



Northern Virginia Dental Clinic

*Dedicated to Providing Access to Oral Health Care Services
to Northern Virginians in Need.
- Since 1994 -*

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January 31, 2023

Ms. Michelle Simmons, Director, Human Services
Northern Virginia Regional Commission
3040 Williams Drive, Suite 200
Fairfax, Virginia 22031

Re: Northern Virginia Dental Clinic
2022 Annual Report to Human Services Officials Committee

Dear Michelle:

On behalf of the Northern Virginia Dental Clinic (NVDC), I submit the NVDC's annual report for distribution and review by members of the Human Services Officials Committee of the Northern Virginia region. This report includes statistical data of NVDC operations during calendar year 2022. While this report includes some organization-wide information, it is primarily focused on operations of our Fairfax facility located at the Sharon Bulova Center for Community Health (formerly known as Merrifield Center). Additionally, I have provided information regarding our facility located in Sterling.

If you or members of the Human Services Officials Committee have any questions regarding the information provided, please do not hesitate to contact me at 703-820-7170 or twilson@nvdadmin.org.

Sincerely,

Thomas A. J. Wilson

Thomas Wilson
Executive Director

NORTHERN VIRGINIA DENTAL CLINIC

THOMAS WILSON
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Northern Virginia Dental Clinic 2022 Annual Report

Background

The NVDC was established in 1993 and represents a collaborative effort between local government jurisdictions of the northern Virginia region, designated social service agencies, and the Northern Virginia Dental Society. The NVDC exists to provide access to comprehensive oral health care services to low-income, uninsured, and underserved residents (adults only) from throughout the region. These individuals commonly go unserved because: 1) lack of financial resources and prohibitive costs in the private sector, 2) few publicly operated/funded dental programs which offer comprehensive services, and 3) difficulty in finding dentists who participate in Virginia's Medicaid Adult Dental Benefit Program.

While our program provides emergency care to alleviate acute pain and/or infectious conditions, our ultimate goal is to restore each individual to an infection free and functional state of oral health. We also strive to educate individuals on the importance of maintaining good oral health; the effects of poor oral health on overall health; the detrimental effects of tobacco, alcohol, and drug use; nutrition and dietary information; and proper home care techniques to empower individuals to better maintain an optimal level of oral health. While NVDC does not serve children, it is our belief that educating our adult patients enables them to instill the values of maintaining good oral health onto their children.

Memorandum Agreement (MOA)

In December 2018, members of the Human Services Officials finalized the terms of an updated MOA through which NVDC provides oral health services to the indigent population of participating jurisdictions. Participating jurisdictions include Arlington County and the Cities of Alexandria, Fairfax, and Falls Church. The current MOA term is January 1, 2019 – June 30, 2023. We are hopeful that members of the Human Services Officials recognize the value of service to the community that the NVDC provides and elects to renew our longstanding public-private partnership through the MOA.

NVDC also has contracts independent of the MOA with Fairfax County, Arlington County and Loudoun County which outline terms beyond those in the MOA to ensure continuation of services provided by NVDC to their respective residents. A Fairfax County Licensing Agreement allows NVDC to continue its operations at the Sharon Bulova Center for Community Health (formerly known as Merrifield Center) through June 30, 2028.

2022 Statistical Overview

	<u>2020</u>	<u>2021</u>	<u>2022</u>
Number of Appointments scheduled at NVDC-Fairfax	3,719	5,949	6,780
Number of Appointments scheduled at NVDC-Loudoun	<u>1,804</u>	<u>3,000</u>	<u>3,172</u>
Total Number of Appointments Scheduled	5,523	8,949	9,952
Organization-Wide No-Show Rate	8.3%	8.9%	9.9%
Total Number of Unduplicated Individuals Served	1,727	2,646	2,348

According to our records, 24,210 procedures were provided to NVDC clients (an average of 2.4 procedures per visit) and the value of services rendered are conservatively estimated to be \$ 4,671,562 based on an averaged market value in the private sector throughout the Northern Virginia region.

