



OCTOBER 2018

BOARD OF DIRECTORS

Dientes Admin Conference Room
5300 Soquel Ave suite 103
Santa Cruz, CA 95062

Packet Contents:

October Board Meeting Agenda	1
September Board Meeting Minutes	2
September 2018 Financial Reports	5
September Dashboard	8
FY 18-19 Board Meeting Calendar	9
Board Roster	10

Board Website

For more information including this month's board packet please visit:

www.dientes.org/board/

username: board

password: healthysmile

Next Board Meeting:

November 26, 2018

6:00p.m.-8:00p.m.

Dientes Admin Conference Room Conference Call

Conference Call Access # (800) 444-2801

Conference Code 6525000



Agenda

Board of Directors Meeting

October 29, 2018

5:15pm – 7:00pm

Dientes Administrative Conference Room

5300 Soquel Ave. Suite 103

Conference Call In: 1 (800) 444-2801

Access Code: 6525000

- 5:15 Dinner
- 5:30 Call to Order
- 5:31 Announcements
- 5:35 Additions and Deletions to the Agenda – Steve Moody
- 5:36 Review Consent Agenda – Steve Moody
- September Board Minutes
 - September Financials
 - September Dashboard
- Action – Accept Consent Agenda**
- 5:40 New Business
- Presentation on FY 2018 Audit by H&W – Autumn Rossi, H&W
- Action – Approve 2018 Audit** – Audit Committee
- Report on Beach Flats ramp up – Sepi Taghvaei
- Update on Capitola Road Project – Laura Marcus
- 7:00 Adjourn Meeting



Board of Directors Meeting Minutes

September 24, 2018
Admin Conference Room –
5300 Soquel Ave. Suite 103
Santa Cruz CA 95062

Present

Board:

- Javier Carrillo, Ben Kromnick, Michael Moore, Dr. Louis Stromberg, Camille Smith-Ballon, Steve Moody, Masina Hunnicut, Marilyn Berta, Ron Japinga

Staff:

- Laura Marcus, Julianne Carroll, Dr. Sepi Taghvaei, Pauline Gebauer, Sheree Storm, Savanna Sandusky, Hazel Chadwick

Call to Order

- 6:32 p.m.

Announcements

Sheree-

- We nominated the Monterey Bay Dental Hygienists' Association to be part of the Be the Difference Awards and they have been chosen.
 - Thanks to the great work of Kristyn, they will be recognized for their volunteerism.
 - There will be a lunch on October 24th from 11:30-1:30 and we will have a table there.
 - We partner with the Monterey Bay Dental Hygienists' Association on our two major events: Give Kids a Smile Day and Give Seniors a Smile Day.
 - They usually send us about 8 volunteers and they have always been super helpful.
- This year we did a bus tour in collaboration with the National Health Center Week; Sheree presented the video from the trip.

Laura-

- A huge thank you to Dr. Sepi and Julianne for taking on extra work and keeping everything functioning smoothly with the current change in staff.
- Thank you, Board members, for your constant support and dedication to our organization and for recognizing the importance of dental care in our community.

Steve-

- Congratulations to Laura on her graduation. We are all very proud of you!

Additions and Deletions to the Agenda

- None

Review Consent Agenda

- August Board Minutes
- Committee Reports
 - Executive Committee Minutes
 - Governance Committee Minutes
- Management Report
- August Financials
- SC County Management Letter to the Board

Action – Accept Consent Agenda: Marilyn moves to accept consent agenda; Mike seconds the motion; Motion approved. Vote - Unanimous

Old Business

None

New Business

Development Presentation

Savanna-

- Savanna presented a video that Development has been working on.
 - Dientes is currently working on our messaging and focusing more on social justice aspects and social determinants of oral health.
 - Social determinants of health are the societal issues that influence our health. Inequalities and disparities are deeply rooted in our social, political and economic structures.
 - By being a multi-lingual and multi-cultural clinic, we are sensitive to the needs of our patients. All Dientes clinics are sanctuary spaces and all our bathrooms are all-gender because we are sensitive to a diverse patient population that we serve; we believe that things like gender and citizenship should not be a barrier in access to oral health.
 - We are currently collaborating with the Museum of Art and History for a six-month long exhibit about senior's experiences isolation in our county.
 - Please make sure to like and share Dientes Facebook posts!

