

## CALIFORNIA DONATED DENTAL SERVICES (DDS) PROGRAM

### Annual Report

#### Activities from July 1, 2020 – June 30, 2021

#### Highlights

- **109** patients served and **\$362,261** in treatment donated.
- **17** new volunteer dentists recruited.
- **\$6.40** worth of care donated for every \$1 spent supporting volunteers.

#### The DDS Program in Action

David, 62, is a military veteran who lives in El Cajon. He has experienced three strokes and has several other serious health challenges including diabetes, a seizure disorder, short-term memory loss, and failing eyesight. Unfortunately, David's dental health was another challenge. He was missing several teeth and others were decayed.

Unable to work, David survives on food stamps and a small Social Security benefit. He struggles to make ends meet and the dental treatment was far beyond his reach. It seemed David had nowhere to turn for help.

Thankfully, the DDS program came to David's aid. An oral surgeon extracted 10 teeth under IV sedation, and a general dentist, with help from a volunteer lab, donated a full upper denture and partial lower denture. Thanks to these caring volunteers, David received \$11,700 in donated treatment that restored his dental health! His mother commented on the impact of this wonderful gift.

*"David is now able to eat many more healthy foods that he enjoys. The dentists were so gracious and good to him—they were marvelous. We (his parents/guardians) are very happy for him."*

#### Program History

- Established in 1995 with support from the California Dental Association
- 2,587 total patients served since inception
- \$9,769,631 total care donated by volunteers
- Statewide Volunteer Network: 739 dentists and 330 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, while California's Medicaid program offers some dental benefits for adults, not all procedures are covered and benefits are limited to \$1,000 per year. Further, some individuals with disabilities or who are aged or medically fragile and can work, earn just over the income threshold to qualify for Medicaid yet cannot afford the extensive dental care 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.

California'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 30<sup>th</sup>.

## Accomplishments

**Goal:** Help 127 people with disabilities or who are aged or medically fragile receive \$340,000 worth of free dental care including \$20,000 in laboratory fabrications during the fiscal year. As we detail in the Financial section, we were able to raise enough funds to increase staff hours slightly during the fiscal year began and therefore we increased this goal beyond what we originally budgeted.

**Results:** During the fiscal year, we served 109 patients and generated \$362,261 in donated treatment (including \$27,071 in laboratory fabrications); slightly more treatment for slightly fewer patients than expected:

- 44 patients completed their treatment plans and received \$275,043 in donated care.
- 20 patients have not yet finished treatment, but received \$87,218 in services thus far (including 6 patients who received \$5,570 in routine care from volunteer dentists who donated their initial treatment and wanted to continue contributing ongoing, maintenance services).
- 45 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$6,251 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

The COVID-19 pandemic continued to impact dentistry and thus the DDS program during the fiscal year. Though we exceeded the goal for donated treatment, we could have done even more if it hadn't been for the pandemic. Many volunteer dentists had to work through a backlog of appointments due to pandemic-related office closures and staff shortages and some were unable to help DDS patients. Laboratories have been hit especially hard by the financial impact of the pandemic and many volunteer labs have been unable to donate the appliances desperately needed by so many DDS patients. In addition, some vulnerable DDS patients chose to pause treatment due to the risk of exposure to the virus, especially with the significant increase in COVID-19 cases during the winter months. As a result of this unprecedented situation, treatment was delayed for some patients and we served fewer than we could have otherwise. Despite these challenges, the landscape has improved somewhat and we are hopeful that we can help more vulnerable individuals going forward.

## Applications

With 426 applicants on the wait list, we are accepting applications only from veterans or individuals who need dental care to qualify for life-saving medical treatment (i.e. medically fragile). One hundred twenty-seven (127) people applied for help during the fiscal year. The wait list includes individuals who applied during the fiscal year as well as in prior years.

When the 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. We continually monitor the wait 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.

## Volunteers

We are truly grateful to the **739 dentists** and **330 dental laboratories** that participate statewide.

If each volunteer accepted one case annually, it may seem as though we could serve 739 patients each year. Unfortunately, that is not realistic. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, care for only one patient annually. And, 284 of the volunteers are specialists who may not be called upon every year, leaving 455 general dentists who treat the patients and identify the need for specialist and laboratory support. Complicating the referral process, the geographic distribution of applicants and the locations of available dentists are not always aligned. Most frustrating, though, is we have lacked the funding needed to staff the program at a level that would enable us to use all of the available volunteers.



Though we struggled to involve all the dentists willing to help, our national affiliate has ongoing efforts to recruit volunteers across the country. The “Will You See One Vet?” is aimed at attracting more volunteers to help veterans with special needs. And in August 2020, we launched a nationwide volunteer 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.