Refer to report addendum for detail statistical data on patient visits by jurisdiction and volunteer services.

2022 Highlights

- Volunteers are slowly returning to the clinic. Volunteer dentist and hygienist hours increased over 20% from the prior year. Also, dental and hygiene students resumed clinical rotations at NVDC this year.
- Claude Moore Charitable Foundation provided funding to add electric handpieces into our system and to purchase two digital scanning units for impressions imaging. These additions contribute to the NVDC maintaining its modern edge of technology.
- NVDC received increased funding on local governments contracts (Fairfax County and Loudoun County) and awarded funding to ensure non-profit sustainability caused by the ongoing effects of the COVID-19 pandemic (Fairfax County ARPA Nonprofit Sustainability and Active and Thriving Community grants, Arlington County Frontline Safety Net Human Services Nonprofit grant, and Rebuild VA grant).

Challenges

- SARS-CoV-2 (COVID-19) and its variants continue to have significant effect on public health, societal changes, and the economy. Unprecedented changes in the Consumer Price Index have increased operating costs and is particularly challenging for those in our community who need our services. While the dental industry updates operating protocols for infection control measures and practicing dentistry, it is the continuing collateral effects of the pandemic that impact operations, such as:
 - Professional volunteer service hours continue to lag pre-pandemic service hours. While volunteers are slowly returning, many private practitioners are devoting more time to their private practice and many retired practitioners voice concerns about returning due to their age and other health risks. Dental hygienists represent the largest segment of the dental workforce shortage. They are in high demand in the private sector and have little opportunity to contribute time.
 - Labor market and dental workforce shortage has created a challenging environment in our recruitment efforts. There are limited number of applicant submissions with experience or adequate training/educational requirements (primarily dental hygienists and dental assistants).
 - Inflation and availability of certain supplies continue to result in increasing operational costs.

2023 Looking Forward

- The current Memorandum Agreement term expires June 30, 2023. NVDC looks to renew the agreement to ensure continuation of services to members of our community. A renewal agreement with a term of July 1, 2023 to June 30, 2028 will coincide with NVDC licensing agreement for the Fairfax clinic space.
- As for the ongoing SARS-CoV-2 health crisis and its impact on NVDC operations: NVDC management will continue to assess and monitor the health crisis as it pertains to our community and profession. Remain current on CDC; federal, state, and local health dept.; and those of the American Dental Association and make necessary operational adjustments based on the most current recommendations. Our goal is to protect our staff, volunteers and clients, and to mitigate the spread of the virus.

Community Partners / Funding Resources

- Arlington County
 - Community Development Block Grant
 - Frontline Safety Net Human Services Non-profit Grant
 - DHS budget line item to support (in-part) NVDC's full-time dentist position.
- City of Alexandria
 - Alexandria's Fund for Human Services Grant
 - DCHS budget line item to support (in-part) NVDC's full-time dentist position.
- City of Falls Church
 - Community Development Fund Grant
- Fairfax County
 - Consolidated Community Funding Pool Grant
 - ARPA Non-Profit Sustainability Grant
 - Active & Thriving Community Grant
 - Contract Funding – Fairfax County Health and Human Services system.
 - DHS budget line item to support NVDC operations and (in-part) NVDC's full-time dentist position.
 - Contract to support services through the County Homeless Health Care Initiative.
 - License Agreement for in-kind occupancy at Sharon Bulova Center for Community Health (formerly known as Merrifield Center).
- Loudoun County
 - Community Development Block Grant
 - County's Core Health Care Services Contract
- Commonwealth VA
 - Rebuild VA Grant
- Inova Health System
 - Juniper program to provide dental services to individuals with AIDS/HIV.

