Dental Public Health Project/Activity Descriptive Report Form

Please provide a detailed description of your **successful dental public health project/activity** by fully completing this form. Expand the submission form as needed but within any limitations noted. Please return completed form to: lcofano@astdd.org

**NOTE:** Please use **Verdana 9 font**.

<table>
<thead>
<tr>
<th>CONTACT PERSON PREPARING THE SUBMISSION AND TO ANSWER QUESTIONS</th>
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<tbody>
<tr>
<td><strong>Name:</strong> Tommy Johnson, DMD</td>
</tr>
<tr>
<td><strong>Title:</strong> State Dental Director</td>
</tr>
<tr>
<td><strong>Agency/Organization:</strong> Alabama Department of Public Health</td>
</tr>
<tr>
<td><strong>Address:</strong> 201 Monroe Street, RSA Tower #1370, Montgomery, Alabama 36104</td>
</tr>
<tr>
<td><strong>Phone:</strong> (334) 206-5398</td>
</tr>
<tr>
<td><strong>Email Address:</strong> <a href="mailto:tommy.johnson@adph.state.al.us">tommy.johnson@adph.state.al.us</a></td>
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<thead>
<tr>
<th>PROVIDE CONTACT INFORMATION FOR ONE ADDITIONAL PERSON WHO COULD ANSWER QUESTIONS REGARDING THIS PROGRAM</th>
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<tbody>
<tr>
<td><strong>Name:</strong> Tasha Cooper</td>
</tr>
<tr>
<td><strong>Title:</strong> Executive Director</td>
</tr>
<tr>
<td><strong>Agency/Organization:</strong> HandsOn River Region</td>
</tr>
<tr>
<td><strong>Address:</strong> 101 Coliseum Boulevard, Montgomery, Alabama 36109</td>
</tr>
<tr>
<td><strong>Phone:</strong> (334) 264-3335</td>
</tr>
<tr>
<td><strong>Email Address:</strong> <a href="mailto:tcooper@handsonriverregion.org">tcooper@handsonriverregion.org</a></td>
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 SECTION I: ACTIVITY OVERVIEW

Title of the dental public health activity:

Alabama Department of Public Health Grant for HandsOn River Region’s Pay It Forward Program

Public Health Functions*: Check one or more categories related to the activity.

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<thead>
<tr>
<th>“X”</th>
<th>Assessment</th>
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<tr>
<td></td>
<td>1. Assess oral health status and implement an oral health surveillance system.</td>
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<td>2. Analyze determinants of oral health and respond to health hazards in the community</td>
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<td>“X”</td>
<td>3. Assess public perceptions about oral health issues and educate/empower them to achieve and maintain optimal oral health</td>
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*ASTDD Guidelines for State and Territorial Oral Health Programs that includes 10 Essential Public Health Services to Promote Oral Health

Healthy People 2020 Objectives: Check one or more key objectives related to the activity. If appropriate, add other national or state HP 2020 Objectives, such as tobacco use or injury.

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<thead>
<tr>
<th>“X”</th>
<th>Healthy People 2020 Oral Health Objectives</th>
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<tr>
<td></td>
<td>OH-1 Reduce the proportion of children and adolescents who have dental caries experience in their primary or permanent teeth</td>
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<td>OH-2 Reduce the proportion of children and adolescents with untreated dental decay</td>
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<td>“X”</td>
<td>OH-3 Reduce the proportion of adults with untreated dental decay</td>
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<tr>
<td>“X”</td>
<td>OH-4 Reduce the proportion of adults who have ever had a permanent tooth extracted because of dental caries or periodontal disease</td>
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<td>OH-5 Reduce the proportion of adults aged 45 to 74 years with moderate or severe periodontitis</td>
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<td>“X”</td>
<td>OH-6 Increase the proportion of oral and pharyngeal cancers detected at the earliest stage</td>
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<td>OH-7 Increase the proportion of children, adolescents, and adults who used the oral health care system in the past year</td>
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<td>OH-8 Increase the proportion of low-income children and adolescents who received any preventive dental service during the past year</td>
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<td>OH-9 Increase the proportion of school-based health centers with an oral health component</td>
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Revised July 2019
| OH-10 | Increase the proportion of local health departments and Federally Qualified Health Centers (FQHCs) that have an oral health component |
| OH-11 | Increase the proportion of patients who receive oral health services at Federally Qualified Health Centers each year |
| OH-12 | Increase the proportion of children and adolescents who have received dental sealants on their molar teeth |
| OH-13 | Increase the proportion of the U.S. population served by community water systems with optimally fluoridated water |
| OH-14 | Increase the proportion of adults who receive preventive interventions in dental offices |
| OH-15 | Increase the number of States and the District of Columbia that have a system for recording and referring infants and children with cleft lips and cleft palates to craniofacial anomaly rehabilitative teams |
| OH-16 | Increase the number of States and the District of Columbia that have an oral and craniofacial health surveillance system |
| OH-17 | Increase health agencies that have a dental public health program directed by a dental professional with public health training |

