

# Donated Dental Services Program Annual Report

(FY2019 Appropriation Act - Public Act 207 of 2018)

**December 1, 2018**

**Sec. 1223.** (1) *From the funds appropriated in part 1 for dental programs, \$150,000.00 shall be allocated to the Michigan Dental Association for the administration of a volunteer dental program that provides dental services to the uninsured.*

**(2)** *By December 1 of the current fiscal year, the department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house standing committees on health policy, the senate and house fiscal agencies, and the state budget office the number of individual patients treated, number of procedures performed, and approximate total market value of those procedures from the previous fiscal year.*



# Donated Dental Services (DDS) Program Legislative Report

Reporting Period: October 1, 2017 to September 30, 2018

Report Addressing: Section 1223(2) of PA 207 of 2018

## Overview of Fiscal Year 2017/2018 Achievements

Description	FY 2018
Number of patients treated:	245
Number of dental procedures provided:	3,361
Number of volunteer dentists:	824
Number of dentists involved with patients treated:	285
Value of donated services by dentists:	\$1,022,367
Number of volunteer dental laboratories:	199
Value of donated laboratory services:	\$ 87,552
Value of donated treatment:	\$1,109,919

The Donated Dental Services Program is 23 years old. The funds provide for the administration of the Program, which matches dentists who are willing to donate services to persons in specific target groups (identified below) needing extensive dental care. The Department of Health and Human Services contracted with the Michigan Dental Association (MDA) to administer the funding for Fiscal Year 2018. The MDA has the responsibility of direct administration and is a licensee of Dental Lifeline Network located in Denver, Colorado. The funding to the MDA supports costs for two employees to administer and operate the program, some lab fees, and other incentives for dentists.

The populations for whom dental services were provided included:

- Persons who are physically and/or mentally impaired
- Persons with sensory impairments
- Persons who are medically compromised
- Elderly persons

## **MICHIGAN DONATED DENTAL SERVICES (DDS) PROGRAM PROGRESS REPORT FOR Fiscal Year 2018**

In compliance with Section 1223(2) of Public Act 207 of 2018, the Michigan Department of Health and Human Services (DHHS) is providing the following report on the Michigan Donated Dental Services (DDS) Program.

### **Background**

The DDS Program was originally established in Michigan in 1995 as a partnership between the Michigan Dental Association (MDA), DHHS, and Dental Lifeline Network (DLN) to treat patients who are elderly, permanently disabled, or medically compromised and in need of extensive dental treatment with no other means to obtain it. The MDA administers the Program as a licensee of Dental Lifeline Network. Two full-time coordinators serve as liaisons between patients, referral sources, dentists, and labs. MDA's Access and Prevention manager supervises the staff, develops strategies, and manages the budget. Additional staff involved on a more limited basis are the Director of Finance, Vice President of Advocacy and Professional Relations, and the Chief Executive Officer/Executive Director.

### **Accomplishments**

The Program provided \$1,109,919 in donated treatment to 245 patients who were unable to access much needed dental treatment through any other resource. The Program was able to retain its staff with coordinators Domonique Brace and Karn Cornell, reaching their 7th and 4th years with the Program. The Program has continued to successfully serve patients in counties that previously were not accepting applications for many years and wait lists have continued to be reduced in nearly all areas of the state. Patients are completing treatment several months faster than in the past due to efficient case coordination, renewed energy among volunteers, and advances in technology. The Program received significant news coverage through an article in a Detroit area newspaper which directly resulted in new volunteers and eligible applications.

General dentists are completing treatment that previously may have required a specialist or additional visits due to sending out lab work. This has continued to lead to a decrease in certain numbers but has also reduced the amount of time it takes for patients to complete treatment. Coupled with the reduced wait times, this means patients on average are going from applying to the Program to completing treatment in a much shorter timeframe than the past.

### **Financial**

Program expenditures remain consistent and within budget. The MDA Foundation provided a grant to purchase electronic toothbrush supplies for patients. Though dentists and many of the labs donate their services, funding also provides administrative support for their volunteer efforts (the Volunteer DDS Coordinators, telephone, postage, and other program costs) and pays some of the laboratory bills when no volunteers could be found. **The ratio of donated treatment per dollar of operating costs is \$7.60.**

### **Staffing**

Services are managed by two coordinators who act as liaisons between patients, referring organizations, dentists, and labs. The coordinators manage the services from offices within the MDA.

