



More than Dentistry. Life.®

Nevada
Donated Dental Services (DDS)

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NEVADA DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report

Activities from July 1, 2018 – June 30, 2019

Funded by the Anthem Foundation.

Highlights

- 20 patients served and \$61,708 in treatment donated.
- \$10.85 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Lela, 62, lives in Sparks. She is the widow of a military veteran and suffers from several serious health challenges, including multiple sclerosis, neuropathy, degenerative disc disease, fibromyalgia, arthritis, and macular degeneration. In addition to these health problems, her dental situation presented another challenge: she was missing most of her teeth and those remaining were decayed and broken. She sought help from a local dentist, but the recommended treatment was far more expensive than she can afford.

Lela used to be a flight attendant and a cosmetologist until her health issues forced her to stop working. Now, she relies on Social Security Disability Insurance, a small civil service pension, and a VA survivor's benefit from her late husband. Despite this assistance, she struggles to make ends meet. Dental treatment seemed to be a luxury far beyond her reach.

The DDS program linked her with two volunteer dentists who agreed to help. An oral surgeon extracted seven teeth, and a general dentist, with the help of a volunteer lab, donated full upper and lower dentures. **Thanks to the kindness of these volunteers, Lela received more than \$7,800 in donated treatment that restored her dental health and removed one challenge from her life!**

Program History

- Established in 1999 with the support of the Nevada Dental Association
- 569 total patients served
- \$2,162,592 in total care donated by volunteers
- Statewide Volunteer Network: 78 dentists and 30 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, however, does not provide dental coverage and Nevada's Medicaid program offers limited dental benefits for adults. Further, many individuals with disabilities or who are aged or medically fragile and 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

Nevada's DDS program is part of a national network that serves individuals in every state as well as D.C. Collectively these programs helped 10,368 individuals access more than \$26.2 million in services during the 2018-2019 fiscal year that ended June 30th

Accomplishments

Goal: Help 31 people with disabilities or who are aged or medically fragile receive \$100,500 worth of comprehensive dental care during the fiscal year, including \$9,500 in donated laboratory fabrications.

Results: During the fiscal year, we served 30 patients and generated \$61,708 in donated treatment (including \$3,055 in laboratory fabrications):

- 11 patients completed their treatment plans and received \$56,938 in donated care.
- 4 patients have not yet finished treatment and received \$4,770 in services thus far (including one patient who received \$2,391 in routine care from a volunteer dentist who had donated the patient's initial treatment and wanted to continue contributing ongoing, maintenance services).
- 5 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$5,176 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, less treatment was donated than anticipated. While annual goals are based on the amount of treatment donated in the past, we can never predict the exact amount of services that patients will need. The more useful measure of the program's success is the number of patients served and we only served one less person during the fiscal year.

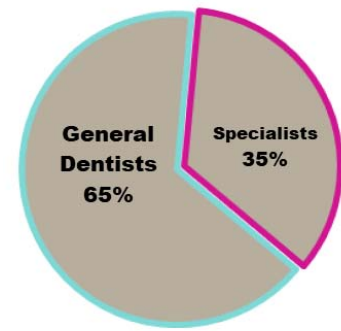
Applications

Due to the length of the wait list, we can only accept new applications from individuals who need access to dental care to enable them to receive life-saving medical treatment (i.e., medically compromised). Eight people applied for help during the fiscal year and at the end of June, 74 people were waiting to be referred to volunteers. The wait list includes individuals who applied during the fiscal year as well as in previous years.

When the wait list gets too long, the staff spend a significant amount of time processing new applications and responding to people requesting applications; 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 can accept applications. Doing so helps the Coordinator process applications more efficiently so she has sufficient time to refer people to the volunteers.

Volunteers

The volunteers are the backbone of the program and we are truly grateful to the **78 dentists** and **30 dental laboratories** that participate statewide. Of the 78 volunteer dentists, 51 are general dentists who develop and implement treatment plans and collaborate with specialists and laboratories as needed, and the remaining 27 are specialists. Unfortunately, due to limited funding for many years, we simply haven't had enough staff time to utilize all of the volunteers willing to help and therefore haven't served nearly as many people as we could.



As mentioned in previous reports, we launched a recruitment campaign last November to attract more volunteers specifically to help veterans with special needs. With the help of the American Dental Association and other membership organizations such as the Academy of General Dentistry, emails were sent to dentists asking them to volunteer for **Will You See One Vet**, a moniker we've adopted for Veteran services. In May, we began a second phase of the campaign that included radio public service announcements, print and digital advertising for national and state dental trade magazines and online channels, and emails and letters to ADA member dentists who are veterans. We are linking these new volunteers with veteran applicants with disabilities or who are elderly or medically fragile.

As a result of all volunteer recruitment efforts, four new dentists total signed up during the fiscal year.

Many dental laboratories also volunteer for the Nevada DDS program. Along with the 30 labs physically located in Nevada, one out-of-state lab helped a Nevada DDS patient 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.

Ms. Erica Newton, an experienced Coordinator who also manages the Wyoming DDS program, coordinated services for the Nevada DDS program for two hours per week during the first half of the fiscal year. With the grant from the Anthem Foundation, we were able to increase Ms. Newton's time to six hours per week. Subsequent to the fiscal year, Ms. Savannah Gilbreth, another DDS Coordinator with more available time, took over the program and continues to manage services for six hours per week.

