



## Board Member

### About our Organization

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. We are working to close the access to care gap in San Mateo County through education and direct care. We partner with community-based organization, county programs, and individuals in our community to have the most relevant, sustainable impact in our community. Sonrisas' annual budget is \$3mil., 40% of which is raised through donations and grants. In FY19-20, Sonrisas had nearly 9900 patient visits\*. This year, Sonrisas celebrates 20 years of service to our community.

To learn more, visit our website: [www.Sonrisasdental.org](http://www.Sonrisasdental.org)

\*Pre-pandemic, our patient visit volume averages 11,000 per year.

### About the Board Member Role

As board member, you are an essential and important link to the organization. We are looking for someone that is passionate about Sonrisas' mission and is an advocate in our community. While not a criterion, it is desired that you have experience around or, at least, an interest in California dental healthcare and its effects on patients. We are currently seeking candidates with fundraising interest and experience to join our Board of Directors. By committing to serve on the Board, you are expected to participate in the stewardship, governance, and fiduciary responsibility of an active board member. This role is for someone that will work in good faith with the staff and other board members as partners toward achievement of the organization's goals, mission, and strategic plan.

### Commitment

- Attend monthly board meetings; 3<sup>rd</sup> Thursday of the month (6:30-8:30pm)
- Attend annual board retreat, which occurs over a Friday to Saturday at an agreed upon month
- Participate in committee meetings as needed
- (Optional but recommended) Attend occasional fundraising events
- While the organization will reimburse for travel and some networking expenses within a reasonable amount, this is volunteer position and will not be monetarily compensated.

*Sonrisas Dental Health acknowledges that it is important that our leadership team reflect the people that we serve. We celebrate and look for ways that the interests of our patients and community are protected and honored. The work that we do centers on increasing access to care for marginalized communities. We strive to follow this same principle by actively opening up leadership opportunities to Black, Indigenous, and People of Color (BIPOC). We strongly encourage BIPOC to apply for this position.*

### Interested Candidates:

Please send an email with your resume and a brief introduction to [Tracey.Fecher@sonrisasdentalhealth.org](mailto:Tracey.Fecher@sonrisasdentalhealth.org)

**We look forward to hearing from you!**



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

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**Sonrisas Dental Health  
Annual Report**

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,



A handwritten signature in blue ink that reads "Tracey Carrillo Fecher".

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



A handwritten signature in blue ink that reads "Nigel Taverner".

**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.”***

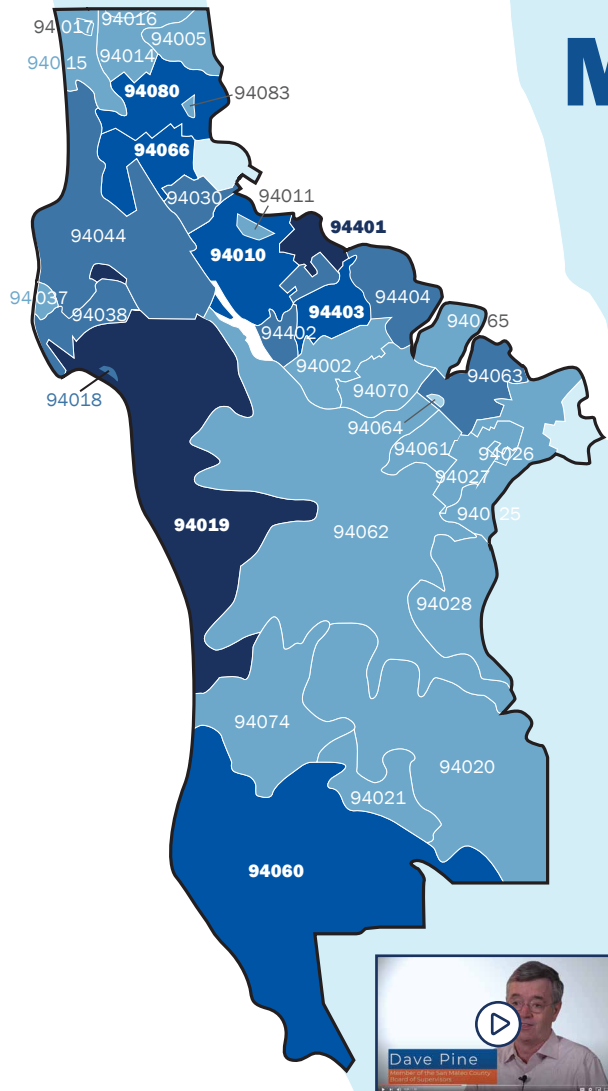


*Most importantly, it serves low-income patients who either lack dental insurance or may have Denti-Cal benefits but cannot easily access care. For these patients, Sonrisas' high quality dental care and oral health education make a world of difference.'*

**- 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

68%

of visits served  
low-income  
patients



**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: <sup>6</sup> 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.



