



## Families First Dental Center Portsmouth, New Hampshire

### Program Overview

Families First Dental Center provides adult and pediatric preventive, restorative, and emergency oral health care and education. Families First was among the first community health centers in New Hampshire to integrate dental services with primary care. The center has an electronic health record (EHR) that includes notes from medical providers, dentists, care coordinators, and other health care providers. The EHR measures quality of care, health outcomes, and utilization.

### Program History and Development

## Families First

*support for families...health care for all*

Families First Health and Support Center began as a prenatal clinic in 1984 and began providing primary care in 1997. The center began to offer dental care in 2003 and offers several programs to meet the needs of different community members including: the Families First Dental Center (adult and pediatric), Early-Childhood Dental Program (birth to age three), and Seacoast

Healthy Grins (services in local elementary and pre- schools). In 2010, Families First began providing mobile dental services at a homeless shelter.

Due to high demand for dental services, eligibility is limited to: children and teens living in Seacoast, New Hampshire or Southern Maine, established primary care patients of Families First, older adults (aged 65 and older) and veterans living in the Seacoast region, families receiving home-visiting services from Families First, and individuals referred by specific hospitals.

### Program Sustainability

- Families First's dental programs are supported by grants from the Foundation for Seacoast Health, Portsmouth Regional Hospital, Exeter Hospital, Cogswell Benevolent Trust, and the TD Charitable Foundation.
- Funding is split between government (8%), patient fees (41%), foundations (6%), and donations (44%).
- The program serves individuals with New Hampshire or Maine Medicaid and to individuals who have commercial insurance. Additionally, it provides services for an out-of-pocket cost, which is calculated based on patients' income.
- The annual budget of the program is \$1,017,619.
- Initial funders included grants from the Endowment for Health and federal and state government.

### Program Impact

- In the 2015 fiscal year (ending June 30, 2015), Families First Dental Program served 1,790 individuals and its mobile dental program served 194 individuals.
- Surveys have demonstrated improved health as a result of Families First Dental Center, as measured by the percentage of diabetic patients who had a dental exam in the past 12 months, the percentage of adult clients who received restorative care, and other similar measurements.
- Families First Dental Center was recognized as a federally qualified health center and as a Patient-Centered Medical Home by the National Committee for Quality Assurance.

*"I would like to thank Families First for helping me with dental care that I would not have been able to obtain otherwise."  
- Client at Families First*

### Program Contact Information

Program Phone Number: 603-422-8208 x3

Program Website: [http://www.familiesfirstseacoast.org/dental\\_care.html](http://www.familiesfirstseacoast.org/dental_care.html)



## Families First Dental Center Portsmouth, New Hampshire

### Program Features

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

#### Age

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

#### 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

#### 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

#### 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

#### Staffing

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

#### 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)

#### 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

#### 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

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