

Oral Health Strategic Plan
Access & Utilization of Dental Services
1725 W. 17th Street, WIC Trailer, Santa Ana
August 14, 2019
10:30 a.m. – 12:00 p.m.
Meeting Highlights



In Attendance:

Alissa Kato, Amanda Cesneros, Claudia Hernandez, Cristina Perales, Daniella Corona- Garcia, Danielle Vicencio, Dean-Paul Bao, Ivonne Magallanes, Janira Perez, Lucy Hernandez, Nicole Rupp, Melinda Konoske (via Phone), Sahita Bhaskara, Tamarra Jones, Thomas Nakatsuchi, DDS

Welcome and Introductions:

Tamarra welcomed all in attendance.

Meeting Highlights from 07/10/19

Group reviewed meeting highlights from 07/10/2019. No changes need to be made.

Review list of Medi-Cal Dental Pedodontist

Tamarra shared the Medi-Cal Dental list of pedodontist is from the Smile, California website. Each office has been called and updated with the information discussed at last meeting. The intent of the document is for the list to be utilized by the Health Referral Line. Group shared it appeared not all clinics were included on the list and would like further updates added:

- Healthy Smiles
- St. Jude
- Alta Med
- Accepting new patients for Medi-Cal patients
- Availability/ Availability for new patients for Medi-Cal
- Language
- Referral Requirement from your general dentist

Lucy will follow-up with Nichole and Ivonne to ensure clinics are included as appropriate.

Review & Update Workgroup Action Plan

Strategic Plan Addendum (Attachment A)

Tamarra discussed with the group the Strategic Plan. Orange County was one of the first counties to develop and publish the oral health strategic plan. Feedback from the State was received to make the objectives more SMART. Group reviewed the proposed outcomes and proposed changes. Changes made to objectives:

- **1st objective-** Reduce the prevalence of tooth decay in kindergarten and third grade children by 5%
- **2nd objective-** Reduce the percentage of untreated tooth decay among K and 3rd grade children residing in Orange County by 3%
 - Increase the percentage of children 6 to 9 years of age who have dental sealant(s) on at least one permanent molar tooth- Increase by 3%
- **3rd objective-**Increase the percent of students at Title 1 school who have received a kindergarten assessment by 5%
- **4th objective-** Increase the percent of Medi-Cal eligible children who had a preventive dental visit in the past year by 5%

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- **5th objective-** Increase the rate of utilization of dental services by 5% among Medi-Cal eligible children, adults, and older adults
- **6th objective-** Reduce the rate of non-traumatic dental visits to emergency departments by- Rate per 100,000 that will reduce it to or separate by children 0-17 and adults
- **7th objective-** Increase the percentage of professionally active dental providers in Orange County who accept Medi-Cal by 2%
- **8th objective-** Process Objective- will work on next meeting

Tamarra discussed with the group the Action Plan. Shared it is a working document and will continue to update as groups move along. If any suggestions, send to Lucy for updates.

Overview of 211 (Attachment B - PowerPoint)

Representatives from 211 shared overview of organization. 211 is non-profit and only lists non-profit agencies in the database along with government programs thru County of Orange. 211 will also list for-profit or private agencies. The for-profit has to meet the needs that no other nonprofit is meeting. If they can offer a sliding scale or scholarship base for that dentistry service then they can be listed in the database.

- Have national coverage over United States, in California 38 counties which is a 97% coverage. Depends on physical location where you are directed. Do not provide direct services, role is to provide information and referrals to other organizations.
- 211 helps people sign up for the Cal Fresh program. Recently got approval for telephonic application to provide assistance over the phone. Applications take about 35-45 min depending on each person. Applications are in English and Spanish. For other languages, they are in collaborative with other agencies that are providing Cal Fresh application assistance, and can schedule appointment with partnering agencies.
- 3 ways to contact helpline:
 - Dial 211- available 24 hours a day, 7days a week
 - Languages provided English, Spanish, Vietnamese, Farsi, and Yari
 - Access to language line- 150 languages and dialects
 - Texting services- Text 898211 with zip code -Monday thru Friday 8 am -6pm
 - Email- Helpat211@oc.org
- Dentistry services provided on database:
 - General dentistry
 - Pediatric dentistry
 - Emergency dental care
- Reports can be found on Stay Informed tab of the 211 for last fiscal year. (<https://www.211oc.org/stay-informed/reports/helpline-reports.html>)
- Additional information can be requested. Representatives can send list of current resources in the database to Lucy.

