



Dental Lifeline
Network • Tennessee

More than Dentistry. Life.®

Tennessee
Donated Dental Services (DDS)

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TENNESSEE DONATED DENTAL SERVICES (DDS) PROGRAM ANNUAL REPORT

Activities from July 1, 2014 – June 30, 2015

Funded by Delta Dental of Tennessee, the Tennessee Dental Association
Foundation and the Aslan Foundation

Performance Snapshot



Annual Highlights

- 46 patients accessed \$242,677 worth of care!
- \$11.88 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Sixty-seven-year-old Ms. C. lives in Memphis with her daughter. She was diagnosed with head and neck cancer and underwent chemotherapy and radiation treatment. In addition, her oral health was terrible and she had to have all but six teeth pulled so she could start cancer treatment. While she is now cancer-free, the treatment took a toll on her remaining teeth and they are decaying at the gums. Eating solid foods is difficult and Ms. C. receives nearly all of her nourishment from Ensure nutrition drinks.

While she desperately needed help with her oral health, she could not afford dental treatment. Ms. C. survives on a Social Security benefit and just barely makes ends meet. It seemed she would have to continue suffering in pain and struggling to eat.

Thankfully, Ms. C. learned about the DDS program and applied for help. A generous volunteer dentist extracted her remaining teeth and donated upper and lower partial dentures and an adjustment. A volunteer laboratory also helped by fabricating and adjusting the dentures at no charge. **Thanks to this kind team, Ms. C. received nearly \$2,600 in free care that restored her smile and ability to eat!** She wrote to express her appreciation for this amazing gift.

"I can now smile, eat and look pretty. Thank you so much for your ability to change my appearance and put a smile on my face."

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 2007 with the Tennessee Dental Association
- 383 total patients served
- \$1,539,376 in total care donated by volunteers
- Statewide Volunteer Network: 186 dentists and 48 labs

Accomplishments

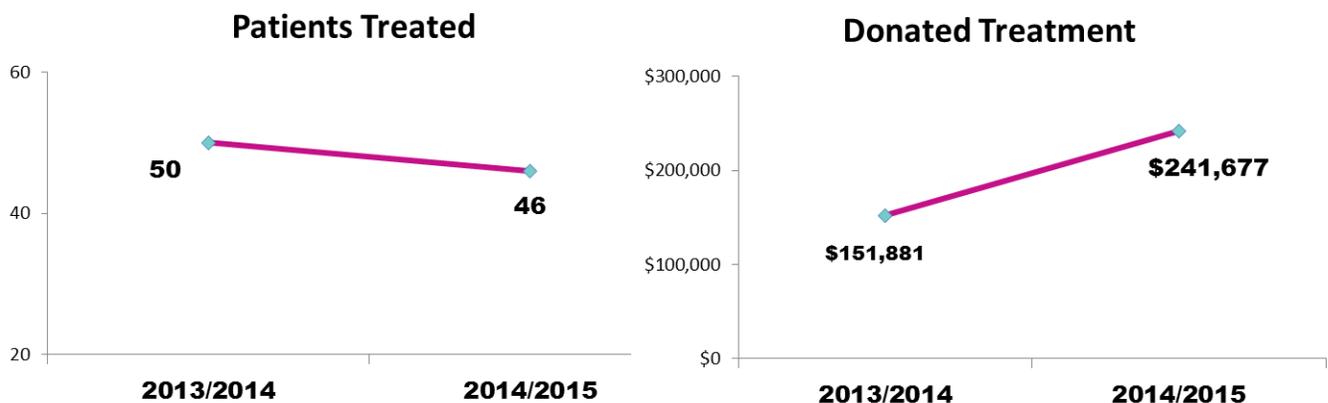
The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. Tennessee's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped 7,456 individuals access nearly \$25.5 million in services during the fiscal year. Dental Lifeline Network first began providing limited services in Tennessee in 1995 through its DDS national safety-net initiative. From 1995 – 2007, 44 Tennessee residents received free, comprehensive dental care from the safety-net program. Now thanks to Delta Dental of Tennessee and the Tennessee Dental Association Foundation, we are able to serve more than this amount each year.

Goal: Help 50 people with disabilities or who are aged or medically fragile receive \$150,000 worth of comprehensive dental care during the fiscal year, including \$17,000 in laboratory fabrications.

