



Delta Dental of Iowa Foundation

2021

Grantee Evaluation Report

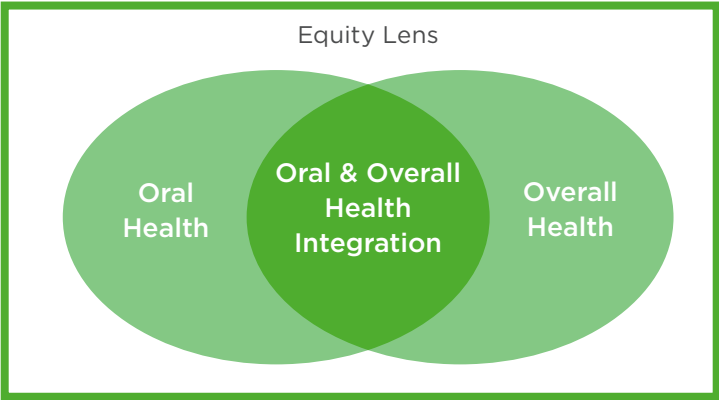
November 2023



Mission: Strengthen and transform the health and smiles of all

2025 Strategic Vision:

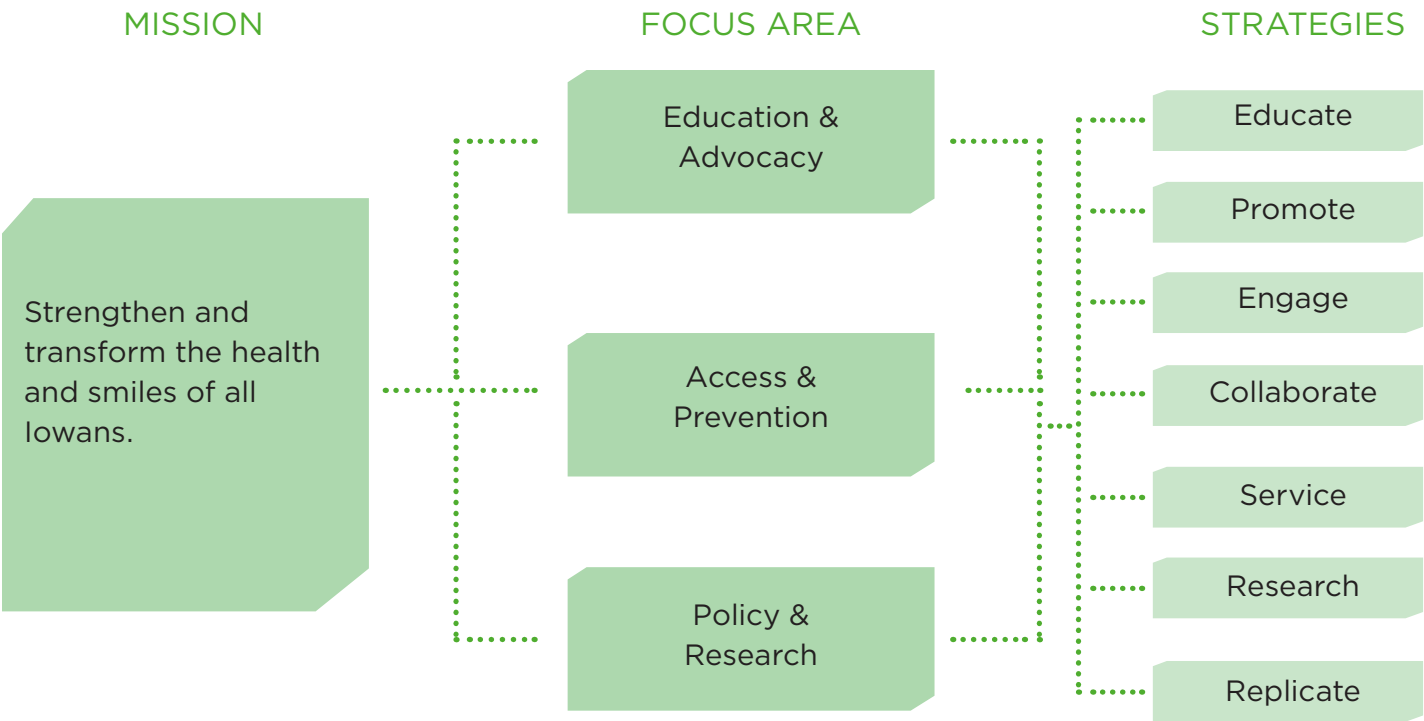
Robust community systems and partnerships empower and engage all lowans to have optimal dental, vision and overall health.