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Older Adults & Access to Care

Dean from Vista Community Clinics (VCC) shared overview of services provided for the community. Providing dental assessment services at local community center. In La Habra, have community center that is centralized and has classes for senior citizens, Monday-Friday 9am-2pm.

- Goal is to help implement a visual dental assessment program at their site. VCC provided city with MOU and waiting for approval.
- Hoping to provide dental services, blood pressure checks and then can do referral services to clinic site that is nearby.
- Have been bringing mobile unit to community parks and providing dental assessments. Early in implementation, working on creating flyers for hypertension and diabetes.
- Target population is for older adults at community centers, in La Habra. Mobile unit is for everyone. VCC has not seen any patients for full service and have seen patients for dental assessments. Trying to pair mobile unit with community events.
- Do not have an established information kit.

Evaluation Framework

- Sahiti discussed the biggest focus is the Smile Survey and is still in process to complete. All the partners are helping and the State is sending out new letters to the schools that were selected in the sample. In the next 2-3 months, will analyze the data we have. Sahiti's team is reaching out to the schools and receiving more responses now that schools are back.
- Sahiti shared that the evaluation plan was finalized and approved by the State. The evaluation plan has questions of how the Oral Health Program is doing. Every quarter develop an update that could be shared with the State and at the end of year will have an annual evaluation report which will include qualitative and quantitative information.
- Dental provider survey should be completed by next meeting. Once the survey is ready should be a month to go out and collect the data.
- One pending item is to work with OC Head Start to collect data.

Next Steps

- Update the objectives and process objectives
- Update version of Pedodontist list
- School Maps Analysis

Next Meeting: September 11, 2019, 9:00am-10:30am

Review of Proposed Outcomes for Local Oral Health Program

The Education and Public Awareness and the Access and Utilization Workgroups reviewed the proposed objectives on 8/14/19. The following are the proposed updated objectives.

| Proposed Overarching Outcomes | | Baseline | Targets to Be Finalized |
|-------------------------------|--|--|-------------------------|
| 1. | By June 30, 2022, reduce the prevalence of tooth decay (treated and untreated) in kindergarten and third grade children by 5% | <ul style="list-style-type: none"> Kindergarten (2018): 47.2%¹ CA Kindergarten (2006): 53.6% 3rd Grade (2018): 55.3%¹ CA 3rd Grade (2006): 70.9% | |
| 2. | By June 30, 2022, reduce the percentage of untreated tooth decay in kindergarten and third grade children by 3% | <ul style="list-style-type: none"> Kindergarten (2018): 16.9% CA Kindergarten (2006): 27.9% 3rd Grade (2018): 14.6% CA 3rd Grade (2006): 28.7% | |
| 3. | By June 30, 2022, increase the percentage of children 6 to 9 years of age who have dental sealant(s) on at least one permanent molar tooth by 3% | <ul style="list-style-type: none"> Baseline will be available after the smile survey is complete | |
| 4. | By June 30, 2022, increase the percent of students at Title 1 schools who have received a kindergarten assessment by 5% | <ul style="list-style-type: none"> Baseline to be provided | |
| 5. | By June 30, 2022, increase the percentage of Medi-Cal eligible children who had a preventive dental visit in the past year by 5% | <ul style="list-style-type: none"> Orange County: 0-20 (2016): 45.8% California: 0-20 (2016): 40.8% | |
| 6. | By June 30, 2022, increase the rate of utilization of dental services among Medi-Cal eligible children, adults, and older adults by 5% | <ul style="list-style-type: none"> Baseline Children to be provided Baseline Adults to be provided Baseline Older Adults to be provided | |
| 7. | By June 30, 2022, reduce the rate of non-traumatic dental visits to emergency departments among children and adults to XX per 100,000 | <ul style="list-style-type: none"> Orange County average: 0-17 (2016): 154.76 per 100,000 California average: 0-17 (2016): 268.75 per 100,000 | |
| 8. | By June 30, 2022, increase the percentage of professionally active dental providers in Orange County who accept Medi-Cal by 2% | <ul style="list-style-type: none"> Orange County: 9.6% California: 15.1% | |

¹Preliminary data – to be updated upon completion of data collection and analysis.



