

2019 Waukesha County Community Dental Clinic Annual Report



waukesha county
COMMUNITY DENTAL CLINIC

A Year of Growth and Vision

As we reflect on our 2019 program year, we feel excited about our growth, inspired by our forward vision, and humbled by the donors and partners who made this year such a success.

The addition of our second clinic in August of 2018 set the stage for our growth regionally throughout the 2019 program year. This clinic, made possible in large part by Froedtert & the Medical College of Wisconsin health network, has expanded our mission and impact and is showing us the substantial need for equitable dental care in the Greater Milwaukee region.

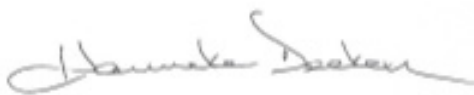
Our expansion presented us with an ideal opportunity to revisit our strategic plan and we spent the large part of early 2019 in this process. Discovery from this effort affirmed our current program model but pointed to key infrastructure needs that require addressing as we continue to grow our efforts. Among these are strategic investments in brand and marketing evaluation, fund development, staff leadership, and organizational culture. The resulting plan lays a roadmap for our Board and staff for the coming years.

Simultaneously, our successful and expanding programming reached nearly 4,000 patients in need in 2019. We are particularly proud of the achievements of our new Menomonee Falls clinic in its first full year, as well as our medical-dental integration pilot, both of which are discussed in further detail in our report.

Our most affirming reflection, however, is the considerable need for the WCCDC's services for low-income children. These young people simply have nowhere else to turn for critical dental care and oral health education. We hope you'll take time to read Augie's story within, which demonstrates just one example of the life-changing work happening within our clinic walls.

The past, present, and future of the WCCDC simply would not be possible without our generous funders and partners.

Thank you for your support in 2019!



Hanneke Deeken
Board Chair



Renee Ramirez
Chief Executive Officer



The mission of the Waukesha County Community Dental Clinic (WCCDC) is to improve the oral health of low-income individuals through preventive services, treatment, education, and advocacy.

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The Local Landscape - Did you know?

In our state/region:

- In 2016, only 67% of children in Wisconsin with BadgerCare coverage for dental care saw a dentist – the worst rate in the country (Maclver Institute and Texas Public Policy Foundation, 2018).
- That same year, only 37% of dentists in Wisconsin were Medicaid certified, and of those, only 47% treated 26 or more patients per year (WI DHS).
- As a result, 32,000 patients received costly hospital emergency department treatment for preventable dental conditions (Wisconsin Hospital Foundation, 2018).
- A review of BadgerCare enrollment figures reveals there were 2,270 children enrolled in Ozaukee County, 4,674 in Washington County, 11,017 in Waukesha County and 113,629 in Milwaukee County for a total of 131,590 children enrolled in BadgerCare in 2019.



2019 Impact

We provided the equivalent of **\$2.94 million in dental care**, served **3,698 patients** (3,450 unduplicated children and 248 adults) and conducted **12,352 appointments**.

Of the adults served:

- 10% were patients with special needs
- 22% were pregnant women
- 6% were over 60 years of age
- All patients come from families with household incomes at or below 200% of the federal poverty level.

Quality is at the core of our service model. Our team includes:

- Six part-time licensed dentists
- Two contracted pediatric dentists
- Seven hygienists
- Seven dental assistants
- Clinic Manager
- Facility Manager
- Three Patient Care Coordinators
- Community Dental Health Coordinator
- Four administrative staff

A Spanish-speaking staff member is on-site at all times

We're also supported by 100 volunteers, including dentists, hygienists, and dental assistants, who provide services on-site or in their own practices providing a total value of \$36,000+ in labor hours each year.

Caring For Our Children

Everyday, the WCCDC works to remedy the oral health access issues faced by our region's low-income youth. Our model is designed to give these children more than just a "one-time fix," resolving all necessary dental issues and providing them with a regular dental home. The core of our model is quality and compassion, ensuring these children have the best possible care.

To demonstrate the impact of this work, we share the story of Kristin and Adam's family. Kristin and Adam live in Waukesha County with their four biological children, all under the age of eight. In 2018, they made the courageous decision to become foster parents. In a very short period of time they became parents to a little boy named Augie, age four. Kristin shared that Augie had experienced severe trauma and neglect in his young life, including physical and emotional abuse. When he joined their family, Augie's teeth were rotted from poor hygiene and nutrition to the point that Kristin could see the nerves and veins in his gums. His teeth were so pointed and sharp that he frequently had a bloody tongue and lips and was in constant pain.

Kristin struggled to find dental care for Augie through the foster care system and because he was on Medicaid. Then... she found the WCCDC. Following many appointments, we were able to treat all of Augie's dental needs.

According to Kristin, *"Coming here has been life changing for Augie. There were tons of visits for him and the fact that he was willing to go back was incredible. At age two he got front teeth pulled out, and the previous care he got was traumatic and terrible for him. WCCDC got it all under control. Now he's excited to come back and asking when do I go next?"*

Kristin further reflects, *"What I appreciate most is that Augie finally has a dental home with WCCDC staff who will get to know him and walk beside him. For my family, the WCCDC has changed our lives....it has been amazing to my family. "*

Augie is now a regular patient for preventive and routine care and continues to display a big smile every time he visits.



Thank you to our donors - who invest generously in our mission and make stories like Augie's possible!

Menomonee Falls Clinic Completes First Full Year

In partnership with the Froedtert & the Medical College of Wisconsin health network, the Waukesha County Community Dental Clinic opened a second clinic in 2018 to expand our geographic footprint and address continued demand for our services. The clinic, located

in Menomonee Falls, was established after more than a year of planning with the Froedtert & MCW health network to address a gap in affordable dental care in the Menomonee Falls corridor, revealed through a community health needs assessment. To demonstrate their commitment to the communities it serves, the Froedtert & MCW health network provided a \$1.65 million dollar grant to support clinic operations over the next five years.



WCCDC opened its doors to new patients in Menomonee Falls on Aug. 1, 2018. The 2,700-square-foot space is ADA-accessible and includes six operatories, one of which is specifically designed to support patients with special health needs.

Calendar year 2019 represented the first full year of operations at this clinic and was met with considerable demand.

A majority of the youth turning to this clinic have rarely, if ever, had access to a dentist prior to the WCCDC. As a result, they often present with substantial decay and limited knowledge on proper oral health. Initial treatment plans regularly require several visits to repair the current decay. This mirrors the oral health crisis we saw when opening the Waukesha location 12 years ago. We knew a larger regional need was present and have been validated by this new clinic's capacity to reach more in need.

Over time, we anticipate that the new clinic will enable us to double our current capacity, serving a total of 7,000 patients annually between both of our clinics. Thank you to the many who have invested in this clinic to date and, especially, to our partners at the Froedtert & MCW health network.

"Positive change is often influenced by strong partnerships," said Andy Dresang, director of Community Engagement for Froedtert Health. "Teamwork and collaboration between the Froedtert & the Medical College of Wisconsin health network, Community Outreach Health Clinic and Waukesha County Community Dental Clinic has made a positive difference for residents in the communities we serve. Thousands of children and adults now have access to affordable high quality dental care which ultimately improves overall health and wellbeing."

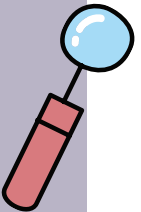
Menomonee Falls Clinic First Year



2,539 appointments

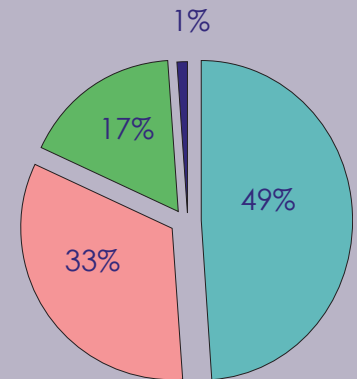
Nearly **\$700,000** worth of dental care

863 patients
(817 youth, 46 adults)



80% new patients of record

Counties Served:



■ Milwaukee County
■ Waukesha County
■ Washington County
■ Ozaukee County

Setting a National Example

In 2019, we were awarded one of just two national grants funded by the American Academy of Pediatric Dentistry Foundation to pilot a medical and dental integration program.

The goal of this effort is to integrate oral health services and education into medical settings to align the important connection between children's oral health and overall health, increase the number of children from our region who have access to a dental home, and, ultimately, encourage replication of this model elsewhere.

Our partners at Froedtert & the Medical College of Wisconsin health network were quick to join this effort and welcome a WCCDC hygienist at their Town Hall Health Clinic in Menomonee Falls one day per week. In the first nine months, a total of 435 unduplicated children have been screened and referred to the WCCDC for their ongoing dental care.

