



More than Dentistry. Life.®

Idaho
Donated Dental Services (DDS)

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IDAHO DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report for July 1, 2020 - June 30, 2021

Funded by Ultradent Products, Inc.

- **22** patients served and **\$36,500** in treatment donated.
- **5** new volunteer dentists recruited.

The DDS Program in Action

Randall, 58, is a Navy veteran who lives with his wife in Nampa. In addition to diabetes, he has a cardiac condition called ejection fraction failure in which his heart does not pump out enough blood. Unfortunately, his dental health was another challenge: he was missing several teeth and others were decayed. Because of his weakened heart, Randall's physician was concerned that his dental infections could impact his overall health and urged him to get help.

Sadly, Randall was unable to afford the dental treatment he needed. After his military service, he earned a living as a house painter until his health forced him to stop working in 2015. Now he survives on a Social Security benefit and his wife's wage as a nanny. Though Randall gets medical care through the VA, dental treatment was not provided since his dental problems were not service-related. It seemed Randall had nowhere to turn for help.

Thankfully, two generous DDS volunteers came to Randall's aid. A general dentist extracted one tooth, restored four decayed teeth, and with the help of a volunteer laboratory, donated upper and lower partial dentures. Thanks to these caring volunteers, Randall received nearly \$3,100 in donated treatment that restored his dental health!

Program History

- Established in 2002 with the support of the Idaho State Dental Association
- 155 total patients served
- \$645,686 in total care donated by volunteers
- Statewide Volunteer Network: 63 dentists and 34 labs

The DDS program helps individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. As a result of their ages or disabilities, they cannot work and depend on government assistance for health care. Medicare does not provide dental benefits, although a few recipients belong to Advantage plans that include minimum benefits for basic services. And, unfortunately, Idaho's Medicaid program offers only limited dental benefits for adults. Further, some of these individuals with special needs who can work earn just over the income threshold to qualify for Medicaid but cannot afford the extensive dental treatment they need. Consequently, many people with disabilities or who are aged or medically fragile suffer in agonizing pain from severe dental problems and have nowhere to turn for help.

Helping People With Disabilities or Who Are Elderly or Medically Fragile

Dental Lifeline Network first began providing limited services in Idaho in 2002. The program was expanded in late 2019 thanks to generous support from Ultradent Products, Inc., enabling us to increase staff resources and help more people.

Idaho's DDS program is part of a national network that serves individuals in every state as well as D.C. Collectively, these programs helped over 7,900 individuals access more than \$22.1 million in services during the 2020-2021 fiscal year that ended June 30th.

Accomplishments

Goal: Help 23 people with disabilities or who are aged or medically fragile receive \$57,000 worth of comprehensive dental care, including \$8,500 in contributed laboratory appliances.

Results: During the fiscal year, we served 22 patients and generated \$36,500 in donated treatment (including \$3,699 in laboratory appliances):

- 11 patients completed their treatment plans and received \$30,659 in donated care.
- 2 patients have not yet finished treatment and received \$5,841 in services thus far (including one patient who received \$215 in routine care from a volunteer dentist who donated the patient's initial treatment and wanted to continue contributing ongoing, maintenance services).
- 9 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$2,787 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

Though we came very close to the goal for patients served, we could have helped even more people had it not been for the COVID-19 pandemic which continued to impact dentistry and thus the DDS program. Many volunteer dentists spent months working through a backlog of appointments due to pandemic-related office closures and some were unable to help DDS patients. Laboratories have been hit especially hard financially and some volunteer labs were unable to donate the appliances. As a result, treatment took longer than usual. Despite these challenges, the situation has improved somewhat and we are hopeful that we can help more vulnerable individuals going forward.

Applications

With 142 applicants on the wait list, we can accept new applications in some counties only from individuals who need dental care to qualify for life-saving medical treatment (i.e., medically fragile). Twelve (12) such people applied for help during the fiscal year. The wait list includes individuals who applied this fiscal year as well as last fiscal year.

