



Dental Lifeline  
Network • Hawaii

More than Dentistry. Life.®

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## HAWAII DONATED DENTAL SERVICES (DDS) PROGRAM

### Fourth Quarter and Annual Report for July 1, 2020 – June 30, 2021

*Funded by the Hawaii State Council on Developmental Disabilities,  
Department of Health and the Hawaii Dental Service Foundation*

#### Highlights

- **66** patients served and **\$202,656** in treatment donated.
- **7** new volunteer dentists recruited.
- **\$4.78** worth of care donated for every \$1 spent supporting volunteers.

#### The DDS Program in Action

“Meredith,” 62, lives alone in Waianae and has developmental disabilities as well as rheumatoid arthritis, bursitis, osteoporosis, and hepatitis C. Unfortunately, her dental health had deteriorated and she had only six remaining teeth. Eating with few teeth is difficult and Meredith’s physician was concerned about her risk of aspirating her food because of her inability to chew well.

Though Meredith desperately needed help with her dental condition, she could not afford treatment. Unable to work, she survives on food stamps and Supplemental Security income. Dental treatment seemed unattainable and it appeared Meredith would have to continue living with very few teeth.

Thankfully, the DDS program is able to help. A generous volunteer dentist is in the process of providing upper and lower partial dentures. Thanks to this caring volunteer, Meredith will receive thousands of dollars of comprehensive care that will restore her dental health!

#### Program History

- Established in 2002 with funds from the Hawaii Department of Health and its State Council on Developmental Disabilities
- 626 total patients treated
- \$3,036,450 in total care donated by volunteers
- Statewide Volunteer Network: 129 dentists and 28 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. Due to their ages or disabilities, they cannot work and depend on government assistance for their health care. Medicare does not provide dental benefits, although a few recipients belong to Advantage plans that include minimum benefits for basic services. Unfortunately, Hawaii’s Medicaid program only covers emergency dental services for adults. Some people with disabilities or aged or medically fragile individuals who can work often earn too much to qualify for public aid, but not enough to afford the extensive dental treatment they need. As a result, they suffer in agonizing pain from severe dental problems and have nowhere to turn for help.

Hawaii's DDS program is part of a national network that serves individuals in every state as well as D.C. These programs collectively helped more than 7,900 individuals access \$22.1 million in services during the 2020-2021 fiscal year that ended June 30<sup>th</sup>.

## Accomplishments

**Goal:** Help 75 people with disabilities or who are aged or medically fragile receive \$173,000 worth of comprehensive dental care, including \$17,000 in lab fabrications.

**Results:** During the fiscal year, we served 66 people and generated \$202,656 in donated treatment (including \$17,107 in laboratory fabrications); more treatment for fewer patients than anticipated:

- 36 patients completed their treatment plans and received \$190,251 in donated care.
- 8 patients are still undergoing treatment and received \$12,405 in services thus far.
- 22 patients have been referred with volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$5,285 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

The COVID-19 pandemic continued to impact dentistry and thus the DDS program during the fiscal year. Many volunteers had to work through a backlog of appointments as a result of pandemic-related office closures and some were unable to accept DDS patients or had to schedule appointments several months out. Volunteer labs were hit especially hard and some could not donate during the fiscal year or took longer to fabricate the appliances needed by so many DDS patients. And, some vulnerable DDS patients chose to pause treatment due to the risk of exposure to the virus. As a result, treatment was delayed for many patients throughout the fiscal year which resulted in us serving fewer people than expected. Despite these challenges, the situation continues to improve and we look forward to helping more vulnerable individuals going forward.

We have recently resumed our partnership with Angel Flight West which has donated air transportation to help patients who live in areas that don't have volunteer dentists available. Flight donations had been on hold since March 2020 due to the pandemic and we are grateful to be able to provide this resource again. In addition, we were fortunate to receive funds from the Department of Health to help pay for taxi transportation to and from appointments for those patients with no other resources available. We truly appreciate the help of Angel Flight West and the State in enabling patients to access the dental treatment they desperately need.

## Applications

With 74 applicants on the wait list, we are only able to accept new applications in some areas from individuals with developmental disabilities or those who need dental care to qualify them for life-saving medical treatment (i.e., medically fragile). Ninety-three (93) individuals applied for help during the fiscal year. The wait list includes individuals who applied this fiscal year as well as last fiscal year.

Since the program's inception, we have made multiple efforts to distribute information through programs that help individuals with developmental disabilities and seniors, as well as other

programs that help those with other disabilities. Many of the applications we receive from individuals with developmental disabilities are from the Big Island where volunteers are limited. Also, many of these applicants with developmental disabilities require sedation and need more care than most general dentists can provide in their offices.