Although we are still in the early phase of the pilot, initial success is driving interest from other clinics that provide primary care to low-income populations. We are thrilled with the early results and learnings.



Clinic Manager, Jenny, working alongside Dr. Schellhase at Froedtert Town Hall Health Clinic

Laugh for a Smile Has Record Year

Our signature fundraising event, Laugh for a Smile, was held November 14, 2019 and reached a new record of \$145,000 raised for our dental care programs. Nearly 300 guests joined to help celebrate and support the clinic's mission.

We were honored to welcome our first event Co-Chairs in 2019: Dr. Chris Davies and Jennifer Thompson Davies and Dr. Michael and Susan Goldstone. Their outstanding leadership and generosity helped us surpass our fundraising goal.

The event culminated with our signature comedy show, featuring ComedySportz. Our evening celebrated special honorees highlighted on the next page.



We hope you'll join us in 2020 for this unforgettable evening-Thursday, November 5, 2020 featuring nationally-recognized comedian, Charlie Berens.

Online registration and sponsorship available at wccidentalclinic.org

2019 Awards Celebrate Three Outstanding Partners

Each year, we have the honor of recognizing a few key partners who've made considerable contributions to our mission and impact. 2019 was no exception, recognizing three well-deserving winners.

Chairman's Smile Award

This annual award is given to a person/people who have played an integral role in the success of the clinic and in making more smiles healthy for our patients.

2019's winner, Jo Buth, is someone who has quietly and generously given of her time to ensure some of our area's neediest children no longer have to suffer from dental pain. Each year, Jo personally brings refugee families from Burma to the clinic to ensure they have access to dental care, nearly all of whom are receiving this crucial assistance for the first time. Jo, together with a team of caring community members, has provided assistance to more than 112 individuals from 23 families over the years.

The WCCDC dental team refers to Jo as our special "angel" and someone who gives selflessly of her time to ensure that her families have good oral health.

Community Partner Award

This annual recognition honors a long-standing partnership and significant financial supporter crucial to our dental care programs.

Since inception, ProHealth Care, our 2019 winner, has served as our largest in-kind donor, providing the space for our Waukesha clinic at no cost each year. Furthermore, they have underwritten our administrative office space, which they expanded in 2019 to accommodate our growth. The value of their in-kind contributions alone surpassed \$100,000 in calendar year 2019. In addition, ProHealth has provided generous monetary support, Board leadership, marketing assistance, and more for 11+ years.

Visionary Champion Award

The Visionary Champion Award is a new honor commissioned in 2019 by our Board of Directors. It honors and celebrates a partner whose contributions have set a visionary roadmap for the expansion of WCCDC's reach, impact, outcomes and/or accessibility.

The inaugural recipient, Froedtert & the Medical College of Wisconsin health network, played a substantial role in our ability to open a second clinic in 2018, located in Menomonee Falls and expanding our reach to the four county Greater Milwaukee region. In addition to a \$1.65 million grant, Froedtert supported more than a year of planning to help open this clinic and assess patient needs in our region. They continue to provide financial, Board, marketing, and clinical support in a variety of ways to enable this clinic's growing reach.



Jo Buth enjoying the photo booth with WCCDC clinicians ++



Susan Edwards, CEO of ProHealth Care, accepting award from WCCDC Board Chair, Hanneke Deeken, and CEO, Renee Ramirez++



