

Healthy Smiles
For Kids of Orange County

HEALTHY SMILES



HAPPY KIDS



2018-2019

ANNUAL REPORT

A MESSAGE FROM

OUR CEO & BOARD CHAIR



Ria Berger

Chief Executive Officer



Richard Lee

Chairman of the Board

Our mission is to improve the oral health of children in Orange County through collaborative programs directed at prevention, outreach and education, access to treatment, and advocacy.

Dear Friends,

As we approach a new decade and another milestone for Healthy Smiles, it is clear how much we have learned and how much we have grown in our 16 years. Each day, our teams wake up before dawn to travel to a Smile Mobile, one of our clinics, or a teledentistry site and deliver the best possible care to the children in our community. We continue to deliver top-notch clinical care through our affiliation with CHOC Children's and USC's Herman Ostrow School of Dentistry. We monitor our quality metrics and internal dashboards to discover new efficiencies and work towards sustainability. We fight to prioritize the role of oral health in kids because we understand a simple truth: that a healthy smile makes a happy child.

We embrace 2020 secure in the knowledge that we stay true to our mission statement. We have improved access to care by launching Smiles Connection OC—the only hotline offering warm referrals to affordable, local dentists for families searching for a trustworthy caregiver that accepts their state insurance. We have begun the task of raising awareness to our cause by launching a public awareness campaign that includes billboards and bus ads. We speak the language of our community and recruit promotoras, or lay health workers, to connect with our community on an even playing field.

At the beginning of 2019, Full Cycle Dentistry was born, a program dedicated to completing the cycle of care for every child. Children receive preventive treatment in a classroom or community site using telehealth technology and are referred to our growing fleet of five mobile clinics for further care. If they cannot get to our traditional clinics, then we go to them. We are proud of increasing our services at homeless shelters, churches, community sites and 200 schools by adopting this innovative delivery of care.

Our revenue has now reached \$10,074,342, a 90% increase over the last three years, however, we could not have done any of this without the help of our generous supporters. Your support of Healthy Smiles allows children to speak, eat, and learn without painful cavities, infections, and abscesses in their mouths. Every day we are strengthened by the contributions of our donors, board members, leaders, providers, staff, and volunteers.

Thanks to you, we have reached 941,132 encounters with children and families since our inception. With your support, we are confident that we will reach our goal to serve 1 million children and families by 2020.

TOOTH / by / TOOTH

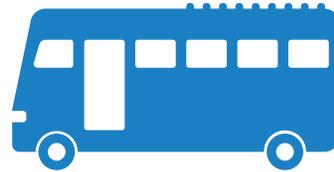


2,878 to 5,136

NEARLY

DOUBLED

OUR TELEDENTISTRY
ENCOUNTERS



750%

GROWTH

MOBILE RESTORATIVE WENT
FROM 45 TO 386 PATIENTS



EDUCATED OVER

80,000

CHILDREN,

PARENTS, AND TEACHERS

OUR GOAL IS TO SERVE 1 MILLION CHILDREN AND FAMILIES BY 2020

AVERAGE PATIENTS A DAY AT
ALL CLINICS GREW FROM



49.7

to



53.2



PROVIDED TREATMENT
UNDER GENERAL
ANESTHESIA TO

57 MORE
CHILDREN

TOTAL OF 673

OUR STORY

Dental disease is five times more common than asthma, four times more common than childhood obesity, and 20 times more common than diabetes. This makes it the single most common chronic childhood disease.

In Orange County alone, one in three children suffers from untreated oral disease. Children from low-income backgrounds and children with special needs struggle to find the care they need and continue to suffer. This often results in emergency room (ER) visits and extended hospital stays and costly emergencies that can be prevented.

Since 2003, Healthy Smiles has provided first-class care to the children that need it the most. Both in a traditional clinic and in settings like classrooms and doctor's offices, Healthy Smiles provides a combination of oral health education and treatment across Orange County.

Our goal is to serve one million children and families by 2020!

20X

MORE COMMON THAN DIABETES

5X

MORE COMMON THAN ASTHMA

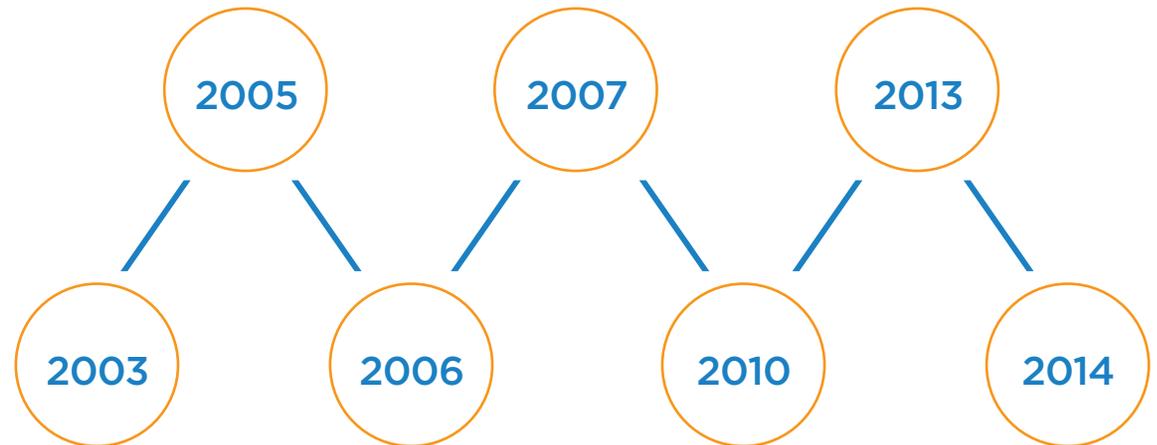
4X

MORE COMMON THAN CHILDHOOD OBESITY

Healthy Smiles began a Pediatric Residency Program at their Garden Grove clinic through a partnership with USC's Herman Ostrow School of Dentistry.

Mobile services began thanks to the generous donation by Pacific Life of Smile Mobile 1, a dental clinic on wheels.

Additional funding from the Pacific Life Foundation put Smile Mobile 2 on the road.



Healthy Smiles was founded with seed funding from the Children and Families Commission of Orange County.

Healthy Smiles began offering specialty services including treatment under general anesthesia.

Healthy Smiles opened a Smile Clinic at CHOC Children's to address more complex cases.

Planet DDS donated a cloud-based electronic dental records systems.

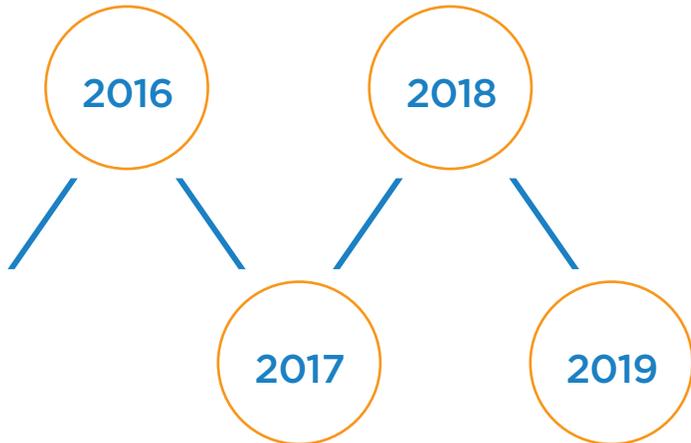
OUR LEADERSHIP

Meet the Healthy Smiles leadership team! Healthy Smiles offers several employee programs such as career pathing, leadership development and succession planning. Employees are also encouraged to join the CEO Council upon their first 90 days. The CEO Council is comprised of Healthy Smiles employees from various departments interested in engaging fellow employees through team building activities and events.



Healthy Smiles piloted Smiles X-Press Teledentistry in three elementary schools.

Healthy Smiles has five mobile units.



Healthy Smiles received Dental Transformation Initiative Funding (DTI) to expand Smiles X-Press.

