



# Happy Smiles 2015

TOLOSA CHILDREN'S DENTAL CENTER  
www.TolosaChildrensDental.org

717 Walnut Dr., Paso Robles, 805-238-5334

3071 S. Higuera St., Ste. 110, San Luis Obispo, 805-592-2445



## Serving More Children Each Year

	5 YEARS AGO (7/1/09 – 6/30/10)	LAST YEAR (7/1/14 – 6/30/15)
Number of children served	4,456	5,660 +27%
Average # of appts schedule per month	1,000	1,280 +28%
Average # of NEW patients per month	96	117 +22%

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**Suzanne Russell**  
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Tolosa Children's Dental Center*

**Andi Livingood, DMD**  
*Dental Director  
Tolosa Children's Dental Center*

**Barbara Nicholson**  
*Executive Director  
Partnership for the Children*

## More than fixing teeth

*By Andi Livingood, DDS, Dental Director*

My job isn't easy. But it is awesome. I get to play with kids all day. We sing, we dance, we tell silly stories in silly voices. And we laugh; we laugh quite a bit. And somehow through all of the silliness, we teach and we help. Sure, we fix teeth, but we do so much more, too. We listen and encourage; we support and comfort; we help teach life-long lessons and skills.

These children tug on our heartstrings. We hear stories of a girl having to give away her Tooth Fairy money so that her mom can buy groceries; a boy who has to share his birthday with his brother because their family can only afford to have one party; sisters who live alone with their mom because their dad decided to go find another woman instead; a girl who lives with her grandparents because her mom just left one day.

So we're routinely reminded that many of our patients deal with so much more than we can imagine. And that's why we celebrate the small victories: no cavities, stopping the bottle at bedtime, flossing more than once a month, choosing water instead of soda.

That's also why it's so easy to let our hearts be filled with compassion. The teeth we restore are attached to children, and the children belong to families, and the families are part of our community. And these children have dreams just like you and me. They dream of growing up and having their own families, of helping children just like we do, of being teachers, athletes, musicians, and dentists (it's especially fun to hear a five year old tell me that she wants to be a dentist when she grows up).

I consider myself fortunate to be part of the 'Tolosa' team, to work with these children and their families, and to be surrounded by amazing staff who share my passion to make a positive difference in the lives of these kids.

### **About Dr. Livingood**

*Dr. Livingood is a pediatric specialist and Diplomate of the American Board of Pediatric Dentistry. She was recently appointed Dental Director at Tolosa Children's Dental Center; she joined the team in July 2013. As the Dental Director, Dr. Livingood is responsible for all clinical aspects related to the delivery of dental care at Tolosa Children's Dental Center's two locations.*



# President's Message

By Jon E. Hollister, DDS,

I'll start by saying, this past year may have been the most challenging one we have faced since I became involved in 2005. At the same time, it has been extremely rewarding, as we are caring for more children than ever before.



## The highlights

In addition to our Paso Robles clinic, we now see children one day a week in San Luis Obispo at the Noor Dental Clinic. While the site is not optimum for pediatric care, our staff is dedicated to making the most of this unique opportunity to serve many more children in our county. We are greatly appreciative of their work and professionalism.

As of July, Dr. Andi Livingood was promoted to Dental Director, taking over for Dr. Jimmy Forester who is splitting his time between Tolosa Children's Dental Center and his new private practice. Dr. Livingood shares our passion for serving the dental needs of underserved children, and brings great clinical skills, compassion, and a willingness to mentor those with whom she works.

Our two main fundraising events of the year---Continuing Education Course and Sunset Barbecue---were our most successful-to-date! BIG THANKS to Drs. Paul Vanderheyden, Patrick Goroski, Jeff Hollister and Lynn Sayre-Carstairs for being our Continuing Education Course guest lecturers, contributing their time and sharing their expertise in periodontics with over 80 local dental professionals in early June. Also, BIG THANKS to Meathead Movers and Coastal Pediatric Dentistry for their support as corporate sponsors of the Sunset Barbecue dinner/auction/dance at the San Luis Obispo Country Club. We would not have been as successful without the generous support of these individuals.

Please save these dates for 2016: June 3rd Continuing Education Course; June 4th Sunset Barbecue.

## The challenges

Even before the State of California cut Medi-Cal reimbursement rates by ten percent in late 2013, California already had one of the lowest rates of Medicaid reimbursement in the entire country. Over the last year the rate cut acutely affected our dental operations to the point of raising concern about how long we

could remain open.

At the same time, with the initiation of the Affordable Care Act, more children than ever have become eligible for Medi-Cal. As a result, the increase in demand for our services has been so great that we cannot meet the demand in a timely manner. That means a child may have to wait as long as 4-5 months for an appointment in order to receive necessary treatment. In pediatric dentistry, this is less than ideal.

## What we're doing

Taking the offensive to address these challenges, we contracted with the California Dental Association Practice Advisory Service early this year to consult and advise. The board has since met often with key staff to develop strategies identified to help keep us sustainable. Our primary efforts are focused on improving operational efficiencies; increasing revenue via new payer sources; researching new grant opportunities; and building much greater donor support.

