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Lahai Dental Clinic Finds Blessings Amidst the Flood

If you have ever experienced a water leak in your home, you know the damage it can do. On April 29th of this year at our dental clinic in Lynnwood, we got a personal reminder of how much water can destroy. We had a fire sprinkler malfunction in our compressor room, and it began spewing 60 gallons of water per minute for over 20 minutes. The water ran throughout our dental facility and most of our administration offices. The water damage rendered our facility unusable without major repair.

Our immediate focus after the flood became how to serve our scheduled patients without a dental facility. That's when our partners, Medical Teams International (MTI) stepped up and allowed us to use their mobile dental truck to complete treatment plans already in progress. These treatment plans were completed by the end of June, when we returned MTI's truck to them. Remediation and renovations took place all through the summer in our dental clinic and admin offices. While we had to operate within guidelines for an insurance claim, we were able to make several enhancements including new paint, and new flooring that is easier to clean and less maintenance. During our clinic's closure we were also given the opportunity to transition to a new electronic health record software. This new cloud-based software system is more efficient and minimizes service interruptions. The timing of our clinic shutdown resulted in significant time to train and adjust to the new software allowing us to better serve our patients moving forward.



Before



After

We excitedly reopened the clinic at full capacity on September 23rd and have been serving patients in what feels like our shiny new facility ever since! In the end, what started as a disaster ended up being a blessing for Lahai and those we serve. We are grateful for the dental staff, good insurance coverage and skilled workers who helped keep our shutdown to a minimum.

If you are interested in touring our newly opened dental clinic, please contact David Grisham at dgrisham@lahai.org, or (206) 899 - 4763.

We are excited to share our new space with you!

Celebrating Growth in our Dental Team

Not only did our dental clinic receive a refresh this year, but so did our dental staff. Our previous dentist, Dr. Jenny Vu, moved out of state to take over a family practice. It was difficult to see her leave, but we fully supported this transition. That left us without a dentist over the summer during our clinic shut down. As we posted the job, we prayed for a candidate who had a heart for Lahai's mission. In August, our prayers were answered in the form of Dr. Lily Lou. She has an amazing heart for both the under-served and for God, and she speaks Mandarin in addition to English. Our clinic was still being renovated when she started, so she was able to focus on training on the new software and getting to know the team. Dr. Lou has been a phenomenal addition to our Lahai team, and we are so grateful she is here!

We have also had several other enhancements to our dental team during 2024. Dominique Robertson, and Evelyn Leonzon joined our staff this year as Dental Assistants. Dominique is bilingual in Spanish and English, and Evelyn is trilingual, speaking Tagalog, Arabic and English. We also have two returning staff members who each worked for us as Dental Assistants in the past and have returned to us in new capacities! Magali Flores, who is bilingual in Spanish and English, has returned as our Dental Administrator in dental reception, and Brook Boice returns to us as a Dental Hygienist having now completed hygiene school. Rounding out the team is Sonja Smith, who has been with us for six years and moved from being a Dental Assistant to being our Dental Coordinator. Altogether, our dental team speaks five languages, allowing us to serve many of our patients in their native tongue. Putting this team together with our dental volunteers means great outcomes for our patients in need of oral care.



In the end, we can confidently say God is good all the time! He showed us how to receive many blessings in the face of adversity. Our dental team is ready and eager to take on anything our patients require while showing compassion, care and the love of Christ in the process. We truly are blessed!



Breaking Records at our 2024 Gala

At Lahai, we recognize that it's not our staff that makes this ministry happen. It's our donors and volunteers that get the credit as they are the army that carries out our mission. Without donations, we would simply close our doors. And without our volunteers, we could not provide the services desperately needed in our community. As a result, we appreciate and thank our Lahai "army" on a regular basis.

As you're aware, we have an annual Gala to celebrate the successes over the previous year, share our vision for the future and help you better know the heart of Lahai. On September 28th, we celebrated our biggest gala to date – a record breaking 260 people attended! What an amazing evening! A few highlights include:

- Great food and fellowship.
- An amazing video showcasing the Lahai experience.
- Keynotes by Board Member Dr. Don Stevens, Executive Director David Eller and Dental Assistant Dominique Robertson (who stole the show).
- Senior Operation Director Maggie Konstanski engaged in an enlightening interview of Susana Martinez Lopez, a Lahai medical patient regarding her experience with Lahai.

When all the cleanup had been done and the space ready for church the following morning, we learned that our Gala had raised over \$185,000! Our 49 new donors qualified us for the generous match that was offered. \$185,000 represents a 10% increase from last year's total raised. Especially considering the shape of the economy, this was a real sacrificial blessing for us. We thank you from the bottom of our hearts for your partnership and for trusting us with your hard-earned investment. We are excited to put these funds to work as we chart our course for 2025 and beyond! Thank you all for your continued commitment to Lahai!

Volunteer Spotlight

Hussain Al-Hamad - Medical Patient Care Coordinator

Hussain lives in Mukilteo and is a student at the University of Washington. Hussain has volunteered at Lahai an astounding 343+ hours in the last twelve months! He began with us just under two years ago and volunteers at every one of our clinics. In fact, he is our go-to person for all things front of house. Additionally, Hussain was assigned as a test pilot to assess a Lead Patient Care Coordinator role where he performed elevated tasks and training. He's done a wonderful job! Here is a statement from Hussein's application that really gives you a glimpse into his heart:

Goals: "Have always had the desire to participate in community service because I believe that helping others is essential for maintaining a strong community, is the best source of self-satisfaction, and is a great opportunity to meet new people and expand my social and professional network. Another goal is to obtain clinical experience hours and a reference letter for my medical school application."

Soudaisse Ibrahim – Patient Care Coordinator

Soudaisse lives in Everett and is a nursing student at Shoreline Community College. He has volunteered an amazing 297 hours in the past twelve months. He approaches his work at Lahai with a smile and positive attitude and he is very much appreciated here! Here is an excerpt from his Lahai volunteer application:

"I am currently majoring in nursing, and as part of the application process for the nursing program, I need to complete prerequisite classes, accumulating at least 192 hours. Personally, I would like to contribute as much as possible and aim to volunteer for approximately 600 hours. My friend Jennifer, who is a Christian, recommended Lahai to me. Given her consistently valuable advice, I trust that Lahai is the right place for me to volunteer."

We are blessed with over 400 volunteers like Soudaisse and Hussein who also reflect Lahai's values to our patients every day. We say it all the time, but our volunteers really are the ones who share the heart of Lahai with our community every day.

Lahai Needs Volunteers in All Locations

The work of Lahai is made possible by an army of dedicated volunteers. Could you be one of them? Right now, we need volunteer providers (doctors, physicians assistants, and nurse practitioners) at all our locations: North Seattle, Lynnwood, and Everett. We can also use the help of Spanish-language interpreters and receptionists. Specialty care is always welcome: many of our patients need the services of chiropractors, physical therapists, and nutritionists.

For information, visit www.lahai.org/volunteer/ -- or contact Volunteer Coordinator Rebecca Davinroy-Dixon, at (206) 899-4754, or rebeccad@lahai.org. Thank you!