



**Early Smiles Sacramento, a program of The Center for Oral Health
Funded by Access Dental, HealthNet, and Liberty Dental Plan
Year End Report - January 2020**

The following is a brief report of the activities performed by Early Smiles Sacramento (ESS) between February 2019 and January of 2020. The report describes accomplishments and challenges related to specific tasks described in the Scope of Work comprised in the GMC-01-2019 contract by and between Center for Oral Health and the Early Smiles Sacramento funding partners, Access Dental, HealthNet, and Liberty Dental Plan of California.

The ESS Program Year 2019 was a very productive year. Many events that were anticipated were completed and brought great accomplishments and visibility to the program.

Program Evaluation

The evaluation of Center for Oral Health- Early Smiles Sacramento (ESS) for time period February of 2019 to January 2020.

- 26,765 unduplicated children were served during that period.
 - 15,191 served under GMC contract.
 - 8,177 served under age of 5.
 - 3,397 under DTI.
- *Of the 26,765 children served with Medi-cal Dental insurance were navigated to their respective Dental Plans, regardless of the contract they were served under.*
- ESS clients have a higher dental sealant rate than California State Average.
 - Nearly 60% of ESS Participants were successfully navigated to a dental office resulting in a dental visit
 - Nearly 40% of the children navigated by ESS received treatment at a dental office
 - ESS has the potential to increase county-wide dental utilization by at least 5% over the next 5 years

Program Expansion

The Center for Oral Health, in coordination with the three GMC plans, worked with First 5 Sacramento and the County Department of Health and Human Services to take over Smiles Keepers, the program that targeted children aged 0-5. In June 2018, the three GMC plans signed letters of commitment to leverage and support the expansion of ESS to serve children aged 0-5. Through this partnership, in addition to the existing ESS contract (GMC-COH-01-2016) the three GMC plans committed to contribute to an ESS (0-5) also funded at \$375,000/year. Through this partnership, the three GMC plans leverage a match funding of

\$625,000 from First 5 Sacramento. ESS increased its goal to serving over 20,000 children aged 0-20. The total combined funding for the program is now \$750,000/year.

Also Center for Oral Health- Early Smiles Sacramento have started working with Sacramento County to participate in Dental Transformation Initiative project. Dental Transformation Initiative Project in Sacramento County Division of Public Health is pilot program to increase dental service utilization in the county. Early Smile Sacramento was awarded \$250,000/year for 2019 to end of 2020 to provide oral health education, dental screening, fluoride varnish treatment and navigation to additional 2,500 vulnerable children that we currently do not serve under any other contract.

Staff Realignment

The Center for Oral Health realigned its staff to accommodate the growth of Early Smiles Sacramento (ESS). The new structure has programmatic, data reporting, data-driven navigation/ care coordination and evaluation oversight by Mira Yang, RDH, ESS Program Manager. We have increased the working days for Four of our Registered Dental Hygienists to meet higher dental screening needs, as well as two program specialists who are dedicated to data and case management, navigation and evaluation activities.

Collaborative Opportunities

The Center for Oral Health has continued to maintain a Community Advisory Committee to ensure engagement of key community stakeholders. The Committee has also ensured legitimacy and high visibility to the Early Smiles Sacramento (ESS) program and highlighted the efforts by the GMC plans to engage and educate Denti-Cal recipients to increase their awareness about oral health care resources in the County of Sacramento.

The following individuals are members of the Community Advisory Committee, representing their respective organizations:

- Debra Payne – Vice-President, Medi-Cal Dental Advisory Committee (MCDAC)
- Julie Gallelo – First 5 Sacramento
- Cathy Levering – Sacramento District Dental Society
- Robyn Alongi- Sacramento County Public Health (DTI)
- Maritza Valencia – Sacramento Covered
- Lisa Rufo – Access Dental
- Danielle Cannarozzi – Liberty Dental Plan
- Dorothy Seleski – Health Net

The Community Advisory Committee advised the development of the program and has resulted in identification of outreach and education opportunities. One of the critical opportunities identified through this process has been presenting at school nurses' meetings, which has warranted access to school sites and agreements (MOUs) with school districts.

