



Care Alliance Health Center Cleveland, Ohio

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



Care Alliance dentist providing care

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/>



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Program Features

Note: A checked box below indicates an existing program feature.

Age	Service Delivery Model	Dental and Oral Health Services
<input checked="" type="checkbox"/> 0-17 (Children and Youth) <input checked="" type="checkbox"/> 18-60 (Adult) <input checked="" type="checkbox"/> 60+ (Older Adult)	<input checked="" type="checkbox"/> Dental clinic model (e.g. permanent setting) <input type="checkbox"/> Mobile-portable model <input type="checkbox"/> Eligibility and enrollment model (e.g. referrals, care coordination) <input type="checkbox"/> Virtual model (e.g. telehealth) <input type="checkbox"/> Event-based model <input type="checkbox"/> Outreach and education model	<input checked="" type="checkbox"/> Emergency services <input checked="" type="checkbox"/> Basic services <input checked="" type="checkbox"/> Screenings <input checked="" type="checkbox"/> Cleanings <input checked="" type="checkbox"/> Fluoride varnish <input checked="" type="checkbox"/> Sealants <input checked="" type="checkbox"/> X-rays <input checked="" type="checkbox"/> Comprehensive services <input checked="" type="checkbox"/> Fillings <input checked="" type="checkbox"/> Scaling/root planing <input checked="" type="checkbox"/> Extractions <input checked="" type="checkbox"/> Oral surgery <input type="checkbox"/> Root canals <input checked="" type="checkbox"/> Dentures, partials, relines, repairs <input checked="" type="checkbox"/> Crowns <input type="checkbox"/> Bridges <input type="checkbox"/> Orthodontics
Specific Populations	Staffing	Other Program Services
<input checked="" type="checkbox"/> Homeless individuals <input type="checkbox"/> Individuals with intellectual and/or developmental disabilities <input type="checkbox"/> Individuals with physical disabilities <input checked="" type="checkbox"/> Individuals with specific or complex medical conditions <input checked="" type="checkbox"/> Individuals with low income <input checked="" type="checkbox"/> Individuals with no dental insurance <input checked="" type="checkbox"/> Individuals with Medicaid <input type="checkbox"/> Veterans <input type="checkbox"/> Refugees/immigrants	<input checked="" type="checkbox"/> Dentist <input checked="" type="checkbox"/> Dental hygienist <input type="checkbox"/> Dental therapist <input checked="" type="checkbox"/> Dental assistant <input checked="" type="checkbox"/> Dental/dental hygiene students <input type="checkbox"/> Nursing staff <input type="checkbox"/> Community health workers <input type="checkbox"/> Non-dental clinical staff <input checked="" type="checkbox"/> Non-clinical staff	<input type="checkbox"/> Referrals to dental and oral health services <input checked="" type="checkbox"/> Care coordination/care management <input checked="" type="checkbox"/> Patient education <input type="checkbox"/> Caregiver education <input type="checkbox"/> Provider education <input type="checkbox"/> Advocacy/coalition
Geography	Payment for Care	Integration with Services
<input type="checkbox"/> Rural <input checked="" type="checkbox"/> Urban	<input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> No charge to client <input checked="" type="checkbox"/> Sliding fee scale <input type="checkbox"/> Out of pocket <input checked="" type="checkbox"/> Commercial dental insurance	<input checked="" type="checkbox"/> Medical services <input checked="" type="checkbox"/> Behavioral health services <input type="checkbox"/> Vision services <input checked="" type="checkbox"/> Pharmacy services <input type="checkbox"/> Transportation services <input type="checkbox"/> Translation services <input type="checkbox"/> Nutrition services
Service Delivery Setting	Program Funding	
<input type="checkbox"/> Hospital <input type="checkbox"/> Dental school <input checked="" type="checkbox"/> Community/safety net clinic <input type="checkbox"/> Private dental office <input type="checkbox"/> Long-term care facility <input type="checkbox"/> Senior center/community center <input type="checkbox"/> Private residence <input type="checkbox"/> Fairgrounds/stadium/parking lot <input type="checkbox"/> Church <input type="checkbox"/> School <input checked="" type="checkbox"/> Homeless shelter <input checked="" type="checkbox"/> Public housing	<input checked="" type="checkbox"/> Foundation/organization grant <input checked="" type="checkbox"/> Public funding (e.g. local, state, federal) <input checked="" type="checkbox"/> Private donations (e.g. individuals, businesses)	

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