BEYOND 2020 EVALUATION FRAMEWORK

The purpose of the evaluation framework is to highlight impact, challenges, and other learnings shared from grantees during their awarded project period after the grant period has ended. This report is based on the time period of January 1 - December 31, 2021 unless noted otherwise.

The Foundation directs funding through three strategic focus areas: education & advocacy; access & prevention; and policy & research and the following seven strategies: educate, promote, engage, collaborate, service, research, and replicate.



Health Equity Statement

The Foundation envisions a world where health equity is a reality. Health equity is achieved when every person has the opportunity to attain their full health potential. To achieve this goal, the Foundation will focus on building and supporting systemic solutions to address health inequities to create fair and just opportunities to health for all lowans.

The Foundation identified four critical areas in which we can advance our focus on diversity, equity and inclusion, which are outlined below:

- ▶ Work to become a strong equity-focused funder.
 - ▶ Work to become a trust-based funder.
 - ▶ Work to become representative and transparent.
 - ▶ Engage in and commit to thoughtful, ongoing equity journey, self-reflection and action.
- Some examples how the Foundation has committed to advancing equity in 2020 and beyond:**
- ▶ Development of a Foundation Diversity, Equity and Inclusion (DEI) Plan, shared externally with community partners and continually revised with an annual accountability workplan.
 - ▶ Living a commitment to learning through ongoing training and education at a staff and board level.
 - ▶ Embraced feedback from partners to refine grantmaking processes, simplified application questions, and alignment with trust-based philanthropy practices.

The illustration shows a diverse group of people of various ages and ethnicities. Below them are two overlapping circles. The top circle is blue and contains the text '2.4 Million lowans served'. The bottom circle is purple and contains the text '4.5 Million services provided to lowans across all 99 counties.'

Race/Ethnicity Demographics

In 2021, demographic information was collected from grantees in the form of an open-ended question. Over half (60%) of all grantees included race and ethnicity demographic information about the population they serve; the most frequently identified include Hispanic (53%), Black (27%), Asian (31%), and White (39%) lowans. In addition, nearly half (43%) of grantees specifically mentioned poverty (low-income, underinsured, uninsured, etc.) as part of their demographics and specific individuals they served.

Note: Services defined by care coordination, education, or individuals otherwise impacted by grant dollars.

MEASURING IMPACT: GRANTEE EVALUATION RESULTS BY STRATEGY

STRATEGY: EDUCATE

In 2021, grantees made efforts to increase oral and/or overall health knowledge and skills for system leaders and/or program participants.

Oral Health Spotlight: Young Women’s Resource Center - Brighter Beginnings for Young Moms & Families (\$15,000)

Funds supported oral health curriculum update and care coordination for dental services for pregnant and parenting young moms under the age of 24. Learnings include:

- ▶ Awareness of oral health connection to overall health for program participants through education offered by Dental Connection’s Smile Squad
- ▶ Caseworkers embedded education and support around oral health as a standard part of overall health for current and future program participants
- ▶ Increased rates of oral and general health maintenance and check ins for participants during and after pregnancy, which provides a foundation for a healthier state for their children long-term



Integration of oral and overall health resulted in identification of other healthcare needs including primary care and vision providers for young mothers.



With young pregnant individuals, this is especially impactful, as this population is twice as likely to forgo prenatal care in the first trimester compared to older pregnant people, which can lead to an increased risk of preterm birth, low birth weight, and vision problems.

