



**Dental Lifeline**  
Network • Utah

*More than Dentistry. Life.®*

*Utah Donated Dental Services (DDS)*

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## DENTAL LIFELINE NETWORK · UTAH

### Annual Report

Activities from July 1, 2017 – June 30, 2018

*Funded by the Utah Department of Health*

#### Highlights

- 76 patients served and \$161,640 in treatment donated.
- Recruited 27 new volunteer dentists.
- \$4.48 worth of care donated for every \$1 spent supporting volunteers.

#### The Program in Action

Mary, 61, lives alone in Logan and suffers from several serious health problems including lupus, multiple sclerosis, and COPD. Also, she's undergone multiple abdominal surgeries, has titanium rods in her arms, and currently is experiencing hip problems. In addition, her dental health had deteriorated: many of her teeth were decayed and some were missing.

Sadly, Mary was unable to afford the dental treatment she needed. Formerly a nurse for 20 years, she can no longer work and depends on food stamps and a small Social Security Disability benefit to make ends meet. Expensive dental treatment was beyond her reach.

Thankfully, several Dental Lifeline Network volunteers came to her aid. A generous volunteer dentist extracted seven teeth, restored nine others and with the help of a volunteer lab, donated upper and lower partial dentures. Thanks to this kind team, Mary received more than \$6,700 in donated treatment that restored her dental health!

#### Program History

- Established in 2015 with endorsement from the Academy of LDS Dentists
- 194 total patients served since inception
- \$813,038 in total care donated by volunteers since inception
- Statewide Volunteer Network: 98 dentists and 48 labs

Dental Lifeline Network · Utah helps individuals with disabilities or who are elderly, medically fragile, or underinsured 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 Utah's Medicaid program only offers emergency dental benefits for adults. 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 costly dental care or dental insurance. Other individuals have insurance that typically does not cover all necessary services, resulting in out-of-pocket expenses that exceed their ability to pay. Others are unemployed or unable to access treatment for their significant dental needs. As a result, many suffer in agonizing pain from severe dental problems and have nowhere to turn for help.

*Helping People With Disabilities or Who Are Elderly or Medically Fragile*

The Utah program is part of a national network that serves individuals in every state as well as D.C. Collectively these programs helped 9,874 individuals access over \$26.6 million in services during the 2017-2018 fiscal year that ended June 30<sup>th</sup>.

Dental Lifeline Network first began providing limited services in Utah in 1997 through its national safety-net initiative. Seventy-two Utah residents received \$276,865 worth of free, comprehensive dental care through the safety-net program until a statewide program was launched in 2015 thanks to funding from Ultradent. Starting March 2017, the Utah Department of Health provided monies for an expanded program with an emphasis on seniors.

## Accomplishments

**Goal:** Help 55 people (40 percent who are over the age of 60) with disabilities or who are aged or medically fragile receive \$165,000 worth of comprehensive dental care during the fiscal year, including \$13,000 in donated laboratory fabrications.

**Results:** During the fiscal year, we served 76 patients and generated \$161,640 in donated treatment (including \$14,198 in laboratory fabrications):

- 42 patients completed their treatment plans and received \$147,704 in donated care.
- 6 patients have not yet finished treatment, but received \$13,936 in services thus far (including one patient who received \$326 in routine care from a volunteer dentist who had donated the patient's initial treatment and wanted to continue contributing ongoing, maintenance services).
- 28 patients have been linked with volunteer dentists but haven't yet received any treatment services.

Of the 76 patients served, 46 percent are seniors over the age of 60.

Each patient who completed treatment received an average of \$3,517 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

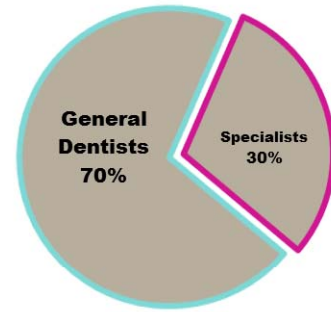
## Applications

Due to the length of the wait list in Salt Lake County, we cannot accept new applications there (except from seniors or individuals who need access to dental care to enable them to receive life-saving medical treatment). One hundred forty-one (141) people applied for help during the fiscal year and at the end of June, 139 people were waiting to be referred to volunteers.

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 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 program and ask them to help prioritize their clients needing care.