**"X" Other national or state Healthy People 2020 Objectives: (list objective number and topic)**

Provide 3-5 Key Words (e.g. fluoride, sealants, access to care, coalitions, policy, Medicaid, etc.) These will assist those looking for information on this topic:

Access to care, volunteer, exchange

**Executive Summary: Complete after Section II: Detailed Activity Description. Please limit to 300 words in one or two paragraphs.**

Pay It Forward is a value-based volunteer program where participants may exchange volunteer hours at any of more than 200 local venues for dental treatment ranging from prophylaxis, to extractions, to amalgam and composite restorations. Originally intended for pregnant women enrolled (and vetted) through Gift of Life, expectant fathers enrolled in Gift of Life programs are now also eligible. Most recently, clients of Hope Inspired Ministries, who provide training to low socioeconomic status and/or chronically unemployed men and women to help them obtain and maintain employment, are also eligible. Dentists volunteer their time and new ones are actively recruited by HandsOn River Region staff as they are the lead agency for facilitation. The program is intended to create greater access to care for the target population while enabling clients to actively contribute in acquiring the dental treatment they receive.

Alabama Department of Public Health provided a $25,000 grant initially for FY 2019 and has now renewed it for its second year. The money is used for administrative costs, business supply needs, staffing, and recruitment. The program has effectively increased access to care for expectant mothers, expectant fathers, and chronically unemployed individuals of all ages. By requiring the clients to bank volunteer hours in exchange for their treatment, individuals feel empowered in having a role in addressing their treatment needs. Unfortunately, barriers such as lack of transportation still exist, resulting in potential providers being hesitant to sign on due to broken appointments by clients.
SECTION II: DETAILED ACTIVITY DESCRIPTION

Provide detailed narrative about the dental public health activity using the headings provided and answering the questions. Include specifics to help readers understand what you are doing and how it’s being done. References and links to information may be included.

**Complete using Verdana 9 font.**

**Rationale and History of the Activity:**

1. **What were the key issues that led to the initiation of this activity?**

   The Pay It Forward program initiated in Michigan. The program garnered the attention of a local Montgomery dentist, Dr. Art Steineker, who recognized the potential a program of this type could offer citizens of the River Region area facing access to care issues. But bringing the concept “home” was only the beginning. The program had no funding except for $4,000 provided by the now defunct Envision 2020.

   Being new to state government and Public Health, the new State Dental Director found the program to be very interesting and did not want to see it fail. He determined it would be a worthwhile endeavor to pursue funding that would allow the program to continue. The realization of the possible demise of such a worthwhile endeavor without a source of funding was the impetus for initiating the grant.

2. **What rationale/evidence (may be anecdotal) did you use to support the implementation of this activity?**

   This program not only embodies people actively partaking in their own betterment, but also benefits the community through the volunteer hours logged by participants. The list of volunteer host organizations in the River Region exceeds 200 and offers an immense variety of venues. It has been shown that participants in the Pay It Forward program continue volunteering even after their financial situation improves.
Participating Agencies for Pay It Forward Volunteers