When the wait list gets too long, staff 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. The wait list is continually monitored to assess whether and where we are able to accept applications. Doing so helps staff process applications more efficiently so they have sufficient time to refer people to the volunteers. Currently, we are unable to accept applications in the following counties except as mentioned

previously: Adams, Boise, Caribou, Clearwater, Custer, Fremont, Gem, Gooding, Lewis, Lincoln, Madison, Minidoka, Nez Perce, Owyhee, Payette, Shoshone, Teton, Valley, and Washington.

Volunteers

We are truly grateful to the **63 dentists** and **34 dental laboratories** that participate statewide. Of the 63 volunteer dentists, 20 are specialists and 43 general dentists who develop and implement treatment plans and collaborate with specialists and laboratories as needed.



During the fiscal year, five new dentists signed up to volunteer and one existing volunteer retired. Our national affiliate has ongoing efforts to recruit volunteers across the country. We continued to promote the “Will You See One Vet?” recruitment campaign during patriotic holidays. And, in August 2020, we launched a nationwide recruitment campaign that includes new print materials as well as a public service announcement featuring DLN National Board member and nationally-recognized prosthodontist and dental educator, Dr. Gordon Christensen.

Staffing

The DDS Coordinator determines applicant eligibility, links patients with volunteer dentists, monitors patient progress, and arranges lab services and the help of specialists as needed. Most importantly, the Coordinator resolves any problems that may interfere with care and ensures all parties have a positive experience. Currently, Ms. Lindsay Harold coordinates services for four hours per week.

Financial Information

While the volunteer dentists and many of the dental laboratories donate their services, we must raise funds to cover the expenses of supporting their efforts, such as the cost of the DDS Coordinator. Other expenses include lab reimbursements when we cannot find labs to donate, office supplies, etc. We truly appreciate the generous support of Ultradent Products, Inc.

Attachments

Attached is a program summary report as well as a financial report for the fiscal year. Also included are reports showing treatment donated by city and patient medical condition.

Idaho Donated Dental Services (DDS) Program
Annual Report of Services

| <u>PATIENTS</u> | <u>7/1-12/31</u> | <u>1/1-6/30</u> | <u>FY TOTAL</u> |
|--|-------------------------|------------------------|------------------------|
| # Deceased or Otherwise Withdrew | 0 | 0 | 0 |
| # of Patients Served: | 14 | 17 | 22 ¹ |
| # Who Completed Treatment Plan | 5 | 6 | 11 |
| # Who Received Services but Treatment Plan Not Yet Complete | 1 | 2 | 2 ^{1,2} |
| # Referred to a Volunteer but Haven't Yet Finished Treatment | 8 | 9 | 9 ¹ |
| <u>APPLICANTS</u> | | | |
| # Received | 7 | 5 | 12 |
| # Not Eligible | 10 | 47 | 57 |
| # of Applications pending (as of 6/30/21) | 192 | 142 | 142 |
| <u>VOLUNTEERS</u> | | | |
| # of Volunteer Dentists | 62 | 63 | 63 |
| # involved with patients served | 17 | 18 | 23 ¹ |
| # of Volunteer Labs in Idaho | 35 | 34 | 34 |
| # involved with patients served | 8 | 9 | 9 ¹ |
| # of Contributing Labs outside of Idaho | 0 | 0 | 0 |
| <u>FINANCIAL</u> | | | |
| Value of Care to Patients Served | \$19,660 | \$16,840 | \$36,500 |
| Average Value of Treatment/Completed Case | \$3,847 | \$1,833 | \$2,787 |
| Value of Donated Lab Services | \$1,610 | \$2,089 | \$3,699 ³ |
| Value of Paid Lab Services | \$0 | \$143 | \$143 |
| Operating Costs | \$4,637 | \$4,653 | \$9,290 |
| Ratio/Donated Care per \$1 of Operating Costs | \$4.24 | \$3.62 | \$3.93 |

TOTALS SINCE START OF PROJECT

| | |
|---|-----------|
| Total Patients Treated | 155 |
| Total Value of Care to Patients Treated | \$645,686 |

1 – Total is lower than sum of each time period because it reflects an unduplicated count.

2 – Includes 1 patient who received \$215 in ongoing care from a DDS volunteer dentists who provided the patient's initial restorative treatment and have elected to continue providing routine and ongoing care.

3 – Value also included in Value of Care to Patients Served.

