

## Solano County Oral Health Action Plan for 2019-2022

### Needs Area 1: Access to Care Action Plan Matrix

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
<p>Objective 1: By June 30, 2022, implement at least two culturally appropriate media campaigns focused on the importance of oral health and prevention directed towards at least one of Solano County's diverse populations.</p> <p>Objective 2: By June 30, 2022, provide at least one cultural humility training for dental professionals who practice in Solano County.</p> <p>Objective 4: By June 30, 2022, decrease by 2 percent the number of third graders who experience dental caries.</p>	<p>a. Increase public awareness about 1) insurance coverage and 2) services</p>	<ul style="list-style-type: none"> <li>• Big 5 health providers (Kaiser, Sutter, NorthBay Healthcare, Partnership, County)</li> <li>• Child Health and Disability Prevention (CHDP)</li> <li>• County Employment and Eligibility (E&amp;E)</li> <li>• Help Me Grow</li> <li>• Family Resource Centers (FRCs)</li> <li>• Smilecalifornia.org</li> <li>• Medi-Cal Dental representatives</li> <li>• Solano County Oral Health Resource List</li> <li>• Solano Coalition for Better Health (SCBH)</li> <li>• Women, Infants, and Children (WIC)</li> </ul>	<p>1. Coordinate public awareness campaigns with State efforts and augment if needed. Gather existing partner messages and create inclusive, culturally sensitive common messages to include:</p> <ul style="list-style-type: none"> <li>• "If you have Medi-Cal, you have Dental"</li> <li>• How to access care (list of Medi-Cal Dental dentists and schedule/locations of mobile van; locations of insurance enrollment centers)</li> <li>• Oral health services for uninsured (advertise at schools, libraries, exam rooms, emergency rooms)</li> <li>• Public charge information (public charge flyer)</li> </ul>	<p>January 2019-June 2020</p>	<ul style="list-style-type: none"> <li>• Medi-Cal Dental representatives</li> <li>• Solano County Public Health (PH)</li> <li>• SCBH</li> <li>• Child Start</li> <li>• Big 5 health providers</li> <li>• FRCs</li> <li>• OLE Health</li> <li>• La Clinica</li> <li>• School Nurses for distribution of materials</li> <li>• County Office of Education for distribution of materials in packets to parents</li> <li>• First 5 Solano</li> </ul>	<ul style="list-style-type: none"> <li>• Research what approaches Medi-Cal Dental representatives are already using</li> <li>• Solano County PH mass distributes messages</li> <li>• First 5 Solano has purchased Pandora time and oral health messages can be used for this time</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
	b. Increase access to and utilization of dental services for the 1) uninsured or 2) underinsured and 3) those who are insured but do not access services / have no provider**	<ul style="list-style-type: none"> <li>• Dr. Susan Clift (potential resource for encouraging providers to work with low-income families)</li> <li>• E&amp;E</li> <li>• Help Me Grow</li> <li>• SCBH</li> <li>• La Clinica</li> <li>• OLE Health (resource list)</li> <li>• Solano County Oral Health Resource List</li> <li>• Lists of clinics and dentists accepting Medi-Cal Dental</li> <li>• Smilecalifornia.org</li> <li>• Medi-Cal Dental representatives</li> <li>• Napa/Solano Dental Society</li> </ul>	1. Encourage insurance enrollment centers to engage in culturally sensitive warm hand-offs to dental providers	Ongoing	<ul style="list-style-type: none"> <li>• SCBH</li> <li>• OLE Health</li> <li>• La Clinica</li> <li>• FRCs</li> <li>• Help Me Grow</li> </ul>	<ul style="list-style-type: none"> <li>• Bring partners together to understand current referral practices and create blueprint of common protocol</li> </ul>
	2. Maintain updated list of dentists who accept Medi-Cal Dental, including information on: <ul style="list-style-type: none"> <li>• Whether they are accepting new patients</li> <li>• Wait list time</li> <li>• Levels of service provided, including specialized pediatric services</li> </ul>	Ongoing, quarterly check-ins	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• SCBH</li> <li>• OLE Health</li> <li>• Medi-Cal Dental</li> </ul>	<ul style="list-style-type: none"> <li>• Combine existing resource lists (Medi-Cal Dental, Public Health and SCBH have resource lists)</li> </ul>		
	3. Increase providers' willingness to accept Medi-Cal Dental recipients by addressing concerns: <ul style="list-style-type: none"> <li>• Reimbursement rate</li> <li>• Billing challenges</li> <li>• High rate of no shows</li> </ul>	January-June 2019	<ul style="list-style-type: none"> <li>• Medi-Cal Dental Representatives</li> <li>• OLE Health</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a collaborative strategy with Medi-Cal Dental</li> <li>• OLE Health can present/advocate at Napa/Solano Dental Society</li> </ul>		
	c. Increase oral health providers' access to cultural competency training	<ul style="list-style-type: none"> <li>• California Pan-Ethnic Health Network</li> <li>• State of Virginia Oral Health Coalition</li> </ul>	4. Train oral health providers, insurance enrollment staff, and others how to engage in trauma informed, dignified, humanistic care	January-June 2019	<ul style="list-style-type: none"> <li>• OLE Health</li> <li>• Solano County PH</li> </ul>	<ul style="list-style-type: none"> <li>• Explore use of National CLAS (Culturally and Linguistically Appropriate Services) Standards and resources from UC Berkeley for training</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
		educational curriculum <ul style="list-style-type: none"> <li>• National CLAS (Culturally and Linguistically Appropriate Services) Standards</li> <li>• UC Berkeley (contracting with the State to provide Technical Assistance and training)</li> </ul>				