Dream Court Montgomery
Druids Charity Club
E.A.T. South
Eastseas Central Alabama
Elmore County Food Pantry
Elmore County Technical Center
Emergency Management Agency, Montgomery
City-County
Empowering Communities-Helping Ourselves (ECHO)
Equal Justice Initiative
Eve's Circle
Family Guidance Center
Family Promise of Montgomery
Family Sunshine Center
Family Support Center
FedEx Ground
Fisher's Farm
Food For The Hungry
Fort Toulouse - Fort Jackson Park
Freedom Rider's Museum
Fresh Start
Friends of the Freedom Rides Museum
Friendship Mission
Gift of Life
Girl Scouts of Southern Alabama
Habitat for Humanity ReStore
Hagar's House
Hands On River Region
Head Start
Healthy Kids Alabama
Heritage Training and Career Center
Homestead Hospice
Hope inspired Ministries
Hospice of Montgomery
House to House
Human Society of Elmore County
Humane Society of Montgomery
iHeartMedia
Iron Men Outdoor Ministries, Inc
Jackson Hospital Volunteer Services
John Knox Manor Nursing Home
Joy to Life Foundation
Jubilee Community Center
Koutde Kids
Lagoon Park Trail Group
Life Changing Mission Outreach
Life On Wheels
Mac on Wheels Academy
Main Street Wetumpka
Mary Ellin's Hearth at Nellie Burge
Meals On Wheels-MACOA
Medical Outreach Ministries
Mental Health America in Montgomery
Mid-Alabama Coalition for the Homeless
Montgomery AIDS Outreach, Inc.
Montgomery Area Chamber of Commerce
Montgomery Area Council on Aging (MACOA)
Montgomery Area Food Bank
Montgomery Area Hearing Loss Support Group
Montgomery Area Non Traditional Equestrians (MANE)
Montgomery Ballet
Montgomery Bicycle Club
Montgomery Botanical Gardens
Montgomery Children's Specialty Center
Montgomery Christian School
Montgomery City-County Public Library
Montgomery Community Action Committee
Montgomery County Archives
Montgomery Education Foundation
Montgomery Food for Kids Backpack Program
Montgomery Habitat for Humanity
Montgomery Housing Authority
Montgomery Lions Club
Montgomery Museum of Fine Arts
Montgomery Parks and Recreation
Montgomery Public Schools (MPS)
Montgomery Public Schools Office of Family and Community
Engagement
Montgomery Rescue Mission
Montgomery River Region Friends of AMBUCS
Montgomery STEF Foundation
Montgomery Therapeutic Recreation Center
Montgomery Trees
Montgomery Zoo
Motherly Care
Mothers Against Drunk Driving® (MADD)
Muscular Dystrophy Association
National Alliance on Mental Illness (NAMI)
Neighborhood Services
Neighbors In Christ
New Beginnings Educational Center
New Heights for Youth
One Place Family Justice Center
PASS
Positive Parents Have Power
Prattville/Autauga Humane Society
Re-Invention
Reach and Rise
Reality & Truth Ministries
Rebuilding Together Central Alabama
Renascence, Inc.
Respite Care Ministry
Resurrection Catholic Missions
Resurrection Catholic Missions of the South
River City Church
River Region Runners
River Region United Way
Rosa Parks Museum
Salvation Army Montgomery
Save-A-Life of Montgomery
Scott and Zelda Fitzgerald Museum
Second Chance Foundation
Selma to Montgomery National Historic Trail
Service Dogs Alabama
Sickle Cell Foundation of Greater Montgomery
SKIP, Inc.
SouthernCare New Beacon Hospice
SpoilDiva, Inc.
Standing Together Against Rape (STAR)
Successful Living Center
That's My Child
The Arch of Alabama
The Bridge-Davis Treatment Center
The Nehemiah Center
The Wellness Coalition
Tie and Dolly
Turning Point Church
Tuskegee Airmen National Historic Site
United Cerebral Palsy of Central Alabama
United Ways of Alabama
VOICES for Alabama’s Children
Volunteers of America
W.E.L.C.O.M.E. Center
Wetumpka Depot Players
Women of Refined Gold
Working Woman’s™ Home Association
YMCA Camp Chandler
YMCA of Greater Montgomery

Revised July 2019
3. What month and year did the activity begin and what milestones have occurred along the way? (May include a timeline.)

Timeline and narrative provided by HandsOn River Region for Pay it Forward

Pay It Forward Annual Activity

FY 2018
- # of orientations scheduled - 6
- Approximate number of people oriented - 52
- Number of appointments made - 6
- Approximate number of volunteer hours by participants - 300
- Number of participating dentists - 1
- Number of visits/calls made to potential dentists to recruit for program – 6

FY 2019
- # of orientations scheduled - 6
- Approximate number of people oriented - 49
- Number of appointments made - 6
- Approximate number of volunteer hours by participants - 500
- Number of participating dentists – 3
- Number of visits/calls made to potential dentists to recruit for program – 8
- Two additional nonprofit partners added, 1 removed from FY 2017

Narrative:
In FY 2018, our initial nonprofit partners were Gift of Life and Friendship Mission. Our orientation numbers for that year rivaled 2019 since Friendship Mission has a large number of people staying at the shelter. Unfortunately, we had to end our partnership with Friendship Mission for several reasons, one of them being that clients were scheduling appointments and not showing. Our one participating dentist threatened to pull out of the program if we could not fix the issue.

