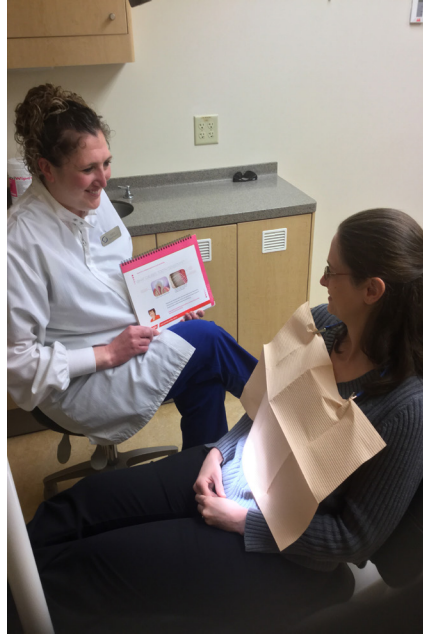


# A Century of Smiles

## Community Dental

2018 ANNUAL REPORT



ACCESSIBLE, COMPREHENSIVE ORAL HEALTH CARE FOR MAINE COMMUNITIES



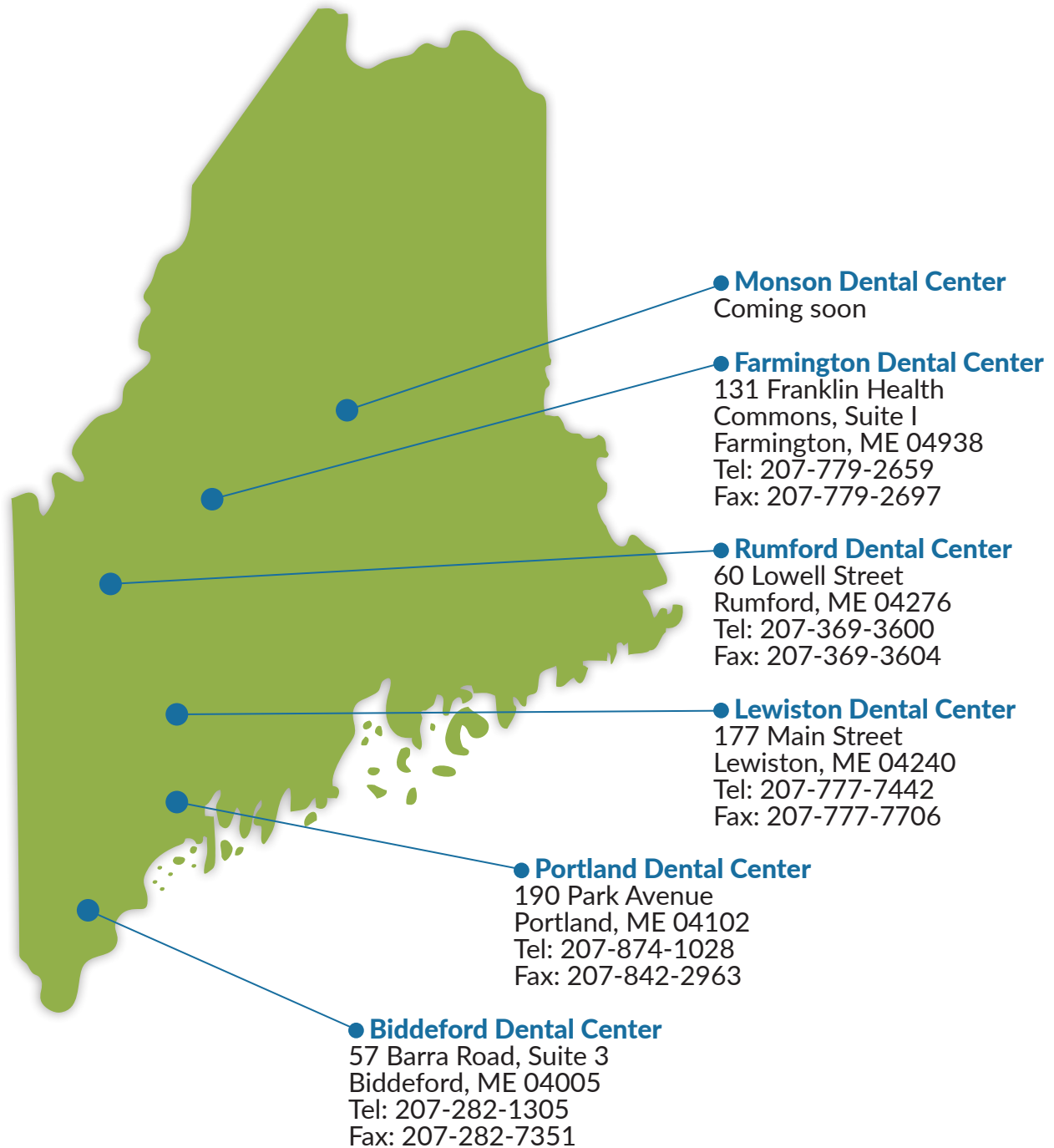
# Community Dental

*Celebrating 100 Years*

1918-2018

# Proudly Serving Maine for 100 years

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Community Dental improves the lives of children and adults in our communities by providing needed, accessible, comprehensive, quality oral health care.

# A Message from the Board President



For 100 years, Community Dental has been constantly improving; increasing our impact on the community, expanding our scope of service, fostering new partnerships, and growing our network of support. The community is an integral component of our mission: the patients we serve, the lives we improve. Reflecting on a century of service, our success is measured in community impact; the number of lives we better and the cultural attitudes we have changed. With each year, Community Dental improves the lives of tens of thousands of patients of all ages, using oral health as the vehicle to increase overall health, self-esteem, employability, and quality of life. Every life we touch is not only provided with affordable care, but the intangible understanding correlating a happy mouth to a happy life.

To fulfill our mission of improving the lives of children and adults in our communities, a key component is expanding our scope of service. Better serving the community means catering to the needs and filling the gaps in the continuum of care. For this reason, we have added a Pediatric dentist twice a week in our Rumford and Lewiston dental centers, as well as one day a week in our Portland center. We are equally excited about the addition of our Orthodontic services in Portland, allowing us to address corrective childhood oral care. With a growing number of “Limited English Proficient” (LEP) patients, we also introduced technology-based interpreter services to our organization, allowing us more timely access to interpreters for our LEP patients. Without the need to schedule on-site interpreters, we were able to provide immediate assistance to patients suffering from dental pain. Innovation and expansion are paramount as we begin our second century of service to the communities of Maine, however, we are not alone in this endeavor and rely on our network of funders, sponsors, and collaborators to bring oral care to the forefront of preventive medical care.

