reasons. **Mx. Barnard** reported that additional staff time and resources would be necessary to gather this data. Anecdotally, Care Coordinators shared that most ATC patients are people of color. In addition, intersectionality—the combination of unchangeable social categorization that determine the interdependent systems of discrimination that a person’s experiences—affects a patient’s access to care.
 - **Vice Chair Galligan** asked whether a doctor can ask for this demographic information and fill it out on the patient’s profile. **CEO Fecher** responded that patients complete this information, which is entered in by care coordinators. Sonrisas’ team has been discussing the option of having patients use a tablet to help automate this process.
 - **Director Cappel** suggested polling from a smaller sample of the population, focusing on gathering as much information, as easily as possible. He cautioned that the team needs to be sensitive to people from other cultures that may feel uncomfortable disclosing this information. **Director Stielstra** commented that there may not be an incentive for patients to complete this information. He is concerned that patients filling out this information would be wary and warn others in their community.
 - Sonrisas does not currently have any county contracts that require this information, but Sonrisas has completed several grant applications that ask for patient demographic information.
 - **CFO Fama** asked how gathering this data changes the way that Sonrisas’ staff treats its patients. She voiced concern that gathering this information implies that Sonrisas is treating patients differently, but also added that her concerns were addressed in listening to the conversation. **CEO Fecher** shared that the leadership team has begun to discuss whether Sonrisas should prioritize appointments based on



intersectionality. **CFO Fama** commented that in the last board retreat, it was determined that Sonrisas is not an extension of the county, directly and the organization's mission is to increase access to care for all, not just the most vulnerable.

- Currently, the Sonrisas Outreach team is exploring how to provide better care for seniors in San Mateo County. **CEO Fecher** suggested that a similar assessment could be conducted for the need for dental care in the LGBTQIA+ community.
- **Sonrisas Vision ACTION Requested – CEO Fecher** shared the decision points coming out of the board retreat in October (see PPT slide 9) and asked the board for feedback. **Director Young** requested that clarification be added to the second decision point, reflecting that “Sonrisas is ready for growth because of the need in the community.” In the following slide, **CEO Fecher** presented two drafts for Sonrisas’ vision and asked that the board review and approve one version. **CFO Fama** and **Director Cappel** recommended removing the second sentence. **Director Stielstra** commented that the second sentence serves as an explanation of Sonrisas strategy to arrive at this vision.
 - *Sonrisas Dental Health’s vision: Every adult and child in San Mateo County has a dental home, including those with physical, developmental, or economic challenges.*
 - **CFO Fama** moved to approve the above vision statement. The motion was seconded by **Director Cappel** and approved unanimously by roll call. **Helen Galligan, Clyde Hinshelwood, Larissa Cutler, Cheryl Fama, Steve Stielstra, Sheryl Young, Larry Cappel**
- **Strategic Planning Process ACTION Requested – CEO Fecher** recommended that Sonrisas undergo a strategic planning process, under the guidance of Eric Ryan, Mission Met. Details of this project are outlined in PPT slide 11. This project would require an approval of a \$13,500 unbudgeted expense.
 - **Director Cappel** moved to approve the strategic planning process as presented. The motion was seconded by **Director Young** and unanimously approved by roll call. **Helen Galligan, Clyde Hinshelwood, Larissa Cutler, Cheryl Fama, Steve Stielstra, Sheryl Young, Larry Cappel**
- **Diversity/Equity/Inclusion Board Survey – Mx. Barnard** reminded board members to complete the DEI survey that was sent out earlier in the week. This survey is completely anonymous but will help assess Sonrisas’ policies and practices.
- **December Board Meeting ACTION Requested- Vice Chair Galligan** recommended that the board cancel the December board meeting.
 - **Director Cappel** moved to cancel the December board meeting. The motion was seconded by **Director Young** and unanimously approved by roll call. **Helen Galligan, Clyde Hinshelwood, Larissa Cutler, Cheryl Fama, Steve Stielstra, Sheryl Young, Larry Cappel**

7. OLD BUSINESS

- **HMB Renovations Update** – The center has one more day of operations and then will close for 5 weeks. Renovations include new paint, updated flooring, new chairs, upgrades on storage, and a bathroom remodel. Sonrisas received a check for \$10K from the landlord for the HVAC installation.
- **FQHC Contract Update** – Sonrisas can now access the SMMC EMR from Sonrisas’ computers. The next step is to train Sonrisas’ staff. **CEO Fecher** hopes that Sonrisas will no longer be using county laptops, except in Pescadero, by the January board meeting.
- **Farmworker Contract** – **CEO Fecher** reported that the team has had 4 successful days in



Pescadero. Dr. Torrey has seen 21 patients and the county has stated that by the end of April, Sonrisas will be done seeing those patients. **CEO Fecher** is planning on arranging a time to meet with Rita Mancera the CEO of Puente de la Costa Sur to discuss the long-term dental care needs of the community their organization serves. **Director Young** suggested asking CEO Mancera about the patterns and needs of migrant workers during the summer and whether that fits with what the county has suggested will happen.


8. SUGGESTED AGENDA ITEMS FOR NEXT MEETING

- The Sonrisas team will provide an update on Half Moon Bay.
- Discussion about AB361 and whether Sonrisas' board will meet in person or conduct hybrid meetings in accordance with the Brown Act. **CFO Fama** will do some research on the requirements as it relates to Sonrisas Dental Health.
- Director Stielstra ask for a brief presentation of Sonrisas' fundraising goals for FY22 and an update on the major donor program.

9. Meeting was adjourned at **8:15pm**.

Written By
Elijah Barnard

Approved by


Helen Galligan (Mar 8, 2022 12:05 EST)

Helen Galligan, Vice Board Chair






SDH Board Minutes Nov 18

Final Audit Report

2022-03-08

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