



Montana
Donated Dental Services (DDS)

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MONTANA DONATED DENTAL SERVICES (DDS) PROGRAM

Fourth Quarter and Annual Report for July 1, 2025 - June 30, 2026

Highlights

- **53** patients served and **\$288,580** in treatment donated
- **1** volunteer dentist recruited
- **\$5.69** worth of care donated for every \$1 spent supporting volunteers

The DDS Program in Action

Jim, 63, lives in Kalispell and was diagnosed with throat and tongue cancer in 2015. He had surgery to remove 22 lymph nodes, 18 of which were malignant. Jim underwent extensive chemotherapy and radiation treatment. Twenty-five rounds of radiation were targeted at his jaw which led to significant tooth deterioration and damaged and tightened his tissue. As a result, Jim's physician recommended he have all his teeth extracted. Though Jim successfully recovered from cancer, he was left toothless and could not afford to address his dental health.

Formerly employed in construction, Jim now relies on a disability benefit that goes entirely toward his basic monthly living expenses. New teeth seemed like a luxury far beyond his reach.

Thankfully, the DDS program came to Jim's aid. A volunteer periodontist performed a vestibuloplasty to increase space in Jim's mouth and placed two implants generously donated by Straumann USA. Then, a general dentist did a frenectomy and donated a full upper denture and implant-retained lower denture that a volunteer lab fabricated at a discount. Thanks to this caring team, Jim received nearly \$12,000 in donated treatment that restored his dental health!

Program History

- Established in 1997
- 1,725 total patients served
- \$7,151,550 in total care donated by volunteers
- Statewide Volunteer Network: 172 dentists and 44 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 their 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 while Montana's Medicaid program provides dental benefits for adult recipients, patients often cannot locate dentists who accept Medicaid. Some vulnerable individuals who can work often earn just enough to cover necessities but not enough for the extensive dental treatment they need. As a result, they suffer from severe dental problems and have nowhere to turn for help.

Montana's DDS program is part of a national network that serves individuals in every state as well as D.C. Collectively, these programs helped more than 4,300 individuals access nearly \$14.8 million in services during the 2025-2026 fiscal year.

Accomplishments

Goal: Help 48 people with disabilities or who are aged or medically fragile receive \$145,000 worth of comprehensive dental care including \$13,000 in laboratory fabrications.

Results: During the fiscal year, we served 53 people and generated \$288,580 in donated treatment (including \$10,755 in laboratory fabrications), exceeding the goals as follows:

- 32 patients completed their treatment plans and received \$226,866 in donated care.
- 13 patients have not yet finished treatment yet received \$61,714 in services thus far (including five patients who received \$5,652 in routine care from volunteers who donated their initial treatment and wanted to continue contributing ongoing maintenance care).
- 8 patients have been referred to volunteer dentists but haven't yet finished any treatment services.

Each patient who completed treatment received an average of \$7,090 of services; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

Unfortunately, we have struggled to secure enough funding to cover program expenses. As a result, we had to reduce the Case Manager/Coordinator hours to 12 per week in early July, and unfortunately, this impacts service levels. Despite this, we are on track to exceed our fiscal year goals.

Services for People with Intellectual and Developmental Disabilities

Serving individuals with Intellectual and Developmental Disabilities (I/DD) presents special challenges because many volunteers do not feel qualified to treat this population. Another common barrier is that some people with I/DD require dental treatment performed under general anesthesia; however, few dentists have hospital privileges to do so. The Developmental Disabilities Program of the Department of Health and Human Services provides operating support for the program, and DLN thus prioritizes helping individuals with I/DD.

The DDS Case Manager/Coordinator periodically contacts the regional state offices for I/DD services to remind them of the DDS program and to generate applications from people whose dental needs cannot be met through Medicaid or those who do not have the financial resources to pay for treatment. Through these contacts, we have helped several case managers find dental care for their consumers with I/DD through DDS volunteer dentists who accept Medicaid; these dentists then treat the individuals through Medicaid rather than the DDS program. Though we continue to prioritize people with I/DD, we also serve other individuals with other disabilities or who are aged or medically fragile when no individuals with I/DD are waiting for services. Doing so enables us to use more volunteers and help more people.

Applications

In Custer County, we can only accept new applications from individuals with intellectual or

developmental disabilities, those who need dental care to qualify for life-saving medical treatment (i.e., medically fragile), and military veterans who qualify. Ninety-one individuals applied during the fiscal year, and currently 85 applicants are on the wait list.

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 can accept applications. Doing so helps the Case Manager/Coordinator process applications more efficiently so he has sufficient time to refer people to the volunteers.

