



More than Dentistry. Life.®

Nevada
Donated Dental Services (DDS)

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NEVADA DONATED DENTAL SERVICES (DDS) PROGRAM ANNUAL REPORT

Activities from July 1, 2014 – June 30, 2015

Annual Highlights

- 24 patients accessed \$79,302 worth of care.
- \$9.99 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Fifty-five-year-old Ms. A. lives alone in Las Vegas. For many years, she was a concierge and worked in the food and beverage industry. Then she began having seizures and was diagnosed with MS and eventually had to stop working. In addition, Ms. A. had seriously-neglected oral disease. She had not been to a dentist in many years and many of her teeth had become decayed and fell out.

Ms. A. desperately needed help with her teeth, but sadly, could not afford dental care. Since she can't work any longer due to her health, she survives on a Social Security benefit and struggles to make ends meet. Expensive dental treatment was a luxury beyond her reach.

Thankfully, Ms. A. learned about the DDS and applied for help. She was linked with three generous volunteers who agreed to come to her aid. An oral surgeon extracted 15 teeth, and a general dentist donated a full upper denture and a partial lower denture. A volunteer lab helped by fabricating the dentures at a discount. **Thanks to this kind team, Ms. A. received nearly \$4,100 in free care that restored her oral health and smile!**

Program History

- Established in 1999 with the Nevada Dental Association
- 512 total patients served
- \$1,822,184 in total care donated by volunteers
- Statewide Volunteer Network: 83 dentists and 28 labs

Accomplishments

The DDS program helps individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. Nevada's DDS program is part of a national network of similar programs in 42 other states that collectively helped 7,456 individuals access nearly \$25.5 million in services during the fiscal year. The Community College of Southern Nevada initially was licensed to operate the program. The school did not have enough staff resources to continue and in January 2005, Dental Lifeline Network began operating the program directly.

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)

Goal: Help 25 people with disabilities or who are aged or medically fragile receive \$131,000 worth of comprehensive dental care during the fiscal year, including \$6,000 in laboratory fabrications.

Results: 24 patients received \$79,302 of treatment, including \$13,095 in lab fabrications. (Four patients received \$11,464 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 four patients receiving ongoing maintenance services) received an average of \$3,392 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, 16 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 16 active cases.)

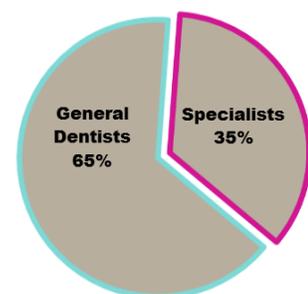
Applications

We received 42 applications during the fiscal year, and at the end of the June 30th reporting period, 38 people were waiting to be referred to a volunteer.

When the waiting list gets too long, the Coordinator 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 Coordinator process applications more efficiently so she has 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. Currently, we are unable to accept applications in Clark County.

Volunteers

The volunteers are the backbone of the program and we are truly grateful to the **83 dentists** and **28 dental laboratories** that participate statewide. Of these 83 dentists, 54 are general dentists who receive initial referrals, and the remaining 29 are specialists. Unfortunately, due to funding issues, we simply don't have enough staff time to utilize all of the volunteers willing to help.



Many dental laboratories also volunteer for the Nevada DDS program. Along with the 28 labs physically located in Nevada, four out-of-state labs that are part of Dental Lifeline Network's national cadre volunteered to help Nevada 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.

Ms. Michelle Palmer coordinated services for four hours per week until she resigned in early September to pursue a full-time job opportunity. A Program Manager in our national office in Denver managed services for the rest of the fiscal year. In July 2015, Ms. Erica Newton, another experienced DDS Coordinator in the national office began coordinating services for four hours per week. Ms. Newton also manages the Wyoming, Tennessee and West Virginia DDS programs. The Coordinator's office location does not affect either the patients or the volunteers as she communicates via telephone and is able to provide the same assistance she would if she were physically in Nevada.

Financial Information

During the fiscal year, volunteers donated \$9.99 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.

\$9.99
in care donated for
every \$1 spent

Our greatest challenge has been securing operating monies to support the volunteers and help more vulnerable people Unfortunately, we have dozens of volunteer dentists who are willing to help but we can only utilize a limited number.

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 23 people with disabilities or who are aged or medically fragile receive at least \$92,000 worth of free dental care, including \$12,000 worth of donated laboratory fabrications.