



**dientes**  
COMMUNITY DENTAL

# **THRIVING TOGETHER: A JOURNEY OF YOUR IMPACT**

**2023 ANNUAL REPORT**



# YOUR GENEROSITY IN ACTION METRICS OF YOUR IMPACT

## Measuring Your Impact in FY2023



**Total Patients**  
12,319



**Total Visits**  
45,174



**Patients Served Beyond Clinic Walls**  
(Outreach Program)  
593



**Patients Receiving Preventative Care**  
93%



**Specialty Care Visits** (Endodontist, Oral Surgeon, Pediatric Dentists)  
5,024



**Value of Free Care Provided**  
\$422,255



**Patient Satisfaction** (2023)  
95%



**Patients Who Are Currently Unhoused**  
828

## Caring for Patients of All Ages

**Total:**  
12,319

**0-12**  
3,115

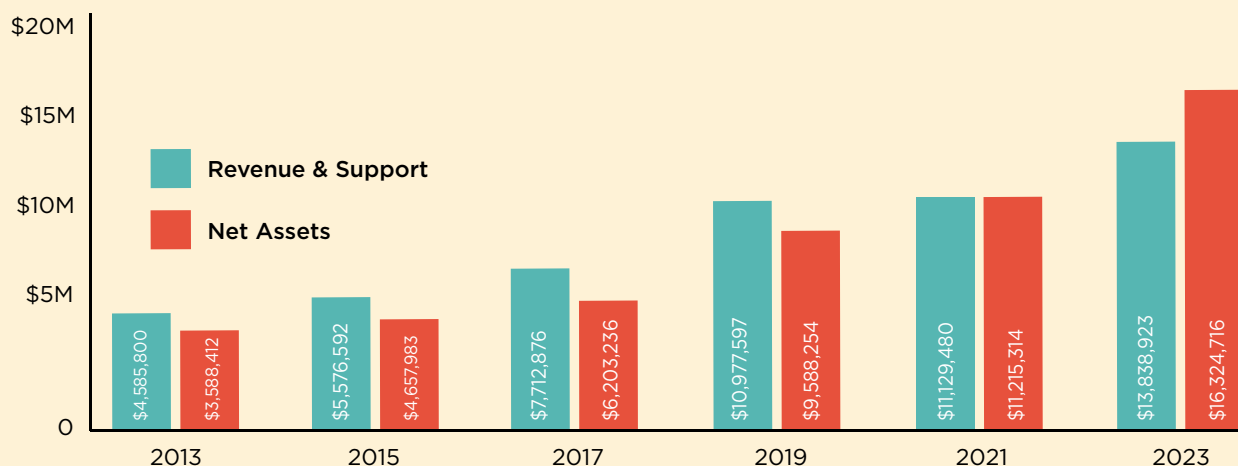
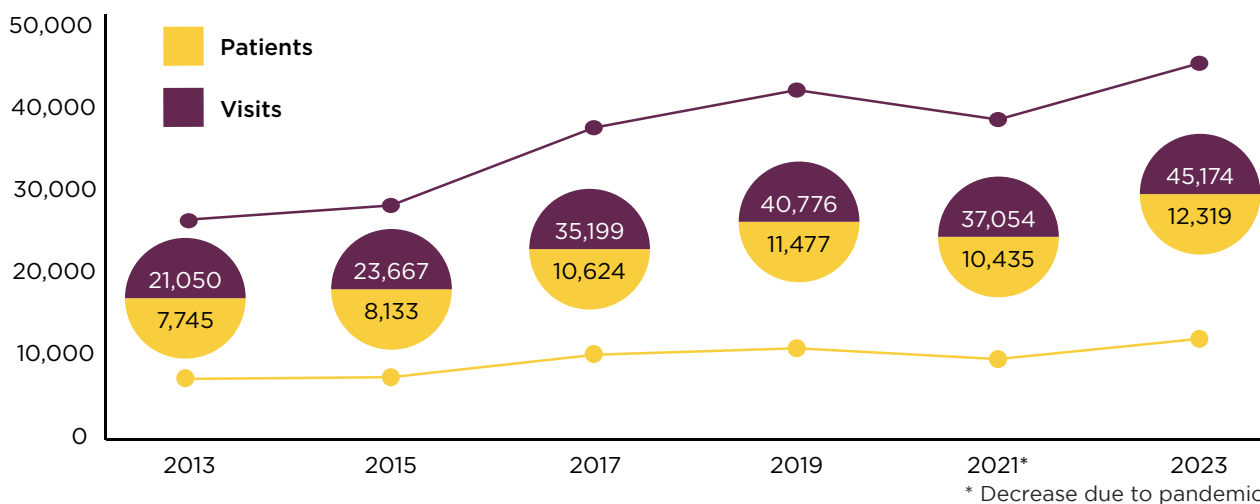
**13-17**  
1,560

