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NEW JERSEY DONATED DENTAL SERVICES (DDS) PROGRAM Annual Report

Activities from July 1, 2014 - June 30, 2015

Annual Highlights

- 418 patients accessed \$1,330,950 worth of care.
- \$9.23 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Forty-one-year-old Mrs. P. lives with her husband and three young children. She suffers from multiple sclerosis and fibromyalgia and her oral health was terrible. Because of missing teeth and others that were decayed and broken, she was in severe pain and eating was difficult. Mrs. P. went to a local dentist for help, but sadly, the treatment she needed was too expensive.

Mrs. P. was a Girl Scouts program director before her health problems forced her to stop working. Her husband is a part-time professor at the local community college and has been struggling to find full-time employment. Even with her Social Security benefit and her husband's part-time salary, the family struggled to get by. To help make ends meet, they rented the first floor of their house to a tenant. Unfortunately, their renter damaged the property, making it unlivable, and the family could not afford to repair the damage. While Mrs. P. desperately needed dental treatment, it was beyond her reach.

Thankfully, a team of volunteers through the DDS program came to her aid. An oral surgeon extracted three teeth, and a general dentist donated a crown, an upper partial denture and another tooth later when one fell out. A volunteer lab also helped by fabricating the partial denture and adding the new tooth at no charge. **Thanks to this generous team, Mrs. P. received nearly \$3,000 in free care that restored her oral health, alleviated her pain and gave her a reason to smile!** She wrote to share her appreciation for this gift.

"When I look in the mirror and smile, I'm no longer in pain or ashamed. I am overwhelmed by your kindness, generosity and professionalism. Since receiving treatment, the pain is gone, I can eat without discomfort, and my smile is great. But the best lesson was my faith in humanity has been restored. Thank you!"

Program History

- Established in 1988 with the New Jersey Dental Association
- 8,604 total patients served
- \$21,521,545 in total care donated by volunteers
- Statewide Volunteer Network: 668 dentists and 122 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. New Jersey'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 437 people with disabilities or who are aged or medically fragile receive \$1,350,000 worth of comprehensive dental care during the fiscal year, including \$100,000 in laboratory fabrications: \$475,000 for 155 patients in the northeastern part of New Jersey and \$875,000 for 282 patients in the rest of the state.

Results: 418 patients received \$1,330,950 of treatment, including \$92,239 in lab fabrications during the fiscal year. In northeastern New Jersey, 138 individuals received \$475,562, while 280 patients in the rest of the state received \$855,388 worth of services. (Of these patients, 111 individuals received \$213,248 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue providing ongoing, maintenance services.) Each patient treated (with the exception of the 111 patients receiving ongoing maintenance services) received an average of \$3,641 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, 289 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the 418 patients treated this fiscal year are still undergoing treatment and are included in the 289 active cases.)

Applications

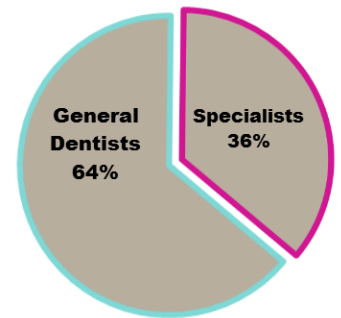
We received 434 applications during the fiscal year, and at the end of the June 30th reporting period, 199 people were waiting to be referred to a volunteer: 104 in northeastern New Jersey and 95 in the rest of the state.

When the waiting list gets too long, the Coordinators spend 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 Coordinators process applications more efficiently so they have sufficient time to refer people to the volunteers. Currently, we are unable to accept applications in Essex County.

Volunteers

The volunteers are the backbone of the program, and we are truly grateful to the **668 dentists** and **122 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 at a time and due to the comprehensive nature of the treatment provided, may thus only treat one patient annually. And, 240 of the volunteers are specialists who may not be called upon every year, leaving 428 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 New Jersey's more rural counties. With 418 patients treated during the fiscal year, 289 active cases and 199 individuals on the wait list, the volunteers are well utilized and more are needed.

Recruitment is an ongoing activity as many dentists who had participated are retiring faster than new volunteers are being recruited. While 22 new dentists signed up during the fiscal year, 17 volunteers retired.

Many dental laboratories also volunteer for the New Jersey DDS program. Along with the 122 labs physically located in New Jersey, 23 out-of-state labs that are part of Dental Lifeline Network's national cadre volunteered to help New Jersey DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

"We love meeting the wonderful people you send to our office and helping them."

- Dr. N. of North Brunswick, a DDS volunteer since 1988.

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. Brittany Lawson from the Rutgers School of Dental Medicine is this year's recipient.

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.

Since 2002, Ms. Shanda Bell has managed services full-time throughout the state (except for the northeastern region) from an office in Edison. Ms. Teresa Lioudakis has coordinated efforts in the northeast part of the state since February 2010, working 24 hours per week from an office in Ocean. Due to funding challenges, we must reduce services in the 2015-2016 fiscal year. As a result, Ms. Bell now manages the entire state full-time and Ms. Lioudakis manages other state DDS programs part-time.

Financial Information

During the fiscal year, volunteers donated \$9.23 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.

\$9.23
in care donated for
every \$1 spent

From 1998 until last fiscal year, we received some funds from the state Division of Developmental Disabilities for DDS services for persons with developmental disabilities. Unfortunately, that funding was eliminated last year and we now must fully rely on support from the community to sustain the DDS program. **A special thank you to Delta Dental of New Jersey Foundation that not only provided ongoing support for the fiscal year, but provided an extra grant this year to help with a shortfall**

In addition, the following organizations awarded generous grants this fiscal year:

Max and Victoria Dreyfus Foundation
Investors Savings Bank Charitable Foundation
C. Northrup Pond and Alethea Marder Pond Foundation
Provident Bank Foundation
Lillian Pitkin Schenck Fund
Scholler Foundation
Tyler Foundation

In addition, the New Jersey Dental Association is a major DDS supporter and assists in volunteer recruitment, publicizes the program and helps obtain funds for program services. Sadly, going forward, we must reduce staffing as a result of financial challenges which means we will be able to serve fewer vulnerable individuals.

Future Plans

In the next fiscal year —July 1, 2015 to June 30, 2016— our statewide goal is to help 269 people with disabilities or who are aged or medically fragile receive at least \$886,000 worth of free dental care, including \$71,000 worth of donated laboratory fabrications. This goal is significantly lower, but unfortunately we just do not have the funding to sustain the staffing level necessary to support all the volunteers.