



Dental Lifeline
Network • West Virginia

More than Dentistry. Life.®

West Virginia
Donated Dental Services (DDS)

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WEST VIRGINIA DONATED DENTAL SERVICES (DDS) PROGRAM

ANNUAL REPORT

Activities from July 1, 2014 – June 30, 2015

Annual Highlights

- 27 patients accessed \$64,368 worth of care.
- \$7.81 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Fifty-five-year-old Mr. B. is a veteran from Huntington who served in the Army and later in the reserves until he was injured in a serious auto accident. Though he recovered, he has dealt with several health issues over the years including diabetes and arthritis and had a hip replacement seven years ago. In addition, his oral health was terrible and he had only eight remaining teeth, some of which were decayed and painful. Unfortunately, Mr. B. was unable to afford the dental care he needed.

After his military service, Mr. B. worked as a mechanic, handyman and landscaper until his health forced him to stop working. Now, he survives on food stamps and a small Social Security Disability benefit and struggles to make ends meet. He was homeless for a period of time but fortunately found stable housing. While he has health benefits through the VA, they do not include dental care. It seemed the care Mr. B. needed to regain his oral health was out of his reach.

Thankfully, Mr. B. learned about the DDS program and was linked with three generous volunteers who agreed to help. An oral surgeon extracted three teeth and a general dentist restored another tooth and donated two deep cleanings, a full upper denture and a partial lower denture. A volunteer laboratory also helped by fabricating the dentures at no charge. **Thanks to this amazing team, Mr. G. received \$4,535 in free care that restored his oral health and his smile!**

Program History

- Established in 2000 with the West Virginia Dental Association
- 755 total patients served
- \$1,557,563 in total care donated by volunteers
- Statewide Volunteer Network: 89 dentists and 14 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!

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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. West Virginia'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 40 people with disabilities or who are aged or medically fragile receive \$105,000 worth of comprehensive dental care during the fiscal year, including \$7,500 in laboratory fabrications.

Results: 27 patients received \$64,368 of treatment, including \$5,610 in lab fabrications. (Four patients received \$2,311 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 four patients receiving ongoing maintenance services) received an average of \$2,699 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs. Due to funding challenges, program hours were cut from six to four hours per week which affected the number of people we were able to assist this year.

At the end of the June 30th reporting period, 23 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 23 active cases.)

Applications

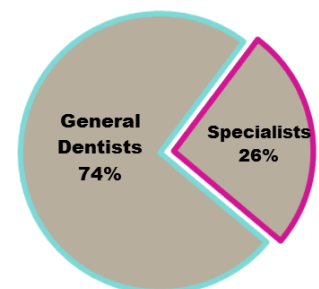
We received 13 applications during the fiscal year, and at the end of the June 30th reporting period, 189 people were waiting to be referred to a volunteer. The wait list includes individuals who applied during the fiscal year as well as in previous years.

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 statewide.

Volunteers

The volunteers are the backbone of the program and we are truly grateful to the **89 dentists** (66 general dentists and 23 specialists) and **14 dental laboratories** that participate statewide.

With so many volunteer dentists, one might think that we could serve 89 patients per year if each volunteer accepted just one patient. Unfortunately, that is not the case. Unfortunately, due to funding



challenges, we do not have enough staff time to utilize all of the volunteers willing to help.

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

After the long-time Coordinator resigned last fiscal year to care for an ill family member, another experienced DDS Coordinator, Ms. Debra Blake, managed services from her office in Washington, where she also handled two other DDS programs. In early November, Ms. Erica Newton, a Coordinator in our national office in Denver, took over the West Virginia program and now manages services for four hours per week. Since we communicate with patients, dentists and labs via telephone and mail, not having a local Coordinator is usually invisible to the patients and volunteers.

Financial Information

During the fiscal year, volunteers donated \$7.81 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.

\$7.81
in care donated for
every \$1 spent

Dental Lifeline Network has paid for these expenses since the Office of Maternal Child Health, Department of Health and Human Resources discontinued funding in 2003.

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 25 people with disabilities or who are aged or medically fragile receive at least \$75,000 worth of free dental care, including \$7,000 worth of donated laboratory fabrications.