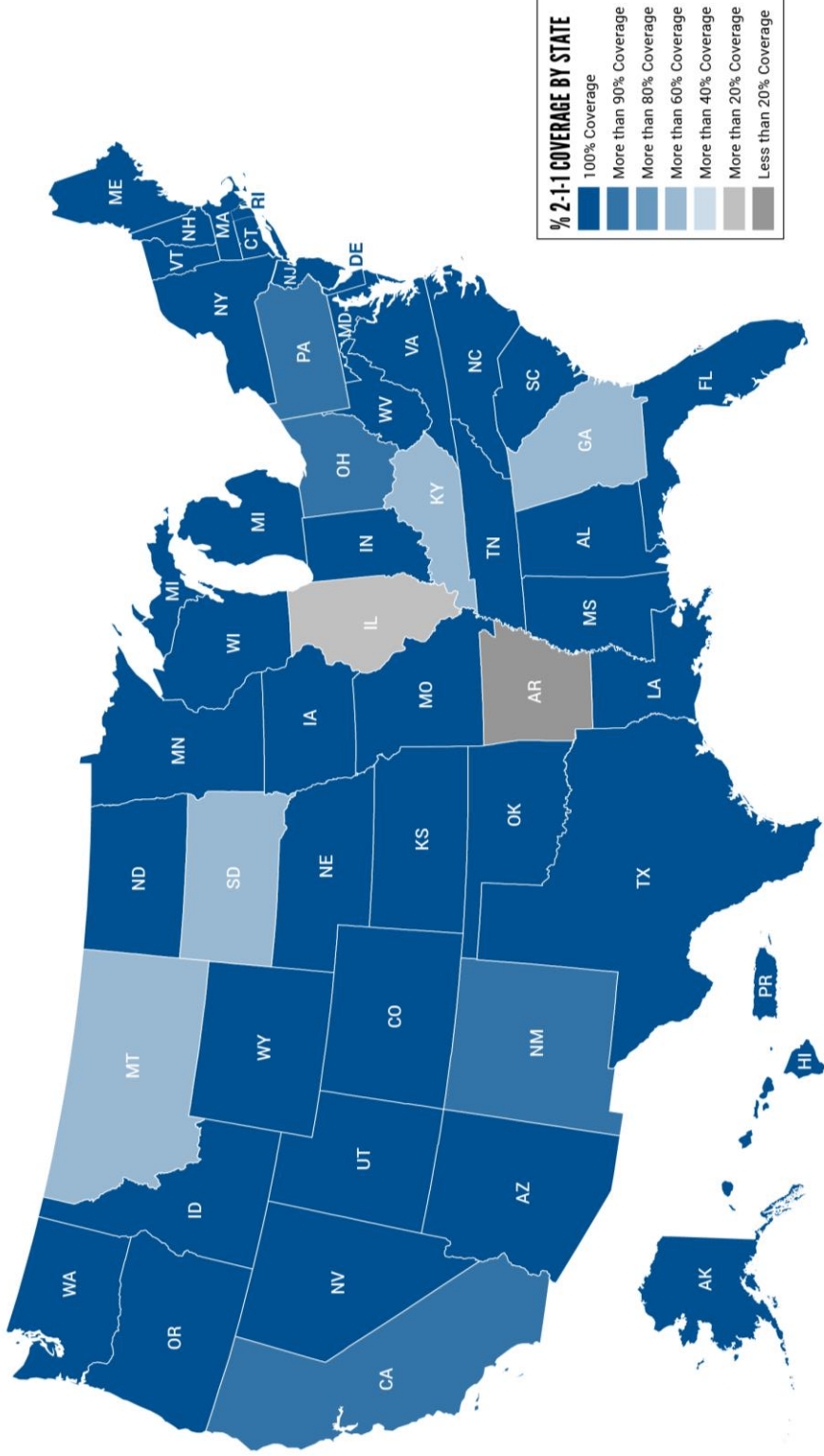
#HELPSTARTSHERE 2:11

WHO IS 211OC?

- We are a NON-PROFIT organization whose mission is to CONNECT Orange County residents with HEALTH and HUMAN SERVICE RESOURCES.
- We typically list 501(c)3 non-profits or government AGENCIES that offer FREE or LOW COST SERVICES.
- The 2-1-1 NUMBER is also AVAILABLE NATIONWIDE.
- Calls are automatically routed to the nearest 211 organization based on one's **PHYSICAL LOCATION** when dialing 2-1-1.
- The idea is to have an EASY THREE DIGIT NUMBER to remember DURING A time of CRISIS.