The Garden Grove Clinic grew from 7 to 11 dental chairs with an expanded General Anesthesia Suite.



We believe in investing in our employees by providing leadership training and career pathing services. Out of our 161 employees, more than 69 have been promoted.



Ria Berger

Chief Executive Officer

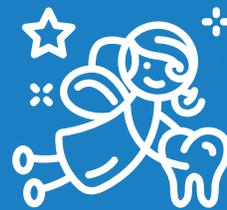


Dr. Norman Chen is Deputy Director of Clinic Operations for Healthy Smiles, overseeing clinic operations at the Garden Grove clinic and providing treatment for cleft-palate patients at CHOC Children's Hospital.

Dr. Chen's journey with Healthy Smiles began when he started volunteering in the clinic as a pre-dental student. Healthy Smiles was one of his training sites during his pediatric dental residency with USC's Herman Ostrow School of Dentistry. He traveled to New York to receive supplemental training in Nasal Alveolar Molding (NAM), a treatment used to treat babies born with cleft palates. After his two-year residency, he decided to stay with Healthy Smiles as a dental provider.

Dr. Chen received his Doctor of Dental Surgery degree from UCLA. At USC's Herman Ostrow School of Dentistry he earned the Resident Recognition Award from the American Academy of Pediatric Dentistry for his commitment to patient care. His research has been published in the Journal of Pediatric Dentistry.

Dr. Chen is a member of the California Dental Association, American Academy of Pediatric Dentistry, and the California Society of Pediatric Dentistry. Dr. Chen also serves as a clinical adjunct faculty member for both USC and Western University's School of Dentistry and holds hospital privileges at Children's Hospital of Orange County. He is a committee member of the patient services committee for the California Society of Pediatric Residency (CSPD). Dr. Chen's goal is to create a warm environment for children in the dental office and promote early prevention. He also likes to give back to the community, and has volunteered with Give Kids A Smile, Special Olympics, and a mission trip to Honduras to help provide dental care to those in need.



Dr. Norman Chen, DDS
Pediatric Dentist

TOOTH FAIRY



Dr. Julie Nguyen, DDS
Pediatric Dentist

Dr. Julie Nguyen is Deputy Director of Field Operations for Healthy Smiles. Her responsibilities include the oversight of Healthy Smiles field programs, including outreach and teledentistry. She also maintains quality standards at the Smile Mobiles, clinics that travel across Orange County to provide care in underserved areas.

Dr. Nguyen received her Doctor of Dental Surgery degree from UCLA and completed her pediatric dental residency at NYU Hospitals Center. In her role as deputy director, she provides training for dental students from local dental schools, including residents from USC.

As a Garden Grove native, Dr. Nguyen attended Garden Grove High School and sees her work at Healthy Smiles as a home coming—treating children in her own community.

She is an active member of the American Dental Association, California Dental Association, and the Academy of General Dentistry.

TOOTH FAIRY



Little Xavier had an abscess in his mouth—but it was clear that Frank and his family were not going to be able to afford treatment under general anesthesia. Luckily his sister-in-law recommended Healthy Smiles and Xavier was able to receive his surgery and a bright smile. After Xavier's successful treatment, Frank and his wife began taking their other eight kids to Healthy Smiles. That's when Frank ran into CEO Ria Berger in the lobby of the Garden Grove clinic.

Frank had worked with Ria previously at two different healthcare organizations. In a previous role, Frank had managed a call center for a well-known medical insurance company. Ria had witnessed his proven track record first-hand, and Healthy Smiles just so happened to be kicking off their own call center—Smiles Connection OC. Ria invited him to an interview and a few days later, not only had his children found a dentist, he had found a job as Associate Director of Provider Relations. In his new role, Frank and his team of care coordinators connect parents to affordable dentists in their area.

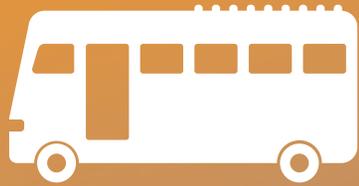
Frank and his wife are the proud parents of nine wonderful children. When his four-year-old son Xavier told him he had a toothache, he knew he had to get treatment for him as soon as possible. The only problem—Frank didn't have a job and had been unemployed for nine months.