Treatment by City

7/1/2020 *Thru* 6/30/2021

| <i>City</i> | <i># of Transactions</i> | <i>Treatment Value</i> |
|---------------|--------------------------|------------------------|
| Boise | 1 | \$215.00 |
| Coeur d'Alene | 1 | \$223.00 |
| Eagle | 1 | \$3,380.00 |
| Gooding | 1 | \$450.00 |
| Idaho Falls | 2 | \$12,453.00 |
| Menan | 1 | \$237.90 |
| Middleton | 1 | \$3,808.00 |
| Nampa | 2 | \$5,916.41 |
| Pocatello | 1 | \$3,164.52 |
| Star | 1 | \$5,626.00 |
| Twin Falls | 2 | \$1,026.00 |

Summary

Total Patients Treated 13

Total Treatment \$36,499.83

Treatment by Disability

7/1/2020 *Thru* 6/30/2021

| <i>Disability</i> | <i># of Transactions</i> | <i>Treatment Value</i> |
|---------------------------------------|--------------------------|------------------------|
| Diabetes | 1 | \$450.00 |
| Elderly | 2 | \$6,008.52 |
| Heart Disease | 3 | \$18,118.41 |
| Intestinal Disorders | 1 | \$223.00 |
| Kidney/Renal Diseases | 2 | \$452.90 |
| Musculoskeletal Disorders | 4 | \$7,439.00 |
| Serious and Persistent Mental Illness | 1 | \$3,808.00 |

Summary

Total Patients Treated 13

Total Treatment \$36,499.83

Dental Lifeline Network
IDAHO DDS PROGRAM
Budget vs Actual
As of the Month Ending June 30, 2021

| | Year-to-Date | | | Annual Budget |
|-------------------------------------|---------------|---------------|-----------------|------------------|
| | Actual | Budget | Variance | |
| Revenues | | | | |
| Contributions - Foundations / Assoc | - | 10,000 | (10,000) | 10,000 |
| Contributions - Corporate | 10,000 | - | 10,000 | - |
| Net Assets - Unrestricted Funds | - | 1,358 | (1,358) | 1,358 |
| Sub - Total | 10,000 | 11,358 | (1,358) | 11,358 |
| Donated Treatment Services | 32,801 | 48,500 | (15,699) | 48,500 |
| Donated Laboratory Services | 3,699 | 8,500 | (4,801) | 8,500 |
| Sub - Total | 36,500 | 57,000 | (20,500) | 57,000 |
| Total Revenue and Support | 46,500 | 68,358 | (21,858) | 68,358 |
| Expenses | | | | |
| Salaries - DDS Coordinators | 3,814 | 3,950 | 136 | 3,950 |
| Payroll Taxes | 297 | 404 | 107 | 404 |
| Employee Benefits | 1,003 | 1,040 | 37 | 1,040 |
| Program Support | 1,758 | 2,000 | 242 | 2,000 |
| Auditing | 100 | 250 | 150 | 250 |
| Development/Marketing | 2 | 100 | 98 | 100 |
| Insurance - Liability | 189 | 150 | (39) | 150 |
| Lab Reimbursements | 143 | 500 | 357 | 500 |
| Office - Equipment & Software | 75 | 150 | 75 | 150 |
| Office - Expenses | 168 | 200 | 32 | 200 |
| Postage / Shipping | 140 | 75 | (65) | 75 |
| Printing & Media | 74 | 175 | 101 | 175 |
| Technical & Administrative | 1,381 | 2,000 | 619 | 2,000 |
| Telephone / Internet | 139 | 100 | (39) | 100 |
| Training, Dues & Subscriptions | 4 | 50 | 46 | 50 |
| Travel / Meetings | 2 | - | (2) | - |
| Volunteer Recognition | - | 200 | 200 | 200 |
| Sub - Total | 9,290 | 11,344 | 2,055 | 11,344 |
| Donated Treatment Services | 32,801 | 48,500 | 15,699 | 48,500 |
| Donated Laboratory Services | 3,699 | 8,500 | 4,801 | 8,500 |
| Sub - Total | 36,500 | 57,000 | 20,500 | 57,000 |
| Total Expenses | 45,790 | 68,344 | 22,555 | 68,344 |

Unaudited