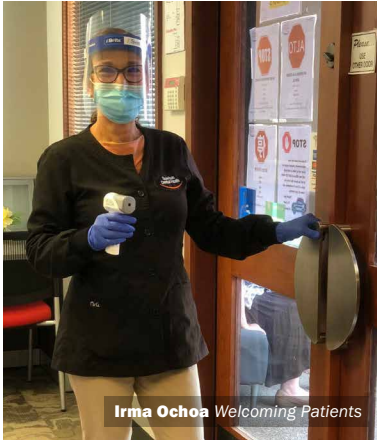
“One older gentleman patient who has a history of stroke and uses a wheelchair, living by himself, was sheltering in place alone. **He was so grateful that Sonrisas Registered Dental Hygienist Maria Brambila reached out to him** and initiated the outreach call, because he had been experiencing increasing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



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



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



**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.**

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## 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:*

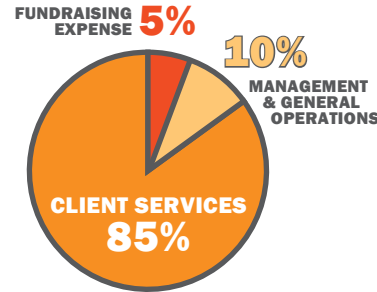


# Sustainable Growth To Meet Increasing Needs.

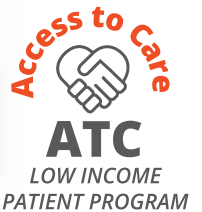
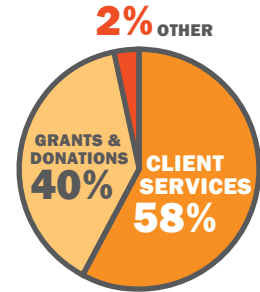
10

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

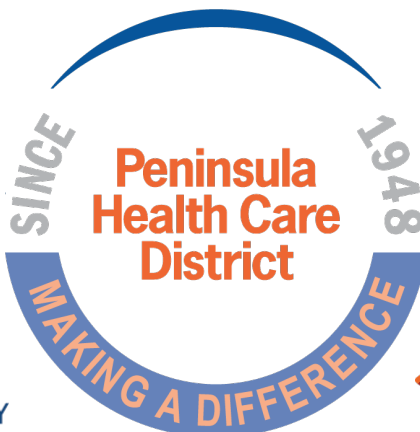


**Hurlbut-Johnson  
Charitable Trusts**

**Rolo Fund**



*Atkinson* FOUNDATION



**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



Sonrisas  
Dental Health

Serving San Mateo County

# Fiscal Year 2018-2019

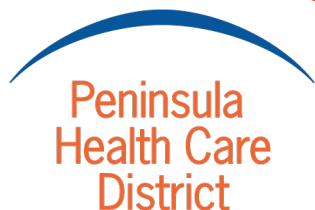
## ANNUAL REPORT



### OUR MISSION:

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**Thank You to Our Supporters and Many Generous Individual Donors**



Hurlbut-Johnson  
Charitable Trusts



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# THE IMPACT OF SCHOOL SCREENINGS

In early 2019, Gabriela\* and her family moved to San Mateo County from Honduras. Soon after her arrival, Sonrisas visited her elementary school to provide oral health screenings. Over half of the students at her school receive free or reduced lunch and many have limited access to dental care. The team discovered the six-year-old had abscesses and tooth decay throughout her mouth, which were causing severe pain. Gabriela was promptly referred to Sonrisas. Her parents brought her in after learning that their financial need was not a barrier to care.

Over five visits, our pediatric dentist extracted severely decayed teeth, repaired cavities, and resolved her pain through Sonrisas' Access to Care program. The dental team also educated Gabriela and her parents on healthy dental habits that can prevent future dental disease.

Because of Sonrisas' School Screening and Access to Care Programs, Gabriela's oral health needs were identified and quickly treated by our compassionate team of health professionals. The family is now able to access quality dental care they thought was not available due to financial barriers. The greatest success in treating Gabriela, though, was alleviating her dental pain so that she can eat, smile, and focus on reaching her highest potential!