In 2019, ESS remains an active participant of Every Smile Counts! (ESC!) and joined the direct service committee. This collaborative brings together providers from the medical and dental professions, policy and content experts, and other relevant stakeholders. ESS has worked collaboratively with ESC! partners to identify issues and solutions, share information and resources, focused on the common goal of improving children's oral health as well as providing fluoride varnish treatment trainings at different locations in Kaiser in Sacramento County.

ESS also actively participates in the Medi-Cal Dental Advisory Committee (MCDAC) which provides oversight and guidance to improve Denti-Cal utilization rates, and the delivery of dental care services, including prevention and education services. ESS is now a standing item on the MCDAC quarterly meeting agenda to provide the continued updates on the progress of the ESS program.

Outreach to Targeted School Sites

Early Smiles Sacramento (ESS) has established agreements with twelve of the thirteen K-12 public-school districts within the County of Sacramento. ESS has targeted five K-12 districts with the largest enrollment: Elk Grove Unified School District (+62,000 students); Folsom-Cordova Unified School District (+19,000); Natomas Unified School District (+13,000); Sacramento City Unified School District (+46,000); Centers Joint Unified School District (+4,500); Elverta Joint Elementary School District (+200); Twin Rivers Unified School District (+27,000); Arcohe Union Elementary School District (+400); Galt Joint Elementary School District (+ 5,000) and San Juan Unified School District (+49,000).

To maximize program impact on Denti-Cal recipients, COH designed a methodology to select schools with a population of 350 students or more, and at least 70% of its students should be enrolled in the "Free and Reduced Meal" program, which is a proxy for Denti-Cal eligibility.

During the beginning of the 2019-2020 academic year, the Program Manager had meetings with each school district's point of contact to discuss the school districts unique scheduling and reporting needs. The program designed tools such as an "ESS Program Flow Diagram" that describes how are services are offered; a "Teacher's Tips" document that explains what to expect during the screening; and an "Early Smiles Sacramento Fact Sheet" that provides an overview of ESS, and outreach flyers to promote the program to parents. ESS also developed materials to provide trainings and resources to school nurses on oral health and accessing dental care for their students.

ESS developed an oral health educational presentation to present at Elementary Schools to increase the dental consent form return rate. The presentation lasts approximately 20 minutes and it discusses the proper nutrition, importance of oral health, it teaches children how to properly floss and brush their teeth, and it gives trivia facts about animals. The presentation engages the children to make them excited for upcoming dental screening, which resulted in increase in dental consent form return rate.

ESS also developed an oral health educational presentation for school nurses and staff to teach them how to identify untreated dental decay in their students and share our program's contact to reach out to our program to navigate the children to their dental care.

ESS hands out oral health education material titled "5 Things you Need to Know About Your Child's Oral Health" which is shared with all young children screened. The education component emphasizes the importance of baby teeth, optimal oral health practices and utilization of dental benefits. In settings where the parent is with the child, oral health education is woven into the screening process, which is designed to motivate parents to engage in their child's oral health. Group settings, such as parent meetings at school sites, offer opportunities to educate many parents at once.

MOUs with School Districts

Providing services at public school sites requires a Memorandum of Understanding (MOU) between the school district and the Center for Oral Health. Obtaining MOUs with public entities (public school districts) is a complex –and at times, lengthy process that requires educating elected public officials (school board members) and school administrators. COH has held numerous meetings with elected and appointed officials; after much negotiation COH executed MOUs with the following school 12 districts.

1. Twin Rivers Unified School District
2. San Juan Unified School District
3. Robla Unified School District
4. Sacramento City Unified School District
5. Elk Grove Unified School District
6. Center Unified School District
7. Galt Joint Unified School District
8. Natomas Unified School District
9. Folsom Cordova Unified School District
10. Arcohe Union School District
11. River Delta Unified School District
12. Elverta Joint Elementary School District

ESS now has MOU agreements executed with nearly all public-school districts. In addition to the 12 school districts listed, ESS also has an MOU agreement in place with SETA.

Clients Reached

Early Smiles Sacramento (ESS) conducted screenings in more than **130 elementary schools and Head Start sites**. The program reached **26,765** between February of 2019 and January 2020. Of the clients served, 69% were enrolled in Medi-Cal through one of the three GMC plans, 80% consented to and received fluoride varnish application for caries prevention and an estimated 61% were successfully navigated to a dental home. Each service recipient received a risk assessment (D0999), fluoride varnish (D1206), oral hygiene instruction (D1330), and nutritional counsel for the control of dental disease (D1310) when needed. Based on their risk clients received navigation services to connect them to their dental provider of record.

