



Dental Lifeline
Network • Arkansas

More than Dentistry. Life.®

Arkansas Donated Dental Services (DDS)

1800 15th Street, Suite 100
Denver, Colorado 80202
Phone: 501.993.8245
Fax: 855.217.5974
www.DentalLifeline.org

ARKANSAS DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report

Activities from July 1, 2022 – June 30, 2023

Funded by the Arkansas Foundation for Medical Care (AFMC)

Highlights

- **59** patients served and **\$172,133** in treatment donated
- **8** new volunteer dentists recruited
- **\$5.92** worth of care donated for every \$1 spent supporting volunteers

The DDS Program in Action

Frank, 67, is an Army veteran who lives alone in Lawrence County and has Parkinson's disease. Unfortunately, his dental health was another challenge: he had many broken and decayed teeth and dealt with frequent infections. Frank's physician recommended he address his dental problems immediately to prevent further infection and improve his quality of life.

Frank went to a local dentist and learned that he was unable to afford the extensive dental treatment he needed. Formerly a service manager at an apartment complex and a driver for a museum, he cannot work any longer. Now he relies on a Social Security benefit that just covers him monthly living expenses. Frank struggles to make ends meet, and dental treatment seemed like a luxury far beyond his reach.

Thankfully, two generous DDS volunteers came to Frank's aid. A general dentist extracted his remaining teeth, smoothed his jaw bones, and with the help of a volunteer dental lab, donated full upper and lower dentures. Thanks to these caring volunteers, Frank received more than \$11,000 in life-changing treatment! He shared his true appreciation for this amazing gift:

"Thank you for your help with getting my life back on track. I have been restored, my health has improved and my heart is singing. I'm as healthy as I've ever been. What a difference without a constant infection, rotting teeth and gums. This is a life changing experience for me. I am finally out of pain! Thank you for your help and kindness."

Program History

- Established in 1997 with the support of Arkansas State Dental Association
- 1,024 total patients served
- \$2,986,700 in total care donated by volunteers
- Statewide Volunteer Network: 82 dentists and 13 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.

Helping People With Disabilities or Who Are Elderly or Medically Fragile

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 unfortunately, Arkansas's Medicaid program offers limited dental benefits for adults. 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 but cannot afford the extensive dental care they need. Consequently, many people with disabilities or who are aged or medically fragile suffer agonizing pain from severe dental problems and have nowhere to turn for help.

Initially, the Arkansas Health Care Foundation (which is no longer operating) and then the Arkansas Department of Health, through Connect Care, operated the DDS program. Dental Lifeline Network began coordinating services statewide in October 2017 and receives financial support to do so from the Arkansas Foundation for Medical Care (AFMC).

The Arkansas DDS program is part of a national network that serves individuals in every state as well as D.C. Collectively, these programs helped nearly 6,000 individuals access more than \$17 million in services during the 2022-2023 fiscal year that ended June 30, 2023.

Accomplishments

Goal: Help 70 people with disabilities or who are aged or medically fragile receive \$210,000 worth of comprehensive dental treatment, including \$11,000 in laboratory appliances, during the fiscal year.

Results: During the fiscal year, we served 59 patients and generated \$172,133 in donated treatment (including \$15,275 in laboratory fabrications):

- 38 patients completed their treatment plans and received \$170,868 in donated care.
- 1 patients have not yet finished treatment yet have received \$1,265 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 \$4,497 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

As we have reported previously, treatment is taking longer for many individuals. Prior to the pandemic, the average treatment plan took approximately six months to complete, but now, most take nine to twelve months. And, because most volunteers help just one DDS patient at a time, we do not refer another patient until they finish. As we describe later, the volunteers are well-utilized, and at times, the geographic alignment of volunteers and applicants can be a challenge. As such, we fell short of the fiscal year goals.

During the fiscal year, we established a relationship with the Central Arkansas Radiation Treatment Institute (CARTI), a Little Rock cancer treatment center that also offers dental services. The DDS program is assisting CARTI patients with laboratory and specialist services, and CARTI is accepting referrals of DDS patients. Also, CARTI staff are helping to recruit more volunteer dentists to the DDS program.

Applications

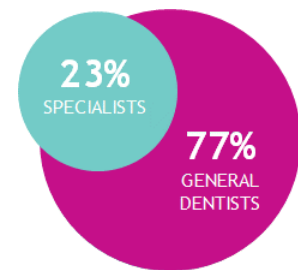
With 141 applicants on the wait list, in some counties we can only accept new applications from individuals who need dental care to qualify for life-saving medical treatment (i.e., medically fragile). During the fiscal year, 97 such people applied for help.