## Volunteers

The volunteers are the backbone of the program, and we are truly grateful to the **98 dentists** and **48 dental laboratories** that participate statewide. Of the dentists, 29 are specialists and 69 are general dentists who treat the patients and identify the need for specialist and laboratory support.



As reported previously, last summer, Dental Lifeline Network launched a nationwide volunteer recruitment campaign branded “Will You See One?” to increase awareness of the program and encourage more dentists to volunteer. The campaign reached dentists through targeted social media ads, direct mail, radio public service announcements, print advertising, and media releases. **As a result of these volunteer recruitment efforts, 27 new dentists signed up during the fiscal year.**

Many dental laboratories also volunteer for the program. Along with the 48 labs physically located in Utah, five out-of-state labs that are part of Dental Lifeline Network’s national cadre helped Utah patients during the fiscal year. 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. Dawn Zuvich coordinated services for 10 hours per week during the fiscal year from her office in Washington State. Following the fiscal year, another Coordinator, Ms. Savannah Gilbreth, took over and currently coordinates services from our national office in Denver. The Coordinator’s office location does not affect either the patients or the volunteers as she communicates via telephone and is able to provide the same assistance she would if she were physically in Utah.

## Financial Information

**During the fiscal year, volunteers donated \$4.48 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 cover the expenses of supporting their efforts, such as the cost of the Coordinator. Other expenses include lab reimbursements when we cannot find labs to donate, office supplies, etc.

**\$4.48**  
in care donated for  
every \$1 spent

In 2015, Ultradent provided start-up funding to establish a statewide program in Utah. Then, in March 2017, the Utah Department of Health approved funding for an expanded program with a focus on seniors. We truly appreciate 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.

**Dental Lifeline Network - Utah**

**Annual Report of Services**

<b><u>CATEGORY</u></b>	<b><u>7/1-12/31</u></b>	<b><u>1/1-6/30</u></b>	<b><u>FY TOTAL</u></b>
<b><u>PATIENTS</u></b>			
# Deceased or Otherwise Withdrew	0	0	0
# of Patients Served:	45	57	76 <sup>1</sup>
# Who Completed Treatment Plan	17	25	42
# Who Received Services but Treatment Plan Not Yet Complete	3	4	6 <sup>1,2</sup>
# Linked with a Volunteer but Haven't Yet Received Treatment	25	28	28 <sup>1</sup>
<b><u>APPLICANTS</u></b>			
# Received	75	66	141
# Not Eligible	27	43	70
# of Applications pending (as of 6/30/18)	144	139	139
<b><u>VOLUNTEERS</u></b>			
# of Volunteer Dentists	82	98	98
# involved with patients served	21	42	62 <sup>1,3</sup>
# of Volunteer Labs in Utah	43	48	48
# involved with patients served	13	12	25
# of Contributing Labs outside of Utah	3	3	5 <sup>1</sup>
<b><u>FINANCIAL</u></b>			
Value of Care to Patients Served	\$51,141	\$110,499	\$161,640 <sup>2</sup>
Average Value of Treatment/Completed Case	\$2,794	\$4,001	\$3,517
Value of Donated Lab Services	\$6,717	\$7,481	\$14,198 <sup>4</sup>
Value of Paid Lab Services	\$0	\$0	\$0
Operating Costs	\$14,290	\$21,830	\$36,120
Ratio/Donated Treatment per Dollar of Operating Costs	\$3.58	\$5.06	\$4.48
<b><u>TOTALS SINCE START OF PROJECT</u></b>		<b><u>1997</u></b>	
Total Patients Treated		194	
Total Value of Care to Patients Treated		\$813,038	

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

2 – Of this amount, 1 patient received \$326 in ongoing care from a volunteer dentist who provided the patient's initial restorative treatment and elected to continue providing routine and ongoing care.

3 – Figures for 7/1-12/31 included only volunteers involved with patients who completed treatment. Figures for 1/1-6/30 and FY total figures also include dentists involved with patients who are still undergoing treatment.

