



2019 Annual Report



MY COMMUNITY DENTAL CENTERS



Leo, RDA, Cedar Springs

"I had been putting off going to the dentist for years due to fear of pain and judgment. I finally went and even though I have more work that needs to be done, I'm not dreading it. They made me feel very comfortable. I didn't feel judged, just supported and guided in the direction of fixing it and preventing further damage."

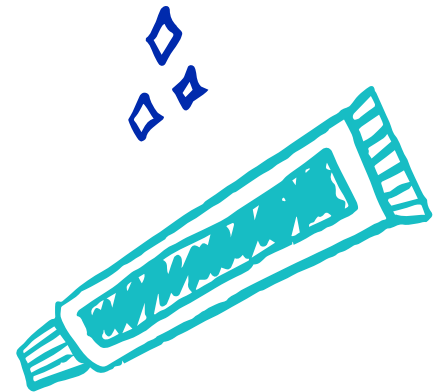
- Cortney, Grand Haven





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**“There is so much potential at MCDC
– potential for deeper impact and
interconnected communities to break
down barriers, strengthen education
and advocacy for dental care.”**



Letter from the CEO

Dear Friends and Partners,

In just 13 years, My Community Dental Centers (MCDC) has grown to be one of the largest nonprofit dental providers in the United States. As I look back on the history and what has brought MCDC to where it is today — a profound growth and impact — it is remarkable how much this team has accomplished, not only in terms of reach, but in the steadfast dedication to helping patients and communities.

Access to dental care remains an overwhelming challenge for underserved populations in the State of Michigan. In 2019, MCDC served nearly 88,000 patients at 34 dental centers. From regular checkups and cleanings to ongoing treatments – MCDC helped serve individuals who may have otherwise forgone care. While our achievements have been great, we have only reached a portion of the need.

Together, we can change that.

There is so much potential at MCDC – potential for deeper impact and interconnected communities to break down barriers, strengthen education and advocacy for dental care.

Now it's time for us to take root – create broader change, deepen partnerships while building a supportive

appealing culture that enhances the experience of our most valuable stakeholders – patients, team members, health department partners, health professionals and community organizations.

We are motivated by our new mission to enhance community health by providing access to quality dental care for all.

As a team, we envision a shared space where we value different perspectives, overcome obstacles and work alongside one another. We strive to improve oral health for more than a portion, but for everyone who needs quality dental care. MCDC has confidence that core values, strong mission and our path forward will inspire hearts, minds and drive even greater impact.

With the support of partners like you, MCDC is taking a leadership role to create awareness through education, encourage collaboration and provide excellent dental care that brings benefits to everyone – one smile at a time.

As we look to take root, we know that 2020 will be even bigger (and brighter!). I am humbled, honored and excited to see how together we can accomplish our mission.

Deborah Brown, DMD, MHA, FACHE
Chief Executive Officer



Our Board of Directors



Denise Holmes, MS
Chair



Steven Hall, MS
Vice-Chair



Jerry Messana, MPA
Secretary/Treasurer



Jason Jorkasky, MPA
Director



**William Ridella,
M.P.H., M.B.A.**
Director



Ronald G. Khoury
Director



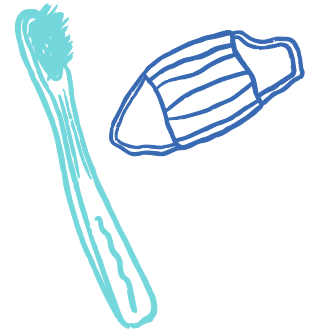
**Phyllis Meadows,
PhD, MSN, RN**
Director



Linda VanGills, MA
Director



Susan Moran, M.P.H.
Director



"I've been coming here for about 2 years for my dentures. I have to tell you that it is the best place I have found. Any time I have a problem, they have me come in at a reasonable time frame to take care of the problem. I would give the Dentist and all of their staff a 10 all the way around!! They are all very helpful and courteous people. Thank you to all!! PS. I am writing this because of my insurance is Medicare and Medicaid it doesn't matter to them, they treat everyone the same, with respect and making sure you are happy when you walk out. Like I said they all deserve a 10 across the board!!"

- Debi, Saginaw



Thank you Advisory Board and Partners!