*\*The patient's name has been altered*

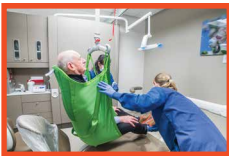
# WE ARE BRINGING DENTAL CARE to the most vulnerable in our community



**HOSPITAL PROGRAM**  
By partnering with hospitals in the county, our pediatric dentists are able to care for children with extensive oral health needs.



**FARMWORKERS PROGRAM**  
We bring comprehensive oral health treatment to farm and nursery workers directly in the community where they live and work.



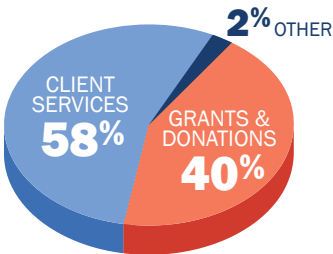
**SPECIAL NEEDS**  
Sonrisas is the dental home of 220 patients with special needs. Our San Mateo facility is fully accessible to accommodate those patients.



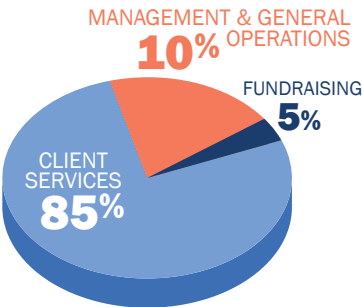
**SCHOOL SCREENING PROGRAM**  
Sonrisas screened 854 students. 56% of those students had visible decay, 6% needed urgent care.

## FINANCIALS \$2.96M ANNUAL BUDGET

### SONRISAS FUNDING SOURCES



### SONRISAS EXPENSES



## ACCESS TO CARE Providing dental care to low-income San Mateo County residents

**69% OF TOTAL PATIENT VISITS**  
were under our Access To Care program

### SONRISAS' TOTAL PATIENTS

**4,069** patients served  
**11,238** total visits

## SCHOOL SCREENINGS

**854** STUDENTS SCREENED

**AT 9 SCHOOLS**  
ALL WITH AT LEAST 50% LOW-INCOME CHILDREN

FIND OUT MORE AND CONNECT WITH US ONLINE:

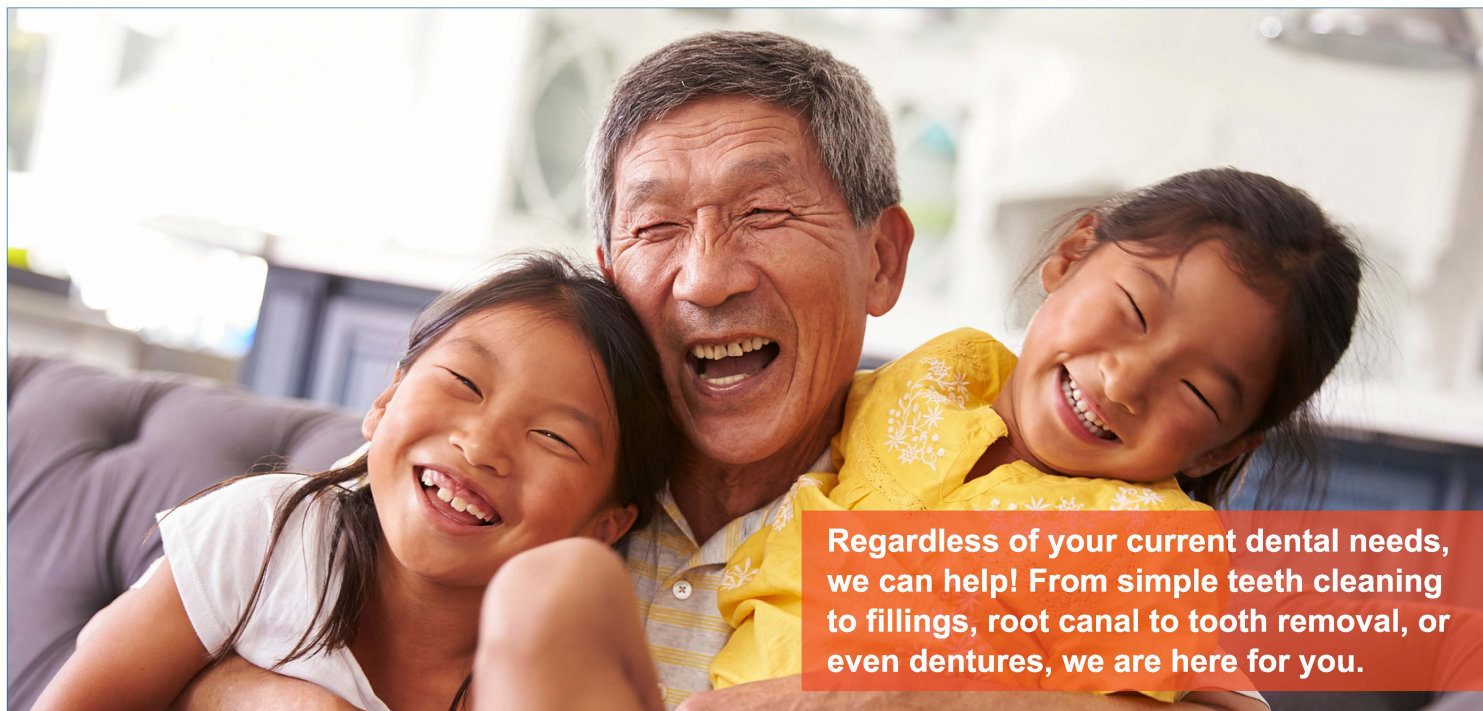
[sonrisasdental.org](http://sonrisasdental.org) [@SonrisasDentalHealth](https://www.facebook.com/SonrisasDentalHealth) [@SonrisasSMC](https://www.twitter.com/SonrisasSMC)