Measure H

Laura-

- We have officially been asked to support Measure H as an organization.
 - As a non-profit, we can lobby and advocate in support of a measure endorsement.
 - We are not allowed to endorse a specific candidate.
- With a vote from the Board, we would love for Dientes to be named on a list of supporters.
- The idea of this measure is to get people into real housing and not into a shelter or a transitional home. This measure will aid people in housing, developing job skills, getting health care and providing child care.
- Statistics have shown that even though this is a hefty investment upfront, close to 80% of people can really benefit from this and take the step back into the world from there.
 - There are close to 100,000 people in Santa Cruz County living in poverty.
 - 90,000 of these people are on MediCal.
 - 20-30,000 of these people are considered low-income.
- If you support this measure as an individual, we will provide you with a yard sign to help you advocate for this in your own neighborhood.

Action – Vote to Approve Endorsement of Measure H: Masina moves to accept Endorsement of Measure H; Marilyn seconds the motion; Vote – Unanimous. Motion approved.

Action – Vote to Approve FY 18-20 Terms: No motion required: Vote – Unanimous; Action approved.

Action – Approve Officer Slate for 2018: No motion required: Vote – Unanimous; Action approved.

Action – Approve Board Policy on Checks and Notes: Mike moves to approve Board Policy on Checks and Notes; Masina seconds the motion; Vote – Unanimous. Motion approved.

Action – Approve Board Revision to Board Bylaws: Mike moves to approve Board Revision to Bylaws; Marilyn seconds the motion; Vote – Unanimous. Motion approved.

Employee Communications

Julianne-

- We had a very successful hour-long, all-staff meeting.
- At the meeting, we presented the findings we got from working with Yellow Bus.
 - Yellow Bus was great to work with and we have a special connection to them because they have donated to our organization over the years.
 - We reached out to Yellow Bus for an internal focus to create an internal communications plan.
 - Our goal was to hire, engage and retain motivated employees for a successful vision 2020.
 - Yellow Bus gathered honest and genuine feedback from our staff about things that are going well and things we could improve on as an organization.
 - Solidifying our clear set of values now will be of tremendous support as we transition into our expansion as an organization.
 - In the past four months, 20% of our staff has been moved into a promotional opportunity or an opportunity that has room for growth.
 - Yellow Bus provided us with two main takeaways:
 - “If it ain’t broken, don’t fix it.” They were really impressed with the structure, stability and morale of our organization.
 - No matter what level of the organization they spoke with, everybody was in alignment with our mission and putting patients first.

