

MASSACHUSETTS DONATED DENTAL SERVICES (DDS) PROGRAM

Semi-Annual Report

Activities from July 1, 2022 – December 31, 2022

*Funded by the Massachusetts Dental Society Foundation and the Eastern
Dentists Insurance Company*

Highlights

- **28** patients served and **\$49,525** in treatment donated thus far
- **3** new volunteer dentists recruited

The DDS Program in Action

Raymond, 67, lives alone in the Medford area. As a result of diabetes, he had to have his left leg amputated as well as all toes on his right foot. In addition, his dental health was a concern. He was missing some teeth and many others were decayed. Raymond was suffering in pain and relied on medication often.

Unfortunately, Raymond could not afford the treatment needed to address his deteriorating dental health. He survives on food stamps and a small Social Security benefit that is consumed by his monthly living expenses, leaving nothing left over for dental treatment. It seemed he had nowhere to turn for help with his teeth.

Thankfully, Raymond was able to access the care he needed through the DDS program. A generous general dentist provided two deep cleanings and 20 crowns. Two volunteer dental laboratories helped by fabricating the crowns at a discount. Thanks to this caring team, Raymond received thousands of dollars of donated treatment that restored his dental health!

Program History

- Established in 2008 with the support of the Massachusetts Dental Society
- 177 total patients served
- \$971,019 in total care donated by volunteers
- Statewide Volunteer Network: 72 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. Historically, Medicare has not provided dental benefits and only recently introduced coverage for some medically necessary dental services that will help a select group of recipients. And though Massachusetts' Medicaid program offers dental benefits for adults, patients often cannot locate dentists who accept Medicaid. Further, some 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 from severe dental problems and have nowhere to turn for help.

Dental Lifeline Network first began providing limited services in Massachusetts in 2001. The program was expanded statewide in 2020 thanks to generous support from the Massachusetts Dental Society Foundation, enabling us to expand staff resources significantly and help many more people.

Massachusetts' DDS program is part of a national network that serves individuals in every state as well as D.C. Collectively, these programs aim to help 8,000 individuals access \$20 million in services during the 2022-2023 fiscal year.

Accomplishments

Goal: Help 40 people with disabilities or who are aged or medically fragile receive \$95,000 worth of comprehensive dental treatment, including \$10,000 in laboratory fabrications, during the fiscal year.

Six-Month Results: During the first half of the fiscal year, we served 28 patients and generated \$49,525 in donated treatment (including \$1,851 in laboratory appliances):

- 5 patients completed their treatment plans and received \$32,435 in donated care.
- 3 patients have not yet finished treatment yet have received \$17,090 in services thus far.
- 20 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$6,487 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

Though we are on pace to meet the fiscal-year goals, we have experienced some challenges thus far. Many volunteers continue to be short-staffed or are busy with paying patients and are scheduling appointments several months out. As a result, it is taking more attempts to link applicants with available volunteers which contributes to treatment plans taking longer than they did pre-pandemic. Most of the patients served thus far have been referred to volunteers but have not yet completed any treatment. The average treatment plan used to take approximately six months to complete, but, most now take nine to twelve months. And, because most volunteers help just one program participant at a time, we do not refer another patient until they finish, which impacts the number of people we can help.

Applications

With 59 applicants on the wait list, we are able to accept new applications in from military veterans with special needs. Twenty-nine (29) such individuals applied for help during the first half of the 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.

Staffing

The DDS Case Manager/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, she resolves any problems that may interfere with care and ensures all parties have a positive experience. Ms. Tonya Smith coordinates services for six hours per week.

Volunteers

We are truly grateful to the **72 dentists** and **34 dental laboratories** that participate statewide. While it may seem as though we could serve 72 patients per year if each volunteer accepted one case annually, that is not realistic. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, they care for one patient annually. And, 23 of the volunteers are specialists who may not be called upon every year, leaving 49 general dentists who treat the patients and identify the need for specialist and laboratory support. Having more volunteers would enable us to serve more people.



As such, recruitment remains a priority. A seven-member Leadership Council advises the program and continues to explore a variety of recruitment initiatives. Our national affiliate has ongoing efforts to recruit volunteers across the country. Last spring, we relaunched the “Will You See One?” nationwide recruitment campaign with new print materials and a new public service announcement featuring a DDS volunteer dentist. Also, DLN National Board member and nationally-recognized prosthodontist and dental educator, Dr. Gordon Christensen sent a letter to all licensed dentists in Massachusetts. And, the “Will You See One Vet?” recruitment campaign is ongoing during patriotic holidays. Subsequent to this reporting period, staff attended the Yankee Dental Congress to promote the DDS program and recruit more volunteers.