Our nonprofit dental centers partner with local health departments to offer the best in patient-centered, full-service care – from regular checkups and cleanings to ongoing treatments. These valued partnerships allow MCDC to serve nearly 88,000 patients at 34 dental centers throughout Michigan annually.

Angelique Joynes

Allegan County
Health Department

Colette Scrimger

Barry-Eaton District
Health Department

Joel Strasz

Bay County Health Department

Rebecca Burns

Branch-Hillsdale-St. Joseph Community
Health Agency

Eric Pessell

Calhoun County Public
Health Department

Steve Hall

Central Michigan District
Health Department

Yolanda Hill Ashford

City of Detroit

Mike Snyder

Delta and Menominee County
Public Health Department

Kevin Hughes

District Health Department #10

John McKellar

Genesee County Health Department

Ken Bowen

Ionia County Health Department

Adam London

Kent County Health Department

Dianne McCormick

Livingston County Health Department

Nick Derusha

Luce-Mackinac-Alger-Schoolcraft
District Health Department

William Ridella

Macomb County Health Department

Jerry Messana

Marquette County Health Department

Marcus Cheatham

Mid-Michigan District Health
Department

Kim Comerzan

Monroe County Health Department

Lisa Stefanovsky

Ottawa County Health Department

Christina Harrington

Saginaw County Health Department

Bryant Wilke

Sanilac County Health Department

Annette Mercatante

St. Clair County Health Department

Jimena Loveluck

Washtenaw County Public Health
Department



Our Mission

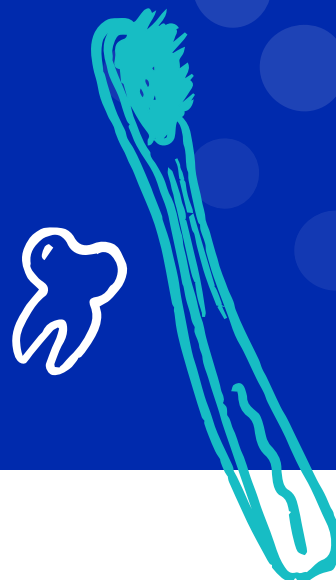
Enhance community health by offering access to quality dental care for all.

Our Vision

Exceed patient, employee, and community expectations through excellence in dental care.

Our Motto

Improving Lives - One Smile at a Time



What We Believe

Our values guide our relationships with patients, providers, donors and employees.

Integrity



We have strong moral and ethical principles that keep our patients and their care at the heart of all we do. We are transparent and truthful, and our work and interactions reflect honesty, respect and fairness.

Compassion



Our patients and communities face many barriers and challenges. We are advocates who work diligently to find answers with empathy and kindness – never judgment.

Teamwork



Meeting our patients' needs requires a diverse network of caregivers, partners and employees who come together to solve complex problems actively and thoughtfully. We are responsive to one another and hold each other accountable to our mission.

Stewardship



MCDC intends to serve communities for the long term. We are innovative, smart and entrepreneurial. We maximize our resources to the fullest without ever jeopardizing our patients' health, providers' methods or employees' livelihood.

Our Path Forward

1

Expand access to dental care.

By developing and nurturing strategic partnerships, we can help our dental centers attract new patients in pursuit of improving community health. This includes intentionally targeting opportunities for diversification (e.g., children, seniors, under-served individuals), encouraging referrals from highly satisfied patients and communicating the value of the MCDC mission.

2

Deliver consistent, quality dental care to our communities.

Patients rely on MCDC for vital services that increase their health, well-being and confidence. We make good on that promise by adhering to proven systems and standards, supporting providers at each dental center and retaining high-quality employees.

3

Adapt to the changing needs of those we serve and improve efficiencies.

We constantly aim to do better – for our patients and in our communities. This means bolstering dental centers so they can help people more quickly and efficiently, expanding our services where we see specialized needs and ensuring expert staffing.

4

Assemble the support, tools and knowledge required to deliver excellent service.

Our patients deserve an exceptional experience with each visit. That's why we ask for feedback from patients, providers and employees, and respond to what we hear. We provide advanced training so employees can be successful. We seek to build a supportive, appealing culture that attracts and keeps top talent.

