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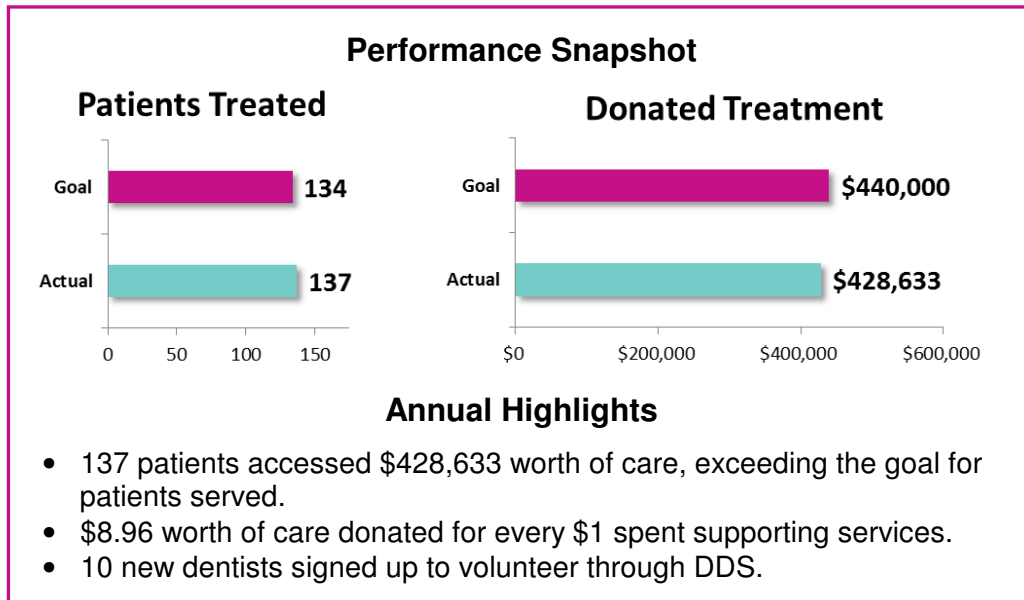
Maine Donated Dental Services (DDS)

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## MAINE DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report for July 1, 2014 - June 30, 2015

Fourth Quarter Report for April 1, 2015 - June 30, 2015



### The DDS Program in Action

Thirty-seven-year-old Ms. H. of Woolwich suffers from multiple autoimmune disorders, including rheumatoid arthritis and cellular dysfunction syndrome. In addition, she has severe gastroparesis and vomits many times a day. Her oral health was terrible and was exacerbating her medical problems. Ms. H. was missing fillings and other teeth were broken, decayed and infected, making eating difficult. The stomach acid from her frequent vomiting was eroding the enamel on her teeth, making her susceptible to cavities and infection. She must take multiple immunosuppressant medications due to her autoimmune disorders, and the decay and infection from her mouth could harm her overall health.

Ms. H. desperately needed dental treatment to regain her oral health, but sadly, she couldn't afford it. Though she receives food stamps and a Social Security Disability benefit, she wasn't able to pay her monthly bills. And her Medicaid coverage only paid for emergency dental care, not the comprehensive treatment she needed. It seemed she had no where to turn.

Thankfully, Ms. H.'s primary care doctor referred her to the DDS program. An oral surgeon who accepted her Medicaid coverage extracted a few teeth, and a generous volunteer dentist restored 12 other teeth and donated four crowns and a night guard which his in-house lab fabricated. **Thanks to this kind dentist, Ms. H. received \$7,709 in free care that restored her oral health!** She wrote to express her appreciation for this life-changing gift.

*"You saved my smile, one I was very proud of once. I am so happy to have that back. I owe you everything."*

#### Please Note:

You have a special relationship with Dental Lifeline Network! To ensure you receive our occasional email notifications, please click on the link below or type it into your browser to sign up. **Even if you currently receive this report by email**, an additional sign-up is necessary to receive e-Newsletters. It takes less than a minute!

<http://bit.ly/signupDLN>  
(case-sensitive)

## Program History

- Established in 1999 with Maine Dental Association
- 1,161 total patients served
- \$3,493,739 in total care donated by volunteers
- Statewide Volunteer Network: 177 dentists and 20 labs

## Accomplishments

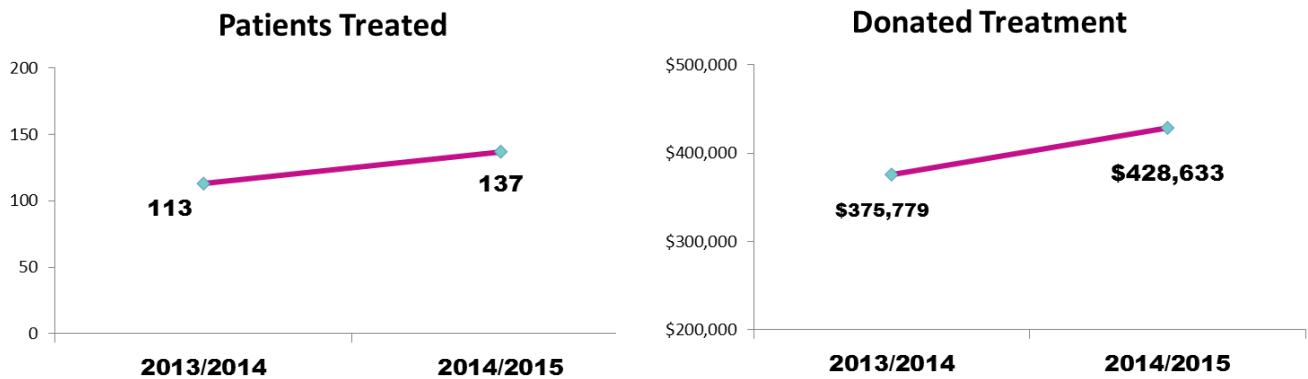
The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. Maine's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped 7,456 individuals access nearly \$24.6 million in services during the fiscal year.