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 the Case Manager/Coordinator process applications more efficiently so she has sufficient time to refer people to the volunteers. Currently, we are accepting applications in the following counties only, with the exception of the populations mentioned above: Clark, Columbia, Dallas, Montgomery, and Searcy.

Volunteers

We are truly grateful to the 82 volunteer dentists and 13 dental laboratories that participate statewide.

Of the 82 volunteer dentists, 19 are specialists who may not be called upon every year, leaving just 63 general dentists who develop and implement treatment plans and collaborate with specialists and laboratories as needed. Further complicating matters, volunteers and patients are not always aligned geographically. In many areas where applicants are waiting for help, we don't have enough volunteer dentists. Due to their age, disabilities, or health, many DDS patients are unable to travel far for their dental care and must simply wait until nearby volunteers become available. In addition, some DDS volunteers are unable to provide removable prosthetics, which are needed by many DDS patients, so we cannot utilize these dentists as often. With 59 patients served during the fiscal year, the volunteers are well-utilized and we need more to be able to serve more people.



Consequently, we continue to work to recruit more volunteers. A small Leadership Council remains focused on volunteer recruitment, especially in areas where few volunteer dentists are available. Mr. Sam Misleh, DLN's Manager of Volunteer Engagement & Affiliate Relations attended the Arkansas State Dental Association Annual Session in March to promote the program and recruit volunteers.

Our national affiliate continues its ongoing efforts to recruit volunteers across the country. DLN staff have promoted the DDS program at several dental conferences nationwide this fiscal year. In early 2023, we developed a national volunteer recruitment video that we are promoting at conferences and networking events and via our social media platforms as well as those of our strategic partners. DLN leadership has met with multiple dental service organizations to discuss partnering. In mid-May, we created and hired a new position: Director of Partner Relations that is tasked with developing and cultivating relationships with group dental practices and national dental specialty societies to recruit more volunteers and strengthen relationships. This position supports states nationwide, including Arkansas. In partnership with Henry Schein, we sent "Gratitude Kits" containing useful dental supplies to top Arkansas volunteer dentists to recognize their extensive donations in 2023.

As a result of all recruitment efforts, eight new dentists signed up to participate during the fiscal year!

Many dental laboratories also volunteer for the Arkansas DDS program. Along with the 13 labs physically located in Arkansas, four out-of-state labs also volunteered to help Arkansas DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

Staffing

The Case Manager/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, she resolves any problems that may interfere with care and ensure all parties have a positive experience. Ms. Regina Baltz coordinates services part-time from our national office in Denver. Ms. Baltz was on maternity leave for a few months this spring and the program was coordinated by program management staff during this time.

Financial Information

During the fiscal year, volunteers donated \$5.92 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 Case Manager/Coordinator, lab reimbursements when we cannot find labs to donate, office supplies, etc. As mentioned, the Arkansas Foundation for Medical Care generously has provided a grant to support services.



Attachments

Attached is a program summary report and a financial report for the fiscal year. Also included are reports showing treatment donated by city and disability.

Arkansas 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:	43	48	59 ¹
# Who Completed Treatment Plan	11	27	38
# Who Received Services but Treatment Plan Not Yet Complete	2	1	1 ^{1,2}
# Referred to a Volunteer but Haven't Yet Finished Treatment	30	20	20 ¹
<u>APPLICANTS</u>			
# Received	81	16	97
# Not Eligible	21	15	36
# of Applications pending (as of 6/30/23)	155	141	141
<u>VOLUNTEERS</u>			
# of Volunteer Dentists	76	82	82
# of Labs in Arkansas	14	13	13
# of Contributing Labs outside of Arkansas	2	3	4 ¹
<u>FINANCIAL</u>			
Value of Care to Patients Served	\$58,293	\$113,840	\$172,133 ²
Average Value of Treatment/Completed Case	\$4,906	\$4,169	\$4,497
Value of Donated Lab Services	\$2,893	\$12,381	\$15,274 ³
Value of Paid Lab Services	\$0	\$0	\$0
Operating Costs	\$12,815	\$16,261	\$29,076
Ratio/Donated Treatment per \$1 of Operating Costs	\$4.55	\$7.00	\$5.92
<u>TOTALS SINCE START OF PROJECT</u>			
Total Patients Treated	1,024		
Total Value of Care to Patients Treated	\$2,986,700		

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

2 – Includes one patient who received \$1,265 in ongoing care from volunteer dentists who provided their initial restorative treatment and elected to continue providing routine and ongoing care.