Wellness Spotlight: One Iowa – LGBTQ Resource Guide and Inclusivity Trainings to Rural Iowa Healthcare Providers (\$24,058)

The lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ) community encompasses a diverse community of people who face unique challenges when receiving care for their health. Through inclusivity trainings and a dedicated resource guide featuring affirming healthcare providers, One Iowa expanded to focus on healthcare providers and their staff in rural areas to help make their practices safer spaces.



- ▶ 1,114 healthcare providers/team members received training on the LGBTQ community, including sexual orientation, gender identity, and best practices; 27 additional education contacts and training opportunities were made as a result of this initial project
- ▶ During the previous year, 85% of organizations trained made a positive change in their space to be more inclusive of the LGBTQ community
- ▶ Funds supported expansion and update of a resource guide to include dental, vision, mental health, and primary healthcare providers for community members looking for affirming providers. Providers are vetted by One Iowa program staff and are provided with additional training, if needed.

Wellness Spotlight: Chrysalis Foundation – WISE 5 – STEM Careers & Healthcare Training Pipeline (\$16,240)

Funds supported after school and mentoring programs to develop interest and capacity in science, technology, engineering, and mathematics (STEM) and STEM learning activities to gain knowledge of options for career education in healthcare. WISE 5 includes a mentoring component with volunteer healthcare providers and STEM professionals throughout the year.



- ▶ Dedicated focus to recruit volunteers and mentors with diverse backgrounds through ISU Women in Science and Engineering, Minorities in Agriculture, Natural Resources, and Related Sciences, MercyOne Des Moines healthcare professionals, and Mercy College of Health Sciences
- ▶ 865 girls served through WISE 5 - STEM program and mentoring opportunities

“By exposing girls to adult professionals – particularly for girls of color to meet professionals who look like them- they better understand the opportunities they have to pursue future education and careers in health and science.”- **WISE-5 mentor**

STRATEGY: PROMOTE

This evaluation indicator demonstrates the learnings and effectiveness of oral and overall health outreach and educational campaigns.

Oral Health Spotlight: Quad Cities Community Broadcasting Group – Health Inequity Media Mitigation (\$25,000)

Through the WGVV urban radio station’s “Health Inequity Media Mitigation” initiative, funding supported a targeted effort to produce and disseminate health messaging and public service announcements (PSA) for groups and communities that experience discrimination and exclusion. More than half of WGVV’s 30,000+ listeners each week are African American and access information via radio.



- ▶ PSAs produced specifically for the community to ensure equitable access to programs and services of benefit to them, with dedicated focus on COVID-19 vaccine and dental care
- ▶ Strengthened relationship with Scott County Public Health Department and strategic partnership formed with local I-Smile™ and I-Smile™ Silver dental programs which continues beyond the grant project period

“As a result of this project, we have learned that we can best serve our community by providing information of benefit that improves its collective quality of life.” – William Jackson, General Manager, WGVV



Wellness Spotlight: Iowa ACEs 360 – Strategic Messaging and Coordination Project (\$50,000)

Iowa ACEs 360’s goal is to improve the health and well-being of all by empowering communities, organizations, and people to take informed actions to prevent and mitigate the lifelong effects of adverse childhood experiences (ACEs).

Funds helped build upon, and address, learnings that impact the ability to drive systems change identified through a network advocacy and outreach grant supported by the Foundation in 2020. Successes include:

- ▶ Unified messaging on how system inequities and discrimination influence ACEs and long-term health outcomes; 50+ local leaders, community partners and all state legislators received a coordinated message on what ACEs are and how they impact health long-term
- ▶ Digital ad campaign targeted to eight regions in Iowa during a three-month time resulted in nearly 4,000 active user engagements and 668 visits to the ACEs website
- ▶ Individuals who saw a digital ad for Iowa ACEs 360 were 56 times more likely to visit the Iowa ACEs website to learn more about social conditions needed for families to thrive

Brain Development & Health Outcomes

Students with a higher number of ACEs are more likely to: score lower on a standardized test, have language difficulties, be suspended or expelled, have poorer health, and/or fail a grade (ACEs 360).

