Safety-net oral health programs face a monumental challenge – to provide high quality care to the underserved within highly constrained budgets. NNOHA is working to support providers by developing innovative initiatives, partnerships and resources as well as providing advocacy and support. The staff and board of NNOHA are excited to share our accomplishments with you in our first annual report.

**Membership**

This year saw remarkable growth in NNOHA’s membership. With a 39% increase in individual members and a 65% increase in Organizational/Association memberships, the NNOHA family is larger than ever with 2,379 active members.

The feedback and counsel of our members continues to play an essential role in guiding the work of NNOHA. The activities highlighted in this report reflect the invaluable input provided by our members, sponsors and partners. The next year, 2014, will bring additional work and changes based on this input. Please remember that suggestions are greatly appreciated, and can be sent to info@nnoha.org at any time.

**Projects and Programs**

**National Oral Health Learning Institute**

In 2013 the National Oral Health Learning Institute (NOHLI) wrapped up its pilot year, graduating 10 scholars from health centers across the country. The Institute addresses the need for training and technical assistance that is specific to oral health leaders practicing in Federally Qualified Health Centers. The Institute’s faculty includes NNOHA Board members, Practice Management Committee members and other partners with extensive experience in and knowledge of FQHC dental programs. A full description of the curriculum is available on NNOHA's website.

Scholars not only benefited from the learning materials themselves, but also from the strong relationships they forged with each other, and with the faculty and mentors. They gained a sense of empowerment, feeling more confident to implement changes at their health centers and advocate for their dental programs to their administration and the community.

Concurrent with the completion of the pilot year, NNOHA launched the second cohort of scholars with 16 Dental Directors from health centers located across the country. In 2014 we will be
seeking to improve the experience for these new scholars based on the input from the 2013 graduates.

We will be accepting applications for the next cohort this summer. This project is funded by HRSA.

**Interprofessional Core Clinical Competency Pilot Project**

In 2013, NNOHA launched an exciting new project in partnership with the Health Resources and Service Administration (HRSA) designed to measure the impact on oral health services when the medical team receives training in oral health core competencies.

This project is based on the oral health core clinical competencies that are the result of the 2011 Institute of Medicine report, *Improving Access to Oral Health Care for Vulnerable and Underserved Populations*, and the follow up work done in 2012. The pilot project implements and evaluates the impact on oral health when core clinical competencies are fully integrated into medical services. Initial results were presented at the 2013 National Primary Oral Health Conference and the full report will be available in 2014. This project is funded by HRSA.

**State Oral Health Program/Primary Care Association Collaboration Project**

In partnership with the Association of State and Territorial Dental Directors (ASTDD) and HRSA’s Region VIII, the State Oral Health Program/Primary Care Association Collaboration Project was launched in six states: Colorado, Hawaii, Illinois, Kentucky, Ohio and Oklahoma. Each participating state built a team comprised of the State Dental Director and the Primary Care Association’s oral health lead. The teams planned a collaborative project to improve the oral health of the state’s residents. Coaches provided guidance to help identify and plan the collaborative project, which is designed to deepen understanding of each organization’s current and potential capacities. These projects will enable the partners to identify complementary activities that form the basis of an ongoing, substantive relationship. This project is funded by Delta Dental of Colorado and the DentaQuest Foundation.

**Strengthening the Oral Health Safety Net**

This initiative is a partnership with the National Association of Community Health Centers (NACHC), Massachusetts League of Community Health Centers (Mass League), and DentaQuest Institute’s Safety Net Solutions. As one of the national partners of this initiative, NNOHA’s primary role is engaging and supporting the 130 FQHC- affiliated dental programs. Safety Net Solutions performs an initial assessment with each dental program to identify areas in need of improvement. NNOHA provides support and resources to address those identified areas.

NNOHA works in partnership with the other national partners in efforts to support the elevation of oral health at the state level through the participating Primary Care Associations, as well as at the national level. See our website for further information about this project and the role of each partner. This project is funded by DentaQuest Foundation.

**Promising Practices**

Through the collection and sharing of Promising Practices, NNOHA seeks to strengthen oral health programs and promote communication and collaboration between Health Center providers. The overall goal is to reduce disparities and increase oral health status.

This year, Dental Director Learning Networks, Strengthening Safety-Net Oral Health Programs through State Oral Health Program and Primary Care Association Collaboration and Expanding...
Fall 2013 brought the launch of the new NNOHA website, the NNOHA dental listserv and the largest National Primary Oral Health Conference yet.