## The bottom line

Though the state legislature reversed the ten percent cut in their June budget revision, we have yet to see the money. In reality, it is still

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# Present Challenges, Future Dreams

By Suzanne Russell  
Clinic Director

In May of this year, I celebrated my eighth anniversary as the Clinic Director at Tolosa Children's Dental Center. It has been an amazing adventure of challenges and accomplishments. We provided care to over 5,000 children this past year---almost 1,000 more than the previous year. If you multiply 5,000 by two or three appointments for each child, you can quickly discover how busy we are.



Given that our State reimbursement is less than forty cents for every dollar of care we provide, maintaining quality for that number of children is a very big accomplishment.

Unfortunately, the large number of children seen this past year was still not enough to meet the increasing needs within our County. With both of our offices at capacity, for the first time in our history, we have had to stop taking new patients. This decision saddens us all. However, to ensure that we can provide timely care to the patients we currently have, we had no choice at this time. Once we have determined a solution that allows for more children to be seen and cared for in a timely manner, we will begin accepting new patients again.

While there are reports of some improvement in the oral health of the children in SLO County, our numbers are still showing that at least 60% of the children we see have active decay. And, there are many more out there that have not had a complete exam and x-rays in a dental office. So, at TCDC, we

continue to determine how/if we can increase capacity.

Each year I have shared some item of growth/expansion that we accomplished at TCDC. No longer seeing any way to expand within the walls of our current facilities, I now dream of a large sum of money appearing in the bank account---a sum large enough to fund a bigger facility both in Paso Robles and San Luis Obispo! Call me crazy, but one thing working at TCDC has taught me is to believe in what needs to happen. Believe...so that we can continue and increase the services we provide.

SO, until my dream becomes a reality, the amazing staff and I will continue on here at TCDC, focusing on each child we see, providing a positive dental experience, educating families and delivering quality dentistry. This is what we do, and I am very proud to be a part of it.

# OPERATION: Healthy Smiles 2015



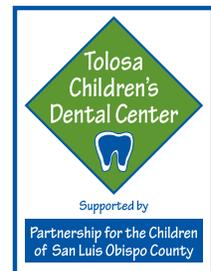
*Help ensure access to dental care for underserved children in SLO County*

- FACT:** As a dental home, Tolosa Children's Dental Center has provided comprehensive care for thousands of Denti-Cal insured and uninsured children each year since 2003.
- FACT:** Tolosa Children's Dental Center is the only safety-net provider to specialize in pediatric dentistry in SLO County.
- FACT:** Tolosa Children's Dental Center is now seeing over 5,000 children each year.
- FACT:** Due to recent changes in Medi-Cal eligibility brought on by the Affordable Care Act, demand for services at Tolosa Children's Dental Center has increased dramatically.
- FACT:** The majority of Tolosa Children's Dental Center operating income is from Denti-Cal insurance reimbursements. The low rate of reimbursement is not enough to support all costs associated with the provision of care for all of these children.

## Your donation at any level is most welcomed and appreciated!

Donations of \$250 or more will be acknowledged, as follows, on the "Wall of Recognition" in the reception area of Tolosa Children's Dental Center in Paso Robles.

- Happy Smile Donor** ..... \$250 - \$499
- Healthy Smile Donor** ..... \$500 - \$999
- Radiant Smile Donor**..... \$1,000 - \$2,499
- Brilliant Smile Donor**..... \$2,500 - \$4,999
- Precious Smile Donor**..... \$5,000+
- \$100  \$75  \$50  \$25  **Other** \_\_\_\_\_



Make your tax deductible donation to Partnership for the Children by 12/31/2015.  
Credit card donations can be made online at [www.tolosachildrendental.org](http://www.tolosachildrendental.org), or mailed to:  
Partnership for the Children | P.O. Box 15259 | San Luis Obispo, CA 93406

*Partnership for the Children / Tolosa Children's Dental Center is a 501(c)(3) nonprofit organization, Federal Tax ID #77-0346861*

- Enclosed is my check, payable to: PARTNERSHIP FOR THE CHILDREN

Name(s) \_\_\_\_\_

(As you wish it to appear in acknowledgement; please print)

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

- I prefer this gift remain anonymous

# Thank You to Our Donors & Grantors

*who supported our mission between 7/1/2014 and 6/30/2015 with generous contributions of time, products, services and/or funding:*

## **\$30,000+**

County of San Luis Obispo

## **\$20,000+**

First 5 SLO County

## **\$10,000+**

American Dental Association  
Foundation

Delta Dental Foundation

## **\$5,000+**

James (& Joyce) Oates DDS

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## **\$2,000+**

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## **\$1,000+**

Joe D'Alessio & Anita Speciale

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Anonymous Donor

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## **\$500+**

Central Coast Dental Hygienists'  
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## **\$250+**

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Randall Voss DDS

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SLO Children's Museum

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# 2014-15 Year in Review



## Impact

5,660 unique patients served; +27% over prior year  
1,412 new patients seen; +42% over prior year

## OPERATION: Healthy Smiles 2014



Over \$12,800 was raised between Sept-Dec 2014 to help cover unreimbursed expenses for dental services at TCDC.