Meeting Adjournment

8:30 p.m. Meeting adjourned

No closed session meeting

Dientes Community Dental Care Balance Sheet Prev Year Comparison

As of September 30, 2018

DL 10-17-18 @4:13pm

	<u>Sep 30, 18</u>	<u>Sep 30, 17</u>	<u>\$ Change</u>	<u>% Change</u>
ASSETS				
Current Assets				
Checking/Savings				
1000 - Cash Accounts	3,465,730.41	3,124,924.72	340,805.69	10.91%
1072 - Bill.com Money Out Clearing	1,894.26	203.77	1,690.49	829.61%
Total Checking/Savings	<u>3,467,624.67</u>	<u>3,125,128.49</u>	<u>342,496.18</u>	<u>10.96%</u>
Accounts Receivable				
1110 - Accounts Receivable	1,147,308.37	1,114,465.24	32,843.13	2.95%
Total Accounts Receivable	<u>1,147,308.37</u>	<u>1,114,465.24</u>	<u>32,843.13</u>	<u>2.95%</u>
Other Current Assets				
1300 - Other Current Assets	228,402.82	209,621.66	18,781.16	8.96%
1400 - Inventory	153,622.33	123,752.81	29,869.52	24.14%
Total Other Current Assets	<u>382,025.15</u>	<u>333,374.47</u>	<u>48,650.68</u>	<u>14.59%</u>
Total Current Assets	<u>4,996,958.19</u>	<u>4,572,968.20</u>	<u>423,989.99</u>	<u>9.27%</u>
Fixed Assets				
1500 - Fixed Assets	3,698,865.34	3,782,703.83	-83,838.49	-2.22%
1660 - Construction in progress	259,984.92	55,353.45	204,631.47	369.68%
Total Fixed Assets	<u>3,958,850.26</u>	<u>3,838,057.28</u>	<u>120,792.98</u>	<u>3.15%</u>
Other Assets				
1700 - Unemployment funds investment	38,525.64	35,531.56	2,994.08	8.43%
Total Other Assets	<u>38,525.64</u>	<u>35,531.56</u>	<u>2,994.08</u>	<u>8.43%</u>
TOTAL ASSETS	<u>8,994,334.09</u>	<u>8,446,557.04</u>	<u>547,777.05</u>	<u>6.49%</u>
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2010 - Accounts Payable	222,026.27	117,863.00	104,163.27	88.38%
Total Accounts Payable	<u>222,026.27</u>	<u>117,863.00</u>	<u>104,163.27</u>	<u>88.38%</u>
Credit Cards				
2050 - Credit cards	13,654.79	37,162.03	-23,507.24	-63.26%
Total Credit Cards	<u>13,654.79</u>	<u>37,162.03</u>	<u>-23,507.24</u>	<u>-63.26%</u>
Other Current Liabilities				
2140 - Accrued sales taxes	1,713.97	1,545.00	168.97	10.94%
2145 - Wells Fargo open checks	4,941.50	5,821.50	-880.00	-15.12%
2150 - Deferred Support	2,453.00	8,137.46	-5,684.46	-69.86%
2200 - Other Current Liabilities	449,336.72	441,304.74	8,031.98	1.82%
2250 - Deferred Revenue	35,542.00	262,982.45	-227,440.45	-86.49%
2500 - Loan CHFFA (Current Portion)	32,453.09	31,494.91	958.18	3.04%
2505 - Loan County of SC Current Port	138,750.00	138,750.00	0.00	0.0%
Total Other Current Liabilities	<u>665,190.28</u>	<u>890,036.06</u>	<u>-224,845.78</u>	<u>-25.26%</u>
Total Current Liabilities	<u>900,871.34</u>	<u>1,045,061.09</u>	<u>-144,189.75</u>	<u>-13.8%</u>
Long Term Liabilities				
2700 - Loan Payable CHFFA (Long Term)	29,934.34	61,666.28	-31,731.94	-51.46%
2701 - Less Current Portion	-171,203.09	-170,244.91	-958.18	-0.56%

Dientes Community Dental Care Balance Sheet Prev Year Comparison

As of September 30, 2018

DL 10-17-18 @4:13pm

	<u>Sep 30, 18</u>	<u>Sep 30, 17</u>	<u>\$ Change</u>	<u>% Change</u>
2705 - Loan payable-County of SC	840,705.68	979,455.68	-138,750.00	-14.17%
Total Long Term Liabilities	<u>699,436.93</u>	<u>870,877.05</u>	<u>-171,440.12</u>	<u>-19.69%</u>
Total Liabilities	1,600,308.27	1,915,938.14	-315,629.87	-16.47%
Equity				
3001 - Opening Bal Equity	0.08	0.08	0.00	0.0%
3010 - Unrestrict (retained earnings)	6,715,941.49	6,071,817.60	644,123.89	10.61%
3011 - Temp. Restricted Net Assets	386,303.14	131,358.04	254,945.10	194.08%
Net Income	<u>291,781.11</u>	<u>327,443.18</u>	<u>-35,662.07</u>	<u>-10.89%</u>
Total Equity	<u>7,394,025.82</u>	<u>6,530,618.90</u>	<u>863,406.92</u>	<u>13.22%</u>
TOTAL LIABILITIES & EQUITY	<u>8,994,334.09</u>	<u>8,446,557.04</u>	<u>547,777.05</u>	<u>6.49%</u>

Dientes Community Dental Care Profit & Loss Budget vs. Actual July through September 2018