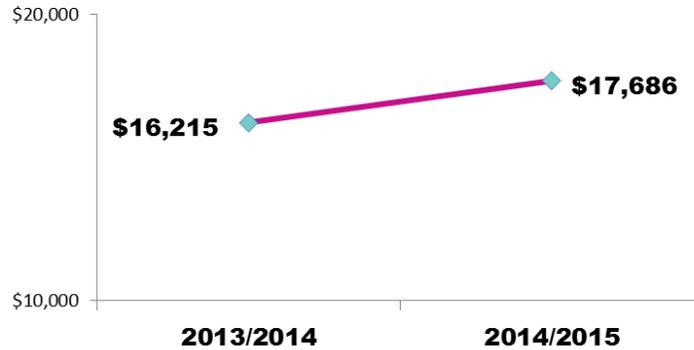
Results: 46 patients received \$241,677 of treatment, including \$17,686 in lab fabrications; significantly more care for four fewer patients than expected! (Two patients received \$1,694 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue contributing ongoing, maintenance services.) Each patient treated (with the exception of the two patients receiving ongoing maintenance services) received an average of \$5,454 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, 41 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 41 active cases.)

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



Donated Lab Services



Applications

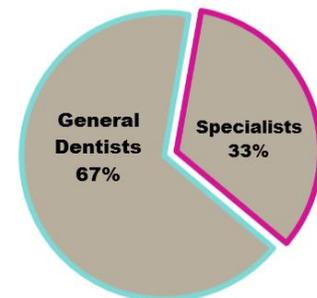
We received 40 applications during the fiscal year, and at the end of the June 30th reporting period, 43 people were waiting to be referred to a volunteer. The wait list includes some individuals who applied in prior fiscal years.

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 Davidson County

Volunteers

The volunteers are the backbone of the program and we are truly grateful to the **186 dentists** and **48 dental laboratories** that participate statewide.

With so many volunteer dentists, one might think that we could treat 186 patients each year assuming each dentist treated one DDS 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, 62 of the volunteers are specialists who may not be called upon every year, leaving 124 general dentists to accept initial referrals. With limited funds during the past several years, we have been unable to staff the program adequately to utilize all of the volunteers willing to help.



Many dental laboratories volunteer for the Tennessee DDS program. Along with the 48 labs physically located in Tennessee, eight additional out-of-state labs that are part of Dental Lifeline Network's national cadre also volunteered to help Tennessee 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.

When the Tennessee DDS program was launched in 2007, we decided to wait to hire a local DDS coordinator until more dentists were recruited, justifying at least 20 hours weekly of staff time. When we recruited 160 volunteers, we began the search for a qualified person and hoped to hire a Coordinator in 2008. Finding a qualified candidate to work 20 hours per week proved to be difficult at that time, so we decided to wait until additional funding could be secured for a full-time person before again trying to hire locally.

Dental Lifeline Network's national office in Denver has several experienced Coordinators who manage services for multiple programs in other states. In October, we hired Mr. Adam Arellano to coordinate services for the Tennessee DDS program for eight hours per week. He also handles services for the North Dakota DDS program and the Donated Orthodontics (DOS) Program that helps low-income children get orthodontic treatment. Thanks to the generosity of Delta Dental of Tennessee and the Tennessee Dental Association Foundation, we have been able to add another four hours of Coordinator time per week. Ms. Erica Newton, an experienced Coordinator who also manages the West Virginia and Wyoming DDS programs, began coordinating the four additional hours for the Tennessee DDS program in February. Since Mr. Arellano and Ms. Newton communicate with patients, dentists and labs via telephone and mail, not having a local Coordinator is usually invisible to the consumers and volunteers.

Financial Information

During the fiscal year, volunteers donated \$11.88 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.

\$11.88
in care donated for
every \$1 spent

Thanks to a two-year startup grant from Delta Dental of Tennessee, the Tennessee DDS program was started July 1, 2007. The Aslan Foundation awarded a grant to support the program during the 2014 calendar year, and **Delta Dental of Tennessee and the Tennessee Dental Association Foundation have awarded grants this fiscal year that have enabled us to expand the Coordinator's hours to help more vulnerable individuals.** Dental Lifeline Network continues working with the Tennessee Dental Association to obtain state government funding.

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 61 people with disabilities or who are aged or medically fragile receive at least \$215,000 worth of free dental care, including \$15,000 worth of donated laboratory fabrications. The goal for donated care is

lower than what we achieved during the 2014-2015 fiscal year because we had several cases in which patients received unusually high values of care (\$10,000-\$30,000).