**18-25**  
1,167

**26-64**  
4,664

**65+**  
1,813

## Illustrating Our Journey of Growth





## A Year of Transformative Care: Celebrating 1500 Capitola Road's 1st Anniversary

One year ago, we opened the doors of our state-of-the-art dental clinic at 1500 Capitola Road, marking a significant milestone. The clinic is more than just a building – it symbolizes our commitment to health equity and dedication to ensuring everyone has access to high-quality care.

With over 10,000 visits at this site, we are proud of what we have achieved in just one year and grateful for our community who supported this project to make it a reality. Thank you!

Check out Miriam's story to see how the new clinic impacts our patients' lives.

## Cultivating Excellence: Advancing Our Workforce

At Dientes, we recognize that the core of our success lies in the skills and dedication of our team. Our workforce development programs ensure that our staff have opportunities for career advancement. By nurturing our team, we strengthen the foundation of our organization and elevate patient care. Your support has allowed us to jumpstart several impactful initiatives:

### RDA-EF and Hygiene Scholarships

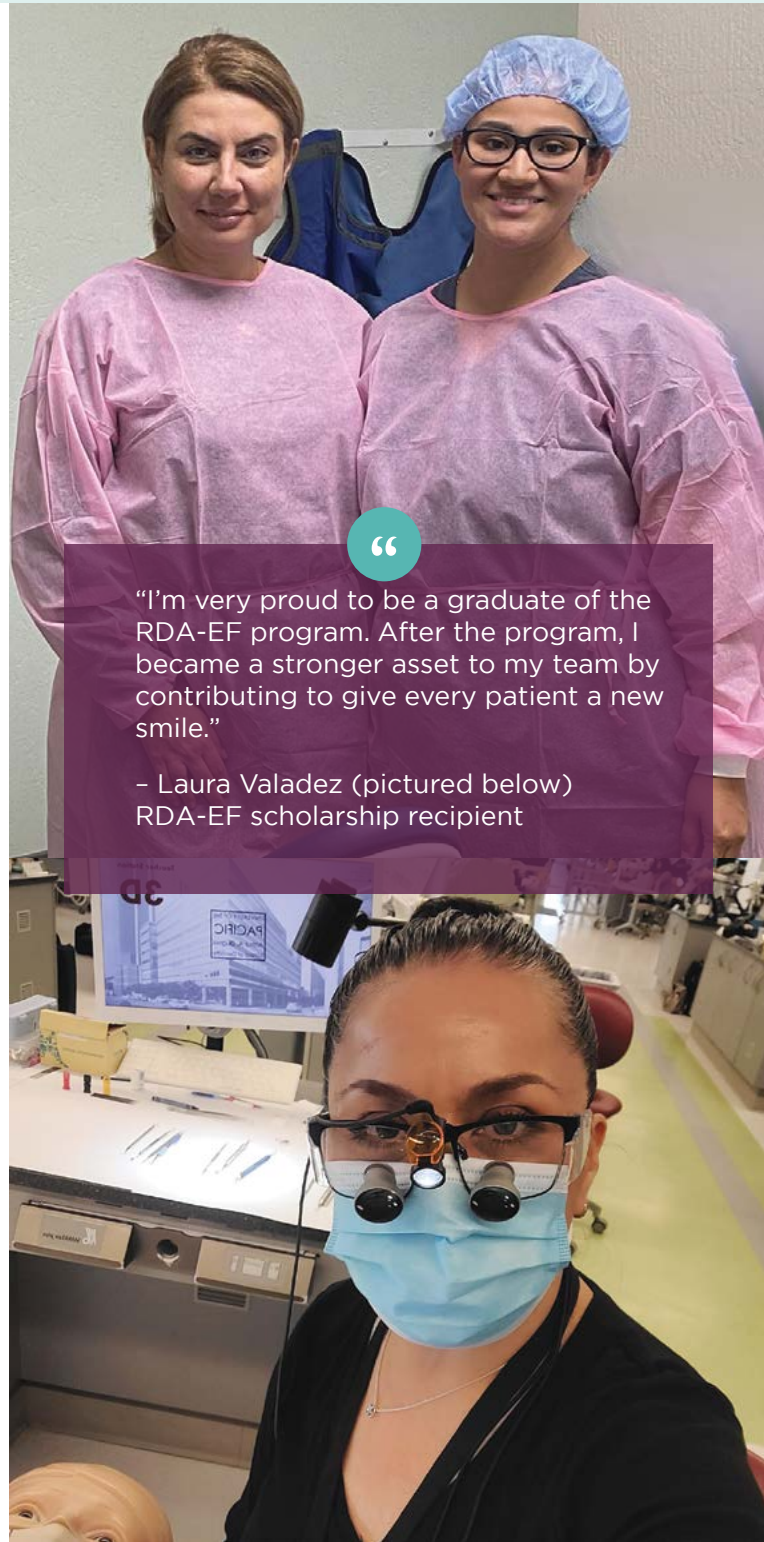
We offer scholarships to our team for schooling to become a Hygienist or a Registered Dental Assistant in Extended Functions (RDA-EF: similar to a Physician's Assistant). These scholarships allow our staff to gain qualifications and expertise, paving the way to become providers within our organization.