MEET FRANK

Finding a home at Healthy Smiles

PROGRAM HIGHLIGHT:

POET (Prevention, Outreach, Education, and Teledentistry) Full Cycle Dentistry



Since the inception of Healthy Smiles and the opening of the Garden Grove clinic, it was clear that many families had barriers to care that prevented them from going to the dentist—even a low-cost dentist covered by their insurance. In 2003 Healthy Smiles began to tackle that problem with the help of the Pacific Life Foundation. When Smile Mobile 1 hit the road, it provided preventive dental care to thousands of kids at schools across Orange County. As the mobile program became more sophisticated, cleanings and fluoride were also provided aboard the mobiles. Children with cavities and other complications were sent home with referrals to low-cost dentists in their area, including Healthy Smiles. However, it was clear from reviewing the cavity rate and our quality metrics that most of these children did not finish their treatment plans or visit a clinic.

In the summer of 2018, Healthy Smiles began using the Smile Mobiles for more than cavity prevention. On Saturdays, a team consisting of one dentist and two dental assistants provided treatment for children at Santa Ana College. Care coordinators set up appointments from children that received preventive treatment in the classroom and had been identified as needing further treatment.

Thus, POET Full Cycle Dentistry was born. The goal of POET is to complete the circle of care for children suffering from oral disease in Orange County. First a child receives preventive care in a school or community site using portable dental chairs and telehealth technology. If healthy, this early intervention helps cavities from forming in the first place and children can receive their next cleaning at the same site six months later. They receive education on brushing, flossing, and nutrition. If not, children are referred to a Smile Mobile that provides care nearby. That way, families with transportation barriers or difficult work schedules can make an appointment they can keep. Children that need more serious medical intervention are referred to our Garden Grove clinic for treatment under general anesthesia and families receive further education. This combination of preventive care, treatment, and education is an expression of our mission statement and has proven to be a successful way to combat the epidemic of oral disease. Healthy Smiles now provides restorative care at seven sites with over 270 monthly patients and growing!

REVENUE / SUPPORT

\$3,020,838 Clinic Fees

\$3,235,360 Contract Revenue

\$2,235,591 First Five

\$45,786 Special Events

\$89,317 Contributions & Donations

\$502,355 In-Kind Donations

\$540,096 Teledentistry

\$404,999 Foundation Grants

\$7,826,205 Program Services

\$1,185,161 Management & General

\$253,937 Fundraising

\$45,786 Fundraising



**INCREASE IN TOTAL
NET ASSETS**

\$809,039

TOTAL REVENUE **\$10,074,342**

TOTAL EXPENSES **\$9,265,303**



Cadan and his older siblings Zoe and Tyler were staying at Mercy House in Orange, a local nonprofit that strives to make a difference in the community by providing housing and supportive services to various homeless populations, when they received dental treatment from Healthy Smiles. The teledentistry program provided dental services to patients, including Cadan and his siblings, staying at Mercy House in June 2019. Using portable equipment, the kids received a full dental screening, x-rays, cleanings, and sealants.

After Cadan and his family lost their home, visiting the dentist became a significant obstacle. The family has been homeless for five years and are staying at Mercy House while they wait to receive government housing. Surprisingly, even Zoe was willing to see our hygienist despite having a bad experience at a dentist's office when she was younger and refusing to go back for many years.

Healthy Smiles provided access to care and removed the fear factor of going to the dentist for Cadan, Zoe, and Tyler.

Cadan, age three, used to be a patient at our Garden Grove clinic. That changed when his family lost their home.

