

SMILES AFFORDABLE DENTAL CLINIC

By Community Action Agency of
Northeast Alabama

Region 4A • Rainsville, Alabama
caaneal.org



Healthcare

INITIATIVE OVERVIEW

SMILES Inc. is a nonprofit, affordable dental clinic founded when a private donor approached Community Action of Northeast Alabama (CAANE) with a partnership opportunity. SMILES provides the space, equipment, dentures, funding, and volunteers for the program, while CAANE provides backbone coordination, referrals, and the application process to determine clients' eligibility.

LOCAL NEED ADDRESSED

The agency's 2015 Community Needs Assessment showed that 42% of Jackson County adults received no dental care in 2015. Additionally, the local percentage of impoverished adults in Jackson County was 18% and the percentage of un-insured adults was 14%. Feedback gathered from focus group meetings with agency clients, as well as results from the agency's partner survey, revealed a strong community need for an affordable dental care facility.

ROLE OF CSBG FUNDS

CSBG funds were used primarily to provide referrals to clients, coordinate the program with partners at SMILES, analyze program data, and support the salaries of staff members producing the Community Needs Assessment.

TRANSFORMATIVE IMPACT

SMILES INC was able to transform the Jackson County community by improving overall health and well-being. Because many community members were



unable to acquire dental insurance, people did not have access to the dental care they needed, decreasing overall health and well-being. Through the support of CAANE and local private donors, an affordable dental clinic has now been established for eligible residents who need care.

EVIDENCE-BASED OUTCOMES

The agency assessed the number of individuals within the community whose overall health and well-being improved as a result of the clinic. SMILES conducted a pre- and post-test to evaluate the effectiveness of the clinic's services.

EQUITY LENS

The agency collects demographic information on all clients and uses this information to improve programmatic outcomes and address inequities.

CUSTOMER VOICE

In the early stages, focus groups were utilized to gauge community need and accessibility of existing resources. After implementing the program, feedback was recorded via a customer satisfaction survey produced by the agency. In addition, agency staff and community members currently serve on SMILES's Board of Directors.

Contact

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