Program Overview

Care Alliance Health Center provides preventive, rehabilitative, restorative, and emergency dental care for vulnerable populations living in and around Cleveland, Ohio. Care Alliance’s mission is to provide high quality, comprehensive medical and dental care, patient advocacy, and related services to individuals in need, regardless of their ability to pay.

Program History and Development

In 1985, Care Alliance first emerged as Cleveland Health Care for the Homeless in response to the growing homeless population. In 1993, the organization became an independent, nonprofit organization, and extended the target population from the homeless population to individuals living in public housing in 1998 and to individuals living with HIV/AIDS in 2000. Comprehensive dental services were added in 2002. Dental services are available at four of Care Alliance’s six locations. As part of dental intake, individuals are screened for medical or behavioral health care needs and referred to primary care accordingly.

As part of a multi-year technical assistance opportunity that began in 2013, Care Alliance received guidance from national experts to implement practice changes that increased treatment plan completion rates and overall visits, doubled dental-related revenue, and maintained a low cost per visit.

Program Sustainability

- Care Alliance is supported through patient service revenue, federal grants through the Health Resources and Services Administration (HRSA), grant funding from a Combined Capital and Operating Campaign, and visit fees.
- The program has received funding in the past from the Sisters of Charity Foundation of Cleveland, the O’Neill Family Foundation, the Thomas H. White Foundation, and the McGregor Foundation.
- Care Alliance partners with Case Western Reserve University for training dental providers and for referrals for more intensive dental care, MetroHealth System for intensive oral health surgeries, and St. Vincent Charity Medical Center for oral surgeries requiring sedation.
- The program is staffed by dental teams that consist of one dentist, two dental assistants, and dental hygienists. Each team is led by a Dental Director and a Dental Office Manager who supports administrative needs.
- The annual budget of the program is $2.3 million. HRSA provided initial funding for the program.

Program Impact

- In 2015, Care Alliance provided oral health services to 3,945 individuals through 13,282 visits.
- Care Alliance was recognized as a National Committee for Quality Assurance Patient-Centered Medical Home and has received the H. Jack Geiger Award for Program Development and Analysis.
- Care Alliance completed 56 treatment plans in the last six months of 2013 and completed 808 in the first six months of 2015 by tracking when plans were completed and opening the corresponding number of new patient slots in the following month. The program also created a dental emergency policy and designated slots for emergency patients.

Program Contact Information

Program Phone Number: 216-781-6228
Program Website: http://www.carealliance.org/services/dental/
# Care Alliance Health Center
Cleveland, Ohio

## Program Features

### Age
- ☒ 0-17 (Children and Youth)
- ☒ 18-60 (Adult)
- ☒ 60+ (Older Adult)

### Service Delivery Model
- ☒ Dental clinic model (e.g. permanent setting)
- ☐ Mobile-portable model
- ☐ Eligibility and enrollment model (e.g. referrals, care coordination)
- ☐ Virtual model (e.g. telehealth)
- ☐ Event-based model
- ☐ Outreach and education model

### Dental and Oral Health Services
- ☒ Emergency services
- ☐ Basic services
- ☒ Screenings
- ☒ Cleanings
- ☒ Fluoride varnish
- ☐ Sealants
- ☒ X-rays
- ☒ Comprehensive services
- ☒ Fillings
- ☒ Scaling/root planing
- ☒ Extractions
- ☒ Oral surgery
- ☐ Root canals
- ☐ Dentures, partials, relines, repairs
- ☒ Crowns
- ☐ Bridges
- ☐ Orthodontics

### Specific Populations
- ☒ Homeless individuals
- ☐ Individuals with intellectual and/or developmental disabilities
- ☐ Individuals with physical disabilities
- ☒ Individuals with specific or complex medical conditions
- ☒ Individuals with low income
- ☒ Individuals with no dental insurance
- ☒ Individuals with Medicaid
- ☐ Veterans
- ☐ Refugees/immigrants

### Staffing
- ☒ Dentist
- ☒ Dental hygienist
- ☐ Dental therapist
- ☒ Dental assistant
- ☒ Dental/dental hygiene students
- ☐ Nursing staff
- ☐ Community health workers
- ☒ Non-dental clinical staff
- ☒ Non-clinical staff

### Geography
- ☐ Rural
- ☒ Urban

### Service Delivery Setting
- ☐ Hospital
- ☐ Dental school
- ☒ Community/safety net clinic
- ☐ Private dental office
- ☐ Long-term care facility
- ☐ Senior center/community center
- ☐ Private residence
- ☐ Fairgrounds/stadium/parking lot
- ☐ Church
- ☐ School
- ☒ Homeless shelter
- ☒ Public housing

### Payment for Care
- ☒ Medicaid
- ☐ No charge to client
- ☐ Sliding fee scale
- ☐ Out of pocket
- ☒ Commercial dental insurance

### Program Funding
- ☒ Foundation/organization grant
- ☒ Public funding (e.g. local, state, federal)
- ☒ Private donations (e.g. individuals, businesses)

### Other Program Services
- ☐ Referrals to dental and oral health services
- ☒ Care coordination/care management
- ☒ Patient education
- ☐ Caregiver education
- ☐ Provider education
- ☐ Advocacy/coalition

### Integration with Services
- ☒ Medical services
- ☒ Behavioral health services
- ☐ Vision services
- ☒ Pharmacy services
- ☐ Transportation services
- ☐ Translation services
- ☐ Nutrition services

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This profile was prepared using publicly available information. Date of last update: March 2016