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 monitored continually to assess whether and where we are able to accept applications. Doing so helps the Coordinator process applications more efficiently so she has sufficient time to refer people to the volunteers. We inform the various human service agencies that refer applicants to the DDS program and ask them to help prioritize their clients needing care. Currently, we are not accepting applications from Kauai and Maui Island except as mentioned above. On the Big Island, we are able to accept applications from the following cities: Honokaa, Kailua-Kona, Kealahou, and Waimea (or Kamuela) in addition to the individuals mentioned above.

## Volunteers

We are very grateful to the 129 dentists and 28 dental laboratories that participate. If each volunteer dentist accepted one case annually, it may seem as though we could serve 129 patients each year. Unfortunately, that is not realistic. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, typically care for only one patient annually. And, 49 of the 129 volunteers are specialists, leaving only 80 general dentists who develop and implement treatment plans and collaborate with specialists and laboratories as needed.



Complicating the referral process, the geographic distribution of applicants and the pool of available dentists are not always aligned. Another challenge is finding volunteers who will provide services under general anesthesia, especially on the Big Island where we receive many applications from individuals with developmental disabilities. We are fortunate to have some volunteers on Oahu who do so, but not on the other islands. When possible, we pay for ground transportation for patients living in outlying areas of Oahu so they can visit dentists in Honolulu where more DDS volunteers are located. With the help of Angel Flight West, we can provide flights between islands for some patients, but we need more volunteers for other patients who cannot travel between islands.

Many dental laboratories also volunteer for the Hawaii DDS program. Along with the 28 labs physically located in Hawaii, three out-of-state labs also volunteered to help Hawaii DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

We continue to promote the Will You See One Vet volunteer recruitment campaign to attract more volunteers to help veterans with special needs. In addition, last August, we launched a new, nationwide volunteer recruitment campaign that includes new print materials as well as a public service announcement featuring DLN National Board member and nationally-recognized prosthodontist and dental educator, Dr. Gordon Christensen.

During the fiscal year, seven new dentists signed up to participate in the DDS program. At the same time, four existing volunteer dentists retired (a trend seen nationwide as a result of the pandemic and corroborated by the American Dental Association) and two more chose to stop participating, so our volunteer capacity remains the same.

## **Staffing**

Ms. Margaret Petrick has served as the Hawaii DDS Coordinator since March 2004 working 12 hours per week. She 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.

## **Financial Information**

During the fiscal year, volunteers donated \$4.78 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. As mentioned, we are fortunate to receive funds from the Hawaii Department of Health's State Council on Developmental Disabilities and the Hawaii Dental Service Foundation. We are so grateful for this support.

## **Attachments**

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

## Hawaii Donated Dental Services (DDS) Program

### Report of Services

	<u>7/1-9/30</u>	<u>10/1-12/31</u>	<u>1/1-3/31</u>	<u>4/1-6/30</u>	<u>FY TOTAL</u>
<b><u>PATIENTS</u></b>					
# of Active Cases	48	47	44	40	40
# of Deceased or Otherwise Withdrew	0	0	0	0	0
# of Patients Served:	47	50	40	30	66 <sup>1</sup>
# Who Completed Treatment Plan	5	15	12	6	36 <sup>1</sup>
# Who Received Services but Treatment Plan Not Yet Complete	1	4	3	2	8 <sup>1</sup>
# Referred to a Volunteer but Haven't Yet Finished Treatment	41	31	25	22	22 <sup>1</sup>
<b><u>APPLICANTS</u></b>					
# Received	49	18	13	13	93
# Not Eligible	17	20	16	5	58
# of Applications pending (as of 6/30/21)	100	86	71	74	74
<b><u>VOLUNTEERS</u></b>					
# of Volunteer Dentists	127	128	127	129	129
# involved with Patients Served	46	53	52	50	59 <sup>1</sup>
# of Volunteer Labs in Hawaii	29	28	28	28	28
# involved with Patients Served	10	11	11	13	13 <sup>1</sup>
# of Contributing Labs outside of Hawaii	3	1	1	1	3 <sup>1</sup>
<b><u>FINANCIAL</u></b>					
Value of Care to Patients Served	\$30,617	\$72,426	\$88,663	\$10,950	\$202,656
Average Value of Treatment/Completed Case	\$6,051	\$4,562	\$7,048	\$1,104	\$5,285
Value of Donated Lab Services	\$3,000	\$5,105	\$4,675	\$4,327	\$17,107 <sup>2</sup>
Value of Paid Lab Services	\$0	\$297	\$375	\$288	\$960
Operating Costs	\$8,290	\$10,967	\$11,470	\$11,654	\$42,381
Ratio: Donated Care to Operating Cost	\$3.69	\$6.60	\$7.73	\$0.99	\$4.78
<b><u>TOTALS SINCE START OF PROJECT</u></b>					
Total Completed Cases	626				
Total Value of Completed Treatment	\$3,036,450				

1 – Total may be lower than sum of each quarter because it reflects an unduplicated count.