We were fortunate in our partnerships to receive support from many foundations and community builders. Northeast Delta Dental donated \$250,000 to bolster our sustainability and match our rapid expansion of services. We also received a generous extension to our Partnership for Children’s Oral Health grant from the Maine Oral Health Funders and the Maine Community Foundation. Continued Support from the Libra Foundation and the United Ways of Maine allow Community Dental to explore new ventures and stay on the leading edge of dental practices, equipment, and services. These partners help us give our staff the tools they need to excel in their work, positively impacting the community.

In October, we brought together our staff from all five dental centers, in celebration of 100 years of service, and to give our thanks for their hard work and diligent effort in making Community Dental one of the leading nonprofit dental organizations in the country. Commemorating a century of service, we reinforced our own community of providers and staff, validating the positivity we have infused into the communities that we serve, reaching beyond the walls of our dental centers. The Community Dental team is ready to step confidently into another 100 years of service to the people of Maine, providing accessible and affordable dental care to all.

Sincerely,

**Cathy Buffum**  
Board President



# 100 Years Strong



Since the beginning, as the Children's Dental Clinic, our staff has worked to improve the oral health of Maine. Through incorporation in 1934, working out of a small office in what is now Maine Medical Center, we stood as a pillar in the community for dental wellness. As the Center for Community Dental Health, in 1970, we continued to promote the importance and need for more oral health care. In 2003, we officially took the name Community Dental; 100 years from our beginnings, we still proudly serve as a cornerstone of oral health and wellness in the communities of Maine.