Many DDS applicants previously on the wait list have Medicare Advantage benefits which were expanded in early 2023. We ask applicants to exhaust their insurance coverage before utilizing services available through the DDS program, though many individuals are unable to find an in-network dentist who takes their Medicare benefits.

Volunteers

We are truly grateful to the **172 dentists** and **44 dental laboratories** that participate statewide. Montana has one of the highest DDS participation rates among states nationally. While it may seem as though we could serve 172 patients per year if each volunteer accepted one case annually, that is not realistic. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, they typically care for one patient annually. And 57 of the volunteers are specialists who may not be called upon every year, leaving 115 general dentists who treat the patients and identify the need for specialist and laboratory support.



Also, the geographic alignment between patients and volunteers further complicates the referral process and makes using every volunteer dentist difficult. Applicants live across the state, not necessarily in communities where volunteer dentists are available. Some communities have more applicants than available dentists while other areas have more volunteer dentists than applicants. Additionally, some dentists are not willing to donate full dentures, which are needed by most DDS patients. Some dentists limit their charitable efforts to one day per year which is inadequate to meet the extensive dental needs of the populations served by the DDS program.

Many dental laboratories also volunteer for the Montana DDS program. Along with the 44 labs physically located in Montana, five out-of-state labs helped Montana DDS patients during the fiscal year. We truly appreciate the generous efforts of all our volunteers.

One volunteer dentist signed up to participate during the fiscal year. At the same time, one existing volunteer retired and nine others chose to discontinue their participation. Volunteer recruitment remains a priority and we describe our recruitment efforts below.

Recruitment

A local Board of Directors advises the DDS program and continues efforts to recruit more volunteers, particularly oral surgeons. In addition, the DDS Case Manager/Coordinator recruits individual dentists for specific patients when necessary. We continue to recognize the generous efforts of current DDS volunteers. Last July, we partnered with Henry Schein to send “Gratitude

Kits” containing useful dental supplies to top Montana volunteer dentists to recognize their extensive donations.

Our national affiliate has ongoing volunteer recruitment efforts, including the following nationwide activities:

- **Volunteer Retention:** Our Director of Volunteer Engagement continues to reach out to former volunteers to re-engage them. Each quarter, she contacts any volunteers who have retired and works to identify who bought the practice and how to recruit the new owners to volunteer. We are contacting any volunteers who were too busy to participate or who chose to stop participating for other reasons to try to re-engage them.
 - **Volunteer Recognition:** We continue to undertake a variety of efforts to recognize existing volunteers to show our appreciation and keep them engaged. We recognize top volunteers at individual state dental meetings and have partnered with other funders to provide office breakfasts, fruit baskets, and dental product donations in specific states. We continue to award plaques to as many volunteers as possible each summer. In April, we participated in National Volunteer Week by sending thank you cards and emails to volunteers. A select group of top volunteers received a small gift bag and card. We developed a digital volunteer badge for practice websites/social media platforms. We posted on social media daily and invited volunteers to join our “Why I Dental” video challenge for a chance to win a \$100 gift card.
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- **Dental Service Organization (DSO) Outreach:** As we have shared previously, DSO’s continue to impact the dental sector landscape, and in recent years, DLN successfully increased the number of DSO’s committed to partnering with us to promote the DDS program. We have recently refocused our efforts to pursue deeper engagement with those DSO’s who already partner with DLN. We are working to broaden our relationships and look for opportunities for employee engagement, financial support, etc. Our goal is to convert more DSO members into volunteers/supporters at deeper levels so we can help more vulnerable people access the dental treatment they need. We recently updated our website for DSO’s: <https://dentallifeline.org/group-dentistry/> and tool kit to help our DSO partners share their commitment with their local clinicians and inspire them to get involved. We are in the process of drafting a memorandum of understanding to introduce to DSO’s to outline expectations for both parties.
 - **Conferences:** DLN staff continue to actively promote the organization and the DDS program at several dental conferences and dental association annual meetings nationwide. Attendance at these events is part of DLN’s strategic plan to improve brand awareness, increase volunteer recruitment, and establish key partnerships and connections across various sectors of the dental industry. We shared a blog post on some of our conference activities: <https://dentallifeline.org/blog/miles-meetings-and-mission-where-weve-been-in-2026/>
 - **Articles and Podcasts:** DLN staff continue to promote the DDS program through a variety of podcasts and articles in national publications. In addition, several state dental associations promote DLN and the DDS program in their member newsletters or

journals. Our Vice President of Marketing & Volunteer Engagement, Ms. Clair Diones, met with Dentistry Today during the Dentsply Sirona World conference in October. In December, our CEO, Ms. Lynda Ricketson was a guest on the Mommy Dentists in Business podcast. Also in December, Direct Dental Staffing featured us on its blog about the benefits of volunteering.