MEET CADAN

Helping Families Experiencing Homelessness

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PwC



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Medical Director
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Care Network



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of Community Health,
Henry Schein



ALISON KERMODE
SVP, Director of National
Marketing
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Company



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DE LA LIBERTAD**
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A-Z Tech Support



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Clinical Professor



JEFF MILLER
President and Chief
Legal Officer
Western Dental



DR. RICHARD MUNGO
Pediatric Dentist &
Founder of Healthy Smiles



DR. MESCHGAN POPAL
Dentist



KAREN TAN
VP of Finance,
Danaher Corporation



GARY VAN ARNAM
SVP,
Northern Trust



SUSAN WONGSO
VP Corporate Controller,
loanDepot



JOIN THE #SMILE SQUAD

Are you ready to take a stand against dental disease? With your help, we can help every child start their life with a healthy smile.

Corporate Programs

We can help your organization meet their philanthropic goals and give back to the community you love. Some ideas include:

- Let us assist you in starting an employee workplace giving program
- Sponsor or underwrite a Healthy Smiles fundraiser
- Provide leads for corporate, foundation, and government grants

Gifts

Every contribution, large or small, helps a child in pain. Here are some ways you can help:

- Donate a car, truck, or RV
- Donate toys for our Tooth Fairy Learning Center
- Contribute to our silent and live auctions
- Consider a monthly contribution to our programs
- Gifts of real estate, stock, or life insurance
- Charitable remainder trust and bequest

Volunteer

There is so much great work to do. We welcome volunteers of all skill levels and experience. Join us!

- Teach children and their parents how to brush and floss at our Tooth Fairy Learning Center
- Join us at health fairs, parent education nights, and our community outreach events
- Hop aboard a Smile Mobile and help children at their school
- Help us with our administrative duties
- Volunteer by helping us plan our fundraising events



for ONLY **45¢**
 a day you can help a child
 receive treatment for an
 entire year



for ONLY **\$6**
 a day you can help an entire
 school receive oral health
 education and preventive
 screenings



For questions and inquiries, contact Ria Berger
rberger@healthysmilesoc.org or (949)636-8532

DONOR RECOGNITION

LAUGHTER / \$50,000 - \$999,999

Biolase
David R & Margaret C Clare
Foundation
Delta Dental
Department of Health Care Services
Hoag Community Benefit
Hoag Memorial Hospital Presbyterian
UniHealth Foundation

BIG SMILES / \$25,000 - \$49,999

George Hoag Family Foundation
Pacific Dental Services
Lee, Richard
Planet DDS
Rite Aid Foundation
Ueberroth Family Foundation

SMILES / \$10,000 - \$24,999

America's Tooth Fairy
A-Z Tech (De La Libertad, Belinda)
Citizens Bank (Community Bank)
Donald G Goodwin Family
Foundation
Lilly's Gift Foundation
O.L. Halsell Foundation
Pacific Life Foundation
The Allergan Foundation
Western Dental
Zulu Nyala Group

CHUCKLES / \$1,000 - \$9,999

Ashman, Joann & John
Ballback, R. Steven
Banco, Kim & Ronald
Berger, Ria & David
Bradford Renaissance Portraits
Byun, Jung Wook
Clark, Tom & Sarah
Conant Family Foundation
Dorothy M. Booth Charitable Trust
Easlick, Jacki
EpiSource
Ernst, Mark
Flocken, Jeffrey
Golden, Charles
Goodman, Danielle
Halper Fine Art
Henry Schein
Interdent Service Corp
Jennings, Bill
Kiwanis Club of Greater Garden
Grove
Lake Arrowhead
Le, Cynthia
Lee, Harvey
Mungo, Richard
OC Cares
Orange County Toy Collaborative
Patterson Dental

Pelican Hill
Rothschild Charitable Fund
Rowley Portraiture
Sankaran, Anita
Souvannarath, Jany
Ultradent
Van Arnam, Gary
Weiss, Michael
Wells Fargo

GIGGLES / \$1 - \$999

AACN
Amazon Smile
American Business Bank
Andrews, Frank & Dorothy
Aquarium of the Pacific
Autry Museum
Badger Healthy Body Care
Beaver, John
Behnken, William
Belderes, Sarah
Berger, Zoe
Bialon, Fatima
Binder, Kathleen
Black Bear Diner
Bock, Diana
Briseno, Elisa
Brown, Jennifer
Callaway Vineyard & Winery