Boldly stepping from our infancy, into a new era of rapid change and expanding influence, providing oral care in our five dental centers, Community Dental reaches Mainers from Aroostook county, down to York county. Impacting tens of thousands of lives a year, we are confident in our capacity, constantly building our network of health care providers, integrating and collaborating, creating platforms

and foundations to support the communities of Maine reach greater standards of health and happiness.

It is with pride and partnership that Community Dental continues to honor its mission and improving the lives of children and adults with comprehensive and accessible oral health care. Help welcome us into the beginning of our second century of service. We are excited to get started.

## Convening the Family

Our five dental centers cover a large majority of southern, western, and central Maine. From top to toe, our Biddeford and Rumford offices are 90 miles apart, and although a handful of our providers and staff travel between several centers, much of our Community Dental family had never met! In October, we were able to bring together these five distinct groups and reinvigorate a larger sense of community within the organization. More than half of our staff were newer than one year in the organization, without the opportunity to tour any of the other four centers. Names and voices were familiar from phone conversations, however, most of the staff had not met others outside of their center; it was the first family reunion in half a decade. Veteran staff reconnected with their peers from miles away, reminiscing about the many changes at Community Dental, while everyone made new and genuine connections from across the state. After a full day of development and celebration, our staff was revitalized with a renewed sense of Community Dental and those they worked alongside, near and far. The strength of our impact is only as great as the bonds we can create internally, a trait we intend to nurture further.



*"We work in the same organization, but I would never have known if I passed you on the street!"*



# Reactivating Youth and Expanding Services

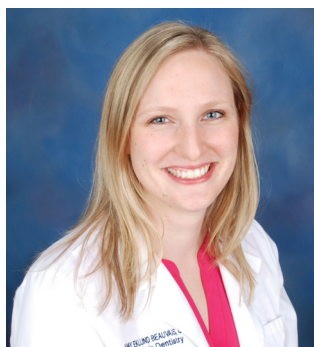


Children are the future, and we work tirelessly to make the best possible future for them. Community Dental plays an important role to the overall wellbeing of our children, providing oral health care to those in need and those without. Dr. Amy Beauvais joined the team in the summer, providing pediatric oral care in our western, central, and southern Maine dental centers, while Dr. Meghann Dombroski has added orthodontic services for children in our Portland office. Both dentists have allowed Community Dental to expand our scope of service and provide the necessary care to the underserved and vulnerable children – the Maine CDC reports about 40 percent of second and third graders in Maine have cavities.

Our ability to reactivate children in the surrounding communities, especially those covered by MaineCare, is increased, and allows us to establish healthy oral habits in the future leaders of Maine. By instilling proper oral hygiene at a young age, we may encourage, support, and maintain preventive care in one of our most vulnerable patient populations, growing with them to provide the best care possible. This sets the foundation for the continuum of care provided to these patients across their lifetime.



*Dr. Meghann Dombroski*



*Dr. Amy Beauvais*

## Comfortable Communication

**Comprehensive is the key term in our mission statement:** needed and accessible, but also personable and compassionate, creating a comfortable atmosphere, to which our patients want to return. Comfort is created from the time a patient enters our center doors, and through their life as our patient. This comes in a variety of forms; a smiling face or gentle service, but for many of our patients, they face a barrier to comfort that most take for granted: language. Community Dental recognizes the void we fill in the continuum of care for underserved and vulnerable populations, that is why we strive to improve the quality and scope of care we provide. In August, we began a pilot to help overcome the language barrier, introducing technology-based interpreter services to our Lewiston dental center. This service allows Community Dental to provide on-demand interpretation for our Limited English Proficient (LEP) patients, no longer limited by the availability of in-person interpreters. We can treat emergency patients with the urgency they require and create a level of comfort that can only be achieved through clear communication and understanding. As we internalize the responsibility of stewardship for accessible oral health care, we are excited by the proximate roll out of these services to our other four dental centers.