In an effort to show our appreciation for volunteers and encourage them to continue participating, we partnered with the Guardian Life Insurance Company of America to send hand sanitizer to top volunteer dentists in the Guardian network in 12 states, including California. We understand the complexities and hardships the dental offices have been experiencing and we recognize that hand sanitizer is an essential item needed by every dental office. Volunteers and office staff expressed their gratitude for this gesture.

We also partnered with the Loma Linda University School of Dentistry, the University of the Pacific, Arthur A. Dugoni School of Dentistry and the Herman Ostrow School of Dentistry of USC 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. Drs. Dryden Granger, Renee Greene, and Suzie Lee are this year’s recipients.

As a result of all recruitment efforts, 17 new dentists total signed up to volunteer during the fiscal year. Unfortunately, at the same time, 26 existing volunteers retired (a trend witnessed nationwide due to the pandemic and corroborated by the American Dental Association) and another 12 volunteers chose to stop participating, so our volunteer capacity did not increase.

## 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.

Unfortunately, funding challenges over the years have forced us to reduce staffing levels several times. As a result, utilizing all of the dentists willing to help is challenging and we cannot serve as many individuals as in the past.

Ms. Sue Lear, the long-time DDS Coordinator, retired effective June 30, 2020. While we hired and trained a new Coordinator this fiscal year, program management staff at our national office filled in. After a few hiring hiccups, in late November Ms. Rachel Laity began coordinating services for 20 hours per week.

## Financial Information

**During the fiscal year, volunteers donated \$6.40 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. Expenses include the cost of the Coordinator, lab reimbursements when we cannot find labs to donate, office supplies, etc.



This fiscal year, we received generous support for seniors in the San Diego area from the Gary and Mary West Foundation. The Albertsons Companies Foundation helped fund services for veterans with disabilities or who are aged or medically fragile in parts of Southern California. Also, the Anthem Blue Cross Foundation provided a generous grant to support services statewide. Due to this generous support, we were able to increase the Coordinator's hours beyond what we initially budgeted. As a result, the goal was higher than what is stated in the attached budget.

## 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 disability.

## California Donated Dental Services (DDS) Program

### Annual Report of Services

<u>CATEGORY</u>	<u>7/1-12/31</u>	<u>1/1-6/30</u>	<u>FY TOTAL</u>
<b><u>PATIENTS</u></b>			
# Deceased or Otherwise Withdrew	0	1	1
# of Patients Served:	69	84	109 <sup>1</sup>
# Who Completed Treatment Plan	23	21	44
# Who Received Services but Treatment Plan Not Yet Complete	10	18	20 <sup>1,2</sup>
# Referred to a Volunteer but Haven't Yet Finished Treatment	36	45	45 <sup>1</sup>
<b><u>APPLICANTS</u></b>			
# Received	72	55	127
# Not Eligible	36	64	100
# of Applications pending (as of 6/30/21)	463	426	426
<b><u>VOLUNTEERS</u></b>			
# of Volunteer Dentists	756	739	739
# involved with patients served	74	93	119 <sup>1</sup>
# of Volunteer Labs in California	342	330	330
# involved with patients served	38	36	47 <sup>1</sup>
# of Contributing Labs outside of California	2	0	2
<b><u>FINANCIAL</u></b>			
Value of Care to Patients Served	\$176,245	\$186,016	\$362,261 <sup>2</sup>
Average Value of Treatment/Completed Case	\$5,318	\$6,138	\$6,251
Value of Donated Lab Services	\$16,060	\$11,011	\$27,071 <sup>3</sup>
Value of Paid Lab Services	-\$300	\$690	\$390
Operating Costs	\$28,125	\$28,459	\$56,584
Ratio of Value of Care to Operating Costs	\$6.27	\$6.54	\$6.40
<b><u>TOTALS SINCE START OF PROJECT</u></b>			
Total Patients Treated	2,587		
Total Value of Care to Patients Treated	\$9,769,631		

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

2 – Includes 6 patients who received \$5,570 in ongoing care from volunteers who provided the patients' 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>
Ahwanee	1	\$1,044.00
Alameda	1	\$4,603.00
Bakersfield	1	\$6,150.00
Brentwood	1	\$388.00
Castro Valley	1	\$425.00
Citrus Heights	1	\$27,427.10
City of Industry	1	\$3,685.00
Concord	1	\$2,300.00
Daly City	1	\$1,505.00
El Cajon	3	\$17,803.00
Elk Grove	1	\$4,635.00
Folsom	1	\$305.00
Forest Ranch	2	\$14,051.00
Glendale	1	\$2,500.00
Grass Valley	3	\$21,622.00
Hayward	1	\$15,765.00
Hemet	1	\$686.00
Huntington Beach	1	\$6,859.00
Kingsburg	1	\$8,579.00
Long Beach	3	\$15,923.00
Los Angeles	1	\$2,300.00
Manteca	1	\$9,580.00
Mission Hills	1	\$605.00
Mission Viejo	1	\$1,262.00
Moorpark	1	\$200.00
N. Hollywood	1	\$3,998.00
Newhall	1	\$508.00
Northridge	1	\$3,677.00
Oceanside	4	\$26,161.00
Ojai	1	\$3,750.00