DL 10/17/2018 @4:17pm

	<u>Jul - Sep 18</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Ordinary Income/Expense				
Income				
4000 · Fee For Service	1,516,769.90	1,544,566.00	-27,796.10	98.2%
4100 · Government Funding	98,000.00	98,000.00	0.00	100.0%
4200 · Contracts	408,020.74	418,316.00	-10,295.26	97.54%
4300 · Contributions Income	44,747.56	47,662.00	-2,914.44	93.89%
4400 · Grants	120,000.00	58,249.00	61,751.00	206.01%
4500 · Other Miscellaneous	200,696.39	137,299.00	63,397.39	146.18%
Total Income	<u>2,388,234.59</u>	<u>2,304,092.00</u>	<u>84,142.59</u>	<u>103.65%</u>
Gross Profit	2,388,234.59	2,304,092.00	84,142.59	103.65%
Expense				
6000 · Salaries	1,174,673.56	1,201,433.05	-26,759.49	97.77%
6100 · Payroll Taxes	83,174.61	78,851.18	4,323.43	105.48%
6200 · Employee Benefits	156,156.06	183,069.37	-26,913.31	85.3%
6300 · Communications	6,764.94	13,130.00	-6,365.06	51.52%
6400 · Occupancy	83,845.65	77,563.00	6,282.65	108.1%
6500 · Operational Expenses	288,502.69	258,011.00	30,491.69	111.82%
6600 · Postage & Shipping	6,503.46	7,162.00	-658.54	90.81%
6700 · Professional Fees	149,374.25	130,924.00	18,450.25	114.09%
6800 · Travel	13,320.30	15,103.00	-1,782.70	88.2%
6900 · Equip. Purch/Repair/Maint	83,403.35	25,290.00	58,113.35	329.79%
7000 · Printing/Copying	13,173.46	6,728.00	6,445.46	195.8%
7100 · Subscriptions/Dues	13,756.45	16,798.00	-3,041.55	81.89%
7200 · Staff Development	6,192.81	8,406.00	-2,213.19	73.67%
7205 · Board	802.66	4,181.00	-3,378.34	19.2%
7300 · Insurance	12,958.14	15,217.00	-2,258.86	85.16%
7400 · Service Expansion	0.00	29,739.00	-29,739.00	0.0%
7601 · Bad Debt Expense write off	1,437.00	1,059.00	378.00	135.69%
Total Expense	<u>2,094,039.39</u>	<u>2,072,664.60</u>	<u>21,374.79</u>	<u>101.03%</u>
Net Ordinary Income	294,195.20	231,427.40	62,767.80	127.12%
Other Income/Expense				
Other Income				
8400 · Capital Contributions	5,040.00	0.00	5,040.00	100.0%
Total Other Income	<u>5,040.00</u>	<u>0.00</u>	<u>5,040.00</u>	<u>100.0%</u>
Other Expense				
8100 · Loss on Assets	0.00	0.00	0.00	0.0%
8350 · Other Expense-Misc	0.00			
8450 · Capital Campaign expense	7,454.09	0.00	7,454.09	100.0%
Total Other Expense	<u>7,454.09</u>	<u>0.00</u>	<u>7,454.09</u>	<u>100.0%</u>
Net Other Income	<u>-2,414.09</u>	<u>0.00</u>	<u>-2,414.09</u>	<u>100.0%</u>
Net Income	<u><u>291,781.11</u></u>	<u><u>231,427.40</u></u>	<u><u>60,353.71</u></u>	<u><u>126.08%</u></u>

Financials (YTD)	July - Sept		
	Actuals	Budgeted	\$ Over Budget
Total Income	\$2,388,235	\$2,304,092	\$84,143
Total Expenses	\$2,094,039	\$2,072,665	\$21,375
Net Ordinary Income	\$294,195	\$231,427	\$62,768
Net Other Income/Expense	(\$2,414)	\$0	(\$2,414)
Net Income	\$291,781	\$231,427	\$60,354

Cash Balance in Bank:	3,508,918
Days Cash on Hand:	169
Current Ratio:	5.6
Payroll Ratio:	7.0
Reserve Achieved	390%

Meeting Dates

Quality (DAC)	10/22/2018	5:30 PM
Audit Phone Mtg	10/24/2018	9:30 AM
Governance	10/29/2018	4:15 PM
Board	10/29/2018	5:15 PM
Executive	10/29/2018	5:45 PM
Finance	11/26/2018	5:15 PM