### Dental Assistant Registered Apprenticeship Program

Our new Dental Assistant (DA) apprenticeship program exemplifies commitment to developing local talent. In partnership with the County Office of Education, the apprenticeship program will offer didactic and paid on-the-job training. Our seasoned staff will mentor the apprentices, and the program will create an ongoing pipeline of qualified candidates.

### General Dentist Residency Program

In partnership with NYU Langone Health, our residency program is training the next generation of dentists. Now in its second year, this program immerses residents in a practical learning environment where they work alongside experienced professionals to gain comprehensive experience with patient care. We're proud that we hired one of our inaugural residents upon completing their residency and hope to continue growing our team through this program.



“

“I'm very proud to be a graduate of the RDA-EF program. After the program, I became a stronger asset to my team by contributing to give every patient a new smile.”

– Laura Valadez (pictured below)  
RDA-EF scholarship recipient



## Miriam's Story of Compassionate Care

Miriam, a mother of two with a third child on the way, had not visited a dentist in over a decade. Balancing life in Santa Cruz County with her young family, dental care had taken a backseat.

Oral health during pregnancy can impact birth outcomes, and it was during a prenatal visit at Santa Cruz Community Health that Miriam's doctors referred her to Dientes, conveniently located across the plaza.

At Dientes, Miriam received the care she had long deferred. Throughout her visits, the compassion shown by our team played a pivotal role in her experience. Miriam shared, "I haven't gone to the dentist in years, but they made me feel so comfortable and answered all the questions I had."

At the health and housing campus on Capitola Road, the integrated approach to care breaks down barriers, making stories like Miriam's not just possible but increasingly common.



## Bridging Gaps in Care: The Senior Oral Health Coalition Program

Dientes, in collaboration with Salud Para La Gente and with support from Delta Dental, is addressing seniors' often-overlooked oral health needs through our Senior Oral Health Coalition. Oral health is cumulative, so it's common for seniors to need lots of care. Yet, fixed incomes, mobility issues, and other challenges seniors face create barriers to getting to the dentist.

Our goal is to increase access to equitable and comprehensive care for seniors through a data-informed coalition and expand partnerships with senior serving organizations to improve oral health. Through this initiative, we aim to create an adaptable, replicable model of effective interventions and bridge gaps in care.

“

"I had pain in my mouth until Dientes. I actually drove away from my first visit crying because it felt so good, and I was taken care of, I was respected, and now I feel happy when I smile."

— Anonymous Senior Patient

## Expanding Outreach: Bringing Smiles to New Communities

This year has been a landmark year for the Outreach Program. With your support, we've seen remarkable growth and success. In addition to elementary schools, we now provide care onsite at middle and high schools, helping students foster a foundation for lifelong dental health.

We proudly launched services at the Raíces y Cariño site in Watsonville, the Diabetes Health Center, Grey Bears, and hosted our first ever "Give Veterans A Smile Day." We're thrilled that each new partnership brings us closer to a community where healthy smiles are a common reality.



## Dear Dientes Family,

As we journey through another year of growth and transformation, Dientes stands at the forefront of providing our Santa Cruz neighbors with high-quality dental care.