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

# *Treatment by City*

7/1/2017 *Thru* 7/1/2018

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Ballard	1	\$4,776.00
Cedar City	1	\$2,922.00
Cedar Hills	2	\$5,050.00
Eagle Mountain	1	\$3,409.00
Hurricane	1	\$1,239.00
Kaysville	2	\$12,560.00
La Verkin	1	\$150.00
Logan	4	\$10,166.00
Moab	1	\$572.00
Mt Pleasant	1	\$4,015.00
Murray	3	\$6,819.00
Ogden	11	\$39,162.00
Park City	2	\$3,937.00
Payson	1	\$1,434.00
Provo	3	\$5,143.00
Richfield	1	\$2,932.00
Riverdale	1	\$3,461.00
Salt Lake City	5	\$9,138.00
Sandy	1	\$3,000.00
South Jordan	1	\$7,720.00
Spanish Fork	1	\$2,755.00
Springville	1	\$5,000.00
ST. George	2	\$12,311.00
Syracuse	1	\$3,600.00
Taylorsville	1	\$1,820.00
Vernal	1	\$326.00
West Jordan	2	\$7,213.00
Woods Cross	1	\$1,010.00

## *Summary*

*Total Patients Treated* 48

*Total Treatment* \$161,640.00

***Treatment by Disability*** 7/1/2017 *Thru* 7/1/2018

<b><i>Disability</i></b>	<b><i># of Transactions</i></b>	<b><i>Treatment Value</i></b>
Acquired Immune Deficiency	1	\$60.00
Current Cancer Patient	4	\$5,715.00
Developmental Disorders or Delay	1	\$326.00
Neurodegenerative Diseases	1	\$4,154.00
Diabetes	4	\$5,401.00
Epilepsy or Seizure Disorders	1	\$5,000.00
Heart Disease	4	\$8,056.00
Auto-immune Diseases	8	\$26,107.00
Kidney/Renal Diseases	3	\$15,416.00
Neurological Disorders	3	\$8,113.00
None	1	\$4,256.00
Musculoskeletal Disorders	13	\$48,714.00
Respiratory Diseases	3	\$6,254.00
Serious and Persistent Mental Illness	7	\$24,068.00

***Summary***

***Total Patients Treated*** 48

***Total Treatment*** \$161,640.00

**Dental Lifeline Network**  
**Utah**  
**Budget vs Actual**  
**For the Month Ending June 30, 2018**

	Year-to-Date			Annual Budget
	Actual	Budget	Variance	
<b>Revenues</b>				
Grants - Government	55,000	55,000	-	55,000
Contributions - Miscellaneous	7	750	(743)	750
<b>Sub - Total</b>	<b>55,007</b>	<b>55,750</b>	<b>(743)</b>	<b>55,750</b>
Donated Treatment Services	147,442	152,000	(4,558)	152,000
Donated Laboratory Services	14,198	13,000	1,198	13,000
<b>Sub - Total</b>	<b>161,640</b>	<b>165,000</b>	<b>(3,360)</b>	<b>165,000</b>
<b>Total Revenue and Support</b>	<b>216,647</b>	<b>220,750</b>	<b>(4,103)</b>	<b>220,750</b>
<b>Expenses</b>				
Salaries - DDS Coordinators	12,948	15,951	3,003	15,951
Payroll Taxes	1,788	1,849	61	1,849
Employee Benefits	2,215	5,743	3,528	5,743
Program Support	6,969	8,000	1,031	8,000
Auditing	221	425	204	425
Development/Marketing	1,250	2,000	750	2,000
Insurance - Liability	412	500	88	500
Lab Reimbursements	-	750	750	750
Occupancy	-	900	900	900
Office - Equipment Purchases	98	880	782	880
Office - Supplies	295	650	355	650
Postage	1,305	2,050	745	2,050
Printing & Copying	1,483	2,250	767	2,250
Technical & Administrative	4,385	8,000	3,615	8,000
Telephone	878	600	(278)	600
Training, Dues & Subscriptions	75	200	125	200
Travel - Staff	1,064	2,500	1,437	2,500
Volunteer Recognition	735	2,500	1,765	2,500
<b>Sub - Total</b>	<b>36,120</b>	<b>55,748</b>	<b>19,628</b>	<b>55,748</b>
Donated Treatment Services	147,442	152,000	4,558	152,000
Donated Laboratory Services	14,198	13,000	(1,198)	13,000
<b>Sub - Total</b>	<b>161,640</b>	<b>165,000</b>	<b>3,360</b>	<b>165,000</b>
<b>Total Expenses</b>	<b>197,760</b>	<b>220,748</b>	<b>22,988</b>	<b>220,748</b>