94.2% OVERALL COVERAGE

% of Population Covered* by 2-1-1 in Each State



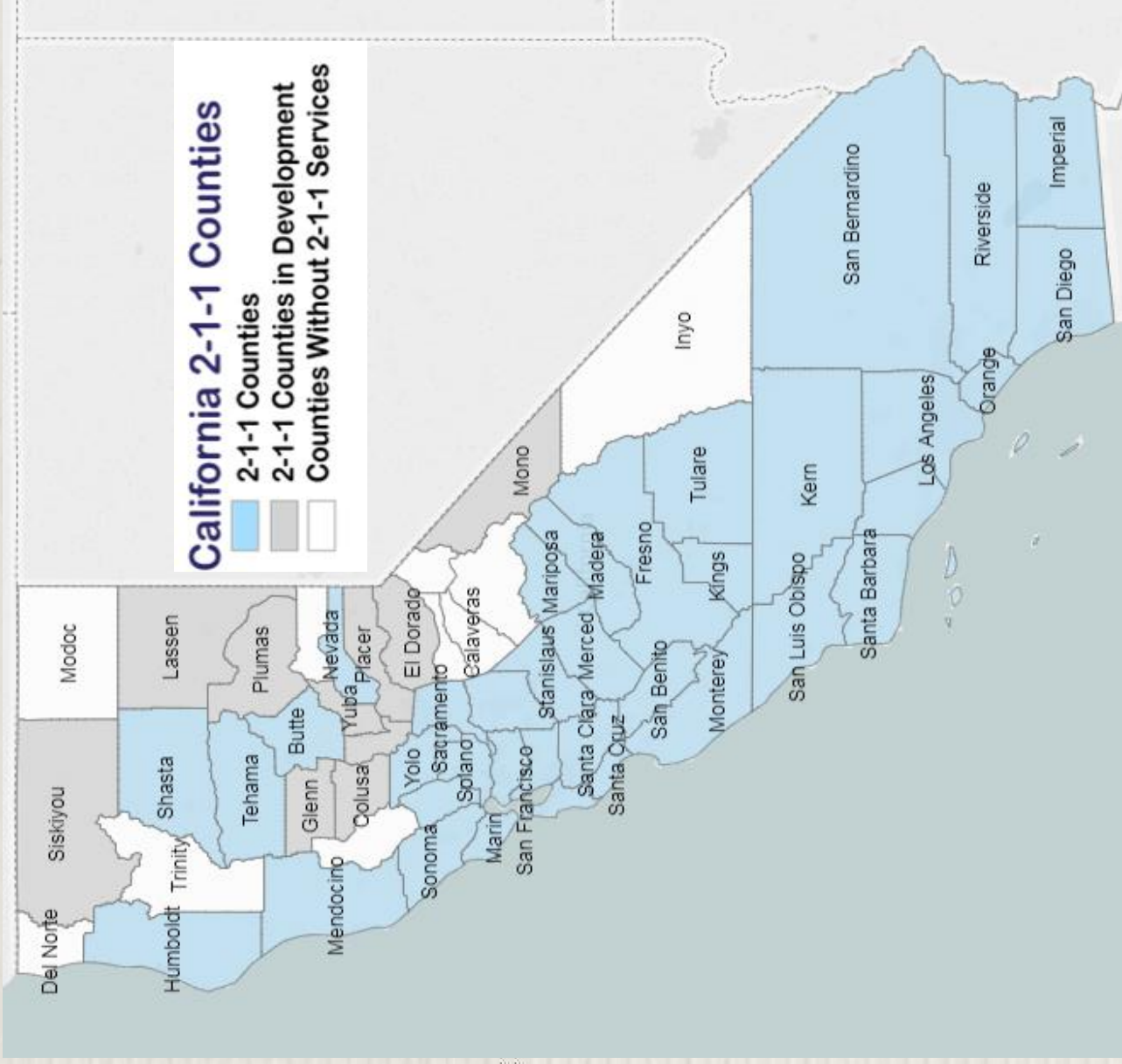
Data produced by UWW and AIRS: June 2018

*Coverage is calculated by U.S. Census data.