How Ms. Funches Got Her Smile Back

She was excited when she entered the lobby at MCDC. This was an event two months in the making.

"I'm here to get new teeth, so it's exciting for me," beamed Ms. Funches. She came dressed up and ready to celebrate. "I can't wait to eat a steak," she laughed.

Two months earlier, Ms. Funches was on the floor of her living room, begging her daughter to knock out her teeth. "They were hurting so bad! My mouth was on fire!" After years of gum disease, natural decay, and dental pain, she found herself miserable, losing weight, and unable to eat or sleep. She cried and begged her daughter, Beverly, for help. "Please, knock 'em out!"

Being a low-income senior citizen with no dental insurance, Ms. Funches assumed there were no options for her. That the expense of handling this, especially in an emergency, would be a crushing financial burden. Beverly's heart broke for her Mom but assured her they'd find help in the morning. "I cried all night from the pain," Ms. Funches said.

The next morning, Ms. Funches casually checked her Facebook. And it was then that she fatefully saw a social media post.

Months earlier, with the help of the City of Detroit, MCDC St. Vincent DePaul introduced a program for Detroit residents to get free dentures through a grant. They put out a post that said, "Free Dentures for Detroit Residents."

Ms. Funches saw this social media post and was skeptical. Curious, she called the number anyway. "Is this for real?" She asked the MCDC receptionist through tears. "Cuz I don't have time to waste. My mouth is on fire, and I need help so bad!"

The MCDC receptionist was very understanding and kind. "It's gonna be okay, Ms. Funches. Just come down, and we'll see what we can do."

Beverly picked up her mom and they drove down to MCDC. She was partnered with a dentist who examined her teeth and came up with a plan. The receptionist then helped her fill out the paperwork to see if she could qualify for the grant program.

Thankfully, Ms. Funches qualified.

Then over multiple appointments, she had nine teeth pulled. "It took my smile away." After some time for her gums to heal, she was fitted for her new dentures. After two months of eating soft foods, her new teeth were ready. And now she was pumped, eager to get her smile back.

That morning, she picked out a nice outfit and got her hair done. All four of her grown kids came to support her, a couple of them even taking time off work to be there and celebrate her.

After two months and multiple appointments, her new dentures were put into her mouth.

"Okay, are you ready?" The dentist asked.

"Yeah, I'm ready."

The dentist, who'd been with her since that first appointment, proudly handed her a mirror. She looked at herself and almost immediately broke out into joyful laughter. "Oh my God..." she said, beaming at her renewed reflection. "Oh my God..." she marveled over and over. "These look better than my real ones did!"

She couldn't help but tear up and give her dentist a huge hug. "Oh man," he said, honored. "It's been a long journey, hasn't it, Ms. Funches?" He said. "Long journey."

As part of the process, adjustments were made, so she felt comfortable. Her dentures needed to feel good, and they needed to be hers.

"Thank you, thank you, thank you," she said over and over, hugging every staff member that helped her along the way. "Thank you so much!"

Each step of the customized treatment plan, and her new dentures, were all covered by the City of Detroit Community Development Block Grant fund program.

"Ma, you look 20 years younger!" Her daughter exclaimed. Everyone heartily agreed that she looked great.

She left the building, waving and smiling as her son lead her to her next appointment, a delicious meal at her favorite local restaurant.



**And that's how
Ms. Funches got
her smile back.**

To see Ms. Funches story,
visit MyDental.org/AnnualReport19

Impact of MCDC

MCDC offers a full range of services to enrollees in Medicaid, MICHild and Healthy Michigan Plan, and most private insurance. In addition, we offer a variety of payment options, including My Dental Plan, a sliding fee scale to patients without dental insurance. Our high standards, skilled providers and technological advancements ensure every patient can feel good about their smile.

