

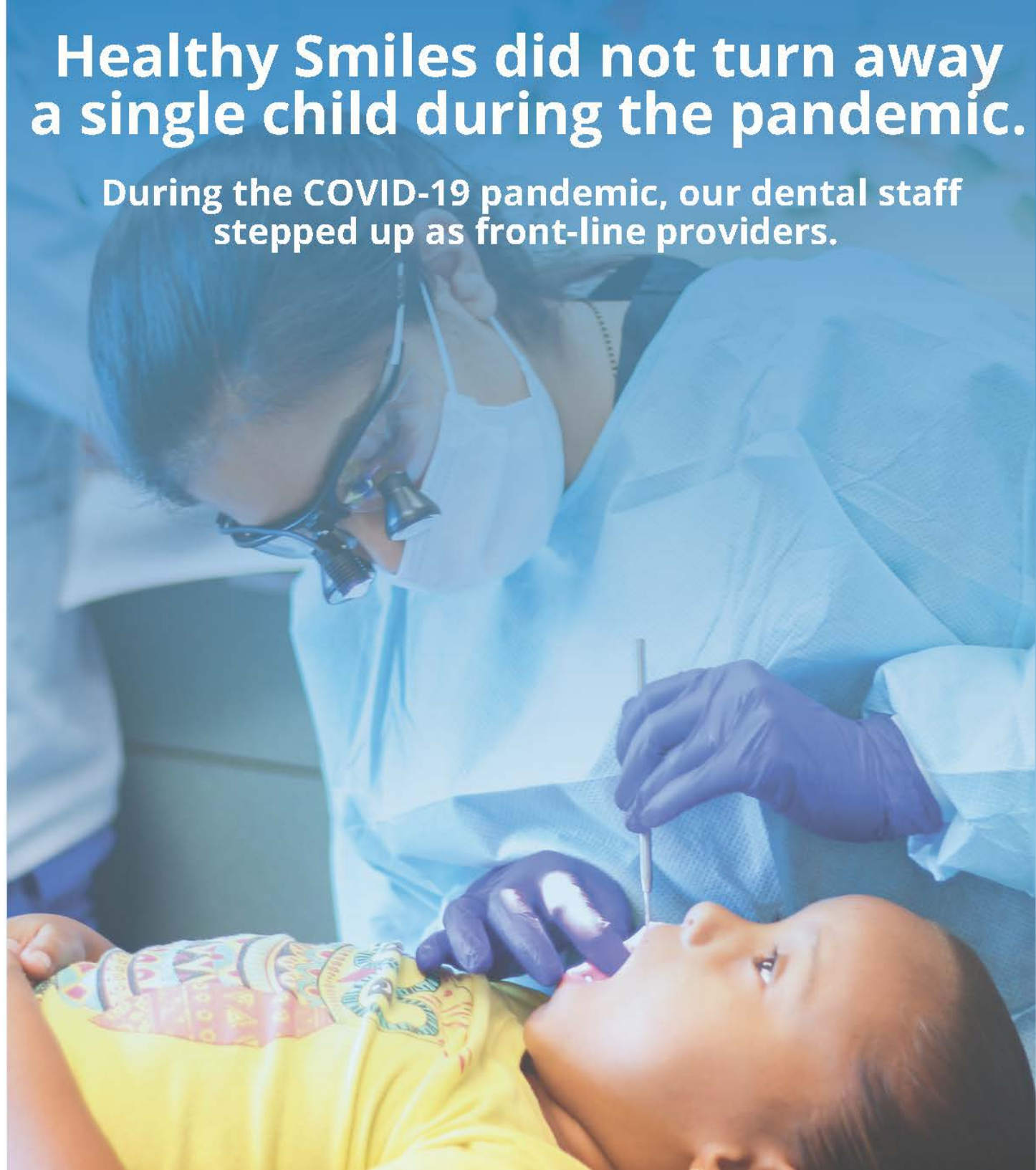
**Healthy Smiles did not turn away
a single child during the pandemic.**

During the COVID-19 pandemic, our dental staff
stepped up as front-line providers.



