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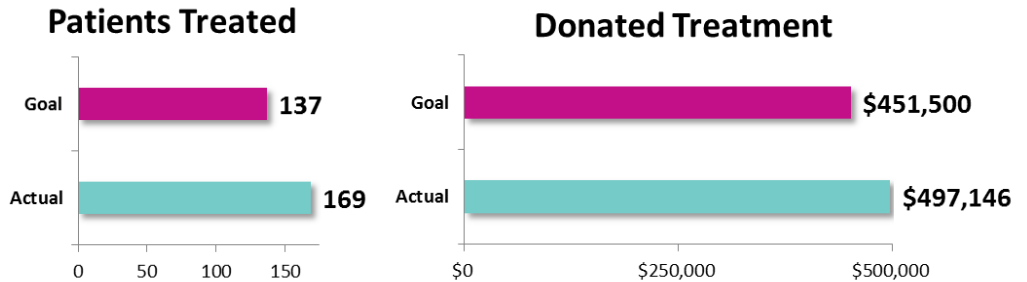
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LOUISIANA DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report

Activities from July 1, 2014 - June 30, 2015

Performance Snapshot



Annual Highlights

- 169 patients accessed \$497,146 worth of care, exceeding the goals!
- \$8.17 worth of care donated for every \$1 spent supporting services.

The DDS Program in Action

Sixty-eight-year-old Mr. C. and his wife live in Spearsville. Mr. C. recently underwent surgery to address prostate cancer that is now in remission. In the 70's, he was shot in the leg and it had to be amputated, requiring him to use a prosthetic leg. In addition, many of his teeth are decayed and broken, making chewing difficult. Mr. C. needed help regaining his oral health but sadly, could not afford it.

Before losing his leg, Mr. C. was a logger for 25 years. Now, he and his wife survive on Social Security and Disability benefits and struggle to make ends meet. He had a dental exam recently but the treatment recommended was far too expensive. It seemed the dental care he needed was a luxury beyond his reach.

Thankfully, Mr. C. learned about the DDS program, and a generous team of volunteers came to his aid. Dr. C. extracted 16 teeth under IV sedation and donated a full upper denture and a partial lower denture. **A volunteer laboratory also helped by fabricating the dentures at no charge. Thanks to this kind team, Mr. C. received more than \$4,550 in free care that restored his oral health and enabled him to chew again!** His wife wrote to express their appreciation for this amazing gift.

"We can't thank you enough for coming into our lives and blessing us. Rotten teeth are a health issue and thanks to you that has been corrected. Thank you again."

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 1987 with the Louisiana Dental Association
- 4,992 total patients served
- \$9,394,587 in total care donated by volunteers
- Statewide Volunteer Network: 324 dentists and 84 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. Louisiana's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped 7,456 individuals access more than \$24.6 million in services during the fiscal year.

Goal: Help 137 people with disabilities or who are aged or medically fragile receive \$451,500 worth of comprehensive dental care during the fiscal year, including \$30,000 in laboratory fabrications: \$265,500 for 78 individuals in New Orleans and \$186,000 for 59 persons in the rest of the state (excluding the Lafayette area that has a separate program). New Orleans is divided from the rest of the state because particular organizations support services for people in that area.

Results: Statewide, 169 patients received \$497,146 worth of treatment including \$39,829 in donated lab fabrications, far exceeding the goal! In New Orleans, 106 people received treatment valued at \$309,298, and another 63 individuals in the rest of the state received \$187,848 in donated services. (Twenty-nine of these patients got \$35,369 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 29 patients receiving ongoing maintenance services) received an average of \$3,298 worth of dental services; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the June 30th reporting period, 136 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the 169 patients treated this fiscal year are still undergoing treatment and are included in the 136 active cases.)

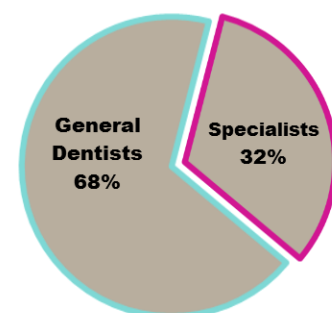
Applications

We received 130 applications during the fiscal year, and at the end of the June 30th reporting period, 215 people were waiting to be referred to a volunteer: 144 in New Orleans and 71 in the rest of the state. 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 can only accept applications in St. Tammany.

Volunteers

The volunteers are the backbone of the program, and we are truly grateful to the **324 dentists** (160 in New Orleans and 164 in the rest



of the state) and **84 dental laboratories** that participate statewide.

Of these volunteers, 220 are general dentists who accept initial referrals and the remaining 104 are specialists. Most volunteers agree to see one or two patients per year due to the comprehensive nature of the care provided and typically will see one DDS patient at a time. With so many volunteer dentists, one may think that fewer people should be waiting for care. Unfortunately, we do not have enough funding for the staff time needed to utilize all of the volunteers willing to help. With additional monies for a full-time Coordinator, we could help 212 vulnerable individuals access \$700,000 in donated treatment each year and continue to work to raise the monies to support expanded services.

Many dental laboratories also volunteer for the Louisiana DDS program. Along with the 84 labs physically located in Louisiana, 12 additional out-of-state labs that are part of Dental Lifeline Network's national cadre contributed their services for Louisiana DDS patients this 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. Dr. Charlene Rashan Brown is this year's recipient from the Louisiana State University Health Sciences Center School of Dentistry.

"I like that the program actively and effectively seeks ways to help patients in need."

- Dr. M. of New Orleans, a DDS volunteer since 2008.

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.

At the end of the last fiscal year, the previous DDS Coordinator resigned and from July through mid-October, an experienced Coordinator from our national office managed services while we identified, hired and trained a new Coordinator. Ms. Rebekah Spiers started in October and coordinates services for 24 hours per week. New Coordinators typically need up to a year to learn the position and become fully proficient. Ms. Spiers had a positive impact very quickly and we look forward to working with her as she continues to gain experience.

Financial Information

During the fiscal year, volunteers donated \$8.17 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.

\$8.17
in care donated for
every \$1 spent

We truly appreciate the support of the Joe W. and Dorothy Dorsett Brown Foundation and the United Way of Southeast Louisiana, which have generously provided funds for the New Orleans area this fiscal year.

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 144 people with disabilities or who are aged or medically fragile receive at least \$480,000 worth of free dental care, including \$34,000 worth of donated laboratory fabrications: \$295,000 for 91 individuals in New Orleans and \$185,000 for 53 persons in the rest of the state. We decreased Coordinator hours from 32 hours to 24 hours due to funding constraints and will unfortunately see the impact of that change during this next fiscal year.