



**Board Meeting Minutes  
November 21, 2019, 6:30 PM  
San Mateo Center Board Room**

1. **CALL TO ORDER:** Vice Chair Galligan called the meeting to order at **6:35pm**
  - **ROLL CALL – Present:** Vice Chair Helen Galligan, Secretary Clyde Hinshelwood, Directors Sheryl Young and Rick Navarro. **Also present:** CEO Tracey Carrillo Fecher, CFO Cheryl Fama, Sr. Accountant Tina Wang, Administrative Assistant Libby Barnard.

*Director Young motioned to add an agenda item to discuss the December Board Meeting. Director Navarro seconded and the motion was unanimously approved.*

2. **MISSION MOMENT** – Ms. Barnard shared a story from a recent health fair at San Mateo Adult School. While hosting a table on oral health with a clinical volunteer, a student expressed interest in volunteering with Sonrisas. She comes from Mexico but recently moved with her family to the Bay Area but has been unable to find work in her field—pediatric dentistry. The volunteer met with Dr. Bonnie recently and is completing orientation and training to volunteer in Sonrisas’ outreach programs.

3. **PUBLIC COMMENTS:** No Public in Attendance

4. **APPROVAL OF BOARD MINUTES:** *Director Young motioned to accept the minutes for the October board meeting as written. Secretary Hinshelwood seconded and the minutes were approved unanimously.*

5. **CEO REPORT**

- **CEO Fecher** reported that patient visits were down 2%, and she be marketing the affordable scale plan, for which visits are off by 15%. **Secretary Hinshelwood** suggested to advertise the affordable scale plan at a market, like Marina Market or 99 Ranch Market. **CFO Fama** offered to help share the flyer among PHCD’s other service providers. Peninsula Family Services was also mentioned as a potential community partner that could share the information.
- **October production** was affected by the power outage, but **CEO Fecher** noted that a providers was on vacation, so production would have already been affected by that. The leadership team has created a power outage protocol.
- **FQHC County Partnership:** Some staff have begun training, and it is estimated that the program may be ready to launch by the first or second week of December.
- **Key Performance Indicators:** Over the last month, **CEO Fecher** focused on provider daily production. She presented several areas of improvement, including rate of patient cancellations and no shows, types of procedures completed by dentists, and scheduling gaps. The team will explore the reason behind cancellations and no shows in January. **Director Navarro** suggested charging patients \$20 upfront to keep the appointment.
- **Outreach:** Outreach outcomes for July-October were presented. The board will receive quarterly data progress reports moving forward. This data will be used in Sonrisas’ annual report.



- **Strategic Partnerships:** **CEO Fecher** and **Dr. Jue** took Supervisor Dave Pine on a 3-hour tour of Sonrisas' services. **CEO Fecher** also noted that Dr. Jue or Dr. Rothstein will sit on the HPSM Dental Advisory Committee.
- **CFO Fama** gave an update from the Children's Health Initiative regarding the availability of dental services in San Mateo County. There is a lack of pediatric dentistry services to low income individuals in the northern corridor of the region, including South City, Daly City, and Brisbane area.

#### 6. CFO REPORT

- **CFO Fama** recently attended a meeting for the Oral Health Coalition, where she learned that SDH's dental visits to farmworkers is at a rate ten times higher than other providers.
- **First Quarter Performance:** Sonrisas is ahead of its budgeted financial goals. The most recent audit was successful and will go to the PHCD board in the December meeting. CFO reported a verbal "clean audit."

#### 7. UNAUDITED FINANCIALS

- **September Report:** SDH had 901 visits, 65 visits under budget. Total revenue was \$63K, including \$31k for school screenings from La Honda-Pescadero Unified School District, in addition to the \$75K from PHCD. Total expenses for September was \$21K better than budget, making the net income \$15K, and the YTD is \$59K, and \$139K better than budget. Our cash position is estimated to be \$126K. Ms. Wang included data from prior YTD on the financial dashboard to show long-term growth. She and CEO Fecher welcomed feedback on the dashboard.
- **CEO Fecher** added that donations were ahead of budget by \$170K, attributed to the Healthy Community Collaborative.

#### 8. FUNDRAISING

- **Grant Activity Report:** SDH received the second half of grants from Cal Wellness and Sequoia Healthcare District. Lucile Packard Children's Hospital's grant is in process. SDH received an in-kind donation of dental supplies worth \$25K.
- **CEO Fecher** announced the hire of a new Director of Development.
- **Cooking for a Cause:** **Secretary Hinshelwood** secured the Half Moon Bay Library for April 17<sup>th</sup>, which location has the potential increase SDH's revenue from beer/wine sales.
- **Secretary Hinshelwood** shared that the annual appeal is nearing completion, and he and Ms. Barnard work on finalizing the mailing list.
  - **CFO Fama** inquired whether there is a menu of services for donors to know what their contribution would accomplish.

#### 9. CAPITAL IMPROVEMENTS AT SAN MATEO CLINIC

- CEO Fecher presented Sonrisas' need to create office space for organizational growth and sterilization improvements. The proposed plan would also improve Sonrisas' storage of supplies, purchase a cart for the Hospital Dentistry Program for Children, and improve the look of the clinic. **CEO Fecher** asked the board to support a motion to not exceed a \$65K budget towards capital improvements for the San Mateo Clinic, funded by a PHCD grant installment.
- **Director Navarro** motioned to ask the PHCD Board to approve the usage of up to \$65k in funds for capital improvements from a grant installment. **Vice Chair Galligan** seconded and it was



*unanimously voted to approve this motion.* A letter will be sent to the PHCD for their consideration at the next PHCD board meeting.

**10. BOARD NOMINATION COMMITTEE**

- **CEO Fecher** reviewed changes to the Sonrisas Board Bylaws to increase the number of board members from seven to nine. **Vice Chair Galligan** *motioned to approve to allow for an expansion of Sonrisas' board to nine members.* **Director Navarro** *seconded and the motion was unanimously approved.*
- **Director Young** reported that **Secretary Hinshelwood** and **Board Chair Taverner** will contact Coastside candidates for new board positions, while **Vice Chair Galligan** will work with PHCD board members to identify a candidate from their board. The board nomination committee will gather in January to synthesize the findings, with a goal of presenting potential candidates in the new year.

[Addendum: Added Item]

- 11. Cancelling the December Meeting:** *After reviewing the availability of board members, **Director Navarro** moved that the December Board Meeting be cancelled. **Secretary Hinshelwood** seconded and the motion was approved unanimously.*

**12. SUGGESTED AGENDA ITEMS FOR NEXT MEETING (January 16)**

- Board Nomination Committee and Board Effectiveness
- Introduction of the Director of Development
- Follow-up on Coastside Incident

- 13. Meeting was adjourned at 8:03pm**

**Minutes by Libby Barnard**

**Approved by:**

A handwritten signature in black ink, appearing to read "Clyde Hinshelwood", is written over a horizontal line.

**Secretary, Clyde Hinshelwood**