\*Generated by stakeholders at the October 24, 2018 and November 7, 2018 SOHAC meetings.

\*\*Prop 56 funding can support advocacy and assistance in coordination to increase utilization of services, but cannot fund direct billable services

\*\*\*Stakeholders and Solano County Public Health identified 5 Smart Objectives between July 23, 2019 to August 7, 2019. SMART objectives can be achieved from the work on multiple Need Areas and Strategies

## Need Area 2: System Navigation/Integration Action Plan Matrix

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
<p>Objective 3: By June 30, 2022, at least one home visiting program or primary care clinic will adopt a standard or protocol to integrate oral health into their routine practice.</p>	<p>a. Increase the capacity of healthcare and social service providers to integrate oral health into their home visits and/or other types of visits/ appointments*</p>	<ul style="list-style-type: none"> <li>• Employment and Eligibility (E&amp;E)</li> <li>• Family Resource Centers (FRCs)</li> <li>• Women, Infants, and Children (WIC)</li> <li>• Child Health and Disability Prevention (CHDP)</li> <li>• Home visiting programs</li> <li>• Smilecalifornia.org</li> <li>• Solano College’s fluoride varnish training procedures</li> </ul>	<p>1. Provide training and information to providers about doing a “Lift the Lip Check” for oral health problems, referring to oral health providers, and applying fluoride varnish during medical visits and public health nursing visits in homes</p>	<p>July 2019- June 2020 – Pilot July 2020- June 2021 – Implement</p>	<ul style="list-style-type: none"> <li>• Registered Dental Hygienists (RDHs)</li> <li>• Solano College Child Development Center</li> <li>• Child Start</li> <li>• Solano County Public Health (PH)</li> </ul>	<ul style="list-style-type: none"> <li>• Solano College nurse developed list of procedures for training others to apply fluoride varnish; will share with local RDH and finalize</li> <li>• Local RDH can do trainings/ demonstrations targeting non-dental providers allowed to apply fluoride varnish (RDA, RDH, Med. Assistants, MDs, Dentists, Dental Assistants, RNs, LVNs, NPs, PAs)</li> </ul>
			<p>2. Train healthcare and social service providers to integrate inclusive and culturally sensitive oral health messages and discussions into their programs (including County E&amp;E, Child Welfare, Nurse Family Partnership, Healthy Families America, Black Infant Health, WIC, FRCs)</p>	<p>July 2019- June 2020</p>	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• Solano College</li> <li>• Nurse Family Partnership</li> <li>• The Big 5 health providers</li> </ul>	<ul style="list-style-type: none"> <li>• Build upon the Smile, California Campaign messaging</li> <li>• Standardize messages across partners (e.g., Child Start, WIC, Healthy Families America hospital systems)</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
	b. Increase the number of cross-referrals made between service systems	<ul style="list-style-type: none"> <li>• Help Me Grow</li> <li>• Solano Coalition for Better Health (SCBH)</li> <li>• E&amp;E</li> <li>• Lists of clinics and dentists accepting Medi-Cal Dental (e.g. Smile, California website, etc.)</li> <li>• FRCs</li> <li>• Solano Oral Health Resource List</li> <li>• Smilecalifornia.org</li> <li>• Solano Cares</li> </ul>	3. Encourage and support agencies to: a) use an up-to-date resource list of dentists accepting Medi-Cal Dental; and b) in a culturally sensitive manner, ask callers if they have dental insurance, a dental provider, and if they need a referral	July 2019- June 2020	<ul style="list-style-type: none"> <li>• First 5 Solano: coordination with Help Me Grow</li> <li>• FRCs</li> <li>• WIC</li> <li>• SCBH</li> </ul>	<ul style="list-style-type: none"> <li>• Combine existing resource lists</li> <li>• Gain understanding of E&amp;E referral process</li> </ul>