“Increased usage of messaging by partners across all systems, including education, basic needs, health systems, and mental health coalitions. Without the funding to support the research and development upfront, we would not have concrete information to back the need for shared messaging.”
- Lisa Cushatt, ACEs 360, Executive Director



CONNECTED COMMUNITIES LEAD TO:

- better health
- better mental health
- less crime
- less substance use
- less homelessness

Source: Iowa ACEs 360 2020 Report

STRATEGY: ENGAGE

This indicator examines how the collective work supported by the Foundation resulted in, or made progress towards, the adoption of new policies and practices by oral and overall health leaders and/or providers.

These efforts were successful through developing and strengthening collaborations with public and private organizations getting buy-in on programs and services at the county and state level, and developing positions to implement newly developed practices.

Wellness Spotlight: Feed Iowa First - Alleviation of Food Insecurity Through Production and Distribution (\$25,000)

Funds supported expansion of two influential programs to address food insecurity in Linn County: Grow, Don't Mow and Distribution. Successes include:

- ▶ Hosted five events during 2021 seasons to help educate community members about growing fresh produce and to better understand culturally-relevant vegetables that are supported in Iowa's planting zones and climate
- ▶ Expansion of food distribution drops to three low-income clinics in Cedar Rapids, including Eastern Iowa Health Center, supporting the clinic's holistic and integrative approach to healthcare
- ▶ Food education provided to more than 2,500 individuals, including health practitioners, on questions they can ask to better understand food insecurity and access issues for their patients/clients such as cooking skills and equipment in their home, and knowledge produce preparation

Wellness Spotlight: Can Play Licensing Expansion in Iowa - Removing Barriers to Physical Activity (\$15,000)

Lack of access to sports and recreation opportunities for those from low-socioeconomic statuses and living with a disability is one of the primary drivers of health inequities in Iowa. Funds allowed licensing expansion of Can Play to youth and adults with barriers to play in 10 locations and include no-cost and adaptive programming options. Licensees receive program curricula, training, support and staff expertise to further expand the reach and impact across Iowa.



- ▶ Expanded partnership to 10 locations and surpassed goal of serving 500 participants during project period
- ▶ Upon request of educators interested in bringing program to their school district, programming was adapted to meet curricula standards with the goal of keeping youth with special needs in physical education and how to engage students with varying abilities
- ▶ Integration of no-cost licensing partnership with Des Moines Police Activities League during project period resulted in an 150-316% increase in their youth program participation, per program

STRATEGY: COLLABORATE

Grantee organizations created and strengthened partnerships and collaborations within and outside of the oral and overall health systems.

Oral & Overall Health Spotlight: SALUD Multicultural Health Coalition of Storm Lake - Basic Interpreter Training for Community Interpreters (\$6,250)

Buena Vista county demographics have significantly changed during the last 20 years, where 32.5% of households speak a language other than English at home. The most effective way of communicating with older immigrant and refugee residents, particularly when accessing healthcare, is through an interpreter. Program successes include:

- ▶ Partnership with local stakeholders to increase visibility and model for Community Health Workers/Service Navigators - interpreters are a career path and takes skilled workers who protect sensitive patient health information
- ▶ 100+ individuals received formal medical interpreter training



Ongoing Success

Since 2021 funding, SALUD received additional support from Iowa Department of Health and Human Services and The University of Iowa to build upon learnings and establish the Service Navigator pilot program in multiple locations including a public library setting that is viewed as a safe, welcoming space for all.



Photo Credit: SALUD, 2021

A community that values diverse leadership is essential to achieving equitable opportunities for the health and well-being of all. We achieve this by advancing equity in health and well-being through holding spaces for authentic dialogue, by inviting community members to co-create and shape responses to community needs, and by empowering compassionate leaders that mirror the diversity of Storm Lake (SALUD).