Scope: The Swedish Community Specialty Clinic were added to the collection. For more details about these practices, visit the NNOHA website at NNOHA.org.

Policy and Advocacy
In September, Greg Nycz, Executive Director of Family Health Center of Marshfield, Inc. and NNOHA Advocacy Committee member, testified before the Senate Subcommittee on Primary Health and Aging about the oral health crisis. His testimony highlighted the important role that health center dental programs play in providing care to the underserved, and called for continued support and expansion of the safety net.

In partnership with the Pew Charitable Trust, 35 oral health providers and primary care association representatives from around the country came together to receive in depth training on effective communication and advocacy on community water fluoridation. The inaugural “Community Water Fluoridation Boot Camp” provided participants with seven concrete skills to utilize when talking with patients and elected officials about the importance of water fluoridation for public health.

As the need for access to dental care increases, the demand for quality providers committed to caring for under-served patients is growing as well. In 2013, NNOHA released several new resources and started updating existing materials. Additional resources will be released in 2014.

NNOHA’s Website and Listserv
Fall 2013 brought the launch of the new NNOHA website and NNOHA dental listserv. The website provides safety net dental providers with resources and tools in a newly organized format. With an A-Z index and search bar, providers are able to access the resources easily and on a timely basis. Presentations from webinars and conferences are available at all times for reference. In addition to the resources available on the website, the NNOHA dental listserv provides a platform for peer support. The listserv, which replaces NNOHA’s online forums, was a request from NNOHA’s membership. All members are encouraged to join the listserv and share with your colleagues.

National Primary Oral Health Conference
Each year, NNOHA hosts the National Primary Oral Health Conference as an opportunity for safety-net oral health providers to increase their knowledge, and learn from colleagues. NNOHA’s largest conference to date brought more than 600 safety net dental professionals to Denver in November. This year’s theme, “Serving our Mission in Challenging Times,” provided a focus on the difficulty of remaining patient centered in daily tasks, while navigating a sea of constant change that requires increased accountability in the face of growing demand for care.

Orientation Fact Sheets for National Health Service Corp
NNOHA developed the National Health Service Corps Fact Sheet for Dental Students, Dentists, and Dental Hygienists, and the Health Center Dental Employment Frequently Asked Questions with Dr. Rob Berg from University of Colorado School of Dental Medicine. These fact sheets address questions from students regarding health center dental careers and loan repayment or scholarship opportunities.

NNOHA frequently receives inquiries from students considering National Health Service Corps who do not understand the breadth of opportunities available, or what a career serving the underserved in a health center would entail. The email announcing these tools in 2013 was one of the most popular communications of the year.
Salary and Retention Survey
In 2013 NNOHA worked with Dr. Ken Bolin from the Baylor College of Dentistry to conduct a statistical analysis of job satisfaction indicators and self-reported salaries among health center dentists and dental hygienists.

Responses were compared and contrasted with data supplied by executive directors of Health Centers. The survey reveals helpful hints and tips for Health Centers’ efforts in recruiting and retaining dental providers. The results of the study will be available in early 2014.

School Based Health Centers Environmental Scan
Many health centers provide clinical services, including dental care, in school-based settings. The opportunity is growing with a recent appropriation of $200 million through the Affordable Care Act, yet very little is known about the characteristics of these dental programs. In 2013 NNOHA partnered with Dr. Howard Bailit from the University of Connecticut to survey FQHC school-based dental clinics.

Through survey data from 60 programs and focus groups, information on program size, delivery models, services provided, months and days of operation, and finances was gathered and is in final stages of evaluation and editing. Initial findings were presented at the National Primary Oral Health Conference, and the full report will be available in early 2014.

Thank You
NNOHA would not have realized these accomplishments without the leadership of our Board of Directors, and the hard work of our committee volunteers, amazing partnerships, and the support of our outstanding funders. Without the guidance, expertise, and financial support that each of these groups represent, we would not be so well positioned to take on new challenges and growth in 2014.

Certainly, NNOHA would not have seen such a successful year without our members. NNOHA is a membership organization, and our members and partners are truly the heart of this organization. We thank you for the incredible services you are providing to the country’s underserved on a daily basis, and for the passion that you bring to this battle to achieve optimal oral health for all.