Corporate Donors

Northern Virginia Dental Society
Northern Virginia Dental Hygienists' Association

Private Donors

Claude Moore Charitable Foundation
Northern Virginia Health Foundation
Schiro-Zavela Foundation
United Way of the National Capital Area
The Closet of the Greater Herndon Area

Community Partners / Referring Agencies

Referrals to NVDC-Fairfax:

- City of Alexandria: Dept. of Community and Human Services (Center for Economic Support, and Center for Adult Services)
- Arlington County: Dept. of Human Services
Arlington Free Clinic
- City of Fairfax: Dept. of Human Services
- City of Falls Church: Dept. of Housing and Human Services
- Fairfax County: Fairfax County Health Department
Fairfax-Falls Church Community Services Board
Fairfax County Department of Neighborhood & Community Services
Fairfax County Department of Family Services
Neighborhood Health (FQHC)
Korean Community Service Center
National Korean American Service & Education Consortium
United Community
- Multi-Jurisdictional: Inova Juniper Program (multi-jurisdictional referrals)

Referrals to NVDC-Loudoun:

Fairfax County: Cornerstones/Coordinated Services Planning
HealthWorks for Northern Virginia (specialty care)
Neighborhood Health
Fairfax County Health Dept.

Loudoun County: Loudoun Free Clinic
HealthWorks for Northern Virginia (specialty care)
NVDC (eligibility intake)

NVDC Board of Directors

Dr. Jeffrey Wagman (President)
Dr. Maureen Locke (Vice President)
Dr. Steven Berk (Treasurer)
Dr. Charles Ferrara
Dr. Ronald Hauptman
Dr. Paul Levine
Dr. Barry Laurent
Dr. Richard Spagna
Ms. Catherine Johnson, RDH, (serves as representative of the Northern Virginia Dental Hygienists' Assoc.)
Ms. Cathy Griffanti, Executive Director, Northern Virginia Dental Society
Dr. Bruce Wyman (Emeritus status, non-voting member)
Dr. Peter Passero (Emeritus status, non-voting member)

Summary:

Since March 2020, the health care industry has been significantly impacted by the SARS-CoV-2 health pandemic. The ongoing effects of the virus and its mutations, and the unforeseen spikes in the infection rate in our community have resulted in ongoing changes to “normal” operating procedures. In addition, the cost of providing dental care continues to increase due to interruptions in the supply chain, the continuing demand for personal protection equipment (PPEs) and other supplies, and now inflation. Shortages in the dental workforce, especially for dental hygienists and dental assistants also impact operations. NVDC is responding to these challenges and remains committed to providing the highest quality of care in a safe environment.

NVDC continues to work hard to be accessible and prepared to address the oral health care needs of those from throughout our community who face economic challenges and inequities in obtaining the care they deserve. In these challenging economic times and increasing operational costs, NVDC management is proud of its efforts to being able to continue offering high quality dental services at a reasonable cost to area residents. NVDC’s last fee increase was July 1, 2016.

On behalf of the NVDC and its Board of Directors, I thank the Human Services Officials for your continued support and commitment of ensuring access to basic health care services, including oral health, to the indigent population from throughout the region.

Report Addendum

Volunteers - NVDC-Fairfax

One of the primary responsibilities of NVDC, in cooperation with the Northern Virginia Dental Society as outlined in the original Memorandum of Agreement (MOA) with local government jurisdictions participating in the MOA, is to “Provide sufficient volunteer/subcontracted resources to offer a full range of oral health care services to low-income and uninsured adults for an estimated 4,000 hours of patient treatment per year. NVDC will offer an average of 32 hours per week (1,664 hrs. annually).” This was increased to an average of 35 hours per week (1,820 hrs. annually) in the new MOA. In 2022, a total of 3,687 volunteer service hours were recorded (2,629 hrs. by area dentist, 562 hrs. by area dental hygienist, 80 hrs. by 4th year dental students, and 416 hrs. by dental hygiene students). This represents an average of 71 hrs. per week.

Non-professional volunteers (dental assistants) are also a valuable resource to the success of the NVDC program. Many of these individuals are associated with formal training programs through the Northern Virginia Community College and other training programs. These students are fulfilling practical experience requirements for their programs. The MOA does not require a specified amount of service by this class of volunteers.