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

Treatment by City

7/1/2022 *Thru*

6/30/2023

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Altus	1	\$1,860.00
Arkadelphia	1	\$551.00
Ashdown	1	\$50.00
Baitsville	1	\$5,179.00
Barling	3	\$5,878.00
Benton	1	\$3,000.00
Bono	2	\$4,601.00
Conway	3	\$2,750.00
England	1	\$200.00
Evening Shade	1	\$9,856.00
Fayetteville	3	\$12,522.00
Fort Smith	1	\$102.00
Greenbrier	1	\$3,048.00
Hamburg	2	\$10,810.00
Hardy	1	\$10,869.00
Hindsville	1	\$2,186.00
Hot Springs	2	\$5,847.00
Hot Springs Village	1	\$1,370.00
Lake Hamilton	2	\$9,337.00
Leachville	1	\$5,023.00
Little Rock	3	\$17,450.00
Lockesburg	2	\$4,298.15
North Little Rock	2	\$10,109.00
Prairie Grove	1	\$4,443.00
Ravenden	1	\$11,114.00
Rison	2	\$983.00
Sheridan	1	\$1,757.00
Springdale	3	\$12,869.00
Stuttgart	1	\$7,564.00
Village	1	\$2,211.00
Waldron	1	\$3,030.40
West Ford	1	\$1,265.00

Summary

Total Patients Treated 39

Total Treatment \$172,132.55

Treatment by Disability

7/1/2022 *Thru* 6/30/2023

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	3	\$13,912.00
Neurodegenerative Diseases	1	\$11,114.00
Diabetes	2	\$6,288.00
Elderly	2	\$3,102.00
Endocrine Disorders	2	\$7,340.00
Epilepsy or Seizure Disorders	1	\$9,856.00
Heart Disease	13	\$29,693.40
Auto-immune Diseases	8	\$21,750.00
Neurological Disorders	1	\$8,240.00
None	1	\$10,869.00
Musculoskeletal Disorders	8	\$21,079.00
Respiratory Diseases	1	\$1,757.00
Serious and Persistent Mental Illness	6	\$27,132.15

Summary

Total Patients Treated 39

Total Treatment \$172,132.55

Dental Lifeline Network
ARKANSAS DDS PROGRAM
Budget vs Actual
As of the Month Ending June 30, 2023

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
Revenues				
Grants - Government	70,000	35,000	35,000	35,000
Contributions - Miscellaneous	-	300	(300)	300
Sub - Total	70,000	35,300	34,700	35,300
Donated Treatment Services	156,859	199,000	(42,141)	199,000
Donated Laboratory Services	15,274	11,000	4,274	11,000
Sub - Total	172,133	210,000	(37,867)	210,000
Total Revenue and Support	242,133	245,300	(3,167)	245,300
Expenses				
Salaries - DDS Coordinators	12,607	13,505	898	13,505
Payroll Taxes	958	1,316	358	1,316
Employee Benefits	1,764	859	(905)	859
Program Support	5,501	5,500	(1)	5,500
Auditing	425	425	0	425
Consulting Fees	1	-	(1)	-
Development/Marketing	-	1,000	1,000	1,000
Insurance - Liability	482	800	318	800
Lab Reimbursements	-	1,500	1,500	1,500
Occupancy	478	600	122	600
Office - Equipment & Software	(7)	200	207	200
Office - Expenses	190	300	110	300
Postage / Shipping	352	300	(52)	300
Print/Media	88	175	87	175
Technical & Administrative	5,002	5,000	(2)	5,000
Telephone / Internet	232	650	419	650
Training, Dues & Subscriptions	-	75	75	75
Travel / Meetings	417	150	(267)	150
Volunteer Recognition	585	500	(85)	500
Sub - Total	29,076	32,855	3,779	32,855
Donated Treatment Services	156,859	199,000	42,141	199,000
Donated Laboratory Services	15,274	11,000	(4,274)	11,000
Sub - Total	172,133	210,000	37,867	210,000
Total Expenses	201,209	242,855	41,646	242,855

Unaudited