

# Memorandum



CITY OF DALLAS

DATE February 9, 2023

TO Honorable Chair and Members of the Workforce, Education and Equity Committee

SUBJECT **Upcoming Office of Community Care and Office of Procurement Services  
Agenda Item Related to Senior Dental Program – February 22, 2023**

On February 22, 2023, the following Office of Procurement Services item will be considered by City Council:

**File ID: 22-403:** Authorize a one-year service contract in the amount of \$250,000, with two one-year renewal options in a total amount of \$500,000, as detailed in the Fiscal Information section, for dental health services for seniors 60 years of age and older residing in the City for the Office of Community Care – Texas A&M University Health Science Center dba Texas A&M University College of Dentistry, only proposer - Not to exceed \$750,000 - Financing: General Fund (subject to annual appropriations)

## **Background**

This service contract provides for dental health services for seniors 60 years of age and older residing in the City for the Office of Community Care. Texas A&M University Health Science Center dba Texas A&M University College of Dentistry is contracted to provide clinical dental care services, including exams, cleanings, fluoride treatment, sealants, fillings, extractions, root canals, treatment for infections, oral health education, and partial and full dentures to seniors under the Clinical Dental Care Services Program, in the amount of \$250,000.00.

Medicare does not typically cover dental care services for seniors. The Senior Affairs Commission strongly advocates for senior dental care as low-income and fixed income seniors are often unable to afford private dental care. Providers of dental services to low-income seniors state that they frequently encounter patients who have not been seen by a dentist in many years, resulting in severe dental disease. The Senior Dental Program is likely the only option for many Dallas seniors.

The lack of proper dental care can lead to other health issues and advancing age puts our senior residents at risk for oral health conditions. In addition to dental health, dental care appointments provide an opportunity to identify signs of other health issues in patients such as high blood pressure, diabetes and heart disease. In cases like these, the Clinical Dental Care Services Program provider, Texas A&M College of Dentistry (TAMCOD), refers patients for low-cost medical services near the dental clinics.

TAMCOD's mission is to improve the oral health of Texans and shape the future of dentistry by (1) Developing exemplary clinicians, educators, and scientists; (2) Caring for

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the needs of a diverse community, and (3) Serving as a leader in health professions education, and seeking innovations in science, education, and health care delivery.

This program is expected to serve 1,000 seniors. All dental services will be provided in two community locations, each of which is accessible via public transit, including buses light rail stations.

<b>Clinic Site</b>	<b>Address</b>	<b>Convenient To:</b>
North Dallas Shared Ministries (NDSM)	2875 Merrell Rd, Dallas, 75229	West and Northwest Dallas, including Love Field and Stemmons Corridor
M.C. Dental Clinic at Hatcher Station (Cooper – new in 2021!)	4542 Scyene Rd, Dallas, 75210	South Dallas, Fair Park, Pleasant Grove, East Oak Cliff

**Performance Measures**

**Evaluating Efficiency and Cost – Cost of Clinical Services Per Qualified Patient**

During the term of the contract, Texas A&M University Health Science Center dba Texas A&M University School of Dentistry will provide 2000 patient visits to 1000 unduplicated patients with 5000 dental procedures attributed to the City’s funding.

<b>Performance Measure</b>	<b>Goal</b>
Improve access to oral health care to qualified senior adults.	1000 unduplicated patients
Increase the number of visits to ensure comprehensive dental services are available to qualified seniors.	2000 patient visits
Increase the number of procedures provided per visit to meet the oral health needs of qualified seniors.	5000 procedures

**Outcome Measures**

**Evaluating Quality of Care** - Completed treatment per qualified patient – 50% of qualified seniors will have completed all planned treatment within the reporting year.

<b>Measure Name</b>	<b>Description</b>	<b>Goal</b>
Senior Adults – Completion of All Planned Dental Treatment	Total number of completed cases for all qualified senior adults will be evaluated each month during the reporting year to ensure proper follow up and completion of treatment.	50% of patients completed all treatment.

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**Procurement**

The City of Dallas Office of Community Care (OCC) sought qualified entities through a Request for Competitive Sealed Proposal (RFCSP) process, to provide clinical dental health services to low/moderate-income seniors aged 60 and older.

The Evaluation Committee selected the successful respondent on the basis of demonstrated competence and qualifications under the following criteria:

- Program evaluation 45 points
- Organizational capacity 30 points
- Budget and Cost 25 points

The City of Dallas only received one proposal for this solicitation.

Senior Dental Care Services Program									
Agency	Rank by Score – Initial	Score – Initial	Rank by Score – Amended	Score – Amended	Category 1 – Award Initial	Category Award Amended	1	% Request Awarded – Initial	% Request Awarded – Initial
Texas A&M University HSC College of Dentistry	1	94.5	1	94.5	\$250,000.00			100%	

The RFCSP was advertised on October 6, 2022 and October 13, 2022. A pre-conference was held on October 19, 2022 and submissions were due on November 18, 2022.

A four-member committee from the following departments reviewed and evaluated the qualifications:

- Department of Housing & Neighborhood Revitalization (1)
- Office of Community Care (2)
- Office Homeless Solutions (1)

Date	Actions
<b>October 6, 2022</b>	RFCSP posted via Bonfire
<b>November 18, 2022</b>	RFCSP closed and submissions due
<b>November 30, 2022</b>	Application scoring completed
<b>December 13, 2022</b>	Notification of funding award
<b>February 22, 2023</b>	Council authorization of contract

The organization will begin implementation of programming and services once contract has been executed.

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Should you have any questions or need any additional information, please contact myself or Jessica Galleshaw, Director of Office of Community Care, at 214-670-5113 or [Jessica.Galleshaw@dallascityhall.com](mailto:Jessica.Galleshaw@dallascityhall.com).



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Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors