



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

Semi-Annual Report

Activities from July 1, 2023 – December 31, 2023

Funded by the Arkansas Foundation for Medical Care (AFMC)

Highlights

- **40** patients served and **\$53,790** in treatment donated thus far
- **4** new volunteer dentists recruited

The DDS Program in Action

“Cristy,” 56, is a Marion County resident who has ankylosing spondylitis, a form of severe arthritis that affects her spine and joints. She also has degenerative disc disease, bulging discs, osteoporosis, type 2 diabetes, fibromyalgia, and sleep apnea. Sadly, the medications she must take for her health challenges have contributed to the decline of her dental health, and her mouth was full of broken, decayed, and infected teeth. Eating was difficult and Cristy was in pain. She desperately needed help with her dental condition but was unable to afford treatment.

Formerly employed at a hospital, Cristy can no longer work due to her health. She survives on food and housing aid and financial assistance from her daughter while she applies for Social Security Disability Insurance. Neither Cristy nor her daughter could afford dental treatment and it seemed they had nowhere to turn for help.

Thankfully, two generous DDS volunteers came to Cristy’s aid. A general dentist extracted her remaining teeth and partnered with a volunteer dental lab to donate full upper and lower dentures. Thanks to these caring volunteers, Cristy received nearly \$5,900 in donated treatment that restored her dental health! She shared her sincere appreciation for this wonderful gift:

“Thank you so very much for your help getting my smile back. It’s been a huge game changer for my mental and physical health!”

Program History

- Established in 1997 with the support of Arkansas State Dental Association
- 1,033 total patients served
- \$3,040,490 in total care donated by volunteers
- Statewide Volunteer Network: 83 dentists and 12 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 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 aim to help 8,000 individuals access \$20 million in services during the 2023-2024 fiscal year.

Accomplishments

Fiscal Year Goal: Help 70 people with disabilities or who are aged or medically fragile receive \$200,000 worth of comprehensive dental treatment, including \$11,000 in laboratory appliances.

Six-Month Results: During the first half of the fiscal year, we served 40 patients and generated \$53,790 in donated treatment (including \$5,784 in laboratory fabrications):

- 10 patients completed their treatment plans.
- 30 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$5,379 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 nearly twice as long. 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 the geographic alignment of volunteers and applicants remains a challenge.

We continue to partner 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.

Applications

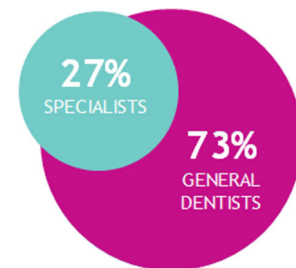
With 130 applicants on the wait list, in some counties we can only accept new applications from individuals who need dental care to qualify for life-saving medical treatment (i.e., medically fragile) or military veterans who qualify. During the first half of the fiscal year, 51 such people applied for 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 83 volunteer dentists and 12 dental laboratories that participate statewide.

Of the 83 volunteer dentists, 22 are specialists who may not be called upon every year, leaving just 61 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. The volunteer dentists are concentrated in particular areas of the state, leaving many areas without any volunteers. In several 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 40 patients served already during the first half of 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. Our national affiliate continues its ongoing efforts to recruit volunteers across the country. Staff continue to promote the DDS program at dental conferences nationwide. Last fall, we launched a new promotional campaign branded “Why I Dental” aimed at appealing to the reasons dentists became involved in dentistry and encouraging them to participate in the DDS program. Our new Director of Partner Relations is focused on developing and cultivating relationships with group dental practices and national dental specialty societies to recruit more volunteers and strengthen relationships. In addition, we just hired a volunteer stewardship manager to recruit and retain volunteers. These positions support states nationwide, including Arkansas.

As a result of all recruitment efforts, four new dentists signed up to participate during the first half of the fiscal year. At the same time, one existing volunteer retired and three others chose to discontinue their participation, so our volunteer capacity remains unchanged. Many dental laboratories also volunteer for the Arkansas DDS program. Along with the 12 labs physically located in Arkansas, four out-of-state labs also volunteered to help Arkansas DDS patients during the first half of the fiscal year. We truly appreciate the generous efforts of all 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.

Financial Information

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 first half of the fiscal year. Also included are reports showing treatment donated by city and disability.

Arkansas Donated Dental Services (DDS) Program

Semi-Annual Report of Services

7/1-12/31

PATIENTS

# Deceased or Otherwise Withdrew	1
# of Patients Served:	40
# Who Completed Treatment Plan	10
# Who Received Services but Treatment Plan Not Yet Complete	0
# Referred to a Volunteer but Haven't Yet Finished Treatment	30

APPLICANTS

# Received	51
# Not Eligible	41
# of Applications pending (as of 12/31/23)	130

VOLUNTEERS

# of Volunteer Dentists	83
# of Labs in Arkansas	12
# of Contributing Labs outside of Arkansas	4

FINANCIAL

Value of Care to Patients Served	\$53,790
Average Value of Treatment/Completed Case	\$5,379
Value of Donated Lab Services	\$5,784 ¹
Value of Paid Lab Services	\$66
Operating Costs	\$15,896
Ratio/Donated Treatment per \$1 of Operating Costs	\$3.38

TOTALS SINCE START OF PROJECT

Total Patients Treated	1,033
Total Value of Care to Patients Treated	\$3,040,490

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

Treatment by City

7/1/2023 *Thru* 12/31/2023

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Bonnerdale	1	\$3,176.00
Flippin	1	\$5,880.00
Gurdon	1	\$6,097.00
Hot Springs	1	\$7,706.00
Lake Hamilton	1	\$3,500.00
North Little Rock	1	\$9,454.00
Prescott	2	\$2,338.00
Rector	1	\$1,936.00
Rogers	1	\$6,787.00
Springdale	1	\$6,916.00

Summary

Total Patients Treated 10

Total Treatment \$53,790.00

Treatment by Disability

7/1/2023 *Thru* 12/31/2023

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	1	\$6,916.00
Diabetes	1	\$9,454.00
Heart Disease	1	\$3,176.00
Auto-immune Diseases	1	\$7,706.00
Intestinal Disorders	2	\$2,338.00
Musculoskeletal Disorders	4	\$20,700.00
Serious and Persistent Mental	1	\$3,500.00

Summary

Total Patients Treated 10

Total Treatment \$53,790.00

Dental Lifeline Network
ARKANSAS DDS PROGRAM
Budget vs Actual
Period ending December 31, 2023

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
Revenues				
Grants - Government	35,000	35,000	-	35,000
Unrestricted Net Assets	2,391	2,391	-	2,391
Sub - Total	37,391	37,391	-	37,391
Donated Treatment Services	48,006	94,500	(46,494)	189,000
Donated Laboratory Services	5,784	5,500	284	11,000
Sub - Total	53,790	100,000	(46,210)	200,000
Total Revenue and Support	91,181	137,391	(46,210)	237,391
Expenses				
Salaries - DDS Coordinators	7,081	7,563	482	15,126
Payroll Taxes	581	827	246	1,654
Employee Benefits	845	551	(295)	1,101
Program Support	3,098	3,219	120	6,437
Auditing	341	223	(118)	446
Consulting Fees	562	-	(562)	-
Development/Marketing	-	500	500	1,000
Insurance - Liability	319	275	(44)	550
Lab Reimbursements	66	750	685	1,500
Occupancy	-	250	250	500
Office - Equipment & Software	1	100	99	200
Office - Expenses	144	150	6	300
Postage / Shipping	477	150	(327)	300
Print/Media	85	87	3	175
Technical & Administrative	2,066	2,146	80	4,291
Telephone / Internet	139	325	186	650
Training, Dues & Subscriptions	22	38	15	75
Travel / Meetings	101	1,057	956	2,114
Volunteer Recognition	(32)	250	282	500
Sub - Total	15,896	18,460	2,564	36,919
Donated Treatment Services	48,006	94,500	46,494	189,000
Donated Laboratory Services	5,784	5,500	(284)	11,000
Sub - Total	53,790	100,000	46,210	200,000
Total Expenses	69,686	118,460	48,774	236,919

Unaudited