The MCDC Difference



87,936

patients served



196,365

office visits



7,100

uninsured
unique patients



13,854

uninsured
patient visits



\$40.8M

in services provided



10,967

same day
emergency visits



4.7

review rating
average across
all centers



34

dental centers



351

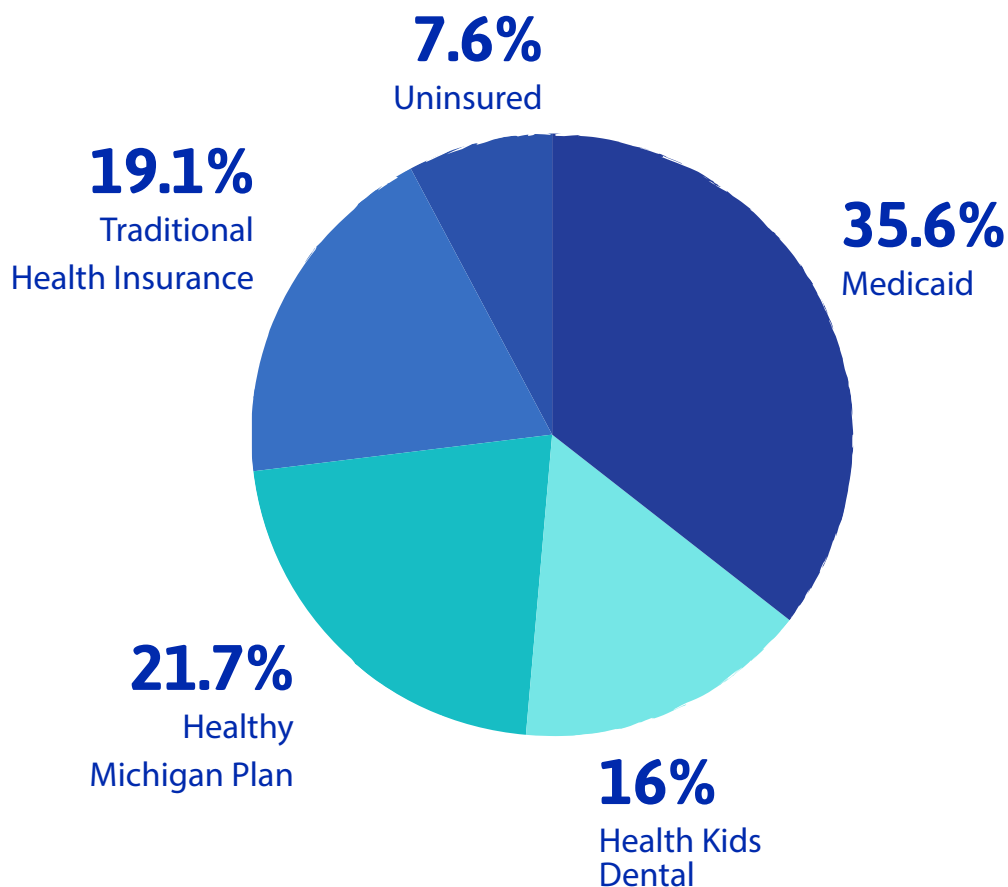
MCDC employees

Patient Demographics

Patients By Age:



Patients By Insurance:



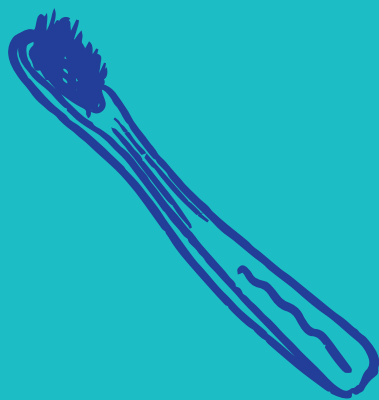




“To everyone who helped bring a smile back to my face because of each of you, I can now proudly show my teeth behind it. A simple thank you doesn’t seem to be enough to show the gratitude I feel when I look into a mirror and how happy I feel with what’s looking back at me. Very thankful for people like you.”



- Frank, Charlotte



Visit our locations throughout Michigan!

Allegan

Battle Creek

Bay City

COMING SOON!

Big Rapids

Cadillac

Cedar Springs

Charlotte

Coldwater

Detroit

Engadine

Flint

Grand Haven

Harrison

Hart

Hillsdale

Howell

Ionia

Kentwood

Manistee

Marquette

Monroe

Mt. Pleasant

Port Huron

Roscommon

Saginaw

Sandusky

Sidney

Spalding

St. Johns

Sturgis

St. Vincent DePaul

Three Rivers

Walker

Warren

Washtenaw

MY COMMUNITY DENTAL CENTERS

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