### **Applications**

Applications received were lower than desired and recent changes to Facebook's advertising rules have affected our ability to use that as effectively to target our desired audiences. We are evaluating other options and will conduct outreach through more traditional routes such as the referral agencies. We continue to see a high number of applications from Medicaid patients who can have at least part of their needs met by Medicaid but have not utilized that coverage or do not understand their benefit. During this fiscal year, 41 applicants in Southeast Michigan alone were denied due to having Medicaid that would cover part or all their treatment needs. These applicants were directed to services in their area and invited to reapply once their Medicaid benefit was exhausted if they still had unmet needs. The ideal pending list would be approximately 150 patients in each area to give a greater pool of applicants to match with each dentist. Having a diverse pool of both applicants and available volunteers allows for the easiest and most efficient matching.

### **Volunteers**

The volunteer list remains strong despite the continued large number of retirees. Outreach to most component societies in target areas has resulted in quick response from both existing and new volunteers. Momentum has continued in some areas of the state that have historically been challenging to recruit volunteers. We continue to work with each area to identify specific challenges to volunteering and educate dentists and their staff about the positive benefits volunteering can bring to their practice. There were 824 volunteer dentists with 285 actively treating patients at the end of the reporting period. In addition, of the 199 dental laboratories participating, 84 laboratories donated the fabrications needed by so many of the people treated. The value of the donated laboratory services totaled \$87,551.95.

### **Attachment**

A Treatment by County Report that depicts the number of individuals treated and the value of the treatment for the fiscal year is attached.

**TREATMENT BY COUNTY 10/1/17– 9/30/18**

City #	County Name	Transactions (all client contacts)	Treatment Value	City #	County Name	Transactions (all client contacts)	Treatment Value	City #	County Name	Transactions (all client contacts)	Treatment Value
01	Alcona	1	\$1,450	31	Houghton	-	-	61	Muskegon	8	\$17,956
02	Alger		-	32	Huron	-	-	62	Newaygo	1	\$5,604
03	Allegan	4	\$13,844.50	33	Ingham	15	\$39,121.87	63	Oakland	36	\$148,797.68
04	Alpena		-	34	Ionia	2	\$6,220	64	Oceana	-	-
05	Antrim		-	35	Iosco	1	\$3,073	65	Ogemaw	-	-
06	Arenac	1	\$850	36	Iron	-	-	66	Ontonagon	-	-
07	Baraga		-	37	Isabella	3	\$10,250.10	67	Osceola	-	-
08	Barry	4	\$4,016	38	Jackson	1	\$2,501	68	Oscoda	-	-
09	Bay	3	\$11,507	39	Kalamazoo	5	\$14,527	69	Otsego	3	\$11,065
10	Benzie		-	40	Kalkaska	1	\$3,528	70	Ottawa	3	\$9,890
11	Berrien	3	\$10,633	41	Kent	22	\$72,454.64	71	Presque Isle	1	\$4,349
12	Branch	2	\$7,143	42	Keweenaw	-	-	72	Roscommon	3	\$9,269
13	Calhoun		-	43	Lake	-	-	73	Saginaw	4	\$10,903
14	Cass	1	\$4,577	44	Lapeer	4	\$19,912	74	St. Clair	6	\$17,221
15	Charlevoix		-	45	Leelanau	-	-	75	St. Joseph	3	\$9,444
16	Cheboygan		-	46	Lenawee	2	\$14,448	76	Sanilac	2	\$9,955
17	Chippewa	1	\$3,276	47	Livingston	6	\$20,324	77	Schoolcraft	-	-
18	Clare		-	48	Luce	-	-	78	Shiawassee	1	\$1,705
19	Clinton	6	\$24,003.39	49	Mackinac	-	-	79	Tuscola	-	-
20	Crawford		-	50	Macomb	41	\$166,174	80	Van Buren	1	\$1,857
21	Delta	1	\$250	51	Manistee	-	-	81	Washtenaw	17	\$63,232
22	Dickinson		-	52	Marquette	1	\$3,415	82	Wayne	52	\$202,159.72
23	Eaton	5	\$16,813	53	Mason	2	\$10,640	83	Wexford	1	\$5,862

**TREATMENT BY COUNTY 10/1/17– 9/30/18**

City #	County Name	Transactions (all client contacts)	Treatment Value	City #	County Name	Transactions (all client contacts)	Treatment Value	City #	County Name	Transactions (all client contacts)	Treatment Value
24	Emmet	-	-	54	Mecosta	1	\$3,542				
25	Genesee	9	\$35,097	55	Menominee	1	\$3,678		<b>Total</b>	<b>311</b>	<b>\$1,109.918.90</b>
26	Gladwin	-	-	56	Midland	4	\$14,458				
27	Gogebic	-	-	57	Missaukee	1	\$3,957	<b>Total # Unduplicated Clients: 245</b>			
28	Grand Traverse	2	\$2,879	58	Monroe	6	\$14,047				
29	Gratiot	-	-	59	Montcalm	3	\$9,401				
30	Hillsdale	4	\$8,639	60	Montmorency	-	-				