

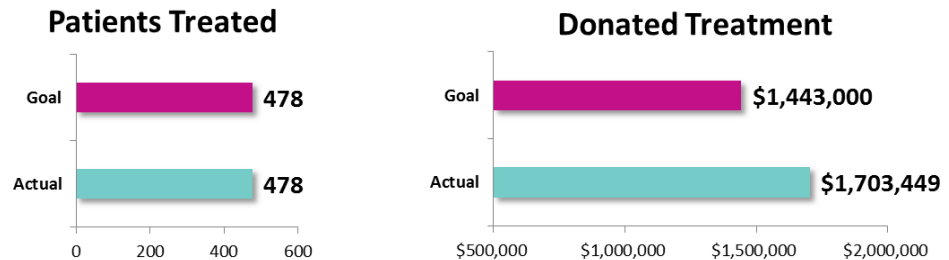
MICHIGAN DONATED DENTAL SERVICES (DDS) PROGRAM

FY 2015 ANNUAL AND FOURTH QUARTER REPORT

Quarterly Activities from July 1, 2015 - September 30, 2015 and Annual Activities from October 1, 2014 - September 30, 2015

Funded by the Michigan Department of Community Health

Performance Snapshot



Annual Highlights

- 478 patients accessed \$1,703,449 worth of care, exceeding the goal!
- \$10.62 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Fifty-eight-year-old Mr. R. of Eckerman has battled bladder cancer twice since 1997. In addition, he suffers from gout and chronic inflammation in his arms and wrists from arthritis. His oral health was poor as well. He was missing several lower teeth and had trouble chewing his food.

Sadly, Mr. R. was unable to afford the dental care he needed to restore his oral health. He used to work as a building specialist and misses his job but can no longer work due to his health. Now he survives on a Social Security Disability benefit to make ends meet. He did his best to maintain his oral health by going to a local clinic that offered discounted cleanings, but he was unable to afford the full treatment he needed.

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)

Thankfully, Mr. R. learned about the DDS program and applied for help. A generous DDS volunteer dentist agreed to come to his aid and donated a five-unit bridge that he fabricated in his office and delivered the same day! He even let Mr. R. watch him design and produce it. **Thanks to this incredibly kind volunteer, Mr. R. received \$4,444 in free care that restored his smile!** And, he received a free electric toothbrush courtesy of Philips Sonicare. He wrote a heartfelt letter to express his appreciation for this amazing gift.

"I was so touched by your kindness. I don't think a lot of people realize how important your teeth really are. It's the ability to smile at your grandchildren and not look like a scary, toothless monster. The way you feel mentally plays a huge part in how you feel physically. You have given me that back and I can never express in words how I feel. Thank you."

Program History

- Established in 1995 with the Michigan Dental Association
- 5,808 total patients served
- \$19,039,339 in total care donated by volunteers
- Statewide Volunteer Network: 829 dentists and 186 labs

Accomplishments

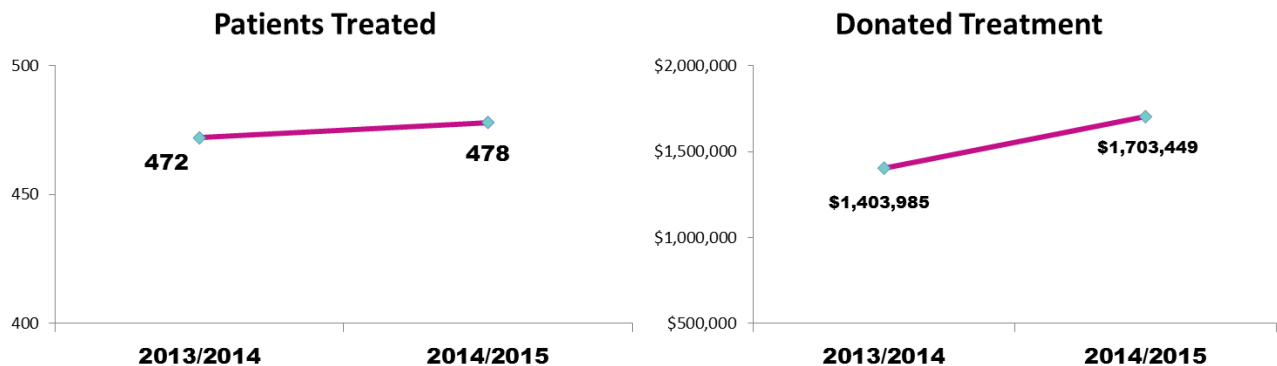
The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. Michigan's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped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

Goal: Help 478 people with disabilities or who are aged or medically fragile receive \$1,443,000 worth of comprehensive dental care during the fiscal year, including \$150,000 in laboratory fabrications: \$663,000 in care for 223 individuals in the southeastern part of the state, and \$780,000 in care for 255 individuals in the rest of Michigan.