455% in June

Commercial Way*	September			July - Sept		
	Actuals	Budget	%	YTD Act	YTD Bud	%
Days Open	23	23	100.0%	75	75	100.7%
Total Visits	1953	2187	89.30%	6813	7117	95.7%
Average Visits/Weekday	89	101	87.9%	95	101	94.3%
Average Visits/Saturdays	67	67	99.3%	68	67	101.0%
No Shows	12%	---	---	12%	---	---
Income	\$ 448,936	\$ 465,885	96.4%	\$ 1,640,073	\$ 1,611,348	101.8%
Expenses	\$ 373,686	\$ 378,898	98.6%	\$ 1,144,428	\$ 1,160,452	98.6%
Net Income	\$ 75,250	\$ 86,987	86.5%	\$ 495,645	\$ 450,896	109.9%

Specialty Care Access YTD

Treatment Type	Actuals	Budget
Endo	112	102
OS	33	30

Chart Audits

Date	Treatment Exam/Treatment	# of Providers	Accuracy %
Sep-18		21	97%

Chart Audit by Quality Committee

Watsonville*	Actuals	Budget	%	YTD Act	YTD Bud	%
Days Open	19	20	95.0%	63	63	100.8%
Total Visits	557	569	97.89%	1866	1780	104.8%
Average Visits/Weekday	29	28	105%	30	28	104.0%
No Shows	12%	---	---	11%	---	--
Income	\$ 114,633	\$ 117,543	97.5%	\$ 392,668	\$ 402,628	97.5%
Expenses	\$ 89,193	\$ 106,165	84.0%	\$ 306,270	\$ 332,009	92.2%
Net Income	\$ 25,440	\$ 11,378	223.6%	\$ 86,397	\$ 70,619	122.3%

Patient Satisfaction Survey Responses

Date	# Resp.	Satis.	Need Imp.
5/1/2018	373	92%	8.00%

*Benchmark-85% rate excellent or good

Employee Satisfaction Survey Responses

Date	# Resp.	Satis.	Need Imp.
12/21/2017	50	93%	7.00%

Outreach*	Actuals	Budget	%	YTD Act	YTD Bud	%
Days Open	14	16	87.5%	53	61	86.9%
Total Visits	230	222	103.60%	800	829	96.5%
Average Visits/Weekday	16	14	117.3%	15	14	111.1%
Income	\$ 50,468	\$ 44,664	113.0%	\$ 197,670	\$ 169,981	116.3%
Expenses	\$ 39,599	\$ 36,247	109.2%	\$ 153,159	\$ 139,616	109.7%
Net Income	\$ 10,870	\$ 8,417	129.1%	\$ 44,511	\$ 30,365	146.6%

Beach Flats*	Actuals	Budget	%	YTD Act	YTD Bud	%
Days Open	15	15	100.0%	15	15	100.0%
Total Visits	274	360	76.11%	274	359	76.3%
Average Visits/Weekday	18	24	76.1%	18	24	76.1%
No Shows - Beach Flats	17%	---	---	32%	---	--
Income	\$ 108,451	\$ 60,419	179.5%	\$ 108,451	\$ 65,211	166.3%
Expenses	\$ 129,964	\$ 54,279	239.4%	\$ 129,964	\$ 54,279	239.4%
Net Income	\$ (21,513)	\$ 6,140	-350.4%	\$ (21,513)	\$ 10,932	-196.8%

All Clinics YTD Total Visits			All Clinics Monthly (Sept)			All Clinics YTD
Actuals	Budget	Variance	Actuals	Budget	Variance	
9,753	10,085	-332	3014	3338	-324	Total Patients 4931

PROGRAMS ONLY

Cost Per Visits YTD	CW	WATS	OR	BF	Total	Total %
Income	\$ 1,640,073	\$ 392,668	\$ 197,670	\$ 108,451	\$ 2,338,861	100%
Expense	\$ 1,144,428	\$ 306,270	\$ 153,159	\$ 129,964	\$ 1,733,820	74%
Net Income/Expense	\$ 495,645	\$ 86,397	\$ 44,511	\$ (21,513)	\$ 605,041	26%
Net Income per Visit	\$ 72.75	\$ 46.30	\$ 55.64	\$ (78.51)	\$ 62.04	

* Financial data excludes ADM & DEV

October-17	Program Expense	90%
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Direct Service exp/total Organization exp *Benchmark 75% or more

October-17	Fundraising Efficiency	40%
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Fundraising Exp/contributions *Benchmark 25% or less

* All clinics are shown without overhead



Dientes Board Calendar 18-19

July '18						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August '18						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September '18						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October '18						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November '18						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December '18						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January '19						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February '19						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March '19						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April '19						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May '19						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June '19						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

August

- 8/27/18 4:15-5:15 PM : Governance
- 8/27/18 5:15 PM : Board
- 8/27/18 5:45 PM : Executive

September

- 9/24/18 5:15 PM : Finance
- 9/24/18 6:00 PM Board

October

- 10/29/18 4:15-5:15 PM : Governance
- 10/29/18 5:15 PM : Board
- 10/29/18 5:45 PM : Executive

November

- 11/26/18 5:15 PM : Finance
- 11/26/18 6:00 PM Board

January

- 1/28/19 4:15-5:15 PM : Governance
- 1/28/19 5:15 PM : Board
- 1/28/19 5:45 PM : Executive

February

- 2/25/19 5:15 PM : Finance
- 2/25/19 6:00 PM : Board

March

- 3/25/19 4:15-5:15 PM : Governance
- 3/25/19 5:15 PM : Board
- 3/25/19 5:45 PM : Executive

April

- 4/26/19 5:15 PM : Finance
- 4/26/19 Board Retreat

May

- 5/20/19 4:15-5:15 PM : Governance
- 5/20/19 5:15 PM : Board
- 5/20/19 5:45 PM : Executive

June

- 6/24/19 5:15 PM : Finance
- 6/24/19 6:00 PM : Board

President

Steve Moody
2160 Glen Canyon Rd.
Santa Cruz, CA 95060
(c) 831-252-9641
(h)831- 461-9641
moodyteam@sbcglobal.net
Compliance Director
Alliance Member Services
Term 3/3 9/18
Executive Committee

Secretary

Alexandra Navarro
510 Seacliff Drive
Aptos CA 95003
(c) 831-224-5037
Navara01@hotmail.com
alexandra@digitalnest.org
BizzNest Director
Digital NEST
Term 1/3 9/18
Executive Committee, Audit
Committee Chair

Michael Moore
300 Westridge Drive
Watsonville, CA 95076
(c) 415-518-0024
Michael.Moore@driscolls.com
DOTA Product Quality
Manager
Driscoll's
Term 1/3 09/19
Finance Committee

Masina Hunnicutt
15 Alta Drive
La Selva Beach CA 95076
(c) 831-465-4131
fiamauoloa@gmail.com
Educator
Term 1/3 09/20
Audit Committee
Governance Committee

Vice President

Camille Smith-Ballon
P.O Box 3731
Santa Cruz, CA 95063
(c) 831-239-0730
Camillecruzfit@gmail.com
Personal Trainer
Chaminade
Term 1/3 9/18
Executive Committee, Governance
Committee Chair

Ben Kromnick
4518 Agnes St
Studio City, CA 91607
(c) 818- 631-4371
Benkromnick@gmail.com
VP of Product and Technology
Esteem Therapeutics, Inc.
Term 1/3 9/18
Finance Committee

Marilyn Berta
4015 Smith Grade
Santa Cruz, CA 95060
(c) 831-427-2987
brightspirit@cruzio.com
Retired Physician Assistant
Term 1/3 09/19
Governance Committee

Treasurer

Ronald Japinga
6849 Breezy Glen Drive
Moorpark, CA 93021
(c) 831-295-9157
Ron.Japinga@guitarcenter.com
RSJap@aol.com
President and CEO
Guitar Center
Term 3/3 9/19
Executive Committee, Finance
Committee Chair

Javier Carrillo
141 Southampton Ln Unit A
Santa Cruz, CA 95062
(c) 559-471-8204
Javier@PCTgroup.org
Term 1/3 09/19
Governance Committee

Dr. Louis Stromberg
302 Leeward Court
Santa Cruz CA 95062
760-954-5678
lstromberg@ymail.com
General Dentist
Term 1/3 09/19
Audit Committee
Dental Advisory Committee