

Communities of Practice Questionnaire

1. Name of your organization Free Denti-Cal Youth Services a partnership with CBO's and RDHAP's
2. What is the structure/type of your organization? Please select from the following.
 County Health Department FQHC Non-profit
 Other (please describe) Independent RDHAP practice working in collaboration with Co. Health Dept. and Non-profits
3. Please briefly describe the history/background of the program.

Working with Fresno Educational Opportunities Commission (Fresno EOC), the largest Community Based Organization in Fresno County as part of the Local Dental Pilot Program in Fresno County under Domain four of the Dental Transformation Initiative. We have implemented an RDHAP working with the Outreach Health Educators delivering direct oral hygiene education, case management and preventive services in WIC sites, as well as Head Start programs, and are now extending into school-based sealant programs.

4. Which population is being served by the program?

We serve the population that receive WIC services, attend Head Start programs, and are expanding to rural elementary schools in the Fresno County area.

Our age range for the program is 0-20 with active Medi-Cal which correlates to approximately 50% of the residents within Fresno County.

5. What type of service delivery model is/are used in the program? Please select all that applies.
 Dental clinic model (e.g. permanent setting) Mobile- portable model
 Virtual model (e.g. telehealth/teledentistry) Event-based model
 Outreach and education model

6. What type of dental and oral health services are provided? Please select all that applies.

- Screenings
 Cleanings
 Fluoride varnish
 Sealants
 X-rays
 Fillings
 Referrals to dental and oral health services
 Care coordination/case management
 Patient education
 Other (please describe) comprehensive case management including reminding of appointments and making of dental appointments for families directly with area dentists.

7. What type of integration service is/are provided? Please select all that applies.

- Medical services
 Behavioral health services
 Vision services
 Hearing services
 Transportation services
 Translation services
 Nutrition services
 None

8. Who are the staff that supports the program? How many staff are involved in the program? What are their roles?

Staff	Number of Staff	Role
Dentist		150 Collaborating Dentists in our community networks accepting new patients. We have utilized 4 Provider Relation Representatives in the program who have educated, engaged and recruited area dentists to participate and accept new Children with Medi-Cal Dental Insurance to expand our infrastructure from 87 dentists to 150 since 2016. These are independent dentists who bill Medi-Cal Dental for reimbursement of services rendered which reflects in utilization data for Fresno County and this number does not include those working with FQHCs.
Dental Hygienist		2 RDHAPs directly delivering preventive services at WIC sites, Head Start and currently expanding to school-based sealant programs
Dental Assistant		Will be adding once the School-based sealant programs are fully implemented fall 2019
Non-dental clinical staff		
Community health workers		
Other		24 – Outreach Health Educators who are employed by Fresno EOC and Reading and Beyond under the DTI are case managing roughly 500 families each. They have reduced the no-show rate by calling to remind of appointments and answering follow up questions that the family may have post dental procedure, ensuring each family has identified a dental home that they will return to for continuity of care in the community.

9. What is the source of funding?

- Foundation/organization grant
- Public funding (e.g. local, state, federal)
- Private donations (e.g. individuals, businesses)
- Other (please describe) The case management of the Outreach Health Educators and the Provider Relations Representatives are funded with Domain 4 LDPP funds under the Dental Transformation Initiative, the sustainability of the independent RDHAP and collaborating dentists are sustainable with the increase and incentives of Domains 1, 2 and 3 of the Dental transformation initiative as they are reimbursed directly through the Medi-Cal Dental Program for their services provided.

10. How is the program evaluated?

Monthly and Quarterly reports are submitted to the Local Dental Pilot Program managers, and Directors. The utilization will also be reflected on the Open Data Portal as all providers collaborating in this program are Medi-Cal Dental providers and are directly billing for the services rendered.

We have also initiated a customer service survey program for our dental providers and soon enrolled families in order to assess the program's effectiveness, communication capabilities, and improved oral care.

11. Are there any reports?

Yes there are monthly and quarterly reports submitted.

12. Are there any barriers/challenges to your program?

Incentives in Domain 1 to increase preventive services rendered to children, has not been received by one RDHAP despite increasing the number of preventive services rendered over the given baseline.

The other obstacle is billing of insurance, as some families are fearful to provide or do not have the insurance card available at time of service.

Domain 2- Caries Risk Assessment, has been extended to Fresno County. It is within the scope of practice for RDHAP's to provide nutritional, motivational, behavioral counseling and they are generally the ones in an office providing this service. However, the Medi-cal Dental Program does not recognize this provider for direct payment of this service, which is within their scope of practice.

13. What are the lessons learned and/or are there any plans for improvement?

We have learned that it requires infrastructure, including a robust referral base to local community dentists and collaboration with high quality community-based organizations to impact oral health on a population health level. Only with the support of our County and respected community partners, has this program been a success.

If you are interested in learning more about this program, please contact COHTAC at oralhealthsupport@ucsf.edu.