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

# *Treatment by City*

7/1/2020 *Thru* 6/30/2021

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Aiea	2	\$14,039.35
Ewa Beach	1	\$1,470.00
Honolulu	25	\$84,172.47
Kailua	1	\$7,672.40
Kaneohe	1	\$50.00
Kapaa	1	\$4,448.00
Kapolei	2	\$16,548.39
Kealahou	1	\$3,941.65
Mililani	1	\$261.78
Ocean View	1	\$8,286.00
Pearl City	1	\$11,878.94
Wahiawa	3	\$4,326.95
Waianae	1	\$6,958.00
Wailuku	4	\$6,234.10
Waimanalo	1	\$947.00
Waipahu	4	\$31,421.31

## *Summary*

*Total Patients Treated* 44

*Total Treatment* \$202,656.34

# *Treatment by Disability*

7/1/2020 *Thru* 6/30/2021

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Acquired Immune Deficiency	1	\$1,807.00
Current Cancer Patient	3	\$3,863.24
Circulatory Disorders	2	\$4,260.00
Developmental Disorders or Delay	6	\$18,955.19
Neurodegenerative Diseases	1	\$1,078.53
Diabetes	1	\$12,684.52
Elderly	4	\$12,622.27
Heart Disease	3	\$16,771.65
Auto-immune Diseases	2	\$9,945.21
Intestinal Disorders	1	\$1,705.85
Kidney/Renal Diseases	4	\$19,628.71
Neurological Disorders	1	\$7,672.40
Musculoskeletal Disorders	5	\$11,897.74
Respiratory Diseases	2	\$4,434.00
Spinal Cord Injuries	1	\$8,675.20
Serious and Persistent Mental Illness	12	\$51,363.83
Traumatic Brain Injury	1	\$15,291.00

## *Summary*

*Total Patients Treated* 44

*Total Treatment* \$202,656.34

**Dental Lifeline Network**  
**HAWAII DDS PROGRAM**  
**Budget vs Actual**  
**As of the Month Ending June 30, 2021**

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
<b>Revenues</b>				
Grants - Government	24,342	24,342	-	24,342
Grants - Government (FY21-22) restricted	24,342			
Grants - Govt -Restricted for Transportation	4,500	-	4,500	-
Contributions - Foundations / Assoc	20,000	20,000	(0)	20,000
Contributions - Miscellaneous	525	750	(225)	750
<b>Sub - Total</b>	<b>73,709</b>	<b>45,092</b>	<b>4,275</b>	<b>45,092</b>
Donated Treatment Services	185,549	156,000	29,549	156,000
Donated Laboratory Services	17,107	17,000	107	17,000
<b>Sub - Total</b>	<b>202,656</b>	<b>173,000</b>	<b>29,656</b>	<b>173,000</b>
<b>Total Revenue and Support</b>	<b>276,365</b>	<b>218,092</b>	<b>33,931</b>	<b>218,092</b>
<b>Expenses</b>				
Salaries - DDS Coordinators	13,498	13,428	(70)	13,428
Payroll Taxes	1,130	1,335	205	1,335
Employee Benefits	3,740	4,680	940	4,680
Program Support	5,936	6,200	264	6,200
Auditing	404	360	(44)	360
Development/Marketing	1,204	1,000	(204)	1,000
Insurance - Liability	645	400	(245)	400
Lab Reimbursements	960	5,000	4,040	5,000
Office - Equipment & Software	302	100	(202)	100
Office - Expenses	205	600	395	600
Postage / Shipping	391	800	409	800
Printing & Media	218	650	432	650
Technical & Administrative	9,215	8,200	(1,015)	8,200
Telephone / Internet	518	600	82	600
Training, Dues & Subscriptions	70	100	30	100
Travel / Meetings	3,632	2,500	(1,132)	2,500
Volunteer Recognition	312	225	(87)	225
<b>Sub - Total</b>	<b>42,381</b>	<b>46,178</b>	<b>3,797</b>	<b>46,178</b>
Donated Treatment Services	185,549	156,000	(29,549)	156,000
Donated Laboratory Services	17,107	17,000	(107)	17,000
<b>Sub - Total</b>	<b>202,656</b>	<b>173,000</b>	<b>(29,656)</b>	<b>173,000</b>
<b>Total Expenses</b>	<b>245,037</b>	<b>219,178</b>	<b>(25,859)</b>	<b>219,178</b>

Unaudited