	4. Develop a common protocol for connecting people to dental insurance and oral health services and train providers to implement this protocol	January- June 2019	<ul style="list-style-type: none"> <li>• Solano Oral Health Advisory Committee</li> <li>• Family Health Services Dental</li> <li>• County Office of Education</li> </ul>	<ul style="list-style-type: none"> <li>• Bring partners together to understand current referral practices and create blueprint of common protocol</li> </ul>		
	c. Increase system	<ul style="list-style-type: none"> <li>• SCBH</li> <li>• Help Me Grow</li> </ul>	5. Train E&E workers to provide culturally sensitive	January- June 2019	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• CHDP</li> </ul>	<ul style="list-style-type: none"> <li>• Gain understanding of E&amp;E referral process and</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
	navigation support services for oral health (including expansion of existing navigation support services)	<ul style="list-style-type: none"> <li>E&amp;E</li> <li>FRCs</li> </ul>	navigation support to their clients, if needed		<ul style="list-style-type: none"> <li>Child Start</li> </ul>	current system navigation services
			6. Train front office staff at Medi-Cal Dental providers to offer culturally sensitive navigation support for families	January 2019 -June 2022	<ul style="list-style-type: none"> <li>OLE Health</li> </ul>	<ul style="list-style-type: none"> <li>TBD</li> </ul>
			7. Refer persons needing care to existing system navigation services, if needed	Ongoing	<ul style="list-style-type: none"> <li>Service providers</li> <li>Help Me Grow</li> <li>FRCs</li> </ul>	<ul style="list-style-type: none"> <li>Identify current system navigation systems that already exist and that can support all of Solano</li> </ul>
	d. Increase the number of cross-sector collaboratives with oral health on their agenda	<ul style="list-style-type: none"> <li>Solano Kids Thrive</li> <li>Napa Solano Dental Society</li> <li>Existing convenings of providers (e.g., Medi-Cal Dental, FQHCs, and/or CHDP)</li> <li>Dental Directors Peer Network Clinic Consortium</li> <li>Solano County Medical Society</li> <li>Private practice providers</li> <li>Big 5 health providers</li> <li>School Boards</li> </ul>	8. Convene key oral health and medical providers within Solano County to determine/define roles and increase efficiency in the provision of care	Ongoing	<ul style="list-style-type: none"> <li>Solano Oral Health Advisory Committee</li> </ul>	<ul style="list-style-type: none"> <li>Attend yearly professional development trainings for doctors</li> <li>Connect to Dr. Danzeisen, MD (Site Chief for Kaiser in Fairfield)</li> <li>Search for and attend existing meetings</li> </ul>
			9. Encourage existing cross-sector collaboratives (e.g., Solano Kids Thrive) to put oral health on their agenda	TBD	TBD	TBD

\*Generated by stakeholders at the October 24, 2018 and November 7, 2018 SOHAC meetings.

\*\*Prop 56 funding can support advocacy and assistance in coordination to increase utilization of services, but cannot fund direct billable services

\*\*\*Stakeholders and Solano County Public Health identified 5 Smart Objectives between July 23, 2019 to August 7, 2019. SMART objectives can be achieved from the work on multiple Need Areas and Strategies

### Need Area 3: Oral Health and Nutrition Education and Promotion Action Plan Matrix

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
<p>Objective 1: By June 30, 2022, implement at least two culturally appropriate media campaigns focused on the importance of oral health and prevention directed towards at least one of Solano County's diverse populations.</p> <p>Objective 4: By June 30, 2022, decrease by 2 percent the number of third graders who experience dental caries.</p> <p>Objective 5: By June 30, 2022, increase by 10 percent the number of returned Kindergarten Oral Health Assessments (KOHA) within Solano County.</p>	<p>a. Increase public awareness about oral health and nutrition</p>	<ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Planned Parenthood</li> <li>• Schools/preschools</li> <li>• Child Health and Disability Prevention (CHDP)</li> <li>• Comprehensive Perinatal Services Program (CPSP)</li> <li>• Women, Infants, and Children (WIC)</li> <li>• Food pantries</li> <li>• Home visiting programs</li> <li>• Smilecalifornia.org</li> <li>• Solanocares.org</li> <li>• Centers for Disease Control (CDC)</li> <li>• Child Start (Head Start) curriculum</li> <li>• Family Resource Centers (FRCs)</li> <li>• County Office of Education</li> </ul>	<p>5. Coordinate public awareness campaigns with State efforts and augment if needed.</p> <ul style="list-style-type: none"> <li>• Develop core oral health / nutrition messages “Oral health 101 - top 5 facts”. Test messaging with focus groups; target appropriately (parents, children [by age group], by city)</li> <li>• Deliver at school settings: school presentations to parents (back to school night, PTA); presentations to school-age children and preschoolers (Head Start, Quality Rating and Improvement System [QRIS] network);</li> <li>• Deliver at medical settings: hospitals (add media to the First 5 Solano New Parent Kit); at Planned Parenthood; at insurance enrollment centers; at doctors’ offices; informative videos in waiting rooms (WIC, health care provider offices, FRCs).</li> </ul>	<p>April 2019-June 2021</p>	<ul style="list-style-type: none"> <li>• First 5 Solano</li> <li>• WIC</li> <li>• Solano County Public Health (PH)</li> <li>• School Nurses for distribution of materials</li> </ul>	<ul style="list-style-type: none"> <li>• Gather existing handouts, including WIC booklet (“What to do at Home on Oral Health”)</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
	b. Increase access to oral health education	<ul style="list-style-type: none"> <li>• La Clinica oral health education</li> <li>• Home visiting programs</li> <li>• Child Start (Head Start) curriculum</li> <li>• Smile in Style curriculum</li> <li>• Vallejo School District Nutrition Education and Obesity Prevention (NEOP) materials</li> <li>• County Office of Education &amp; Solano Quality Counts</li> <li>• University of California, San Francisco (UCSF) Technical Assistance (e.g., UCSF instructor guidebook for teaching about oral health)</li> </ul>	<p>6. Integrate inclusive, culturally sensitive oral health and nutrition education into home visiting programs</p> <p>7. Embed inclusive, culturally sensitive oral health and nutrition curriculum into child care settings, preschools, and early elementary grades (e.g., 1 hr per semester; offer curriculum similar to Head Start or Smile in Style; use Nutrition Education and Obesity Prevention [NEOP] design or something similar and insert oral health education component at other school districts; incorporate disclosure tabs into oral health education for children)</p>	<p>July 2020-June 2021</p> <p>July 2020-June 2021</p>	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• Child Start</li> <li>• Maternal Child and Adolescent Health (MCAH)</li> <li>• Nurse Family Partnership</li> <li>• Solano County PH</li> <li>• Child Start</li> <li>• County Office of Education</li> <li>• First 5 Solano</li> <li>• Solano Community College (Early Childhood Curriculum)</li> </ul>	<p>TBD</p> <ul style="list-style-type: none"> <li>• Inquire about integrating oral health component into curriculum for students at Solano College studying Early Childhood Education (ECE)</li> <li>• ECE providers will coordinate with one another to incorporate oral health education into ECE classrooms</li> <li>• Work with UCSF to identify existing evidence-based curricula</li> <li>• Work with County Office of Education to implement education program in each district</li> <li>• Work with First 5 Solano to potentially include an oral health component in Pre-K Academies for the 2021-22 fiscal year</li> </ul>



SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
			8. Research school wellness policies to determine where there is or could be a policy about providing oral health education	March 2019-July 2019	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• County Office of Education</li> <li>• First 5 Solano</li> </ul>	<ul style="list-style-type: none"> <li>• Research each school district’s wellness policy and plan of reach (including County Office of Education’s policy)</li> </ul>
			9. Develop train-the-trainer programs to provide inclusive, culturally sensitive oral health education in a variety of organizations that have community contact	July 2020-June 2022	<ul style="list-style-type: none"> <li>• Solano County PH</li> <li>• County Office of Education</li> </ul>	<ul style="list-style-type: none"> <li>• Explore offering a training program or workshop at County Office of Education</li> </ul>
	c. Integrate nutrition and oral health wellness policies into schools, child care programs, and workplaces	<ul style="list-style-type: none"> <li>• Chamber of Commerce</li> <li>• County Employee Wellness Committee</li> <li>• Dental Society</li> <li>• Board of Trustees</li> <li>• Board of Supervisors</li> <li>• School Board</li> </ul>	10. Encourage and support universal participation in the Kindergarten Oral Health Assessment (KOHA) <ul style="list-style-type: none"> <li>• Explore the feasibility of oral health providers volunteering at underresourced schools to conduct on-site exams to complete the KOHAs</li> <li>• Partner with superintendents to stress the importance of KOHAs</li> </ul>	July 2019-June 2021	<ul style="list-style-type: none"> <li>• OLE Health</li> <li>• Local Registered Dental Hygienist (RDH)</li> <li>• Solano County PH</li> <li>• California Department of Education</li> <li>• California Department of Public Health</li> </ul>	<ul style="list-style-type: none"> <li>• OLE Health reached out to Dr. Kumar about strategies other jurisdictions have used to improve the completion rate of the KOHA</li> <li>• OLE Health and local RDH will work on recruiting volunteers to complete KOHA (may require fingerprinting)</li> <li>• Announce importance of KOHA via superintendents meetings (some districts July 2019-June 2020 and the remaining districts July 2020-June 2021)</li> <li>• Connect with Vallejo SD to assess their strategy for 100%</li> </ul>

SMART Objectives***	Strategy	Partners/materials to leverage*	Key activities to include in CHIP*	Timeline	Who could potentially contribute to this work?	Next steps
						completion of the KOHA
			11. Research school wellness policies to determine where there is or could be a policy that improves oral health	March 2019-July 2019	<ul style="list-style-type: none"> <li>Solano County PH</li> <li>County Office of Education</li> </ul>	<ul style="list-style-type: none"> <li>Research each school district's wellness policy and plan of reach (including County Office of Education's policy)</li> </ul>
			12. Encourage employers to <ul style="list-style-type: none"> <li>Offer healthy foods in the workplace</li> <li>Educate employees about oral health, insurance, and services during open enrollment (e.g., at open enrollment fairs)</li> </ul>	TBD	<ul style="list-style-type: none"> <li>Solano County PH</li> </ul>	<ul style="list-style-type: none"> <li>Connect with the County Employee Wellness Committee (Oral Health Project Director is a member)</li> </ul>

\*Generated by stakeholders at the October 24, 2018 and November 7, 2018 SOHAC meetings.

\*\*\*Stakeholders and Solano County Public Health identified 5 Smart Objectives between July 23, 2019 to August 7, 2019. SMART objectives can be achieved from the work on multiple Need Areas and Strategies