Staffing

Mr. Matt McLaren is the DDS Case Manager/Coordinator. He determines applicant eligibility, links patients with nearby volunteer dentists, monitors patient progress and arranges lab services and the help of specialists as necessary. Most importantly, he resolves any problems that may interfere with care and ensures all parties have a positive experience. As mentioned, we had to reduce staff hours last July due to funding challenges.

Financial Information

During the fiscal year, volunteers donated \$5.69 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 DDS Case Manager/Coordinator. Other expenses include lab reimbursements when we cannot find labs to donate, office supplies, etc.

A grant from the state's Developmental Disabilities Planning and Advisory Council and matching funds from the state Legislature launched the DDS program in 1997. The Council continued providing financial support through 2003, at which time the Developmental Disabilities Program of the Montana Department of Public Health and Human Services began providing the funds to continue these vital services. In addition, The Dennis and Phyllis Washington Foundation has granted additional monies to pay some of the laboratory bills when we cannot obtain donated services.

Attachments

Attached is a program summary report as well as a financial report for the fiscal year. Also included are reports showing age, county, condition, and referral source of individuals served and treatment donated by city and disability.

Montana Donated Dental Services (DDS) Program

Report of Services

	<u>1st Qtr.</u> <u>7/1-9/30</u>	<u>2nd Qtr.</u> <u>10/1-12/31</u>	<u>3rd Qtr.</u> <u>1/1-3/31</u>	<u>4th Qtr.</u> <u>4/1-6/30</u>	<u>FY TOTAL</u>
<u>PATIENTS</u>					
# Active Patients	33	30	23	19	19
Deceased or Otherwise Withdrew	0	0	0	0	0
# of Patients Served:	34	25	27	20	53 ¹
# Who Completed Treatment Plan	6	7	15	4	32
# Who Received Services but Treatment Plan Not Yet Complete	9	3	0	8	13 ^{1,2}
# Referred to a Volunteer but Haven't Yet Finished Treatment	19	15	12	8	8 ¹
<u>APPLICANTS</u>					
# Received	1	13	55	22	91
# Not Eligible	9	10	21	9	49
# of Applications pending (as of 6/30/26)	52	49	79	85	85
<u>VOLUNTEERS</u>					
# of Volunteer Dentists	178	175	172	172	172
# involved with patients served	40	36	35	24	56 ¹
# of Volunteer Labs in Montana	44	44	44	44	44
# involved with patients served	10	11	8	3	8 ¹
# of Contributing Labs outside of Montana	1	2	3	0	5 ¹
<u>FINANCIAL</u>					
Value of Care to Patients Served	\$74,976	\$75,377	\$94,329	\$43,897	\$288,580 ²
Average Value of Treatment/Completed Case	\$4,428	\$7,797	\$6,289	\$5,066	\$7,090
Value of Donated Lab Services	\$1,003	\$5,156	\$3,946	\$650	\$10,755 ³
Value of Paid Lab Services	\$1,420	\$3,767	\$3,267	\$0	\$8,454
Operating Costs	\$12,678	\$15,130	\$12,362	\$10,511	\$50,681
Ratio/Donated Treatment per \$1 of Operating Costs	\$5.91	\$4.98	\$7.63	\$4.18	\$5.69

TOTALS SINCE START OF PROJECT

Total Patients Treated	1,725
Total Value of Care to Patients Treated	\$7,151,550

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

2 – Includes 5 patients who received \$5,652 in ongoing care from volunteers who provided their initial restorative treatment and elected to continue providing routine, ongoing care.

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

Patients Served Data

Age	# of Patients
15	1
27	1
35	1
40	1
46	1
55	1
58	2
59	2
62	3
63	2
64	1
65	5
66	1
67	5
68	4
70	3
71	3
72	1
73	2
74	4
75	2
77	1
78	1
79	2
81	2
82	1

County	# Served
Beaverhead	1
Broadwater	1
Cascade	2
Custer	1
Daniels	1
Dawson	1
Deer Lodge	1
Flathead	8
Gallatin	3
Granite	1
Lake	1
Lewis and Clark	14
Lincoln	2
Missoula	1
Petroleum	1

Ravalli	1
Silver Bow	6
Valley	1
Yellowstone	6

Condition	# Served
Auto-immune Diseases	3
Current Cancer Patient	3
Diabetes	2
Elderly	3
Endocrine Disorders	2
Hearing Impaired	2
Heart Disease	14
Intestinal Disorders	1
Medically Necessary Dental Care	2
Musculoskeletal Disorders	10
Neurological Disorders	1
Respiratory Disorders	2
Serious & Persistent Mental Illness	6
Spinal Cord Injury	1
Traumatic Brain Injury	1

