

# **ASTDD New Member Services/Peer Support Program Annual Report Jan 1, 2020 – Dec 31, 2020**

Coordinators: Lori Cofano- State/Territorial Dental Director and Program Manager  
Orientation and Peer Support Program  
Kimberlie Payne – Associate Member Coordinator

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## **Describe the purpose of your committee:**

Developing, implementing, and evaluating a state/territorial oral health program (S/TOHP) is an enormous undertaking that requires a great deal of knowledge, skill, flexibility and diplomacy. S/TOHP directors/managers bring a variety of backgrounds to their position and often occupy the sole oral health position within their health agency. ASTDD wants to assist in whatever way possible to help new directors/managers become effective in administering their programs.

Upon joining ASTDD, each new Member and Associate Member is welcomed by Chris Wood, Executive Director and either Lori Cofano, state/territorial directors/managers or Kimberlie Payne, Associate Members.

Lori holds orientation calls with all new directors/managers to acquaint them with the ASTDD website. She offers them the opportunity to engage with a peer mentor from another state for a year through the ASTDD Peer Support Program (PSP). Those interested in participating in the PSP complete an online application via Survey Monkey. Based on their identified needs, interests and location, a peer mentor is selected and together they complete a technical assistance plan.

Kimberlie sends a personal email with a follow-up phone call to each Associate Member. She first welcomes and thanks them for joining ASTDD and describes ASTDD's mission and goals. She finds out more about their professional responsibilities and focuses the conversation on what would be more beneficial to them. Kimberlie walks through the website, resources, committees and makes sure the new Associate Member is aware that if they have any questions, Kimberlie is their contact. The program has been a great success and the new Associate Members are very appreciative of the personalized contact.

## **Accomplishments for the last calendar year.**

As of December 31, ASTDD had 62 primary Members (S/TOHP). This always stays the same as the lead for the oral health program is considered a Member regardless of whether the state or territory has paid its annual dues. In 2020, ASTDD added seven new Members. In 2020 ASTDD also added 211 new Associate Members for a total of 483

Associate Members, including 232 Associate Members who are under their state/territorial membership and 47 Associate Members who belong under one of ASTDD's 13 Organizational Associate Members, and 23 Life Members (retired state or territorial directors for at least 10 years).

**Peer Support Program (PSP):** In 2020 there were thirteen mentoring pairs at different stages in the PSP. This was the first time a U.S. Territorial Oral Health Program participated in mentoring. Two program staff from the Commonwealth of the Northern Mariana Islands (CNMI) were mentored by Reg Louie and Ohnmar Tut. Thank you to John Dane, Chris Farrell, Reg Louie, Katya Mauritson, Kimberlie Payne, Bob Russell, Sarah Tomlinson, Ohnmar Tut, Mona Van Kanegan, Julia Wacloff, Kathy Weno and Sam Zwetchkenbaum for serving as mentors to directors/managers from the Alabama, Alaska, Connecticut, Commonwealth of the Northern Mariana Islands (CNMI), Idaho (two different program managers), Kansas, Massachusetts, Montana, New Jersey, North Dakota, Ohio, Pennsylvania, and Wisconsin.

New director/manager orientations = 7  
Peer Support Applications = 5 (2 from the CNMI)  
Six-month evaluations = 7  
One-year evaluations = 8  
PSP certificates = 7

The NOHC 2020 pre-conference workshop: *Keeping the Ship Upright for Smooth Sailing: Using Mentoring to Help Steer Your Program* was presented on September 9<sup>th</sup> and 16<sup>th</sup> via Zoom as the NOHC was virtual due to COVID-19. Presenters: Lori Cofano, Chris Farrell, Tommy Johnson, Kimberlie Payne and Bob Russell.

The PSP letter to mentees was revised to include links to the ASTDD Competencies and Guidelines.

This was a challenging year for many of the mentor/mentees due to COVID-19 as a few of the directors/managers were asked to serve in various roles related to state COVID-19 response.

The workplan and logic model were updated to reflect activities in 2020-2021.

**Future activities planned by your committee:**

- Continue to contact new S/TOHP directors/managers to provide orientation to ASTDD and introduce them to the PSP.
- Ongoing tracking of PSP activities, including orientations, PSP applications, and evaluations.

**Subcommittees your committee uses, their roles and activities:**

- The PSP collaborates with experienced state oral health program directors/managers to provide mentoring to new directors/managers.
- New directors/managers are shown how to find information pertaining to ASTDD's committees. If they express interest in a committee, they are introduced to the committee Chair and Consultant via email to obtain more information (unless it is one of the committees that is not accepting new members. Those are currently the Best Practices and the Dental Public Health Policy committees.

**Unmet needs of your committee (e.g., members, funding, etc.):**

**Quotes:**

The Peer Program is an invaluable asset to ANY new dental director. To know that there is someone available to answer questions and offer suggestions, and eager to do so, offers a tremendous feeling of confidence. ~ Tommy Johnson (AL)

Dr. Russell is an accomplished mentor and an exceptional resource. I had an excellent experience in the program. ~ Frances Wise (AK)

It's been very helpful to have someone with a similar background to talk to and to ask advice. ~ Katie Glueckert (MT)

Contacting me as a new Associate Member is such an amazing service, thank you so much ~ Kriti Thomas Michigan

Thank you for the call and all the information, I think ASTDD is a great organization ~ Raya Abu Zahra, Associate Member