During the first half of the fiscal year, three new dentists signed up to volunteer while five existing volunteers chose to discontinue their participation. Consequently, our volunteer capacity remains the same.

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 Case Manager/Coordinator. Other expenses include lab reimbursements when we cannot find labs to donate, office supplies, etc.

The Massachusetts Dental Society Foundation generously provided funds to expand the program in 2020 and has continued supporting the program. In addition, we received a grant from the Eastern Dentists Insurance Company. We truly appreciate this generous support that has enabled DDS to serve more people.

Attachments

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

Massachusetts Donated Dental Services (DDS) Program

Semi-Annual Report of Services

<u>PATIENTS</u>	<u>7/1-12/31</u>
# Deceased or Otherwise Withdrew	0
# of Patients Served:	28
# Who Completed Treatment Plan	5
# Who Received Services but Treatment Plan Not Yet Complete	3
# Referred to a Volunteer but Haven't Yet Finished Treatment	20
<u>APPLICANTS</u>	
# Received	29
# Not Eligible	18
# of Applications pending (as of 12/31/22)	59
<u>VOLUNTEERS</u>	
# of Volunteer Dentists	72
# involved with patients served	31
# of Volunteer Labs in Massachusetts	34
# involved with patients served	13
# of Contributing Labs outside of Massachusetts	2
<u>FINANCIAL</u>	
Value of Care to Patients Served	\$49,525
Average Value of Treatment/Completed Case	\$6,487
Value of Donated Lab Services	\$1,851 ¹
Value of Paid Lab Services	\$0
Operating Costs	\$12,242
Ratio/Donated Care per \$1 of Operating Costs	\$4.05

TOTALS SINCE START OF PROJECT

Total Patients Treated	177
Total Value of Care to Patients Treated	\$971,019

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

Treatment by City

7/1/2022 *Thru* 12/31/2022

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Barre	1	\$11,574.00
Brockton	1	\$1,720.00
Franklin	1	\$4,695.00
Middleboro	1	\$4,400.00
N. Cambridge	1	\$2,300.00
Needham	1	\$5,298.00
Revere	2	\$10,970.00
Tewksbury	2	\$8,568.00

Summary

Total Patients Treated 8

Total Treatment \$49,525.00

Treatment by Disability

7/1/2022 *Thru* 12/31/2022

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Elderly	2	\$13,874.00
Heart Disease	1	\$4,400.00
Intestinal Disorders	1	\$4,695.00
Kidney/Renal Diseases	1	\$1,720.00
Neurological Disorders	2	\$10,970.00
Musculoskeletal Disorders	2	\$8,568.00
Serious and Persistent Mental Illness	1	\$5,298.00

Summary

Total Patients Treated 8

Total Treatment \$49,525.00

Dental Lifeline Network
MASSACHUSETTS DDS PROGRAM
Budget vs Actual
As of the Month Ending December 31, 2022

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
Revenues				
Contributions - Foundations / Assoc	12,500	10,000	2,500	20,000
Contributions - Corporate	5,000	5,750	(750)	11,500
Contributions - Miscellaneous	100	2,500	(2,400)	5,000
Patient Fees	25	100	(75)	200
Net Assets - Released from Donor Restriction	6,250	6,250	-	6,250
Sub - Total	23,875	24,600	(725)	42,950
Donated Treatment Services	47,674	42,500	5,174	85,000
Donated Laboratory Services	1,851	5,000	(3,149)	10,000
Sub - Total	49,525	47,500	2,025	95,000
Total Revenue and Support	73,400	72,100	1,300	137,950
Expenses				
Salaries - DDS Coordinators	2,995	3,686	691	7,371
Payroll Taxes	279	383	104	765
Employee Benefits	352	324	(28)	648
Program Support	1,692	2,250	558	4,500
Auditing	250	125	(125)	250
Consulting Fees	0	-	(0)	-
Development/Marketing	-	250	250	500
Insurance - Liability	125	175	50	350
Lab Reimbursements	-	500	500	1,000
Occupancy	-	50	50	100
Office - Equipment & Software	(7)	50	57	100
Office - Expenses	81	125	44	250
Postage / Shipping	87	175	88	350
Printing & Media	19	75	56	150
Technical & Administrative	3,025	2,750	(275)	5,500
Telephone / Internet	102	200	98	400
Training, Dues & Subscriptions	-	25	25	50
Travel / Meetings	-	25	25	50
Volunteer Recognition	3,243	1,500	(1,743)	3,000
Sub - Total	12,242	12,667	425	25,334
Donated Treatment Services	47,674	42,500	(5,174)	85,000
Donated Laboratory Services	1,851	5,000	3,149	10,000
Sub - Total	49,525	47,500	(2,025)	95,000
Total Expenses	61,767	60,167	(1,600)	120,334

Unaudited