We remain dedicated to expanding our reach, teaching the next wave of dental professionals, forging strong partnerships, and investing in our team to nurture a culture of excellence.

**Your unwavering support has been the cornerstone of our success.**

With recent growth in clinical capacity and our Outreach program, we have more than doubled the care we provided over the past ten years.

Because you believe in our mission, we have been able to grow and provide essential dental care to those who would otherwise go without.

**Each smile we restore, each life we touch, is a testament to your compassion and commitment to making our community a better place.**

Your contributions have been instrumental in breaking barriers to access for under-resourced families. Moreover, your support has enabled us to expand our programs, striving for health equity and safeguarding the smiles of our youngest and oldest patients.

This year, we've also invested deeply in our team's success. Beyond our specific workforce development programs, we've increased our minimum wage, created a culture of promotion from within, and continue to fund the professional development of staff at every level.

**Looking ahead, we can achieve much more together.**

The four pillars of our strategy, teaching, investing, partnering, and expanding, reinforce our mission not just to serve our neighbors but to help them thrive with good oral health.

**The stories of transformation and gratitude we witness daily at our clinics are not just our achievements—they are yours.**

You are at the heart of every success story we write. Thank you for helping our community thrive.

With heartfelt gratitude,



Laura Marcus,  
Chief Executive Officer



Gary Bencomo,  
Board Chair

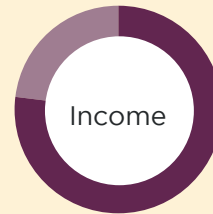
## FINANCIAL HEALTH

Statement of Activities:  
June 30, 2023 (Audited)

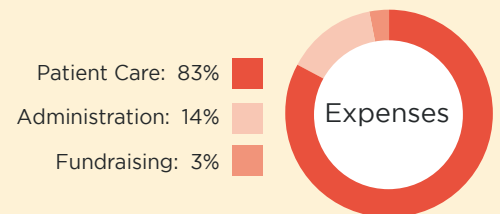
**Income: \$13,838,923**

**Expenses: \$12,702,355**

**Net Income\*: \$1,136,568**



Earned Income: 77%  
Grants & Contributions: 23%



Patient Care: 83%  
Administration: 14%  
Fundraising: 3%

*\*Includes fundraising for our new clinic at 1500 Capitola Road*

## Mission

Dientes is on a mission to create lasting oral health for the underserved children and adults of Santa Cruz County and neighboring communities.

## Vision

We envision a community where children can focus on school instead of a toothache, adults can make good first impressions and get a job because they have a healthy smile, and seniors can comfortably eat nutritious foods.

## Values

- Treat everyone with dignity and compassion
- Strive for excellence
- Communicate openly
- Foster teamwork and collaboration
- Cultivate learning
- Use resources wisely
- Dare to lead



# dientes

COMMUNITY DENTAL CARE

1830 Commercial Way,  
Santa Cruz CA 95065

**Administration:** 831.464.5410

**dientes.org**

NON-PROFIT ORG  
U.S. POSTAGE  
**PAID**  
SANTA CRUZ, CA  
PERMIT NO. 322

## Your Support: Fueling our Mission

Your continued support is vital to providing health care that changes lives!  
There are many ways to give. Learn more: **dientes.org/donate**



**Donate Today!**

### Monthly

Consistent, stable support that gives the gift of a healthy smile each month!

### Matching

If your employer offers a matching gift program, you can make an even bigger impact! For some, this opportunity extends to retirees and spouses.

### Retirement

If you are aged 70.5+, you can make pre-tax distributions from your IRA to Dientes and reduce your taxable income.

### Legacy

Contribute to the health of future generations by including Dientes in your estate planning.

On your forms, please identify us as:  
Dientes Community Dental Care, 1830 Commercial Way,  
Santa Cruz, CA 95065, Tax ID: 77-0311752  
Questions? Contact us at [development@dientes.org](mailto:development@dientes.org)

“

“I’ve had access to good dental care my entire life. I hope to make that available to others in our community.” – Ann, donor



## Board of Directors

**Gary Bencomo, President**

**Camille Smith-Ballon, Vice President**

**Masina Hunnicutt, Secretary**

**Ben Kromnick, Treasurer**

**Janis Bolt**

**Bob Davidson**

**Brian Del Core, DDS**

**Jennifer Martinez**

**Alicia Moody**

**Michael Moore**

**Steven Robins**