2-1-1 CALIFORNIA COVERAGE

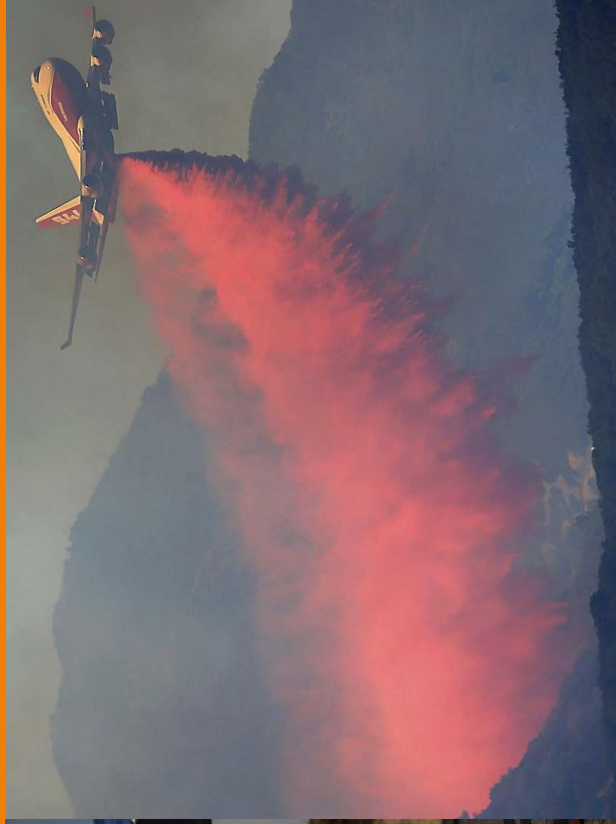
97% Overall State Coverage

38 Counties





2-1-1'S ROLE DURING LOCAL EMERGENCIES AND DISASTERS



2-1-1'S EMERGENCY AND DISASTER ASSISTANCE

- 211OC WORKS CLOSELY WITH THE OC SHERIFF'S DEPARTMENT
- Information & Referral Specialists provide **UP-TO-DATE** emergency and disaster-centric information
 - **FIRE and FLOODING ALERTS**
 - **ROAD CLOSURES**
 - **EVACUATION ORDERS and ROUTES**
 - **COOLING CENTER LOCATIONS**
 - **EMERGENCY and ANIMAL SHELTERS**
 - **EMERGENCY SUPPLIES** (e.g. food, water, ice, sand bags, generators, etc.)
- 2-1-1 has the ability to handle a **LARGE VOLUME** of **PUBLIC INQUIRIES**
 - **ENABLE** public safety personnel to focus on **EMERGENCY RESPONSE** duties

What is CalFresh?

- ☉ CalFresh is a nutrition program that can help households buy healthy foods.
- ☉ CalFresh benefits are issued on an EBT card that works like a debit card and can be used at most grocery stores and many farmers markets to purchase food.

Who is it for?

- ☉ CalFresh is for people with low-income who meet federal income eligibility rules and want to add to their budget to put healthy and nutritious food on the table.

What is CalFresh Expansion?

- ☉ If you are currently receiving SSI (Supplemental Security Income) you may qualify for CalFresh starting May 13th, 2019

At 2-1-1 Orange County we offer:

- ☉ CalFresh appointments by:
 - ☉ Dialing 2-1-1 and asking to schedule an appointment for CalFresh
 - ☉ Using our website to book your own appointment
 - ☉ Same day appointments
 - ☉ Walk ins
 - ☉ Workshops
- ☉ CalFresh Enrollment Specialist:
 - ☉ On site assistance at our Santa Ana location or Telephonic Application
 - ☉ One on One Application assistance (45 mins)
 - ☉ English and Spanish
 - ☉ Follow Ups



- Allows an individual to research and manage their own transportation plans in and between Los Angeles, Orange, Riverside, and San Bernardino County.
- The trip planning tool has options based on factors such as physical mobility challenges, veterans eligibility, age, trip purpose, preferred transit mode and schedule.
- A user will be able to choose between many transit modes consisting of fixed-route transit, demand-responsive transit, taxi and other private transportation services.

Welcome - Call 211 for Assistance

| | | | | | | |
|---------------|----------|-----------|--------------|----|----|----|
| Starting From | Going To | Depart At | Mar 22, 2019 | 02 | 15 | PM |
| | | | | ▼ | ▲ | ▼ |

Search

HOW TO CONTACT 2-1-1



CALL US



TEXT US



EMAIL US

- Simply DIAL 2-1-1 to speak to a TRAINED INFORMATION and REFERRAL SPECIALIST 24/7.
- Now you can TEXT YOUR ZIP CODE TO 898211 to receive referrals VIA TEXT. (M-F, 8am-6pm)
- You can also EMAIL us at HELP@211OC.ORG. EMAILS ARE RETURNED WITHIN 48 HOURS.

WHEN SOMEONE CONTACTS 2-1-1

- Each caller is connected to a TRAINED Information and Referral Specialist (I&R's).
- Information and Referral Specialists can help assess each individual situation and narrow down referrals based on NEED and PROGRAM ELIGIBILITY.
- REFERRAL information is pulled from a database that contains over 1,100 AGENCIES providing 3,000 PROGRAMS in Orange County.
- Each record in the database is updated at least ONCE within a 12 month period, and sometimes more!