# We'd love to make you smile again!

## Sonrisas means smiles



**Not sure if you can afford dental care  
or qualify for financial assistance?  
Call us today to find out!**

**Senior Discount 15%**

**Affordable Scale 10 - 45% discount depending on  
income and family size.**

**Experiencing pain or  
discomfort with your teeth?**  
It could be a simple toothache  
or something more serious.  
Don't wait until it gets worse,  
call us today.

### We have two locations to serve you

**San Mateo Center**  
430 N. El Camino Real  
San Mateo, CA 94401  
650 727-3480

**Coastside Center**  
210 San Mateo Rd. # 104  
Half Moon Bay, CA 94019  
650 726-2144

Founded in 2001 as a non-profit dental center, Sonrisas Dental Health is dedicated to providing quality dental care to those who otherwise could not afford dental care. We provide these services with dignity, respect and compassion.



Sonrisas  
Dental Health

## Dentistry for Special Needs

If you or your child has special needs – including physical, medical, developmental or cognitive conditions requiring special consideration – let us know.

Our team of dedicated dental professionals offers compassionate, quality dental care to all, including those who encounter barriers to oral health services.

Our San Mateo Center includes:

- Full wheelchair access,
- A ceiling-mounted lift system to facilitate transfer to the dental chair for patients with limited mobility,
- A “hover” chair that glides aside to accommodate wheelchairs.

We also provide a mobile program that brings dental service to large employers, senior living facilities, schools and coastal farmworkers.

Make an appointment today.  
San Mateo 650.727.3480  
Half Moon Bay 650.726.2144  
[sonrisasdental.org](http://sonrisasdental.org)



# Sonrisas Dental Health Welcomes You!

## 65+ DENTAL DAYS

## 65+ DIAS DENTALES



### By Appointment Only:

February 18, 2021 (San Mateo)

March 4, 2021 (San Mateo)

March 18, 2021 (San Mateo)

March 23, 2021 (Half Moon Bay)

Sonrisas San Mateo Center  
430 N. El Camino Real  
San Mateo, CA 94401

Sonrisas Coastside Center  
210 San Mateo Road, Suite 104  
Half Moon Bay, CA 94019

### REGISTER TODAY FOR A DENTAL EXAM AND X-RAYS!

- Must be age 65 or older
- Special discount (45% off) for first dental exam and x-rays on 2/18, 3/4, 3/18, 3/23 only (does not include cleaning)
- All are welcome, including people who have insurance, no insurance, or Medi-Cal
- **Be sure to mention "Dental Days" when calling**



### ¡REGÍSTRESE HOY PARA UNA EXAMEN DENTAL Y RAYOS-X!

- Debe tener 65 años o más
- Descuento especial( 45% de descuento) para el primer examen dental y radiografías solo las siguientes fechas: 18 de Febrero, 4 de Marzo, 18 de Marzo, y 23 de Marzo (no incluye limpieza)
- Todos son bienvenidos, incluidas las personas que no tienen seguro, si tienen seguro o Medi-Cal
- **Asegúrese de mencionar "Días Dentales" cuando llame**

**Space is limited – call us at (650) 727-3480 to schedule your appointment!**  
**¡El espacio es limitado – llámenos al (650) 727-3480 para programar su cita!**