NVDC hosts students of institutions with dental related programs. Participating universities/colleges include: University of Louisville and the Northern Virginia Community College. Students are 4th year dental school students or senior dental hygiene students assigned to the institution’s extramural learning program. NVDC maintains affiliation agreements with seven Universities/Colleges whereby NVDC hosts senior students fulfilling clinical externship rotations. Some schools have not re-started their extramural clinical rotations since their programs were suspended due to the COVID pandemic.

<u>Volunteer Statistics</u>	<u>2020 hours</u>	<u>2021 hours</u>	<u>2022 hours</u>	<u>Value 2022 Hours*</u>
Dentists	1,161	2,147	2,629	\$ 328,625
Dental Hygienists	276	488	562	\$ 28,100
Dental Assistants	371	635	2,036	\$ 59,329
Dental School Students	228	0	80	\$ 2,331
Dental Hygiene Students	<u>96</u>	<u>212</u>	<u>416</u>	<u>\$ 12,122</u>
Totals**	2,132	3,482	5,723	\$ 430,507

**2020-2022 reduction in volunteer hours due to SARS-CoV-2 (COVID-19) pandemic (pre-pandemic 2019 total 7,560 hours)

*Value of 2022 Service Hours (In-Kind Contributions):

Dentists - based on rate of \$125/hr. recognized by Virginia’s Neighborhood Assistance Program.

Dental Hygienists - based on rate of \$50/hr. approved by NVDC Board of Directors representing FMV in northern Virginia.

Dental Assistants and Students - based on rate of \$29.14, average hourly wage for non-agricultural workers determined by the Bureau of Labor Statistics utilized by Fairfax County’s Consolidated Community Funding Pool.

Paid Professional Staff

Due to fluctuations in volunteerism, the NVDC also employs some professional staff. Currently the NVDC employs 1 full-time and 2 part-time dentists, and a part-time dental hygienist at its Fairfax facility, and 3 part-time dentists and a part-time dental hygienist at its facility in Sterling. The NVDC utilizes these positions to augment the professional volunteer base which remains to be the most critical element to the ongoing success of the NVDC program.

Since November 2022, NVDC does not have a part-time dental hygienist on staff. Dental hygienists are identified as a critical segment of the existing dental workforce shortage. Costs to retain a dental hygienist have risen significantly and the NVDC is in competition with private sector dentists who can afford to pay high wages. NVDC continues its search for a new part-time staff dental hygienist.

Patient Statistics - NVDC – Fairfax

Note: There were no Loudoun County or Prince William County residents served at NVDC-Fairfax during 2022 or 2021.

2022	<u>New Patients</u>	<u>Emergency</u>	<u>Return Visits</u>	<u>No-Shows</u>	<u>Totals</u>	<u>No-Show Rate</u>	<u>Usage Rate</u>
Arlington County	111	1	527	65	704	9.2 %	10.4 %
City of Alexandria	79	7	386	107	579	18.5 %	8.5 %
City of Fairfax	7	1	32	4	44	9.1 %	.6 %
City of Falls Church	23	8	91	7	129	5.4 %	1.9 %
Fairfax County	<u>800</u>	<u>34</u>	<u>3,878</u>	<u>548</u>	<u>5,260</u>	<u>10.4 %</u>	<u>77.6 %</u>
Totals	1,020	51	4,914	731	6,716	10.9 %	

Inova Juniper Program separately reported. Clients are from various northern Virginia jurisdictions. Juniper pays 100% of fees (Ryan White Funding).
New Patients Emergency Return Visits No-Shows Totals No-Show Rate Usage Rate
 16 0 25 12 53 22.6 % 0.8 %
 (High “No-Show” rate with Juniper clients are attributed to the clients having no vested financial interest in their appointments.)

NVDC-Fairfax initiated direct in-take of 11 visits (multi-jurisdictional) (1 new patient, 3 emergencies, and 7 return visits) during the year. These are not accounted for in the statistical data presented above.

NVDC-Fairfax also made case referrals to dental specialists including 48 to Endodontists. These dentists provided specialty care in private practices that is beyond the scope of NVDC’s clinical setting. Individuals then return to NVDC to complete any other recommended treatment. These referrals are not accounted for in the statistical data presented above.