How to Search the Database



GUIDED SEARCH



KEYWORD SEARCH

- The GUIDED SEARCH is great for when you aren't sure EXACTLY WHAT YOU ARE LOOKING FOR.
- The KEYWORD SEARCH is great for when you ALREADY KNOW the NAME OF THE AGENCY or PROGRAM.
- Create your own account

THE GUIDED SEARCH



BILLS / FINANCIAL



CHILDREN / FAMILY



CLOTHING / HYGIENE



CONSUMER PROTECTION



CRISIS SERVICES



EDUCATION



EMPLOYMENT



FOOD



HEALTH CARE



HOUSING



LEGAL ASSISTANCE



MENTAL HEALTH



PEOPLE



RESOURCE CENTERS



SUBSTANCE ABUSE



TRANSPORTATION



KEYWORD SEARCH



CONTACT US

#HELPSTARTHERE

211 OC

THE GUIDED SEARCH

Drilling down into a search category will further delineate the resources into service delivery types. In this example the “Health Care” category was selected from the guided search.



Health Care

Medical Facilities

- Community Clinics
- Emergency Rooms
- Mobile Clinics

Health Insurance

- Covered California Application Assistance
- Medi-Cal Application Assistance
- Medicare Application Assistance
- Medi-Cal Access Program Application Assistance
- Health Care Navigation Assistance

Screenings and Vaccinations

- Flu Vaccines
- Adolescent & Adult Immunizations
- Childhood Immunizations
- Hepatitis Immunizations
- Blood Pressure Screening
- Vision Screening
- Hearing Screening
- Diabetes Screening
- Tuberculosis Screening

Dentistry

- General Dentistry
- Pediatric Dentistry
- Emergency Dental Care

Medical Expense Assistance

- Medical Care Expense Assistance
- Financial Assistance while Receiving Treatment
- Prescription Expense Assistance
- Prescription Discount Cards

Medical Transportation

- Non-Emergency Medical Appointment Transportation
- Non-Emergency Medical Flight Transportation

Sexual and Reproductive Health

- Birth Control
- Pregnancy Testing
- Prenatal Care
- Pap Tests
- Mammograms
- HIV/AIDS Testing
- Sexually Transmitted Disease (STD) Screening
- Sexually Transmitted Disease (STD) Treatment

Health Promotion, Education and Support

- Health/Disability Related Counseling
- Health/Disability Related Support Groups
- Disease/Disability Information
- Healthy Eating Programs
- Exercise Classes

SEARCH RESULTS PAGE

Enter keywords below and filter by location

General Dentistry

More Search Filters

MAP VIEW | Search Results (Found 22) | Search

A **Program: Dental Care Agency: AltaMed Health Services Corporation**
 Provides family dental services including: Exams and x-rays Extractions Crowns and bridges Scaling a
 ... www.altamed.org

B **Program: Dental Hygiene Clinic Agency: West Coast University - Orange County Campus**
 Offers no cost dental cleaning and x-ray services by students under the supervision of licensed dent...
www.westcoastuniversity.edu

C **Program: Dental Clinic Agency: Saint Jude Neighborhood Health Centers**
 Provides comprehensive dental care including exams, x-rays, fluoride treatments and cleaning as well...
www.sjudenthc.com
 Business Line 2-714-771-8006

D **Program: Dental Clinic Agency: Central City Community Health Center**
 Provides adult and pediatric dental care services.
centralcityhealth.org

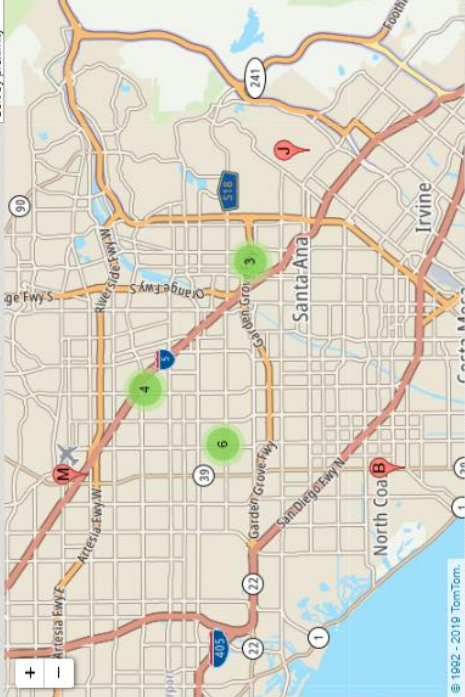
E **Program: Dental Care Agency: Families Together Community Health Center**
 Offers general dental care services including surgery and orthodontic services. Transportation to th...
www.familiestogetheroc.org