**Goal:** Help 134 people with disabilities or who are aged or medically fragile receive \$440,000 worth of comprehensive dental care during the fiscal year, including \$40,000 in laboratory fabrications.

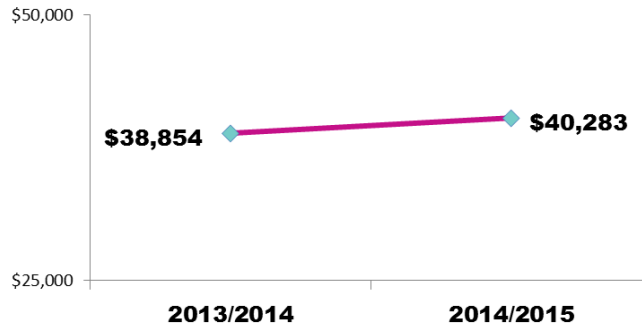
**Results:** 137 patients received \$428,633 of treatment, including \$40,283 in lab fabrications, exceeding the goal for patients treated and just slightly less than the original estimate for donated treatment. (Nine of these patients received \$17,220 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue donating ongoing, maintenance services.) Each patient treated (with the exception of the nine patients receiving ongoing maintenance services) received an average of \$3,214 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the June 30<sup>th</sup> reporting period, 101 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the patients treated this fiscal year are still undergoing treatment and are included in the 101 active cases.)

As the graphs below indicate, we treated more patients and generated more donated treatment this fiscal year compared to last fiscal year.



## Donated Lab Services



## Applications

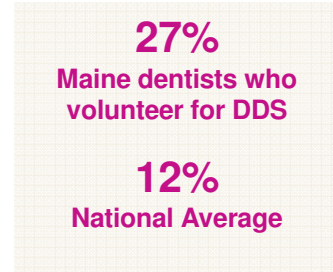
We received 144 applications this fiscal year and at the end of the June 30<sup>th</sup> reporting period, 157 people were waiting to be referred to a volunteer. The wait list includes people who applied this fiscal year as well as during prior years.

When the waiting list gets too long, the Coordinator spends a significant amount of time processing new applications and responding to people requesting applications; time that instead could be spent referring people to dentists and coordinating services. We continually monitor the waiting list and assess whether and where we can accept applications. Doing so helps the Coordinator process applications more efficiently so she has sufficient time to refer people to the volunteers. Currently, we are unable to accept applications in Franklin, Waldo and York counties.

## Volunteers

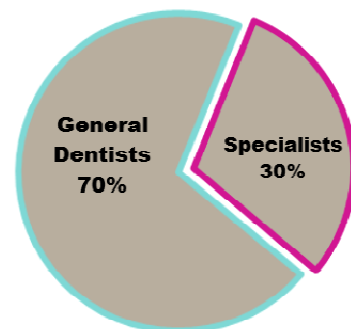
The volunteers are the backbone of the program, and we are truly grateful to the **177 dentists** and **20 dental laboratories** that participate statewide.

With so many volunteer dentists, one might think that most of the pending applicants could be paired with a volunteer reasonably soon. Unfortunately, that is not the case. Most volunteer dentists treat just one patient per year due to the comprehensive nature of the treatment provided. And, 53 of the volunteers are specialists who may not be called upon every year, leaving 124 general dentists to accept initial referrals.



Complicating the referral process, the geographic distribution of applicants and the pool of available dentists are not always aligned, especially in Maine's rural areas. With 137 patients treated this fiscal year, 101 active cases and 157 individuals on the wait list, more volunteers are needed.

The Chair of the Dental Lifeline Network · Maine Leadership Council delivered presentations at dental society meetings during the year to promote the DDS program and recruit more volunteers. The Maine Board of Dental Examiners now distributes information about the DDS program to dentists when they first become licensed in the state of Maine, and the Maine Dental Association does the same with new members. During the fiscal year, six volunteers retired and 10 new dentists signed



up to volunteer through DDS. We hope to continue recruiting additional volunteers.

Many dental laboratories also volunteer for the Maine DDS program. Along with the 20 labs physically located in Maine, additional out-of-state labs that are part of Dental Lifeline Network's national cadre also volunteer to help. This fiscal year, 16 such labs contributed their services for Maine DDS patients. We truly appreciate the generous efforts of all of our volunteers.

*"I am glad this program exists to help people who may not have been helped otherwise. I am glad to be part of it."*

*- Dr. P. of Windsor, a DDS volunteer since 1999.*

## 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. The Coordinator resolves any problems that may interfere with care and ensures all parties have a positive experience.

Ms. Ann Caron manages services part-time from an office in Manchester generously donated by the Maine Dental Association. Last fiscal year, we were able to increase Ms. Caron's hours from 20 hours per week to 24 thanks to funds raised at the Maine Dental Association's "Dancing with the Dentists" fundraiser the year before.

## Financial Information

**During the fiscal year, volunteers donated \$8.96 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.

**\$8.96**  
**in care donated for every \$1 spent**

The State Oral Health Program has provided this needed funding that we then leverage into thousands of dollars worth of contributed treatment. Northeast Delta Dental Foundation has provided grants in the past to supplement the state government support for some of the laboratory fabrications when we have needed more lab services than expected.

## Future Plans

In the next fiscal year —July 1, 2014 to June 30, 2015— our goal is to help 140 people with disabilities or who are aged or medically fragile receive at least \$443,000 worth of free dental care, including \$43,000 worth of donated laboratory fabrications.