Healthy Smiles
For Kids of Orange County

Annual Report **2019-2020**



A message from Our CEO & Board Chair



Ria Berger, MPA
Chief Executive Officer



Marc Lerner, MD
Chairman of the Board

Dear Friends and Community Partners,

This past year has been like no other in our lives. The COVID-19 pandemic has caused tremendous stress, trauma, and uncertainty in our communities. Despite its many challenges, this virus also brought out the best in many people—from healthcare staff working overtime at the hospitals to essential workers providing food, products, and services. Despite all odds, **Healthy Smiles' dental staff stepped up as front-line providers**, and the organization served as the only open safety net pediatric dental clinic in the county that provides children with specialty services.

Throughout any setbacks, Healthy Smiles has maintained its commitment to delivering critical oral health services to underserved children. On March 11, 2020 the World Health Organization declared the COVID-19 outbreak a pandemic, and overnight, **Healthy Smiles became one of the 5% of dental clinics open nationwide treating patients** (American Dental Association). According to a study by Yu et al, the number of dental emergency visits increased by 29.7% during the pandemic (2021). In Orange County, most hospital emergency rooms are not equipped to treat complex dental cases or cases with patients who have special needs, so they referred these patients to Healthy Smiles. We did not turn away a single child during this time. At the onset of the pandemic and during the nine-week statewide closure, Healthy Smiles triaged approximately 250 emergency calls from parents whose children were suffering with dental pain or infection. We received daily calls from parents desperately searching for a dental provider to take care of their child. We knew we needed to quickly change our definition of “normal” and adapt quickly to minimize the pandemic’s effects on our community’s oral health.

Prior to the statewide shutdown, there were approximately 300 patients on our anesthesia waitlist. These patients were suffering the most due to our closure – their needs were urgent, but not yet emergent. Our backlog continually grew while we were not able to provide routine services. When normal operations resumed, our staff worked overtime prioritizing these urgent cases. Our superheroes ramped up general anesthesia services at our clinics. Their dedication has resulted in decreasing the wait time from 5-6 months to 1-2 weeks at the Garden Grove clinic, and a wait time of 1.5 years to 2 months at the CHOC clinic!

Healthy Smiles also **developed a virtual dental service called Telehealth** as a response to these unprecedented times. Telehealth addresses the challenges of the pandemic by providing interactions with a dentist through face-to-face video conferencing or telephone services. This program is unique because of the exceptional follow-up care to ensure that no child needlessly suffers from dental pain. Healthy Smiles' dental staff has truly shown their superhero strength amidst a global pandemic, where cavities do not stop progressing. Every day Healthy Smiles is immensely grateful for the contributions of our donors, board members, leaders, providers, staff, and volunteers. This year has highlighted the tenacity, strength, and unwavering spirit of our organization. **We are here and will continue to be here for the kids.**

Sincerely,

Ria Berger, MPA
Chief Executive Officer

Marc Lerner, MD
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.

Tooth by tooth



Teledentistry encounters:
From **5,136** to **6,872** (34%↑)



Oral health screenings & fluoride application: **11,788** children



Community sites:
138 schools and **141** events



Educated 51,832 children,
parents/caregivers, and teachers



Smile Mobile restoratives:
From **386** to **1,828** patients
(374%↑)

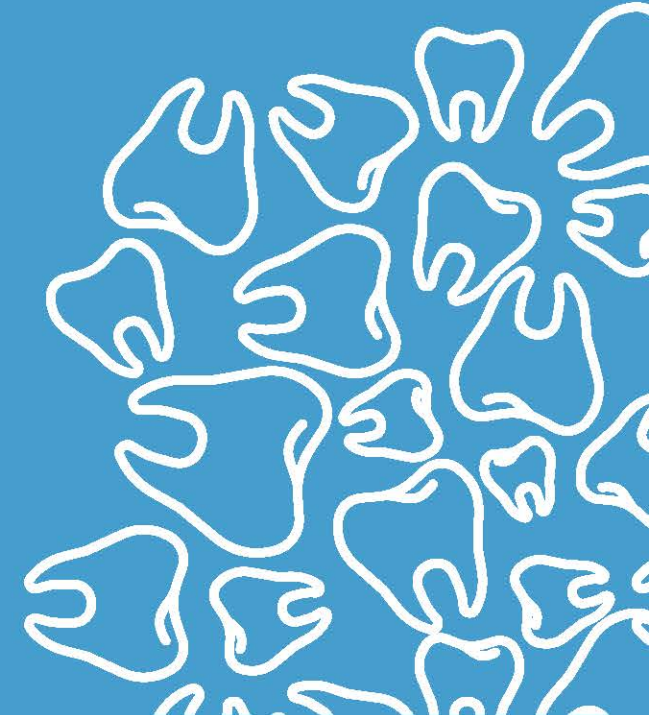


Average patients a day at all clinics: **54.3**



Treatment under general anesthesia: **650** cases

With over
1 million encounters
and **18 years of service**,
Healthy Smiles has
become a **premier**
provider of dental care
for underserved children
in Southern California



Our Story



In Orange County alone, **one in three children** suffer from untreated oral disease. Children from low-income backgrounds and children with special healthcare needs struggle to find the care they need. This often results in emergency room (ER) visits, 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. Healthy Smiles provides a combination of oral health education and treatment across Orange County through providing accessible dental services at its dental clinics, schools, and community sites.

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

2003

2005

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

2006

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

2007

Mobile Services began thanks to Pacific Life Foundation's generous donation of Smile Mobile 1, a dental clinic on wheels.



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

Healthy Smiles began operating its
fifth mobile unit.

Telehealth for All was developed
as a response to the COVID-19
pandemic.