Chang, Cecilia
Charitable Adult Ride
Cheesecake Factory
Chen, Norman
Cherry, Cara
Chow, Phillip
City National Grove of Anaheim
Coach Ish
Coleman, Ellen M
Commercial Bank of California
Commonwealth Cares
Corepower Yoga
Correa, Eduardo DDS
Costco
Crown Advisory
DeMarco, Amy
DentalXchange
Discovery Cube OC
DryShield
Evans, John
Facebook
Fairmont Preparatory
Farmers & Merchants Bank
Flowers By Evie Gray
Fresh Brothers
Galileo
GE Foundation
Gorjana
Green, Elise Marie

DONOR RECOGNITION

Gubin, Dianne	Lee & Associates	Pacific Park	Stradling, Yocca, Carlson & Rauth
Guijon, John	Lerner, Marc	Pasadena Playhouse	SusieCakes
Guns & Butter	Little Smiles of Orange County	Paycom	Tan, Hui Lee
Guy Harvey Portraits From The Deep	Lizzy James	Paypal	Target
Haber, Margaret	Lomeli, Axel	Piskan, Boris	Taylor, Kathleen
Habit Grill	Madrigal, Marion	Portillo's	Teng, Peter
Hallstrom, Ligia	Mike Stephens	Premiere Movie Tickets	The Benevity Community Impact
Hariawala, Mitali	Malibu Wine Safari	Pretend City	The Flower Fields at Carlsbad Ranch
Heneghan, Daniel	Miguel's Jr Homestyle Mexican Food	Raising Cane's	The Living Desert
Historic Mission San Juan Capistrano	Miller, Jeff	Reese, Diane	The Lost Bean
Holly, Kat	Misadventure	Robinson, Robyn	Third Eye Photo Booth
Hollywood Wax Museum + Guinness World Records Museum	Monarch Beach Golf Links	Robison, Karen	Thomas, Sandy
Hszieh, Gary	Morgan, Amanda	Rogers, Aba	Tito's Vodka
Jackson, Kimberly	Much, Jody	Rubio's	Toal, Maureen
Jensen, Michael	Mungo, Vincent	Ryan, Gaglio	Total Wine & More
Kaiser Permanente	Museum of Making Music	Sanchez, Javier	Trader Joe's
Kardent Design	National Children's Oral Health Foundation	Schrader, Michael	Tri-Hawk
Kermode, Alison	Newport Landing	Schwab Charitable Foundation	Udin, Richard
Kim, Jenny H	NickCo Hospitality Group	Sender One Climbing	Uisrapassorn, Sam & Cara
King, Thomas	Nolan, Gregg	Siegel, Jacquelyn	Universal Care
Knotts Berry Farm	OC Children's Dentistry	Simply Orthodontics	USS Midway Museum
La Habra Children's Museum	OC United Way	Six Flags	Valentino, Anthony
Ladd, Maria	OliveCrest	Sky Zone Anaheim	Vouros, Stephanie
Lagunitas Brewing Co.	Olsen, Gloria	Smile Dental Services	Walt Disney Family Museum
Laugh Factory	OnSite Dental	Soza, Dana	Werkit Photo
Le, Esther	Oriental Trading Company	Spaulding, Richard	Wongso, Susan
	Otterbox	Splitsville	Zardouz, Diana
	Pabon, Namir	Stater Bros	
		Stearns	



Healthy Smiles
For Kids of Orange County

healthysmilesoc.org
(949) 636-8532

SMILE CENTER

10602 Chapman Ave Ste 200
Garden Grove, CA 92840

ADMINISTRATIVE OFFICE

17511 Armstrong Ave.,
Second Floor Irvine, CA 92614



HSKOrangeCounty



healthysmilesoc



ohealthysmiles



Healthy Smiles for Kids of Orange County

For questions and inquiries, contact Ria Berger
rberger@healthysmilesoc.org | (949) 636-8532