F **Program: General Dentistry Services Agency: Southland Integrated Services Inc**
 Provides low-cost dental services including: General cleaning and deep cleaning. Regular f...
www.southlandintegrated.org

G **Program: Dental Clinic Agency: Korean Community Services**
 Offers primary dental care and prevention services, such as exams, fillings, restorations and cleani...
 ... www.khathoa.org

H **Program: Dental Clinic Agency: NH Health Center**
 Provides preventive and restorative dental services including: Annual exams Simple and deep cleaning
 ... www.nhathoa.org

I **Program: Dental Clinic Agency: Livingstone Community Development Corporation**



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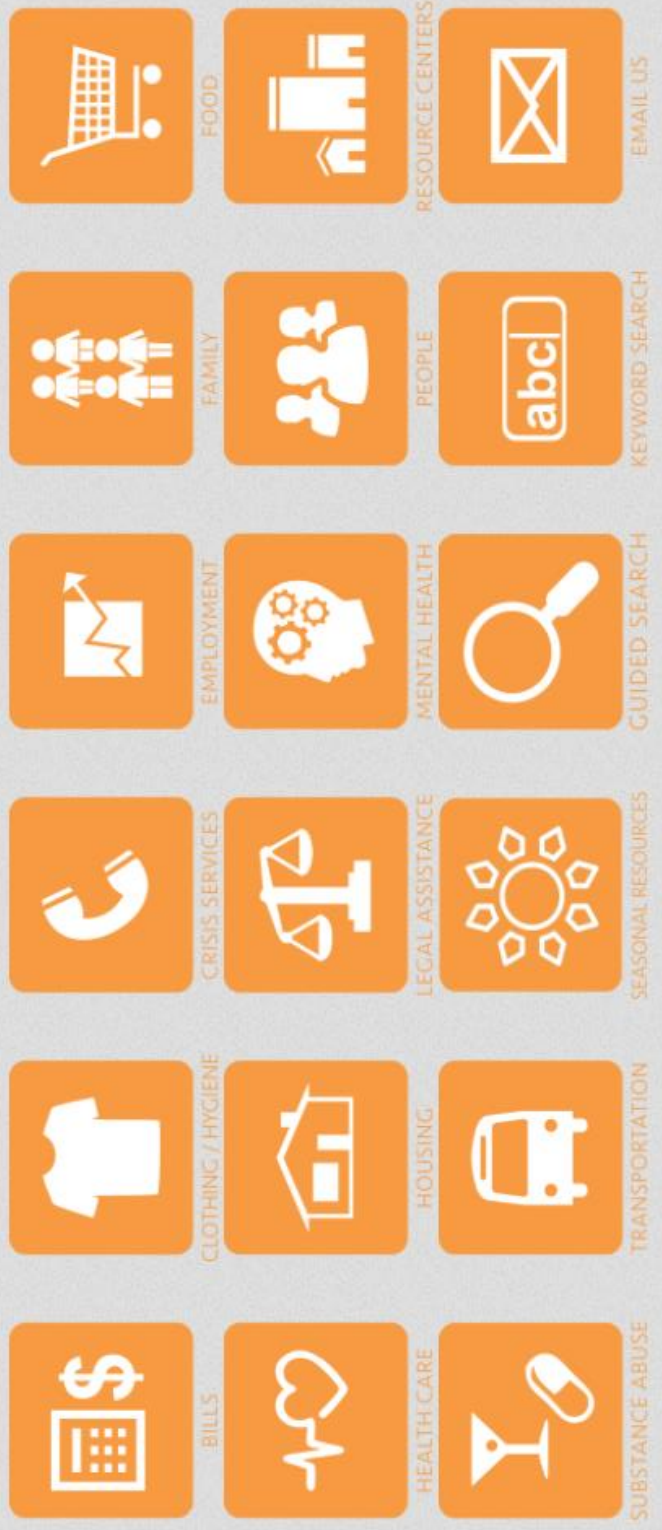
Look for resources in or near a location:

State: California
 County: Orange County
 City: (All cities)
 Zip code:

Language: (all)

| Age Groups | Service Languages | Program Service Days |
|---|--|--|
| <input type="checkbox"/> Birth-5(19) | <input type="checkbox"/> English(22) | <input type="checkbox"/> Monday(19) |
| <input type="checkbox"/> 6-11(19) | <input type="checkbox"/> Spanish(20) | <input type="checkbox"/> Tuesday(21) |
| <input type="checkbox"/> 12-17(19) | <input type="checkbox"/> Vietnamese(8) | <input type="checkbox"/> Wednesday(19) |
| <input type="checkbox"/> 18-24(22) | <input type="checkbox"/> Farsi/Persian(3) | <input type="checkbox"/> Thursday(18) |
| <input type="checkbox"/> 25-54(22) | <input type="checkbox"/> Korean(4) | <input type="checkbox"/> Friday(19) |
| <input type="checkbox"/> 55 and older(22) | <input type="checkbox"/> Mandarin | <input type="checkbox"/> Saturday(11) |
| <input type="checkbox"/> 60 and older(22) | <input type="checkbox"/> Cantonese | <input type="checkbox"/> Sunday(1) |
| <input type="checkbox"/> 65 and older(22) | <input type="checkbox"/> American Sign Language(1) | |
| <input type="checkbox"/> 80 and older(22) | <input type="checkbox"/> Interpreter Services Available(8) | |
| | <input type="checkbox"/> Other | |
| Program Service Times Populations | Shelter Service | |
| <input type="checkbox"/> 6:00 am - 9:00 am(21) | <input type="checkbox"/> Accepts Pets | |
| <input type="checkbox"/> 9:15 am - 11:45 am(21) | <input type="checkbox"/> Couples with Children | |
| <input type="checkbox"/> Noon - 2:00 pm(21) | <input type="checkbox"/> Couples without Children | |
| <input type="checkbox"/> 2:15 pm - 5:00 pm(21) | <input type="checkbox"/> Pregnant Women | |
| <input type="checkbox"/> 5:15 pm - 10:00 pm(9) | <input type="checkbox"/> Single Men with Children | |
| <input type="checkbox"/> - 5:45 am | <input type="checkbox"/> Single Men without Children | |
| | <input type="checkbox"/> Single Women with Children | |
| | <input type="checkbox"/> Single Women without Children | |

THE KEYWORD SEARCH



Welcome to the 211OC Resource Database.

You may either type in an agency/program name, or choose a suggested service as you type, then click the button.

[Sign in](#) or [create account](#)

- Standard Search Search All Fields

Look for resources in or near a location:

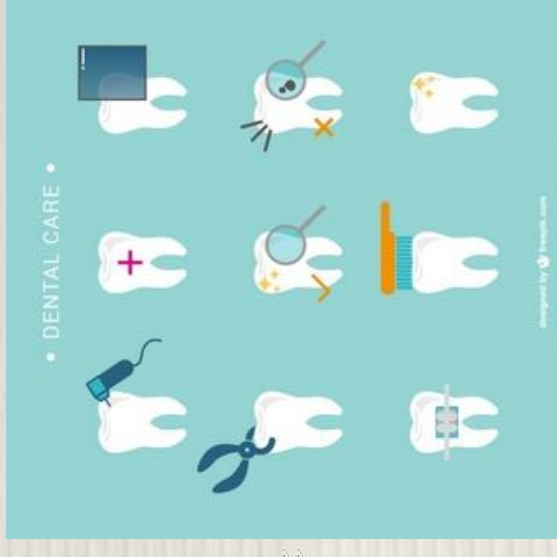
State:
County:
City:
Zip code:

- Sort alphabetically Sort by proximity

Welcome to 211OC's Public Resource Database. Use the search box above to find free or low cost health and human services in Orange County. If you are having trouble finding resources for yourself or someone you know, please email a Referral Specialist at help@211oc.org or dial 2-1-1.

DENTAL HEALTH REFERRALS

- Dental resources available:
 - General Dentistry
 - Primary dental care (e.g. cleaning, restorations, fillings, etc.)
 - Pediatric Dentistry
 - Emergency Dental Care (e.g. extractions, root canals, etc.)
- Insurance
 - Medi-Cal, Medicare
 - Accepts most insurance
 - Sliding scale
 - No fee
 - Dental Care for Veterans provided by Lestonnac Free Clinic
 - Dental Hygiene Clinic provided by West Coast University
- Fees vary
 - Give Back a Smile provided by American Academy of Cosmetic Dentistry



DENTAL CARE PROVIDERS



AltaMed

St. Joseph Health



Lestonnac Free Clinic



Share
Our
Selves



KOREAN
COMMUNITY
SERVICES

QUESTIONS?