2021	<u>New Patients</u>	<u>Emergency</u>	<u>Return Visits</u>	<u>No-Shows</u>	<u>Totals</u>	<u>No-Show Rate</u>	<u>Usage Rate</u>
Arlington County	118	4	488	70	680	10.3 %	11.4 %
City of Alexandria	104	9	357	87	557	15.6 %	9.4 %
City of Fairfax	10	0	43	11	64	17.2 %	1.0 %
City of Falls Church	17	5	135	21	178	11.8 %	3.0 %
Fairfax County	<u>826</u>	<u>19</u>	<u>3,159</u>	<u>429</u>	<u>4,433</u>	<u>9.7 %</u>	<u>74.5 %</u>
Totals	1,075	37	4,182	618	5,912	10.5 %	

Inova Juniper Program separately reported. Clients are from various northern Virginia jurisdictions. Juniper pays 100% of fees (Ryan White Funding).
New Patients Emergency Return Visits No-Shows Totals No-Show Rate Usage Rate
 14 0 9 14 37 37.7 % 0.7 %
 (High “No-Show” rate with Juniper clients are attributed to the clients having no vested financial interest in their appointments.)

NVDC-Fairfax also made case referrals to dental specialists including 52 to Endodontists, 1 to Periodontists. These dentists provided specialty care in private practices that is beyond the scope of NVDC’s clinical setting. Individuals then return to NVDC to complete any other recommended treatment. Additionally, there were 12 case referrals to Oral and Maxillofacial Oral Surgeons not accounted for in the statistical data presented above.

NVDC-Loudoun

Our NVDC-Loudoun facility operates Monday through Friday, 8:30 a.m. - 5:30 p.m. During the period of January – December 2022 NVDC-Loudoun provided a total of 3,172 appointments.

2022	<u>New Patients</u>	<u>Emergency</u>	<u>Return Visits</u>	<u>No Shows</u>	<u>Totals</u>	<u>No-Show Rate</u>
City of Alexandria:	0	0	0	0	0	0.0 %
Arlington County:	0	0	0	0	0	0.0 %
Fairfax County:	298	19	1,225	144	1,686	8.5 %
Loudoun County:	294	34	1,052	106	1,486	7.1 %
Prince William Co.:	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	0.0 %
Totals	592	53	2,277	250	3,172	7.9 %

No Inova Juniper program clients were serviced at NVDC-Loudoun.

NVDC-Loudoun also made case referrals to dental specialists including 14 to Endodontists. These dentists provided specialty care in private practices that is beyond the scope of the NVDC's clinical setting. Individuals then return to the NVDC to complete any other recommended treatment.

The Utilization Rate of our NVDC-Loudoun facility is:	Fairfax County	53.1 %
	Loudoun County	46.9 %
	Other Jurisdictions	0.0 %

Volunteer statistics pertaining to our NVDC-Loudoun facility are as follows:

	<u>Hours Contributed</u>	<u>Value 2022 Hours</u>
Dentists	895	\$ 111,875 (hours x \$125/hr.)
Dental Hygienists	76	\$ 3,800 (hours x \$50/hr.)
Dental Assistants	<u>729</u>	<u>\$ 21,243</u> (hours x \$29.14/hr.)
	1,700	\$ 136,918

Additional Information:

- The NVDC and Loudoun County has entered into a contractual agreement (Core Health Care Services) whereby the NVDC provides access to comprehensive oral health care service to Loudoun County residents. Since NVDC has been awarded this contract, it is ineligible to apply for funding through the County's Regional Organization competitive grant process.
- Due to a lack of agencies willing to perform eligibility intake and refer Loudoun County residents to our NVDC-Loudoun facility, the NVDC is now performing eligibility intake for Loudoun County residents. Eligibility intake services are conducted on Mondays which impact NVDC's normal clinical operations.
- NVDC's current lease at 2 Pidgeon Hill Drive, Suite 230, Sterling, VA 20165 is through May 2023. NVDC plans to renew its lease in May 2023 for an additional three year term (through May 2026).