University of Southern California - Union Rescue Mission Dental Clinic
Los Angeles, California

Program Overview
The Herman Ostrow School of Dentistry at the University of Southern California (USC) partnered with Union Rescue Mission (URM), a nonprofit shelter for the homeless in downtown Los Angeles, to open the USC-URM Dental Clinic. The clinic is dedicated solely to restoring the oral health and smiles of residents of Skid Row, an area in Downtown Los Angeles with one of the largest populations of homeless individuals in the United States.

Program History and Development
In 2000, USC and URM opened the downtown dental clinic, which was the first comprehensive dental service clinic on Skid Row. The clinic now has eight dental chairs. Dental students and dental hygiene students from USC provide care under the supervision of trained faculty. Referrals for dental care come from nearly 30 different homeless shelters, social service agencies, and community clinics, as well as from substance abuse recovery and job training programs. All clients at the USC-URM Dental Clinic are homeless and indigent (at the bottom of 100% poverty level). While the clinic is the only one in the area that treats children, over 90% of clients are adults, and about two-thirds are male.

Program Sustainability
• In 2015, the USC-URM Dental Clinic received funding from: Health Resources and Services Administration (HRSA) Health Care for the Homeless Grant, California Wellness Foundation, Parsons Foundation, Good Hope Foundation, and LA Care.
• The majority of the program’s funding comes from a federal Health Care for the Homeless grant from HRSA and the United States Interagency Council on Homelessness.
• The USC-URM Dental Clinic partners with about 30 agencies for referrals and hosting community health fair events.
• The annual budget of the program is approximately $740,000.
• With the re-instatement of DentiCal benefits for adults (Dental Medicaid in California), the clinic was approved as a provider and will assist clients to enroll in the program, thus providing a new source of clinic revenue.

Program Impact
• The USC-URM Dental Clinic provides dental procedures to about 1,300 individuals each year.
• In the last 15 years, the clinic has provided community education and oral health care kits to nearly 400,000 individuals, as well as direct treatment to more than 17,500 individuals through 90,000 client encounters.
• The program has trained 2,250 dental and dental hygiene students in a unique community-based experience of service-learning and interprofessionalism.
• The USC-URM Dental Clinic has received the Award of Excellence from the Department of Health and Human Services’ National Health Services Corps and was profiled as an Innovation Project by the Agency for Healthcare Research and Quality.

Program Contact Information
Program Website: http://dentistry.usc.edu/community-programsclinics/

“They [USC-URM Dental Clinic] gave me a nice haircut and new suit, and a resume. But without my new smile, I didn’t feel like going to a job interview. I am very grateful for your amazing help.”
- USC-URM Dental Clinic client
# University of Southern California - Union Rescue Mission Dental Clinic

## Los Angeles, California

### Program Features

#### 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

#### 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

#### Program Funding

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

#### 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*