# Community Dental Board, Staff and Services

## BOARD OF DIRECTORS

Cathy Buffum, *President*

Kathleen O'Donnell, *Vice President*

Jamie E.T. Szal, Esq, *Secretary*

Preston Kinney, *Treasurer*

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Mark R. Buttarazzi, DMD

Russell B. Pierce, Jr, Esq

Barry Morgan

Roberta Wright

Michael Dakin

David J. Moyer, DDS, MD

Jeffrey Walawender, DDS

Laurie R. Winsor

Gina Terenzi, DMD

## STAFF

Doug Kilgore, *Interim Chief Administrative Officer*

Susan Isenman, *Chief Operating Officer*

Jeffrey Walawender, DDS, *Chief Dental Officer*

Jan Huskins, *Chief Financial Officer*

11 Dentists

4 Residents

13 Hygienists

40 Staff

## DIAGNOSTIC AND TREATMENT SERVICES

Examinations

Radiographs

Restorative Services

Emergency Care

Oral Surgery

Endodontics (Root canal therapy)

Implant Placement

IV Sedation Services

Fixed and Removable Prosthetics

Orthodontics

## PREVENTIVE SERVICES

Oral Prophylaxis

Sealants

Fluoride Varnish

Oral Health Education

16,882

TOTAL  
PATIENTS



7,288

PATIENTS  
UNDER 21



12,127

PATIENTS LIVING  
AT OR BELOW 150%  
OF THE FEDERAL  
POVERTY LEVEL



\$4.2  
MILLION

OF COMMUNITY  
BENEFIT  
PROVIDED



# 2018 Finances



| REVENUE                                 |                    | EXPENSES                                     |                    |
|-----------------------------------------|--------------------|----------------------------------------------|--------------------|
| MaineCare                               | \$2,262,688        | Salaries and Fringe Benefits                 | \$4,709,250        |
| Contractual Services                    | \$1,060,472        | Dental Supplies, Lab Fees and Misc. Expenses | \$992,776          |
| Client Fees                             | \$2,727,190        | Professional Services                        | \$215,810          |
| United Way                              | \$159,959          | Rent and Insurance                           | \$476,168          |
| Private Source Grants and Other Revenue | \$591,334          | Support Expenses                             | \$101,882          |
| Government Grants                       | \$86,682           | Utilities, Repairs and Maintenance           | \$182,068          |
| Capital Campaign/Fundraising            | \$27,132           | Depreciation                                 | \$265,266          |
| <b>TOTAL UNRESTRICTED REVENUE</b>       | <b>\$6,915,457</b> | <b>TOTAL EXPENSES</b>                        | <b>\$6,943,220</b> |

## The Oral Health Community

### ORGANIZATIONS

Agnes Lindsay Trust  
 FSB Community Development Foundation  
 Helen and George Ladd Foundation  
 Libra Foundation  
 Maine Community Foundation  
 Maine Health Access Foundation  
 Maine Oral Health Funders  
 MainStreet Foundation  
 Margaret E. Burnham Charitable Trust  
 Marr-Anderson Family Foundation  
 Mechanics Savings Bank  
 Rumford Rotary Club  
 Saco and Biddeford Savings  
 Sam L. Cohen Foundation  
 Simmons Foundation  
 Town of Falmouth  
 United Way Androscoggin County  
 United Way Greater Portland  
 United Way Oxford County  
 United Way Tri Valley Area

United Way York County

Virginia Hodgkins Somers Foundation

### COMMUNITY PARTNERS

Kate Guare  
 Laura Duffy  
 Maine Medical Center  
 Maine Mobile Health  
 MaineHealth  
 Preble St Resource Center  
 SmilePartners  
 Tufts University School of Dental Medicine

### PRO BONO SERVICES

CBC, Inc.  
 Norman, Hanson & DeTroy, LLC

### PATRONS \$1000+

Barry R. Morgan  
 Gina Terenzi, DMD  
 Jeffrey Walawender, DDS  
 Michael Dakin  
 Paul Jones

### SPONSORS \$500-\$999

Kathleen O'Donnell  
 Mark Buttarazzi, DMD  
 Peter, MD & Jackie Bates  
 Tom & Dena Polko

### ASSOCIATES \$250-\$499

Cathy Buffum  
 Laurie Winsor  
 Roberta Wright  
 Susan Isenman

### FRIENDS TO \$249

David Moyer, DDS, MD  
 Jan Huskins  
 Jill & Michael Epstein  
 Jim Schmidt, DMD  
 Karen Rickley  
 Mark Gonthier  
 Preston Kinney  
 Russell, Jr, Esq & Lisa Pierce