## July 2014

TCDC begins operations from satellite office in the City of San Luis Obispo!



## February 2015

Dr. Livingood earns title of Diplomate of the American Board of Pediatric Dentistry.

## May 2015

PTC donated over 1,500 toothbrushes, paste & floss to Assistance League of SLO County for Operation School Bell.

## Testimonial *From Brandon Vasquez, former TCDC patient:*

"...all the caring dentists at TCDC made a huge impression on me...I want to thank everyone at TCDC because without even knowing, they have impacted my life greatly...I wouldn't have even thought about the career path as a dentist. I have developed my passion for dentistry because of my experience there."



*Pictured, L to R: Drs. Paul Vanderheyden, Jeff Hollister, Patrick Goroski, Lynn Sayre-Carstairs, and PTC board president, Dr. Jon Hollister*

## CE Course 2015

### An Overview of Periodontal Issues in the Dental Practice

A volunteer panel of four prominent local dentists addressed a packed auditorium of fellow dental professionals at the June 5th class. Patrick Goroski DDS, spoke about the diagnosis and management of peri-implant disease; Jeff Hollister DDS MS, addressed immediate implant placement vs. extraction, and ridge preservation; Lynn Sayre-Carstairs DMD, covered dental lasers in periodontics and the pinhole surgical technique; and Paul Vanderheyden DDS, spoke on the topic of soft tissue grafting techniques for challenging situations. Those attending the half-day class earned 4 CEU's. Net proceeds from class registration fees amounted to over \$7,400 to benefit TCDC.



## Sunset Barbecue 2015

Thanks to ALL who shared their 'love, peace and compassion', the spirit of 'Aloha' was felt at the 9th annual event on June 6th, resulting in net proceeds of over \$35,000 to benefit TCDC!

### Acknowledgements

To our sponsors:

Gold: Meathead Movers | Coastal Pediatric Dentistry  
Entertainment: Hollister & Solomon General Dentistry  
Wine: Rabobank

To our guest wineries & brewery: Dunbar Brewing, Enfold Wines, Filipponi Ranch Cellars, St. Hilaire Vineyards, & Tolosa Winery

To the many businesses who donated goods & services for auction

To volunteer benefit auctioneers, Jim & Elaine Gardiner, who effectively harnessed the positive energy in the room to raise auction bids

And, to ALL our guests and volunteers for their commitment to Tolosa Children's Dental Center---MAHALO!

# Good News? Let's Hope So!

In June of this year, Gov. Jerry Brown and legislative leaders took a positive first step towards ensuring access to care for Denti-Cal beneficiaries by announcing a budget deal for 2015-16 that would reverse the 10 percent rate cut that took effect in 2013. The reversal has, yet, to take effect, and it is not known whether or not it will be retro-active to July 1, 2015. For more information, go to <http://www.cda.org/news-events/cda-pleased-by-state-reversal-of-denti-cal-cuts>

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woefully short of where it needs to be. We are fortunate to have great support in Sacramento from Assemblyman Katcho Achadjian and Senator Bill Monning, but we need everyone to lobby on our behalf to get the state to raise Medi-Cal reimbursement rates. We need more income, and we need your help.

Finally, before I wrap up, I would like to announce that our long-time Executive Director, Barbara Nicholson, is stepping down as of December 31st. Barbara has served Partnership for the Children for the last 10 years--the first year as a member of the board; the rest as

Executive Director. She has done a fantastic job keeping us organized and focused on our task. Her communication skills and event planning have been amazing. She will be sorely missed. On behalf of the entire board, I wish her the best and thank her for all she has done.

And, on behalf of the Board of Directors of Partnership for the Children, our Executive Director, and staff of Tolosa Children's Dental Center, I thank YOU for your support as we continue our mission of ensuring access to comprehensive dental care for thousands of underserved children in SLO County.



## Volunteer Corner

Congratulations & best wishes to Brent Boyd and Nicholas Evans (pictured l to r), Cal Poly Pre-Dental Club Volunteers who recently graduated from Cal Poly! Brent and Nicky spent many hours helping PTC/TCDC with many events over the last few years. We thank both gentlemen for their help and good humor! And, we wish them much success as they apply for dental school and begin their careers.

**E-Newsletter:** Rather read this newsletter online next year than receive a paper version? Just send an email to [ptcinfo@tolosadental.org](mailto:ptcinfo@tolosadental.org) and state in the subject line "Sign me up for e-newsletter" to have your email address added to the distribution list.

**Our Mission:** To help ensure access to dental care and improve the overall health of underserved children in San Luis Obispo County through quality dental treatment, prevention and education

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