In FY 2019, we started with one nonprofit partner, Gift of Life. Gift of Life is a great program but has low attendance, which is why our orientation numbers stayed similar to FY 2018 even though we added a new nonprofit partner, Hope Inspired Ministries, at the beginning of FY 2019. Hope Inspired Ministries has roughly 15-20 participants enroll in the program during each class (which can be held several times throughout the year). Hope Inspired Ministries has a class retention rate of 40-50%, which means by the time we make it to orientation we may have 6-10 people there. We were able to add Nehemiah Center as an additional nonprofit partner at the end of FY 2019, which will increase our engagement/orientation numbers moving forward. We added two new dentists to the network at the end of FY 2019, who will start taking clients in FY 2020.

We are looking great for FY 2020! In addition to two new dentists, two new nonprofit partners, Communities of Transformation and Transformation Montgomery, were added bringing our total nonprofit partners up to five. We plan to add a sixth, Aid to Inmate Mothers, in the new few months.

Pay It Forward Partner Agencies

Gift of Life Foundation
Mission: The Gift of Life Foundation is committed to improving the health and well-being of at-risk mothers and babies to build stronger communities.
Vision:
To foster an environment in Montgomery where:
- All pregnant women are able to receive prenatal care beginning in the first trimester.
- Healthcare and social services for mothers and babies are connected to each other in an efficient safety net.
- Every infant is fully screened and vaccinated.
- The teen pregnancy rate is well below Alabama’s overall rate.
• The community is proud to stand up for at-risk mothers, children and families.

Reach: Montgomery County
Website: www.giftoflife.org

**Hope Inspired Ministries**
Mission: Hope Inspired Ministries serves low-skilled, poorly educated, and chronically unemployed men and women by preparing them to obtain and maintain employment. We do so in a manner that develops individual worth, encourages personal responsibility, and promotes the value and honor of work. We introduce a way of life that promotes the development of the emotional, physical, and spiritual maturity in each student.
Who they serve: Hope Inspired Ministries focuses on chronically unemployed men and women 18-49. The question becomes “who exactly are these men and women?” There are many reasons why people find themselves in these circumstances and they seek to address any of these in order to help them transform into productive citizens. These range from prison records, past addictions, and a general lack of knowledge and understanding as to what it takes to be successful in the workplace. Regardless of the specific reasons, it is their intent to enter into a relationship where anyone who desires to become self-sufficient has the ability to do so.
Reach: Jefferson, Montgomery, and Lowndes Counties
Website: www.hopeinspiredministries.org

**Nehemiah Center**
Mission: The mission of Nehemiah Center is to equip and enable the children and adults they serve with lasting skills enabling them to abundantly sustain themselves physically, spiritually and emotionally.
Who they serve: The Center serves at-risk children and families in the Chisholm community and offers a free GED program, a Jobs Readiness program, multiple parenting programs, mentoring programs, tutoring, a free after-school program and an Open-Gym night.
Reach: Montgomery County
Website: no current website.

**Communities of Transformation**
Mission: The mission of Communities of Transformation is to move families from surviving to thriving by developing personal leadership skills and building authentic relationships.
What they do: Communities of Transformation offers students lessons in the Awaken program. Each site meets weekly with dinner and childcare provided. Participants are individuals or families who volunteer for this initiative. Small groups spend twelve weeks in the Awaken curriculum, a personal leadership class where participants learn about budgeting, goal setting, relationships, and exploring a new future story. Volunteers spend eight to ten weeks training for the work they will do.
Reach: Brewton, Dothan, Eufaula, Evergreen, Mobile, Montgomery, Phenix City, Pine Hill, and Selma Alabama. Their program also serves South Walton County, Florida
Website: www.communitiesoftransformation.org

**Transformation Montgomery**
Mission: Transformation Montgomery is a nonprofit organization that seeks to transform lives one person, one family, one neighborhood at a time through holistic life skills training, relational community renewal, and affordable housing.
Focus Statement: Consistent with its mission, Transformation Montgomery is built on 3 Pillars of Transformation. Individually and together, these Pillars evoke transformation in the person and in the community. Transformation Montgomery devotes and limits its energy, resources and relationships to advancing the 3 Pillars of Transformation. The 3 Pillars and the function of each are as follows:

- **Pillar I** — Life-skills mentoring and training: To educate the community about poverty and to provide the people of Montgomery with relationships, training, and accountability that will holistically equip them with the skills and attitude necessary to rise out of poverty and to forever live productive, responsible, and independent lives.
- **Pillar II** — Community renewal: To operate, staff, and equip the Transformation Center, a multi-function facility in the Garden Square neighborhood that provides classes, services and meeting space for the people living in and around Garden Square for purposes consistent with transforming the people and the neighborhood.
- **Pillar III** — Affordable housing: To provide affordable housing in the Garden Square neighborhood of Montgomery to eligible Montgomerians.

Reach: Montgomery County
Aid to Inmate Mothers

Mission: Aid to Inmate Mothers provides services to Alabama’s incarcerated women with emphasis on enhancing personal growth and strengthening the bonds between inmate mothers and their children. What they do: Women leaving prison in Alabama walk out the door with $10 in their pocket, a bus ticket, and little more than the clothes on their back, only to face obstacles in every aspect of daily living.

Aid to Inmate Mothers created an aftercare program, Project Reconnect, to prepare the women for release and help them successfully transition back into the community. The program is coordinated by Karen Carr, a former inmate who has gained the respect of the prison administration and inmates alike. It is designed for inmate mothers who are within one year of the end of their sentences.

Pre-Release Programs
Each week, AIM holds a class in the prison to provide education and information to help ensure a successful transition. Facilitators teach courses on topics relating to life skills, job preparedness, STD awareness, human sexuality and conflict resolution. Periodically, Karen also brings in guests to speak on topics such as domestic violence, sentencing laws, Pell grants, social service benefits available to women when they leave prison and how to be a successful parolee.

Reconnecting to the Community
After release, AIM steps in to help the women secure jobs and housing and provide essential counseling. At a minimum, participants receive follow-up support for one year.

More than 150 women released from Tutwiler in the last year are still under AIM’s wing. Karen works tirelessly to help each of the women overcome challenges. Sometimes, all they need is a sympathetic ear to listen to the frustrations they encounter as they make their transition and negotiate through family problems. Other times, more serious intervention is necessary.

Reach: Jefferson, Lowndes, and Montgomery Counties
Website: [www.inmatemoms.org](http://www.inmatemoms.org)

Friendship Mission

Mission: Demonstrating love in action, Friendship Mission, Inc. provides a faith-centered place of refuge for the River Region’s homeless and poor that exemplifies compassion, promotes self-sufficiency and offers the tools to achieve this goal.

What they offer: The residents at Friendship Mission are involved in a variety of activities including basic life skills classes, Bible studies, substance abuse counseling, GED classes, employment and college courses. Friendship Mission houses approximately 100 men, women and children in two locations.

Friendship Mission has also partnered with the VA to assist homeless veterans and feels strongly that no man or woman, having served the nation, should find themselves living on the streets.

Reach: Montgomery County
Website: [www.friendshipmission.org](http://www.friendshipmission.org)

The sections below follow a logic model format. For more information on logic models go to: [W.K. Kellogg Foundation: Logic Model Development Guide](http://www.wkkf.org)

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<th>OUTPUTS</th>
<th>OUTCOMES</th>
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1. **What resources were needed to carry out the activity?** (e.g., staffing, volunteers, funding, partnerships, collaborations with various organizations, etc.)

   *See above narrative*

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2. **Please provide a detailed description the key aspects of the activity, including the following aspects: administration, operations, and services.**

Pay It Forward Grant Guidelines
The Department shall:

- Distribute grant funds to HandsOn River Region per submitted invoices through FY2019 to a maximum of $25,000.00 per budget allocations for marketing, outreach, dentist recruitment, and staff funding.
- Assist HandsOn River Region in creating unified design branding items to appropriately reflect its partnership with ADPH
- Assist in promotion of the Pay It Forward program through ADPH social media outlets
- Monitor volunteer hours logged by clients through the Volunteer Management System

HandsOn River Region is the sub-recipient. Pay It Forward is a program of HandsOn River Region, who, for 46 years, has been the hub in the River Region for coordination of volunteer services and National Days of Service activities.