Financial Information

During the fiscal year, volunteers donated \$10.85 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 cover the expenses of

\$10.85
in care donated for
every \$1 spent

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. Thankfully, the Anthem Foundation provided funding to support services starting in January. We truly appreciate this support that has enabled us to increase services so we are able to serve more individuals with special needs.

Future Plans

During the 2019-2020 fiscal year (July 1, 2019 – June 30, 2020), our goal is to help 49 people with disabilities or who are aged or medically fragile receive \$130,000 worth of comprehensive dental care, including \$8,000 in laboratory fabrications.

Attachments

Attached is a program services summary for the fiscal year along with reports showing treatment donated by city and disability.

Nevada Donated Dental Services (DDS) Program

Annual Report of Services

CATEGORY	<u>7/1-12/31</u>	<u>1/1-6/30</u>	<u>FY TOTAL</u>
<u>PATIENTS</u>			
# Deceased or Otherwise Withdrew	0	0	0
# of Patients Served:	20	11	20 ¹
# Who Completed Treatment Plan	7	4	11
# Who Received Services but Treatment Plan Not Yet Complete	4	2	4 ^{1,2}
# Referred to a Volunteer but Haven't Yet Finished Treatment	9	5	5 ¹
<u>APPLICANTS</u>			
# Received	5	3	8
# Not Eligible	1	1	2
# of Applications pending (as of 6/30/19)	72	74	74
<u>VOLUNTEERS</u>			
# of Volunteer Dentists	77	78	78
# involved with Patients Served	22	13	21 ¹
# of Volunteer Labs in Nevada	30	30	30
# involved with Patients Served	3	1	3 ¹
# of Contributing Labs outside of Nevada	0	1	1
<u>FINANCIAL</u>			
Value of Care to Patients Served	\$38,402	\$23,306	\$61,708 ²
Average Value of Treatment/Completed Case	\$4,441	\$5,397	\$5,176
Value of Donated Lab Services	\$1,728	\$1,327	\$3,055 ³
Value of Paid Lab Services	\$0	\$224	\$224
Operating Costs	\$2,497	\$3,190	\$5,687
Ratio/Donated Treatment per \$1 of Operating Costs	\$15.38	\$7.31	\$10.85

TOTALS SINCE START OF PROJECT

JULY 1999

Total Patients Treated	569
Total Value of Completed Treatment	\$2,162,592

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

2 – Of this amount, 1 patient received \$2,391 in ongoing care from a DDS volunteer dentist who provided the patient's initial restorative treatment and elected to continue providing routine and ongoing care.

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

Treatment by City

7/1/2018 *Thru* 7/1/2019

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Ely	1	\$1,821.00
Fallon	1	\$1,400.00
Fernley	2	\$3,759.00
Las Vegas	8	\$40,064.00
North Las Vegas	1	\$3,750.00
Reno	4	\$3,070.50
Sparks	2	\$7,843.00

Summary

Total Patients Treated 15

Total Treatment \$61,707.50

Treatment by Disability

7/1/2018 *Thru* 7/1/2019

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	1	\$1,821.00
Deaf	1	\$10,535.00
Heart Disease	4	\$16,125.00
Auto-immune Diseases	1	\$1,894.00
Neurological Disorders	2	\$7,843.00
Musculoskeletal Disorders	6	\$20,419.00
Serious and Persistent Mental Illness	4	\$3,070.50

Summary

Total Patients Treated 15

Total Treatment \$61,707.50

Dental Lifeline Network
NEVADA DDS PROGRAM
Budget vs Actual
For the Month Ending June 30, 2019

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
Revenues				
Contributions - Foundations / Assoc	15,000	7,000	8,000	7,000
Contributions - Miscellaneous	193	100	93	100
Sub - Total	15,193	7,100	8,093	7,100
Donated Treatment Services	58,653	91,000	(32,348)	91,000
Donated Laboratory Services	3,055	9,500	(6,445)	9,500
Sub - Total	61,708	100,500	(38,793)	100,500
Total Revenue and Support	76,900	107,600	(30,700)	107,600
Expenses				
Salaries - DDS Coordinators	2,203	2,147	(56)	2,147
Payroll Taxes	186	219	33	219
Employee Benefits	213	287	74	287
Program Support	561	1,000	439	1,000
Auditing	71	75	4	75
Insurance - Liability	46	80	34	80
Lab Reimbursements	224	400	176	400
Occupancy	72	-	(72)	-
Office - Equipment Purchases	13	50	37	50
Office - Supplies	96	75	(21)	75
Postage	118	200	82	200
Printing & Copying	395	100	(295)	100
Technical & Administrative	1,081	1,500	419	1,500
Telephone	333	500	167	500
Training, Dues & Subscriptions	3	25	22	25
Travel - Staff	-	30	30	30
Volunteer Recognition	70	80	10	80
Sub - Total	5,687	6,768	1,081	6,768
Donated Treatment Services	58,653	91,000	32,348	91,000
Donated Laboratory Services	3,055	9,500	6,445	9,500
Sub - Total	61,708	100,500	38,793	100,500
Total Expenses	67,394	107,268	39,874	107,268

Unaudited