# *Treatment by City*

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

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Oxnard	1	\$8,909.00
Panorama City	2	\$1,427.00
Paradise	1	\$2,253.00
Ramona	3	\$752.00
Rancho Mission Viejo	2	\$14,152.00
Roseville	1	\$6,726.00
Sacramento	2	\$5,698.00
Salinas	2	\$6,655.00
San Diego	9	\$28,041.00
San Dimas	2	\$1,947.00
San Francisco	1	\$550.00
Santa Ana	1	\$120.00
Santa Rosa	1	\$1,207.00
Santee	2	\$8,369.00
Temecula	1	\$33,215.00
Upland	1	\$3,562.00
Valencia	1	\$329.00
Valley Center	1	\$14,853.00
Vista	1	\$2,990.00
West Hills	4	\$9,535.00
Winnetka	2	\$2,675.00

## *Summary*

*Total Patients Treated* 64

*Total Treatment* \$362,261.10

# *Treatment by Disability*

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

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	6	\$15,883.00
Cerebral Palsy	4	\$9,535.00
Developmental Disorders or Delay	2	\$18,258.00
Diabetes	7	\$27,152.00
Elderly	17	\$79,760.10
Heart Disease	14	\$79,035.00
Auto-immune Diseases	7	\$54,506.00
Intestinal Disorders	1	\$9,580.00
Kidney/Renal Diseases	2	\$7,041.00
Musculoskeletal Disorders	14	\$44,085.00
Respiratory Diseases	1	\$425.00
Serious and Persistent Mental Illness	4	\$14,198.00
Traumatic Brain Injury	1	\$2,253.00
Visually Impaired/Blind	1	\$550.00

## *Summary*

*Total Patients Treated* 64

*Total Treatment* \$362,261.10



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

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
<b>Revenues</b>				
Contributions - Foundations / Assoc	67,000	35,000	32,000	35,000
Contributions - Miscellaneous	1,757	1,500	257	1,500
Patient Fees	25	-	25	-
<b>Sub - Total</b>	<b>68,782</b>	<b>36,500</b>	<b>32,282</b>	<b>36,500</b>
Donated Treatment Services	335,190	259,000	76,190	259,000
Donated Laboratory Services	27,071	16,000	11,071	16,000
<b>Sub - Total</b>	<b>362,261</b>	<b>275,000</b>	<b>87,261</b>	<b>275,000</b>
<b>Total Revenue and Support</b>	<b>431,043</b>	<b>311,500</b>	<b>119,543</b>	<b>311,500</b>
<b>Expenses</b>				
Salaries - DDS Coordinators	19,817	16,640	(3,177)	16,640
Payroll Taxes	1,691	1,664	(27)	1,664
Employee Benefits	2,877	4,160	1,283	4,160
Program Support	11,619	7,000	(4,619)	7,000
Auditing	425	550	125	550
Development/Marketing	43	100	57	100
Insurance - Liability	877	750	(127)	750
Lab Reimbursements	390	2,000	1,610	2,000
Occupancy	1,122	-	(1,122)	-
Office - Equipment & Software	540	250	(290)	250
Office - Expenses	704	550	(154)	550
Postage / Shipping	953	800	(153)	800
Printing & Media	1,242	700	(542)	700
Technical & Administrative	11,838	12,000	162	12,000
Telephone / Internet	552	850	298	850
Training, Dues & Subscriptions	510	50	(460)	50
Travel / Meetings	342	250	(92)	250
Volunteer Recognition	1,041	500	(541)	500
<b>Sub - Total</b>	<b>56,584</b>	<b>48,814</b>	<b>(7,770)</b>	<b>48,814</b>
Donated Treatment Services	335,190	259,000	(76,190)	259,000
Donated Laboratory Services	27,071	16,000	(11,071)	16,000
<b>Sub - Total</b>	<b>362,261</b>	<b>275,000</b>	<b>(87,261)</b>	<b>275,000</b>
<b>Total Expenses</b>	<b>418,845</b>	<b>323,814</b>	<b>(95,031)</b>	<b>323,814</b>

Unaudited