Navigation protocols have been established with HealthNet, Access Dental and Liberty Dental Plan through their respective member portal to increase navigation services for members. Children without dental coverage are navigated in partnership with the Sacramento Dental Society (SDDS) and Sacramento Covered.

Legislative Visibility and Media Coverage

Early Smiles Sacramento has enjoyed visibility with elected officials and has been highlighted by local and state media.

In February 2019, the Early Smiles Program Manager was on morning segment of Fox 40 news to introduce Early Smiles Program to the viewers as well as discussing the services we provide with Medi-cal Dental Plans.

In July 2019, Early Smiles Sacramento, Access Dental and Liberty Dental aired in local new channel 13 KOVR for participating on Senator Pan's Million Meals Summer Program throughout summer.



In August 2019, Early Smiles Sacramento team and Access Dental team were on local television program Good Day Sacramento for participating in Assembly member Jim Cooper's 4th Annual Back-to-School Health and Wellness Fair



In November 2019, Early Smiles Sacramento team, Access Dental and Liberty Dental were also on evening news on channel 13 KOVR for participating on Senator Pan's Health and Safety Fair and Turkey Give away.



Primary Care Provider Trainings

There is an opportunity to increase access to preventive services through pediatric well-child visits. To enable this, COH has partnered with experts in the field to offer education for physicians and nurses on incorporating oral health risk assessment, oral hygiene instruction, and application of fluoride varnish in the first 3 years of life. Continuing education credits have been offered to both primary care providers and dental providers who attended the educational trainings described below.

In May 2019 and October 2019, the Early Smiles Sacramento partnered with Children Now and Sacramento County to organize two primary care provider trainings on the importance of oral health in pediatric age and incorporating fluoride varnish treatment during well care visits at Kaiser.

Challenges

Early Smiles Sacramento (ESS) is often faced with the challenge of getting schools to commit to scheduling a dental screening due to limited staffing and time needed to accommodate dental screenings. Therefore, ESS works closely with school nurses to offer additional support to facilitate the scheduling process, consent form distribution, and communication to parents.

The second challenge is the low return rates of consent forms. To address this challenge ESS has revised and translated the consent forms to other languages including Arabic, Spanish, Farsi, Mandarin, and Russian. ESS also offers onsite oral health education prior to the scheduled screening in effort to engage children in their oral health and encourage parents to provide consent for their child to receive ESS services.

During the navigation process, ESS staff are often met with the challenge of wrong phone numbers, voicemails and language barriers, which makes it difficult to reach some parents or guardians. The program has protocols in place to appropriately follow-up with such clients on an ongoing basis throughout the program year. After a select number of attempts, the ESS outreach staff will work with the school nurses to contact hard to reach families.

Opportunities and 2020 Planned Activities

Early Smiles Sacramento (ESS) has planned screenings and education and navigation services for students attending high-risk schools in the school districts and programs listed below. In addition to the school districts listed below.

School Districts that have received or will receive services for K-12 students in 2020:

1. Twin Rivers Unified School District
2. San Juan Unified School District
3. Robla Unified School District
4. Sacramento City Unified School District

5. Elk Grove Unified School District
6. Center Unified School District
7. Galt Joint Unified School District
8. Natomas Unified School District
9. Folsom Cordova Unified School District
10. Arcohe Union School District
11. Elverta Joint Elementary School District

School Districts/Programs that have or will receive services for HeadStart and Pre-K students

1. SETA
2. Twin Rivers Unified School District
3. San Juan Unified School District
4. Robla Unified School District
5. Sacramento City Unified School District
6. Elk Grove Unified School District
7. Galt Joint Unified School District
8. Natomas Unified School District
9. Folsom Cordova Unified School District
10. River Delta Unified School District

The data system RAPTER has moved the program towards more efficient data capturing and ongoing collection of longitudinal outcome measures, for improved reporting and evaluation activities. The next goal is to build a dashboard to perform more timely data monitoring.

ESS has been invited to attend many community activities including festivals and health events such as the Super Tooth Day, International Kid's Day, Family Day at Safetyville, Back to school events and health fairs at different school districts, Healthy Family Days, Paul Hom Asian Clinic Health Fair and Harvest Festivals. These events offer an opportunity to increase the program visibility and community awareness.