



Dental Lifeline
Network • West Virginia

More than Dentistry. Life.®

West Virginia
Donated Dental Services (DDS)

1800 15th Street, Suite 100
Denver, CO 80202
Toll Free: 877.861.6028
Fax: 303.534.5290
www.DentalLifeline.org

WEST VIRGINIA DONATED DENTAL SERVICES (DDS) PROGRAM ANNUAL REPORT

Activities from July 1, 2018 – June 30, 2019

Highlights

- 23 patients served and \$24,353 in treatment donated.
- \$5.96 worth of care donated for every \$1 spent supporting volunteers.

The DDS Program in Action

Chris, 45, lives alone in Randolph County. She has suffered from rheumatoid arthritis since age 21 and has undergone six hip surgeries. Sadly, she will need another hip surgery as well as neck surgery in the near future. Her dental health presented another challenge: she had most of her teeth extracted several years ago but has not been able to afford dentures. Her remaining teeth have become infected and Chris desperately needed help.

Sadly, the dental treatment she needed seemed far beyond her reach. Formerly a caregiver for elderly people, Chris had to stop working due to her health and now needs caregiving services herself. She survives on Social Security Disability Insurance and struggles to make ends meet.

Thankfully, the DDS program is able to help and has linked Chris with a generous volunteer dentist who has agreed to donate his services. Dr. D. plans to extract her remaining teeth and with the help of a volunteer lab, donate full upper and lower dentures. Thanks to these caring volunteers, Chris will receive comprehensive treatment to restore her dental health and her smile!

Program History

- Established in 2000 with the support of the West Virginia Dental Association
- 815 total patients served
- \$1,776,703 in total care donated by volunteers
- Statewide Volunteer Network: 83 dentists and 11 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 coverage and West Virginia's Medicaid program only offers emergency dental benefits for adults. 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. As a result, many suffer in agonizing pain from severe dental problems and have nowhere to turn for help.

The West Virginia 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 16 people with disabilities or who are aged or medically fragile receive \$32,500 worth of comprehensive dental care and \$3,250 in laboratory fabrications during the fiscal year.

Results: During the fiscal year, we served 23 patients and generated \$24,353 in donated treatment (including \$3,020 in laboratory fabrications):

- 12 patients completed their treatment plans and received \$23,284 in donated care.
- 4 patients have not yet finished treatment and received \$1,069 in services thus far (including 3 patients who received \$769 in routine care from volunteers who had donated their initial treatment and wanted to continue contributing ongoing, maintenance services).
- 7 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$1,940 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

Though we exceeded the goal for patients served, less treatment was donated that anticipated. While we base goals each year 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 came very close to achieving that goal during the fiscal year.

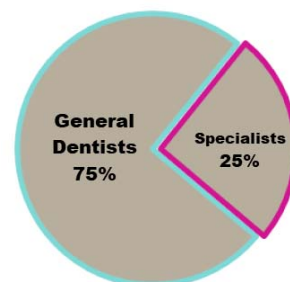
Applications

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). Twenty-five (25) people applied for help during the fiscal year and at the end of June, 190 people were waiting to be referred to volunteers. The wait list includes individuals who applied this fiscal year as well as in previous years.

When the wait list gets too long, the staff spends 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 **83 dentists** and **11 dental laboratories** that participate statewide. Of the 83 volunteer dentists, 21 are specialists and 62 are general dentists



who develop and implement treatment plans and collaborate with specialists and laboratories as needed. Unfortunately, due to limited funding, we simply don't have enough staff time to utilize all of the volunteers willing to help and therefore don't serve as many people as we could.

Many dental laboratories also volunteer for the West Virginia DDS program. Along with the 11 labs physically located in West Virginia, an out-of-state lab helped a West Virginia DDS patient. 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. Carol Rioux coordinated services for two hours per week during the fiscal year. Formerly, we were able to devote four hours per week, but just don't have enough money to support more hours. Subsequent to the fiscal year, Ms. Michelle Aiken, an experienced Coordinator who has been with the organization for many years, began managing services for four hours per week. Ideally, with adequate funding, we should be staffing the program for 10 hours per week and could help 63 vulnerable individuals with special needs per year.

Financial Information

During the fiscal year, volunteers donated \$5.96 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. Thankfully, during the fiscal year, the Guardian Life Insurance Company of America awarded a grant to support services.

\$5.96
in care donated for
every \$1 spent

Future Plans

During the 2019-2020 fiscal year (July 1, 2019 – June 30, 2020), our goal is to help 29 people with disabilities or who are aged or medically fragile receive \$55,000 worth of comprehensive dental care, including \$6,000 in laboratory fabrications.

