



Dental Lifeline
Network • California

More than Dentistry. Life.

California Donated Dental Services (DDS)

In Partnership with the
California Dental Association
and the California Dental
Association Foundation

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CALIFORNIA DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report

Activities from July 1, 2014 - June 30, 2015

Annual Highlights

- 170 patients accessed \$440,714 worth of care.
- \$5.60 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Sixty-five-year-old Mr. S. of Long Beach suffers from post traumatic stress disorder resulting from his years of military service. He manages his condition with medication and the help of a weekly VA support group. In addition, Mr. S. suffers from Celiac Disease, arthritis and poor oral health. His teeth were deteriorating and his lower denture did not fit properly.

Though Mr. S. received a disability pension and medical benefits from the VA, he was not eligible to receive dental treatment because his dental problems were not service related. He hadn't seen a dentist in many years because he could not afford the care he needed. His fixed income just covered his monthly expenses, leaving nothing left over for expensive dental treatment.

Thankfully, the VA referred Mr. S. to the DDS program, and a team of generous volunteers agreed to help. An oral surgeon extracted 11 teeth, and a general dentist donated full upper and lower dentures and adjustments. A volunteer laboratory also helped and fabricated the dentures and adjusted them at no charge.

Thanks to these kind volunteers, Ms. S. received \$7,987 in free care that restored his oral health and his smile! He wrote to express his genuine appreciation for this amazing gift.

"Thank you! I am so grateful for all of your kindness and generosity in everything that you have done for me. All of the work and time that you and your staff has so freely given is truly a blessing. I am so grateful. Thanks for my new smile!"

Program History

- Established in 1995 with California Dental Association
- 2,179 total patients served
- \$7,281,889 in total care donated by volunteers
- Statewide Volunteer Network: 578 dentists and 337 labs

Accomplishments

The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. California's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped 7,456 individuals access nearly \$25.5 million in services during the fiscal year.

Goal: The initial goal this fiscal year was to help 235 people with disabilities or who are aged or medically fragile receive at least \$639,000 worth of free dental care, including \$64,000 in laboratory fabrications.

Results: Due to lack of funding, we had to reduce the DDS Coordinator's hours from 40 per week down to 30 beginning in February. Consequently, fewer people were helped: 170 patients received \$440,714 of treatment, including \$51,439 in lab fabrications. (Sixteen patients received \$20,947 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue contributing ongoing, maintenance services.) Each patient treated (with the exception of the 16 patients receiving ongoing maintenance services) received an average of \$3,814 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the June 30th reporting period, 121 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the 170 patients treated thus far are still undergoing treatment and are included in the 121 active cases.)

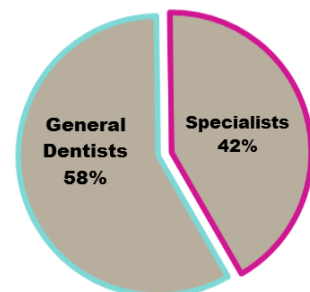
Applications

We received 282 applications during the fiscal year, and at the end of the June 30th reporting period, 108 people were waiting to be referred to a volunteer.

Some DDS applicants are now able to have some of their treatment completed using their Medicaid benefits and no longer need our assistance (or do not need it until after they complete those procedures that are covered by Medicaid). Consequently, the number of applicants on the DDS wait list has decreased temporarily; however, many individuals still are unable to access the care they need through Medicaid. Many dentists do not accept Medicaid due to low reimbursement rates, and others have long wait times for appointments. Not all of the complex procedures needed by many DDS patients are covered, and co-pays can be too expensive for many patients. As a result, the DDS program continues to play a vital role in meeting the oral health needs of some of California's most vulnerable residents. Last September, we conducted a mass mailing to target seniors in Southern California who may not be able to have their dental needs met through Medicaid, and we are now receiving more applications from those who cannot get help from other sources.

Volunteers

The volunteers are the backbone of the program, and we are truly grateful to the **578 dentists** and **337 dental laboratories** that participate statewide. Of the 578 dentists, 336 are general dentists and 242 are specialists. Though we have hundreds of volunteers



willing to donate thousands of dollars in care, we need funding to increase staff resources so that we can utilize those volunteers.

Many dental laboratories volunteer for the DDS program. Along with the 337 labs physically located in California, two additional out-of-state labs that are part of Dental Lifeline Network's national cadre volunteered to help California DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

Staffing

The Coordinator determines applicant eligibility, links patients with nearby volunteer dentists, monitors patient progress and arranges laboratory services and the help of specialists as necessary. Most importantly, the Coordinator resolves any problems that may interfere with care and ensures all parties have a positive experience.

At one time, two full-time local Coordinators handled program services—one for the Los Angeles area and the other for Northern California. Unfortunately, state funding was eliminated in a funding crisis years ago and since then, limited funding has necessitated limited staffing. For several years, Ms. Sue Lear coordinated services part-time for Northern California and a CDA staff member coordinated services in Southern California. Then, Ms. Lear coordinated services for both areas 40 hours per week. In early February, we had to reduce her hours to 30 per week which is why we were unable to meet the goals during the fiscal year. We continue to experience funding challenges and must reduce her hours to 20 hours per week going forward. Unfortunately hundreds of patients who would otherwise be able access donated dental treatment will go without care, even though we have volunteers willing to help.

Financial Information

During the fiscal year, volunteers donated \$5.60 in care for every dollar spent supporting contributed services! While the volunteer dentists and many of the dental laboratories donate their services, we must raise funds to support their efforts and pay for the DDS Coordinator, lab reimbursements when we cannot find labs to donate, office supplies and other program expenses. We are grateful to these organizations that helped support the DDS program during the fiscal year:

\$5.60
in care donated for
every \$1 spent

American Dental Partners Foundation (for services for veterans)
Archstone Foundation
Sidney Stern Memorial Trust

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 153 people with disabilities or who are aged or medically fragile receive at least \$504,000 worth of free dental care, including \$47,000 worth of donated laboratory fabrications. This goal is lower than the services provided during the recent fiscal year since we must reduce staff hours further due to funding challenges.