2010

2017

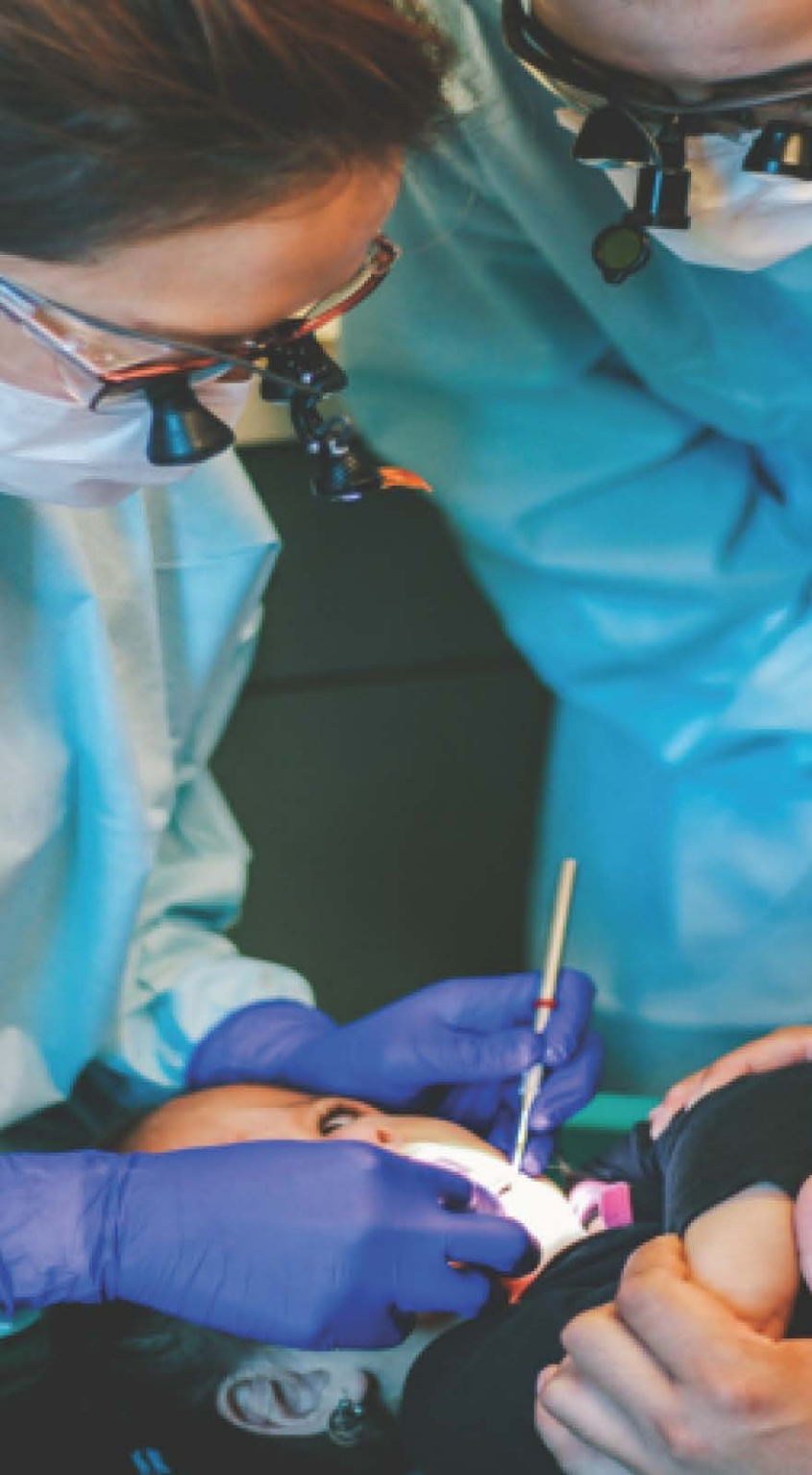
2018

2019

2020

Healthy Smiles launched its
POET program. POET provides
dental services at schools and
community sites.

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



Healthy Smiles Tooth Fairy

Meet Dr. Ohri



Priyal Ohri, DDS.
Dental Director
Diplomate, American Board of
Pediatric Dentistry

Dr. Priyal Ohri resembles a real-life Tooth Fairy at Healthy Smiles. She goes above and beyond her duties to deliver the best care possible to patients and to help our clinical operations run smoothly as our Dental Director. You can find Dr. Ohri in a variety of settings: managing the clinic, seeing patients, training residents and dentists, working closely with Healthy Smiles leadership, assembling dentists' schedules, reviewing charts, editing grants, and everything in between!

During the pandemic, Dr. Ohri worked incredibly hard to help keep us in operation and determined sustainable options to deliver safe, efficient, and quality care to the families that depend on us. As a result of Dr. Ohri's efforts, we decreased our wait time for general anesthesia services during the pandemic from 5-6 months to 1-2 weeks at the Garden Grove clinic, and a wait time of 1.5 years to 2 months at the CHOC Children's Hospital clinic.

Dr. Ohri is a native Californian who grew up in Orange County. She graduated from the University of Southern California (USC) in 2004 with a B.A. in Psychology and a Minor in Biological Sciences. She then moved to San Francisco for dental school at the University of the Pacific, which she graduated from in 2011. Dr. Ohri attended the University of California Los Angeles to complete additional training in general dentistry. She worked as a general dentist for two years when she discovered her passion for working with children. She completed her pediatric residency at USC and trained with our amazing faculty at Healthy Smiles and the Children's Hospital of Orange County. She completed her specialty training in 2016 and moved back to the Bay Area to be with her husband during his medical training, but she had always hoped she would be able to return to Southern California and become a part of the Healthy Smiles family once more. As destiny would have it, Dr. Ohri and her husband decided to move back to Orange County in 2018, where she was provided the opportunity to join the USC faculty and become the Co-Residency Director for the Orange County pediatric dental residents at Healthy Smiles.

She has now become the Dental Director at Healthy Smiles and has been an incredible member of our team. It is an honor to highlight her exceptional commitment to Healthy Smiles. For those who know Dr. Ohri, they know she is an amazing leader, compassionate dentist, and a tireless advocate for our mission and the children that we serve. She has stepped up as a front-line provider and an inspiring leader in a time of change and hardship. The work she does is truly from the heart, which is evident in her warm interactions with the families at our clinic and her fierce leadership as a Dental Director. Her love for dentistry and for the community truly shines through all she does. She is often the first to volunteer if help is needed around the clinic and with the leadership team. With her unmatched enthusiasm for delivering compassionate care, Dr. Ohri shines bright as a Healthy Smiles Tooth Fairy.



COVID-19 Patient Story



Meet Adam

Adam, a 4-year-old boy who has congenital pulmonary valve atresia and hypoplastic right heart syndrome, went to his family dentist with throbbing pain in his mouth. The dentist informed Adam's mother that he had an infected baby molar resulting in facial swelling. The dentist did not feel comfortable managing his complex medical condition, so he gave Adam a prescription for antibiotics and referred his mother to Healthy Smiles.

Adam's mother called our emergency line during the COVID-19 shutdown and received an emergency appointment. After examining Adam, the dentist noted that he had cavities on 13 of his 20 baby teeth that needed to be treated immediately. The dentist consulted with Adam's cardiologist and pediatrician to understand the necessary accommodations that Adam's dental care would require. Due to the extent of dental disease and the level of apprehension, Adam was seen at Children's Hospital of Orange County (CHOC) operating room.

Our team of highly trained pediatric dentists were able to treat his cavities and extract the baby molar which was the source of his facial swelling. For his treatment, Adam required a cardiac anesthesiologist, had to stop his dose of Aspirin (taken to thin his blood for his heart condition) three days prior to the procedure, and required pre-operative and post-operative antibiotics to prevent his dental infection from traveling to his fragile heart.

Adam, who is one of our approximately 12,000 annual patients, has extensive dental needs which only a few specialized pediatric dentists are capable of managing. For many of our patients, we wonder: where would they go if Healthy Smiles did not exist? What would happen if their infections were not treated? How can we prevent them from facing hospitalization? How can we mitigate their barriers to care and address the new challenges presented from COVID-19?

Healthy Smiles is aware of the common obstacles patients with special healthcare needs face in obtaining care, and we aim to provide personalized, whole-person care that meets the needs of each unique patient we serve.

Program Highlight

See a dentist anywhere, anytime

Healthy Smiles Now

Telehealth for all



Healthy Smiles Now is the newest member of the Healthy Smiles family. We are expanding the belief that “every child deserves a smile” to “everyone deserves a healthy smile.” Access to dental care is critical, especially in the era of social-distancing. Healthy Smiles Now provides preventative dental services for the entire family, helping people avoid visits to the ER or the dental office.

Revenue / Expenses

\$3,543,324

Clinic Fees

\$3,938,040

Contract Revenue

\$1,381,771

First Five

\$47,328

Special Events

\$74,407

Contributions & Donations

\$110,053

In-Kind Donations

\$1,007,157

Teledentistry & Mobiles

\$1,180,500

Foundation Grants

\$3,613

Other Income

\$9,281,630

Program Services

\$1,250,717

Management & General

\$157,544

Fundraising

Increase in total Net Assets:



\$596,302

Total Revenue: \$11,286,193

Total Expenses: \$10,689,891

Board of Directors



Joann Ashman
PwC Consultant



John Beaver
President & CEO,
Biolase



Ria Berger
CEO,
Healthy Smiles



Ern Blackwelder
CEO,
Onsite Dental, LLC



Neal Crowley
Chief Legal Officer,
Virtual Dental Care



Patti Dodge
Educator, Esqueda
Elementary School



Jeff Flocken
Past Senior
Healthcare Executive



Charles Golden, MD
VP and Executive Medical
Director CHOC Children's
Primary Care Network



Ligia Hallstrom
Administrator of Instructional
Programs
North Orange County ROP



Allison Kermode
SVP, Director of National Marketing
Clune Construction Company



Harvey Lee, DDS
Owner, Little Smiles of OC,
Pediatric Dentist



Richard Lee
President & CEO,
Virtual Dental Care



Marc Lerner, MD
Chairman of the Board
Medical Consultant and
Clinical Professor



Jeff Miller
President and Chief Legal Officer
Western Dental



Richard Mungo, DDS
Pediatric Dentist &
Founder of Healthy Smiles



Richard Spaulding, DDS
Owner, Torrance Pediatric Dentistry
and Orthodontics
Pediatric Dentist



Gary L. Van Arnam
Senior VP,
Northern Trust



Susan Wongso
VP, Corporate Controller
Loan Depot



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 preventative
screenings

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 toys for our Tooth Fairy Learning Center
- 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 our team and make a difference in the oral health of our community's children!

- 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 questions and inquiries, contact
Ria Berger at grants@healthysmilesoc.org



SCAN ME

Donor Recognition

LAUGHTER / \$100,000 - \$500,000

CalOptima
David R. & Margaret Clare Foundation
Delta Dental Foundation
Hoag Memorial Hospital Presbyterian Foundation
Weingart Foundation

BIG SMILES / \$25,000 - \$99,999

Donald Goodwin Foundation

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

Delta Dental - Community Giving
Lee, Richard
Lilly's Foundation
O.L. Halsell Foundation

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

American Business Bank
Ballback Steve
Benco Dental
Berger, Ria and David
Biolase Corporation
Biolase Employees
Blackwelder, Ern
Clare, David

Clune Construction
Dorothy M. Booth Foundation
ECHO (Northrop Employees)
Ernst, Mark
Flocken, Jeff
Garcia, Mitzi
Hernandez, Jesse
Huisman, Jeanne
Innovative Integrated Health
Lee, Dr. Harvey
Lerner, Dr. Marc
Mungo, Dr. Richard
OC Cares
One Digital
Sidney Stern Memorial Trust
Van Arnam, Gary
Wells Fargo Foundation
Western Dental

GIGGLES / \$1 - \$999

Amazon Smiles
Anderson, Lori
Banco, Ron and Kim
Benevity Community Impact Fund
Beaver, John
Blake, Dr. John
Blake, Josh
Buchert, Greg

Bullock, Nicole & Ryan
Castillo, Anita
Costco Charitable Giving
Chen, Dr. Norman
Dair, Debbie
Dawe, Lisa
Dilday, Richard
Do, Dr. Christina
Doshi, Dr. A. & Doshi Dr. T.
Engle, Patty
Ersoyiu, Leah
Esera, Rhonda
Facebook - Network for Good
Foote, Liana
Gauen, Matthew
Gutierrez, Dean
Han, Dan
Hoang, Brandon
Hobson, John
Hsiao, Timothy
Hsieh, Dr. Gary
Facebook - Network for Good
Foote, Liana
Gauen, Matthew

Donor Recognition

Gutierrez, Dean
Han, Dan
Hoang, Brandon
Hobson, John
Hsiao, Timothy
Hsieh, Dr. Gary
Johnson, Dr. Trishia
Karjoo, Ali
Kermode, Alison
Khan, Kruti
Khoshbin, Dr. Sara
Malak, Rob
Marcellino, James
Mariel, Alicia
Marsac, Heather
Miller, Jeff
Nguyen, Dr. Jeanne
Nguyen, Dr. Julie

Nour, Noha
O'Connell, Matthew
Ohri, Dr. Priyal
Orange County United Way
Pabon, Namir Julissa
Shah, Dr. Amit
Shaw, Jack
Sheira, Heather
Stephens, Chris
Stephens, Michael & Taylor, Kathleen
Tran, Traci
Tsunoda, Phil
Vann, Kevin
Villalobos, Alfred
Visciglio, Yvette
Wahby, Dr. Carolyn
Williams, Brendan
Wolf, David





healthysmilesoc.org

Smile Center Clinic

10602 Chapman Ave Ste 200

Garden Grove, CA 92840

Appointments: (714) 537-0700

Administrative Office

17511 Armstrong Ave, 2nd Floor

Irvine, CA 92614

(714) 510-3837



SCAN ME



HSKOrangeCounty



healthysmilesoc



ohealthysmiles



Healthy Smiles for Kids of
Orange County

For questions and inquiries, contact hello@healthysmilesoc.org, (949) 636-8532