Attachments

Attached is a program services summary as well as a financial statement for the fiscal year. We also include reports showing treatment provided by city and disability.

**WEST VIRGINIA
DONATED DENTAL SERVICES (DDS) PROGRAM**

Annual Report of Services

	<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:	13	17	23 ¹
# Who Completed Treatment Plan	5	7	12
# Who Received Services but Treatment Plan Not Yet Complete	4	3	4 ^{1,2}
# Referred to a Volunteer but Haven't Yet Finished Treatment	4	7	7 ¹
<u>APPLICANTS</u>			
# Received	14	11	25
# Not Eligible	0	10	10
# of Applications pending (as of 6/30/19)	194	190	190
<u>VOLUNTEERS</u>			
# of Volunteer Dentists	82	83	83
# involved with Patients Served	13	19	24 ¹
# of Volunteer Labs in West Virginia	11	11	11
# involved with Patients Served	3	4	5 ¹
# of Contributing Labs outside of WV	0	1	1
<u>FINANCIAL</u>			
Value of Care to Patients Served	\$13,871	\$10,482	\$24,353 ²
Average Value of Treatment/Completed Case	\$2,434	\$1,388	\$1,940
Value of Donated Lab Services	\$1,083	\$1,937	\$3,020 ³
Value of Paid Lab Services	\$0	\$0	\$0
Operating Costs	\$1,898	\$2,189	\$4,087
Ratio/Donated Treatment per \$1 of Operating Costs	\$7.31	\$4.79	\$5.96
<u>TOTALS SINCE START OF PROJECT (03/00)</u>			
Total Patients Treated	815		
Total Value of Care to Patients Treated	\$1,776,703		

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

2 – Of this amount, 3 patients received \$769 in ongoing care from DDS volunteer dentists who provided their 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>
Albright	1	\$3,261.00
Benwood	1	\$1,680.00
Charleston	4	\$8,790.00
Dellslow	1	\$129.00
Gordon	1	\$120.00
Hugheston	1	\$187.00
Huntington	1	\$1,377.00
Martinsburg	2	\$431.00
Philippi	1	\$355.00
Princeton	1	\$283.00
Sumerco	3	\$3,342.00
Weirton	2	\$1,532.00
Wheeling	2	\$2,866.00

Summary

Total Patients Treated 16

Total Treatment \$24,353.00

Treatment by Disability

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

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	4	\$6,602.00
Diabetes	6	\$5,061.00
Heart Disease	2	\$3,390.00
Auto-immune Diseases	1	\$300.00
Kidney/Renal Diseases	1	\$283.00
None	1	\$2,308.00
Musculoskeletal Disorders	4	\$4,374.00
Respiratory Diseases	1	\$1,680.00
Spinal Cord Injuries	1	\$355.00

Summary

Total Patients Treated 16

Total Treatment \$24,353.00

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

	Year-to-Date			Annual
	Actual	Budget	Variance	Budget
Revenues				
Supplemental Funding	(0)	5,711	(5,711)	5,711
Transfer	3,937	-	3,937	-
Sub - Total	3,937	5,711	(1,774)	5,711
Donated Treatment Services	21,333	32,500	(11,167)	32,500
Donated Laboratory Services	3,020	3,250	(230)	3,250
Sub - Total	24,353	35,750	(11,397)	35,750
Total Revenue and Support	28,290	41,461	(13,171)	41,461
Expenses				
Salaries - DDS Coordinators	1,805	2,208	403	2,208
Payroll Taxes	144	224	80	224
Employee Benefits	165	640	475	640
Program Support	385	750	365	750
Auditing	71	75	4	75
Insurance - Liability	41	50	9	50
Lab Reimbursements	-	200	200	200
Office - Equipment Purchases	11	25	14	25
Office - Supplies	57	50	(7)	50
Postage	170	100	(70)	100
Printing & Copying	166	200	34	200
Technical & Administrative	470	500	30	500
Telephone	514	500	(14)	500
Training, Dues & Subscriptions	2	50	48	50
Travel - Staff	12	50	38	50
Volunteer Recognition	75	90	15	90
Sub - Total	4,087	5,712	1,625	5,712
Donated Treatment Services	21,333	32,500	11,167	32,500
Donated Laboratory Services	3,020	3,250	230	3,250
Sub - Total	24,353	35,750	11,397	35,750
Total Expenses	28,440	41,462	13,022	41,462

Unaudited