STRATEGY: SERVICE

While the Foundation cannot fund direct dental services, organizations may receive funds to assist with care coordination, education, and program development or enhancements.

Oral Health Spotlight: Iowa Department of Health and Human Services (IA-HHS) – I-Smile™ Silver Pilot Project (\$180,664)

Funds supported enhanced program development and services including:

- ▶ Dental care coordination for 318 adults in a 10-county service area, a 300% increase since pilot began in 2017
- ▶ Collaboration with Genesis Medical Center through oral health education/oral hygiene care demonstrations provided during nurse and patient care technician orientations in alignment with Genesis Medical Center NV-HAP prevention program
- ▶ Integrated oral health education into Chronic Disease Prevention and Management Bureau programming to strengthen diabetes educators and WISEWOMAN staff knowledge of oral health and its impact on diabetes and heart disease
- ▶ Further development of Mouth Care Matters training materials, in partnership with Iowa CareGivers

IMPACT STORY:

The I-Smile™ Silver hygienist identified a broken, decayed tooth, during a screening event and the individual confided that she has cancelled oral surgery three times due to fear. The hygienist validated her dental anxiety, provided education on anesthesia and offered to connect her with a dentist and team who could offer alternate care solutions, and empowered her to share concerns with the dentist and team to ensure an optimal health outcome.

Upon follow-up, we were informed that an appointment had been made and later we received the following voicemail – “You made a big difference in my life by coming up here that day. I kept putting it off and putting it off. And you made me feel a lot stronger. And you just made a difference. Even calling and checking on me. Thank you very much. God bless you all. Thank you.”

This client story shows how I-Smile™ Silver uses best practices every day to help clients receive needed services. I-Smile™ Silver Coordinators go above providing dental services- they use education to help clients make decisions, show empathy to make clients feel comfortable, and listen to clients so they can help address all the barriers they may face.



Wellness Spotlight: Linn County Public Health – My Care Community (\$40,000)



Support for My Care Community, the first community-wide network to unite healthcare, education, social service, and community-based providers. This network enables a coordinated, community-oriented, person-centered approach for delivering care to individuals and families in the community.

- ▶ Increased the number of organizations from 26 to 100 who are now connected and receive and send referrals for clients
- ▶ System offers timely, accurate, and complete exchange of client information between the interprofessional team
- ▶ 388 clients served during the project period who continue to receive coordinated care



“What do people really need to be Healthy? Access to high-quality medical care is critical; as is access to healthy food, reliable transportation, a safe place to live, and a good job.”
- Linn County Public Health



STRATEGY: RESEARCH

This strategy focuses on publications or tools that contribute to system-wide knowledge.

Oral Health Spotlight: Genesis Medical Center - Genesis Implementation of an Oral Care Improvement Process to Reduce Non-Ventilated Hospital Acquired Pneumonia (NV-HAP) (\$227,573)

Funds supported implementation of an oral health education and prevention program to reduce non-ventilated infections in the hospital setting and emphasize the importance of oral care for patients.



Successes include:

- ▶ Oral Care Guideline/Policy was developed and implemented to standardize education for leaders and staff on best practices for oral care
- ▶ Oral care interventions adherence data were collected through observational rounding and compliance with access to kits. Utilization of these products increased from 38% to 59% during year 1 (2020) and NV-HAP cases decreased by 40% in 2021
- ▶ Due to the positive study results and improved health outcomes, the hospital system formalized integration, payment, and use of evidenced based practice kits to sustain program beyond 2021.
- ▶ Formal dissemination of program presentations/publications to four state and regional conferences to positively influence and engage with other health systems

Iowa Nurses Association Collaborative Practice Award received in 2021 for NV-HAP program development and research.



Photo Credit: genensishealth.com

STRATEGY: REPLICATE

The use of funding to identify, utilize, or share lessons learned among partners is an important aspect of grantees' work.

Wellness Spotlight: Catherine McAuley Center (CMC) - Improving the Health and Wellness of the Refugee and Immigrant Community (\$25,000)

After arrival in the U.S., families face many barriers including accessing healthcare services for immediate and chronic health issues, language and literacy barriers related to care and follow-up, logistic barriers, and cultural barriers including disclosing health information or previous negative health experiences.

Funds supported a dedicated healthcare navigation approach serving 314 individuals during the program period, including all refugees CMC assisted with resettlement.

Significant learnings identified:

- ▶ Immediate care for clients was streamlined due to existing and new partnerships between 23 community health and social service organizations during this project period
- ▶ Changes in interpretation protocol at UnityPoint Health - St. Luke's Birth Care Center to allow in-person interpreters during the labor and delivery process



As the state of Iowa welcomed more than 900 Afghan refugees in late 2021 and early 2022, CMC became a key learning resource for other resettlement agencies and support organizations for the Iowa Smiles Project to address the influx of new refugees and their access to oral healthcare.

STRENGTHENING THE NONPROFIT SECTOR

Strengthening the Sector grants help advance health equity work and support strategic, operational planning efforts to improve the oral and/or overall health of priority populations disproportionately affected by the pandemic and associated complications due to longstanding systemic social and health inequities.

In 2021, nine Strengthening the Sector grants, totaling \$206,250, were awarded and directly supported more than 267,400 Iowans during the grant cycle.

Organizational support and advancement of health equity work were supported in the following ways:

- ▶ **Al Exito, Inc.** - The Latinx Project was designed to better understand and address the social determinants of health for the Spanish speaking population in Central Iowa. This project created a baseline of information through research, data collection and analysis specific to the Latinx population, which was previously missing in Iowa. Having this data will better inform the specific needs of this population and inform decision making and planning as it relates to the Latinx community, which is the largest racial/ethnic minority group in Iowa.
 - Opportunity to accurately represent who the Latinx population are, and share their many contributions to the region
 - The Nuestro Iowa report and interactive dashboard was published online as a result of this project with free access to all
- ▶ **Dental Connections** - Through strategic planning support, the assessment revealed many protocols and processes in place which allowed the organization to be agile and move forward during the pandemic while other nonprofits were closing their door. This examination revealed opportunities to addressing future crisis scenarios as they arise.
 - A collaborative review of services and partners allowed stronger coordination to minimize the potential for someone to fall through gaps in care
 - Recognition of multiple care avenues - traditional clinic setting, Nolden Gentry Dental Clinic, Smile Squad Mobile Unit
- ▶ **Mind & Spirit Counseling** - Strengthened clinical residency programs that provide robust training for mental health counselors entering the field. Four clinical residents provided 2,394 counseling sessions to 211 clients and received over 300 clinical supervision hours.
 - Key concerns for clients included loneliness, social anxiety, caretaker overwhelm, grief, complex trauma, and sexual identity

- ▶ **Oakridge Neighborhood Services** - Support guided organization's work to become even more intentional in the health realm of human services for residents and clients made up of more than 29 languages.
 - Free eye exams and eyeglasses were provided for 416 residents and community members during the 3 day DeltaVision OneSight free vision clinic
 - Partnership with Prevent Blindness Iowa to provide vision screenings, with referrals to the vision clinic as needed, to 69 preschoolers attending Oak Academy
 - COVID-19 and influenza vaccination clinics, and a Healthy Survey Project and partnership with the Centers for Disease Control and Prevention and Iowa Department of Health and Human Services help sharpen health programming and services for the organization





299
PAIRS OF
GLASSES



416
COMMUNITY MEMBERS
RECEIVED VISION EXAMS



For many of the patients this was their first eye exam or they were in need of new eyeglass prescriptions after wearing the same glasses for many years.

Evaluation Vision Statement

Delta Dental of Iowa Foundation fosters a collaborative learning environment that engages our partners in the work of identifying and evaluating sustainable strategies toward building capacity and large scale system change that improves the health and smiles of all Iowans.

The Foundation strives to collaborate with partners to ensure initiatives can continue to grow, endure challenges, and are supported by multiple funding sources.

Foundation Team



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