Referral Agency	# of Patients
Action for Eastern Montana	1
Area Agency on Aging	1
Bozeman Health	1
Cancer Center Social Worker	1
Community Health Center	3
Deer Lodge Human Services	1
Dentist or Doctor	8
Friend	3
FQHC	2
Internet	8
Lake County Aging Services	1
Lewis and Clark Public Health Dental Clinic	1
Logan Health Center	1
Montana Dental Association	1
Red Alder Community Center	1
Rocky Mountain Development	1
Social Worker	2
St. Peter's Health Cancer Care Center	3
Therapist	1
VA	5
VOA	2

Treatment by City

7/1/2025 *Thru* 6/30/2026

<i>City</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Acton	1	\$5,074.00
Anaconda	1	\$10,015.00
Belgrade	2	\$3,352.00
Bigfork	1	\$2,314.00
Billings	5	\$58,216.45
Bozeman	4	\$10,194.00
Butte	3	\$8,987.20
Clancy	1	\$8,959.00
Darby	1	\$584.00
Dillon	1	\$6,070.00
Drummond	1	\$311.00
East Helena	2	\$4,271.00
Glasgow	2	\$10,162.00
Helena	13	\$73,643.00
Kalispell	7	\$28,271.22
Laurel	1	\$9,440.00
Libby	2	\$13,696.00
Marion	2	\$8,518.00
Miles City	1	\$13,152.00
Missoula	1	\$3,865.00
Polson	1	\$1,781.00
Scobey	1	\$4,385.00
Townsend	1	\$3,200.00
Winnett	1	\$119.00

Summary

Total Patients Treated 45

Total Treatment \$288,579.87

Treatment by Disability

7/1/2025 ***Thru*** 6/30/2026

<i>Disability</i>	<i># of Transactions</i>	<i>Treatment Value</i>
Current Cancer Patient	3	\$17,167.00
Diabetes	1	\$9,375.00
Elderly	2	\$7,602.20
Endocrine Disorders	2	\$13,344.00
Deaf	2	\$824.00
Heart Disease	14	\$60,730.22
Auto-immune Diseases	5	\$27,456.00
Intestinal Disorders	1	\$6,348.45
Medically-Necessary Dental Care	3	\$35,926.00
Neurological Disorders	2	\$25,843.00
Musculoskeletal Disorders	10	\$33,144.00
Respiratory Diseases	2	\$7,388.00
Spinal Cord Injuries	1	\$453.00
Serious and Persistent Mental	7	\$41,198.00
Traumatic Brain Injury	1	\$1,781.00

Summary

Total Patients Treated 45

Total Treatment \$288,579.87

Montana
Statement of Activities
Year-to-Date June 30, 2026

	Actual to-Date	Budget YTD	Variance YTD	Budget FY26
<u>Support and Revenue:</u>				
Grants - Government	30,971	30,971	(0)	30,971
Contributions - Foundations/Assoc	1,000	8,500	(7,500)	8,500
Miscellaneous Contributions	2,576	2,500	76	2,500
Patient Fees	99	0	99	0
Net Assets - Released from Donor Restriction*	8,454	11,000	(2,546)	11,000
	43,099	52,971	(9,872)	52,971
Sub Total				
Donated Treatment Services	277,824	132,000	145,824	132,000
Donated Laboratory Services	10,755	13,000	(2,245)	13,000
Sub Total	288,579	145,000	143,579	145,000
Total Support and Revenue				
	331,678	197,971	133,707	197,971
<u>Expenditures:</u>				
Salaries - Coordinators	17,768	17,452	(316)	17,452
Payroll Taxes	1,576	1,669	93	1,669
Payroll Benefits	5,214	4,847	(367)	4,847
Program Support	9,078	8,858	(220)	8,858
Auditing	711	903	192	903
Consulting Fees	314	452	138	452
Insurance-Liability	977	1,111	134	1,111
Lab Reimbursements	8,454	10,000	1,546	10,000
Equipment Purchases	0	150	150	150
Software	3	205	202	205
Office Expenses	205	483	278	483
Postage/Shipping	50	289	239	289
Printing/Media	144	9	(135)	9
Technical/Admin. Support Svcs.	6,051	5,906	(145)	5,906
Telephone/Internet	194	309	115	309
Training, Dues, Subscriptions	0	143	143	143
Travel/Meetings	0	100	100	100
Volunteer Recognition	(59)	308	367	308
Sub Total	50,681	53,193	2,513	53,193
Donated Treatment Services	277,824	132,000	(145,824)	132,000
Donated Laboratory Services	10,755	13,000	2,245	13,000
Sub Total	288,579	145,000	(143,579)	145,000
Total Expenditures				
	339,260	198,193	(141,066)	198,194

Unaudited