



More than Dentistry. Life.®

Seattle, Washington (King County)  
Donated Dental Services (DDS)

c/o Seattle-King County Dental Society  
1111 Harvard Avenue  
Seattle, WA 98122  
206.441.8777  
Fax: 303.534.5290  
www.DentalLifeline.org

## SEATTLE-KING COUNTY DONATED DENTAL SERVICES (DDS) PROGRAM

### ANNUAL REPORT

Activities from July 1, 2014 – June 30, 2015

#### Annual Highlights

- 127 patients accessed \$443,717 worth of care.
- \$11.66 worth of care donated for every \$1 spent supporting volunteers.

#### The DDS Program in Action

Sixty-five-year-old Ms. C. lives alone in Covington. She is a breast cancer survivor and underwent surgery, chemotherapy and radiation as part of her treatment. In the past, she experienced aneurysms but fortunately has not had any problems in several years. While her current health is fairly good, her oral health was terrible. Due to the dry mouth she experienced as a side effect of chemotherapy, many of her teeth began deteriorating and falling out. She had them extracted last year through Project Access but could not afford dentures to replace her teeth.

Ms. C. used to be a mental health case manager and then a para-educator for Kent School District until her health issues interfered. Now she relies on food stamps, a Social Security benefit and a small retirement annuity to make ends meet. Dentures were just too expensive on her limited budget.

Thankfully, Ms. C. learned about the DDS program and applied for help. Two generous volunteers agreed to come to her aid and currently are treating Ms. C. A general dentist is donating full upper and lower dentures and a volunteer laboratory is helping by fabricating the dentures at no charge. Thanks to this kind team, Ms. C. will receive thousands of dollars in free care that will restore her smile! She wrote to express her excitement about this amazing gift.

#### 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)

*"I can't tell you how much this means to me! It will be so nice to smile again, to feel like going out in public, to eat regular food, and maybe even whistle again! Thank you from me and my family. Your organization is so appreciated."*

#### Program History

- Established in 2000 with the Seattle-King County Dental Society
- 1,063 total patients served
- \$6,046,295 in total care donated by volunteers
- Statewide Volunteer Network: 221 dentists and 77 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. Seattle'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 147 people with disabilities or who are aged or medically fragile receive \$575,000 worth of comprehensive dental care during the fiscal year, including \$42,000 in laboratory fabrications.

**Results:** 127 patients received \$443,717 of treatment, including \$37,396 in lab fabrications. We fell below the goals due to reasons explained in the staffing section below. (Thirty-six patients received \$76,056 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 36 patients receiving ongoing maintenance services) received an average of \$4,040 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the June 30<sup>th</sup> reporting period, 107 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 107 active cases.)

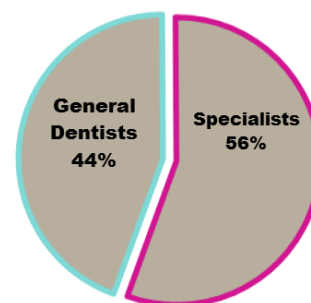
## Applications

We received 95 applications during the fiscal year, and at the end of the June 30<sup>th</sup> reporting period, 49 people were waiting to be referred to a volunteer.

## Volunteers

The volunteers are the backbone of the program and we are truly grateful to the **221 dentists** and **77 dental laboratories** that participate.

With so many volunteer dentists, one might think we could treat 221 patients annually if each volunteer treated one patient. 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, 123 of the volunteers are specialists who may not be called upon every year, leaving just 98 general dentists to accept initial referrals. With 127 patients treated during the fiscal year, 107 active cases and 49 individuals on the wait list, the volunteers are well utilized and some are already serving multiple DDS patients per year. Unfortunately, due to funding challenges, we aren't able to staff the program at a level that would allow us to utilize additional volunteers. So while having more volunteers would help us serve more patients, we need additional funds to enable us to increase Coordinator hours so we could use those volunteers.



Many dental laboratories volunteer to help. Along with the 77 labs physically located in the Seattle-King County area, four additional labs located in other counties and out of state that are part of Dental Lifeline Network's national cadre also volunteered to help

*"We love helping those in need!"*  
- Dr. B. of Burien, a DDS volunteer since 2007.

Seattle-King County 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. Jacqueline J. Wong from the University of Washington School of Dentistry was this year's recipient.

## 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. Debra Blake managed the DDS program from 2001 until February. Ms. Stacey Irwin, an experienced Program Manager in our national office, coordinated services until just recently when we transitioned it to Ms. Sue Lear, another experienced DDS Coordinator who also manages the California and Alaska DDS programs. Due to funding challenges, we had to reduce hours in February from 20 per week to just 8 hours which is why we were unable to meet the goals during the fiscal year.

## Financial Information

**During the fiscal year, volunteers donated \$11.66 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.

**\$11.66**  
in care donated for  
every \$1 spent

The Washington Dental Services Foundation and the Seattle-King County Dental Foundation generously awarded grants to initiate the DDS program in year 2000. The Seattle-King County Dental Foundation and Dental Lifeline Network then provided the monies to support services after the pilot year. We are grateful to the following organizations that provided financial support to sustain services during the fiscal year:

Costco Wholesale  
Glaser Foundation  
Catherine Holmes Wilkins Foundation

## Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 67 people with disabilities or who are aged or medically fragile receive at least \$375,000 worth of free dental care, including \$25,000 worth of donated laboratory fabrications. This goal is lower than what we achieved in the 2014-2015 fiscal year since we plan to staff the program for only eight hours per week due to funding constraints. With 221 volunteer dentists, ideal staffing is a half-time Coordinator yet with funding challenges, we can only afford a person working eight hours a week.