



Dental Lifeline
Network • New Hampshire

More than Dentistry. Life.®

New Hampshire
Donated Dental Services (DDS)

NEW HAMPSHIRE DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report

Activities from July 1, 2014 - June 30, 2015

Annual Highlights

- 117 patients accessed \$386,274 worth of care.
- \$11.39 worth of care donated for every \$1 spent supporting volunteers.

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The DDS Program in Action

Forty-six-year-old Ms. S. lives in Hampton with her teenage son. In 2006, she was in a serious car accident that caused brain trauma and left her with permanent physical limitations. She suffered numerous fractures and then contracted a bone infection that required multiple surgeries. Now she has chronic pain in her foot, ankle, knee and hip and requires a cane to walk. In addition, Ms. S. had not seen a dentist since 2008 and had decayed and missing teeth. She needed help regaining her oral health, but sadly she couldn't afford the treatment she needed.

Ms. S. used to work as a controller for Waste Management. Now she depends on a Social Security Disability benefit to make ends meet and struggles to get by. Dental treatment seemed to be a luxury beyond her reach.

Thankfully, Ms. S. learned about the DDS program and was linked with two volunteers who offered to help. One dentist restored three teeth and donated a deep cleaning and a second dentist donated upper and lower partial dentures. Keller Laboratories, a National Dentex lab, helped by fabricating the dentures at no charge. And, she received a free electric toothbrush courtesy of Philips Sonicare. **Thanks to this generous team, Ms. S. received \$5,000 in free care that restored her oral health and her smile!** She wrote to express her sincere appreciation for this amazing gift.

"I only dreamed of being able to have my teeth and being able to get a partial, and your hard work made that dream a reality. I can eat better and I feel a lot better about myself. Thank you very much for helping me."

Program History

- Established in 2002 with the New Hampshire Dental Society through a grant from the New Hampshire Department of Health
- 697 total patients served
- \$2,914,228 in total care donated by volunteers
- Statewide Volunteer Network: 153 dentists and 24 labs

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)

Accomplishments

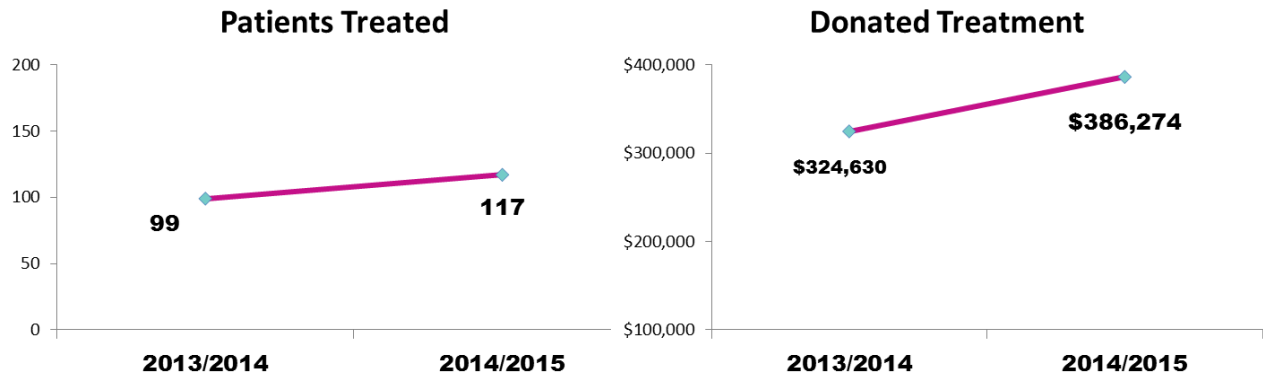
The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. New Hampshire's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs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

Goal: Help 126 people with disabilities or who are aged or medically fragile receive \$385,000 worth of comprehensive dental care during the fiscal year, including \$40,000 in laboratory fabrications.

Results: 117 patients received \$386,274 of treatment, including \$35,771 in lab fabrications; more treatment for slightly fewer patients than expected due to reasons explained in the volunteers and staffing sections. (Twenty-eight patients received \$28,797 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 28 patients receiving ongoing maintenance services) received an average of \$4,107 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, 103 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 103 active cases.)

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



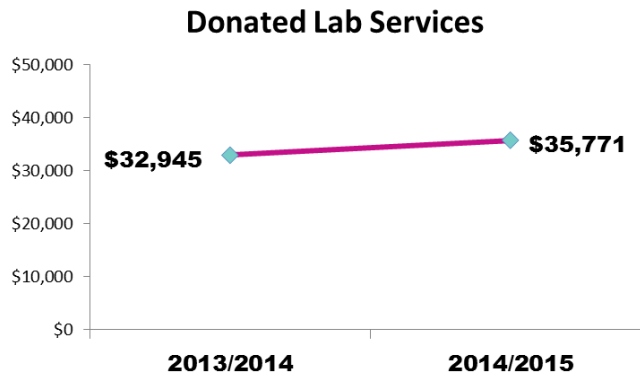
Applications

We received 120 applications during the fiscal year, and at the end of the June 30th reporting period, 132 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 statewide except for in Coos, Grafton and Rockingham counties.

Volunteers

The volunteers are the backbone of the program, and we are truly grateful to the **153 dentists laboratories** that

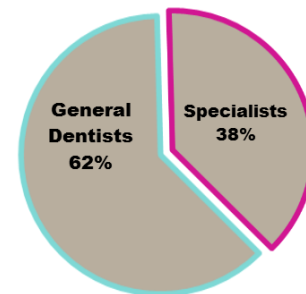


19%
Hampshire dentists
volunteer for DDS

12%
national Average

and **24 dental**
participate.

With so many volunteer dentists, one might think that fewer individuals would be on the wait list. Unfortunately this 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. Moreover, 58 of the volunteers are specialists, leaving only 95 general dentists available for initial referrals. With 117 patients treated during the fiscal year and 103 active cases, we utilized as many volunteers as possible, and many are seeing multiple patients per year. Without additional volunteers, we are limited in the number of patients we can help which is part of the reason we did not meet the goal during the fiscal year. We will continue efforts to recruit more volunteers.



Many dental laboratories also volunteer for the New Hampshire DDS program. Along with the 24 labs physically located in New Hampshire, 14 out-of-state labs that are part of Dental Lifeline Network's national cadre volunteered to help New Hampshire 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. Jan

*"Excellent program!
It's very rewarding to
be a part of it!"*

- Dr. K. of Nashua,
a DDS volunteer
since 2002.

Denson has been the DDS Coordinator since 2009 and works from an office generously donated by Northeast Delta Dental. Ms. Denson had been working 18 hours per week until the summer when we had to reduce her hours to 12 per week due to funding challenges.

Financial Information

During the fiscal year, volunteers donated \$11.39 in care for every dollar spent supporting contributed services, one of the highest ratios among all 43 DDS programs nationwide!

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.

\$11.39
in care donated for
every \$1 spent

As mentioned, the New Hampshire Department of Health and Human Services provided some funding until this fiscal year. We sincerely appreciate the New Hampshire Dental Society Foundation, the Northeast Delta Dental Foundation, the Norwin S. and Elizabeth N. Bean Foundation and the Cogswell Benevolent Trust who provided generous grants to sustain DDS services.

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 83 people with disabilities or who are aged or medically fragile receive at least \$230,000 worth of free dental care, including \$29,000 worth of donated laboratory fabrications. This is lower than the services provided during the 2014-2015 fiscal year since we had to reduce staff hours due to funding issues.