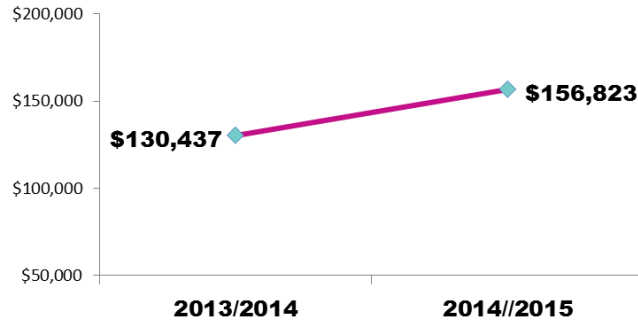
Results: 478 patients received \$1,703,449 of treatment, including \$156,823 in lab fabrications; meeting the goal for patients served and exceeding the goal for donated care! (Seventy-seven patients received \$84,602 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue contributing ongoing, maintenance services.) Each patient treated (aside from the 77 patients receiving ongoing maintenance services) received an average of \$4,037 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the September 30th reporting period, 308 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the patients treated during the fiscal year are still undergoing treatment and are included in the 308 active cases.)

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



Donated Lab Services



Applications

We received 531 applications during the fiscal year at the end of the September 30th reporting period, 123 applications were pending or waiting to be linked with volunteer dentists.

When the waiting list gets too long, the Coordinators must spend a significant amount of time responding to requests for applications and to subsequent questions from applicants; 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 are able to accept applications. Doing so helps the Coordinators process applications more efficiently so they have sufficient time to refer people to the volunteers. We inform the various human service agencies that refer applicants to the DDS program and ask them to help prioritize their clients needing care. Many rural Michigan counties have few or no volunteer dentists at this time. Because of this and other waiting list issues, we are unable to accept applications in the following counties:

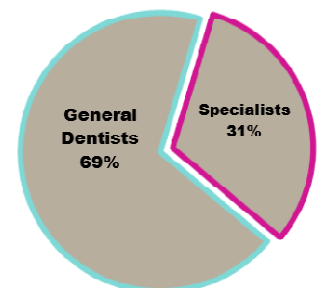
Alcona	Houghton	Luce	Roscommon
Clare	Huron	Menominee	Tuscola
Crawford	Iron	Newaygo	City of Detroit in
Dickinson	Kalkaska	Oceana	Wayne County
Gladwin	Keweenaw	Ontonagon	
Gogebic	Lake	Oscoda	

In June, the Coordinator for the southeastern part of the state spoke at the Michigan Association of Service Coordinators annual conference in Detroit. She delivered a 90 minute presentation to approximately 40 Coordinators who work in housing co-op programs for seniors with disabilities in southeastern Michigan. The presentation aimed to improve awareness of the DDS program among agencies that serve similar populations and generate more applications from individuals served by the DDS program.

Volunteers

The volunteer dentists and labs are the backbone of the DDS program. Currently, 829 dentists participate: 412 in the southeastern part of the state and 417 more in the rest of Michigan.

One might think that with 829 volunteer dentists, we would not have a wait list at all. Unfortunately, that is not the case. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, may thus only treat



one patient annually. Of the 829 dentists, 261 are specialists, leaving 568 dentists available for initial referrals. And, dentists and applicants are not always aligned geographically. Some areas have applicants but few volunteers, and other areas have volunteers available but very few eligible applicants. We continue to inform local human service organizations about the DDS program and encourage them to send referrals for patients who cannot get help through Medicaid.

The MDA has been helpful with volunteer recruitment efforts and assisted in several ways, including:

- Distributing marketing material at Michigan Oral Health Coalition events and continuing education events;
- Presenting information about the DDS program to dentists at component dental society meetings;
- Publishing an article in the December MDA Journal; and
- Distributing the Michigan DDS program annual report to its members.

"We appreciate that the patients are screened for both need and placement. All of the DDS patients we have treated thus far have been very appreciative."

- Dr. B. of White Lake, a DDS volunteer since 2003.

As a result of these efforts, 37 new volunteer dentists signed up to participate through the DDS program during the fiscal year.

Many dental laboratories also volunteer for the Michigan DDS program. Along with the 186 labs located in Michigan, 31 additional out-of-state labs that are part of Dental Lifeline Network's national cadre also volunteered to help Michigan DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

Dental Lifeline Network has partnered with dental schools nationally to recognize senior dental students who have demonstrated a commitment to help people with special needs or as community volunteers. This initiative aims to increase our visibility among students whom we hope can become DDS volunteers. The awards are made possible through the Brian D. Stone Memorial Fund, established by Drs. Joy and Justin Stone of New Jersey. Dr. Benjamin Underwood from the University of Detroit Mercy School of Dentistry was the first recipient of this annual award.

Staffing

The Coordinators determine applicant eligibility, link patients with nearby volunteer dentists, monitor patient progress and arrange laboratory services and the help of specialists as necessary. Most importantly, the Coordinators resolve any problems that may interfere with care and ensure all parties have a positive experience.

The Michigan Dental Association (MDA) generously donates office space for the two full-time Coordinators and partners with DLN on promoting the program to volunteer dentists. Ms. Domonique Wojciechowski has coordinated services outside of the southeastern part of the state since November 2011. Ms. Karn Cornell has coordinated services for southeastern Michigan (including the counties of Lapeer, Lenawee, Livingston, Macomb, Oakland, Monroe, St. Claire, Washtenaw and Wayne) since June 2014.

Financial Information

During the fiscal year, volunteers donated \$10.62 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 Coordinators, lab reimbursements when we cannot find labs to donate, office supplies and other program expenses. The Michigan Department of Community Health generously provides the funding to support the volunteers.



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