Pay It Forward is a program designed to help low-income citizens who don’t have dental insurance to get the dental care they need and to give back to the community at the same time. Those who qualify to receive dental care through the Pay It Forward program make a valuable impact by completing hours of volunteer service in return for dental care at participating dental offices. Pay It Forward recruits area dentists to provide Pro-Bono services to qualifying clients. Pay It Forward also vets and recruits social service agencies who have clients who meet eligibility requirements for the program. Once a partnership has been formed between Pay It Forward and a social service agency, HandsOn River Region staff provide year-round orientations for those clients and facilitate the record keeping of volunteer hours for those clients. HandsOn River Region staff working in the Pay It Forward program also work closely with participating dentists to schedule dental appointments once clients have volunteered enough hours for their initial visit. Pay It Forward works with the client and their agency to ensure the client attends their dental visit and any subsequent visits.

The Sub-Recipient shall:

- Create an original brand for the Pay It Forward program and utilize branding items from the Department to create a unified design
- Recruit new dentists to participate in the Pay It Forward program
- Promote and market the Pay It Forward program to low-income citizens who do not have dental insurance
- Confirm client eligibility with case manager at participating organizations
- Host orientation session for new clients
- Assist client in completing necessary paperwork, including client agreement form
- Register client as volunteer in one of over 200 nonprofit agencies in the River Region area
- Verify volunteer hours logged by client in community organization(s) to apply towards dental treatment at a participating Pay It Forward dentist office through the Volunteer Management System and forward monthly reports to Department.
- Coordinate appointments between client and participating dental office
- Submit monthly itemized invoices to Department for payment

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3. **What outputs or direct products resulted from program activities?** (e.g., number of clients served, number of services units delivered, products developed, accomplishments, etc.)

**FY 2018:**

- # of orientations scheduled - 6
- Approximate number of people oriented - 52
- Number of appointments made - 6
- Approximate number of volunteer hours by participants - 300
- Number of participating dentists - 1
- Number of visits/calls made to potential dentists to recruit for program - 6
FY 2019:

- # of orientations scheduled - 6
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- Number of visits/calls made to potential dentists to recruit for program – 8

Two additional nonprofit partners added, one removed from FY 2018.

The National value for volunteer time per hour is $25.43.

This means that in FY 2018 the program’s impact to the community was $7,629. The program impact to the community in FY 2019 was $12,715.

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4. **What outcomes did the program achieve?** (e.g., health statuses, knowledge, behavior, care delivery system, impact on target population, etc.) Please include the following aspects:
   a. How outcomes are measured
   b. How often they are/were measured
   c. Data sources used
   d. Whether intended to be short-term (attainable within 1-3 years), intermediate (achievable within 4-6 years), or long-term (impact achieved in 7-10 years)

The ultimate goal of the grant is to provide funding to increase access to dental care to a vulnerable population. This access reduces the number of caries in the population, provides restorative care, reduces pain in patients, and addresses the low birth weight babies in specific aspects of the patient pool. Outcomes are measured on an individual basis and are constantly updated.

It is the intent of this grant to help sustain the program on a long-term basis. As outcomes improve, so hopefully will the monetary amount of the annual grant award to HandsOn River Region for support of the Pay It Forward program.

**Budgetary Information:**
NOTE: Charts and tables may be used to provide clarity.

1. **What is the annual budget for this activity?**

   Hands On River-Pay It Forward Budget

2. **What are the costs associated with the activity?** (Including staffing, materials, equipment, etc.)

   See above

3. **How is the activity funded?**

   Grant funds are provided by MCH Title V grant.

4. **What is the plan for sustainability?**

   Increasing the recruitment rate of dentist providers will increase the number of available appointments for Pay It Forward clients. Plans to continue/increase grant funds for the Pay It Forward program should help insure its perpetuation.
Lessons Learned and/or Plans for Addressing Challenges:

1. **What important lessons were learned that would be useful for others looking to implement a similar activity? Was there anything you would do differently?**

The largest obstacle for the Pay It Forward program is transportation for the clients to get to their appointments. Perhaps consider the possibility of bus vouchers to be a covered expense by grant funds.

2. **What challenges did the activity encounter and how were those addressed?**

Surprisingly, the implementation of the Pay It Forward grant went very smoothly and encountered no opposition.

The biggest challenge was to have in place a referral base of dentists who would accept the clients of Pay It Forward. That framework was necessary initially to build upon as the number of patients (hopefully) continues to increase.

**Available Information Resources:**

Share any models, tools, and/or guidelines developed by the program specifically for this activity that may be useful to others seeking additional information. Hyperlink resources if possible.