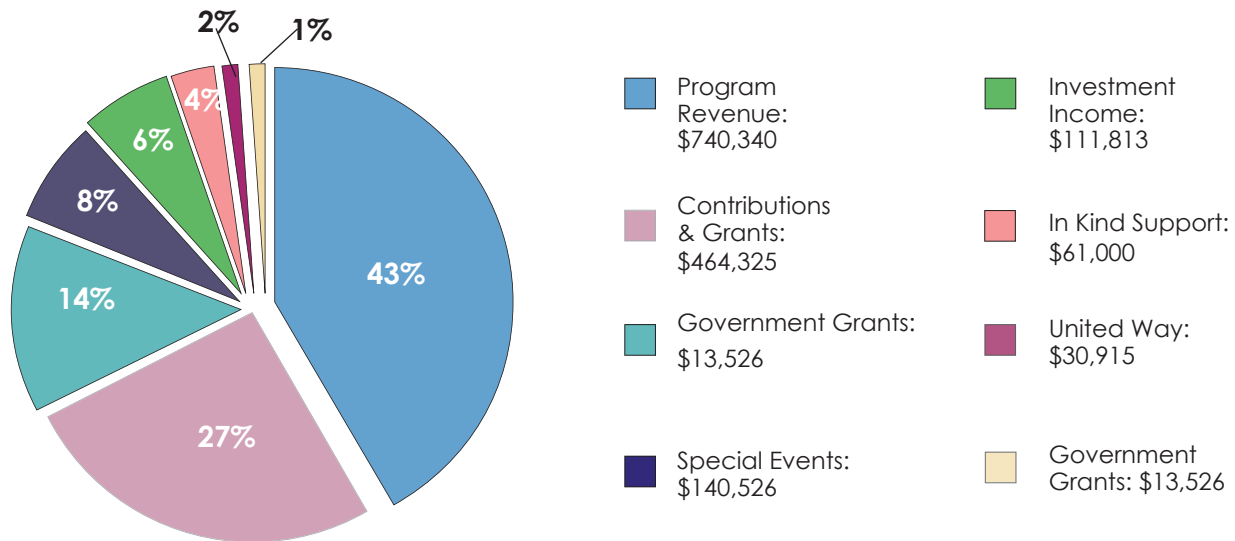
Froedtert Menomonee Falls Hospital President, Teri Lux, and Kerry Freiberg, Vice President of Community Engagement for Froedtert, accept award from Hanneke Deeken and Renee Ramirez++

2019 Financial Position

At the Waukesha County Community Dental Clinic, we practice sound fiscal management and take our obligation very seriously to our donors to use contributions wisely. In conjunction with the Board of Directors, our Finance Committee prepares the budget and reviews monthly.

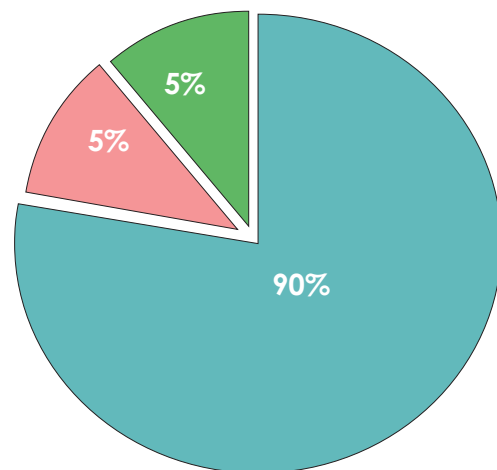
We are proud of our diligent work in ensuring our continued financial health, allowing us to provide dental care to those who need it most.

Total Public Support & Revenue: \$1,812,445



Total Operating Expenses - \$1,703,235

- Oral Health Programs: \$1,528,229
- Management & General: \$90,659
- Fundraising: \$84,347



Thank you to our 2019 donors!

\$150,000+

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\$50,000 - \$149,999

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Contributions listed are from January 1 – December 31, 2019. Every effort is made to ensure the accuracy of all donor information. If you find an error or omission, we apologize and ask that you bring it to our attention by emailing development@wccdentalclinic.org.

Thank you to our 2019 donors!

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Waukesha County Community
Foundation/D'Angelo Family
Fund

Gary Buerstette

Bob & Jane Speer

Janice Lee Carstenn

Waukesha Service Club

Walter Doering

Waukesha Service Club

Jasmine Flickinger

Dr. Richard & Sue Flickinger

Ginger Holm

Renee & Ralph Ramirez

Mary Jane Huelsbeck

Waukesha Service Club

Shirley Johnson

Waukesha Service Club

Bill Olson

Renee & Ralph Ramirez

Edwin Qualmann

Diane Qualmann
Kevin & Jean Qualmann-Anderson

Rudy Schoenecker

Renee & Ralph Ramirez

Ron Schwingel

Waukesha Service Club

Sheila Vega

Renee & Ralph Ramirez

Honorarium Gifts

Dr. Charles and Tommie Bohl's 50th Wedding Anniversary

Waukesha County Community
Foundation/D'Angelo Family Fund

Jo Buth

Jeff & Cathy Britton

Dr. Daniel D'Angelo

Elizabeth McNally
Kathleen McNally

Dr. Chris Davies & Jennifer Thompson Davies

Drs. Ann & Steve Merkow

Hanneke Deeken

Phyllis Lardinois
Twyla & George Lato

Emily Lukasek

Christine & Tom Irgens

Dr. Miranda Peter

Coreen Dicus-Johnson and
Kurt Johnson

Renee Ramirez

Marybeth Budisch



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