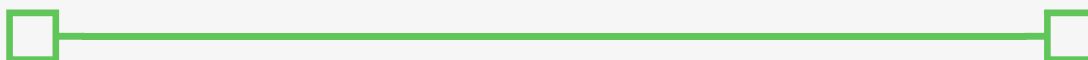
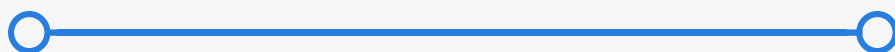




2017

# ANNUAL REPORT



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# 2017 ANNUAL REPORT

In 2017, TeamSmile saw many changes, improvements and growth.

In May, John McCarthy began as the organization's new Executive Director. Additionally, the Board of Directors approved the position of Clinical Director, and Jenni Ferguson, RDH was hired to fill this important role. She officially started in late May.

For the year, TeamSmile conducted 19 programs, served 3,915 children and provided \$1,622,739 worth of free dental care and oral health education. On average, we provided \$85,407 worth of free dental care and oral health education per program, which was an average of \$424 per child. Collectively, we performed 18,473 dental procedures during our 2017 TeamSmile programs. In all, we had 2,427 people register to volunteer at our TeamSmile programs, which was an average of 128 volunteers per program. During this calendar year, TeamSmile raised a gross total of \$414,266.

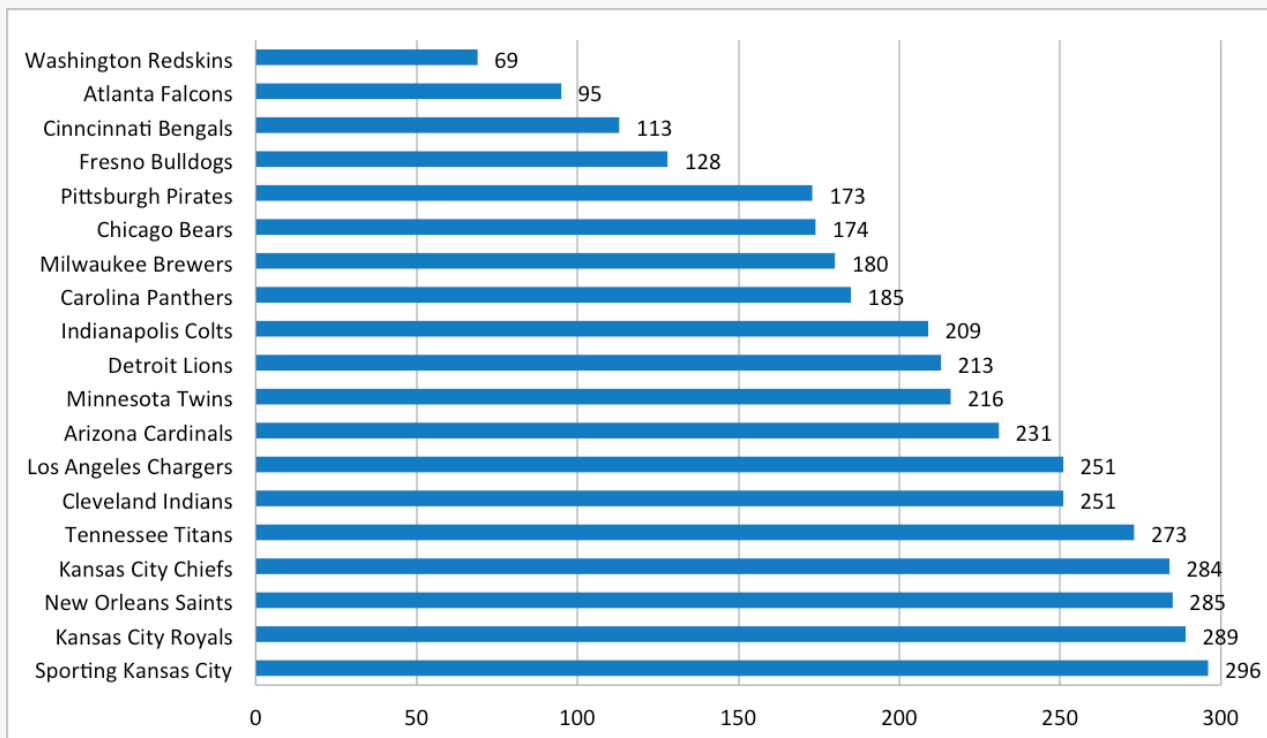
Throughout this 2017 Annual Report, you'll note many improvements to our Programs, Office Operations, Technology and Transportation. Additionally, we made many improvements and enhancements to other areas within TeamSmile. 2017 was a year of change for TeamSmile, and it has been a year of significant improvements. From a staffing, fundraising and organizational standpoint, we took good strides forward in 2017, and we are now poised for steady and intelligent growth as we move forward.



# 2017 PROGRAM RESULTS

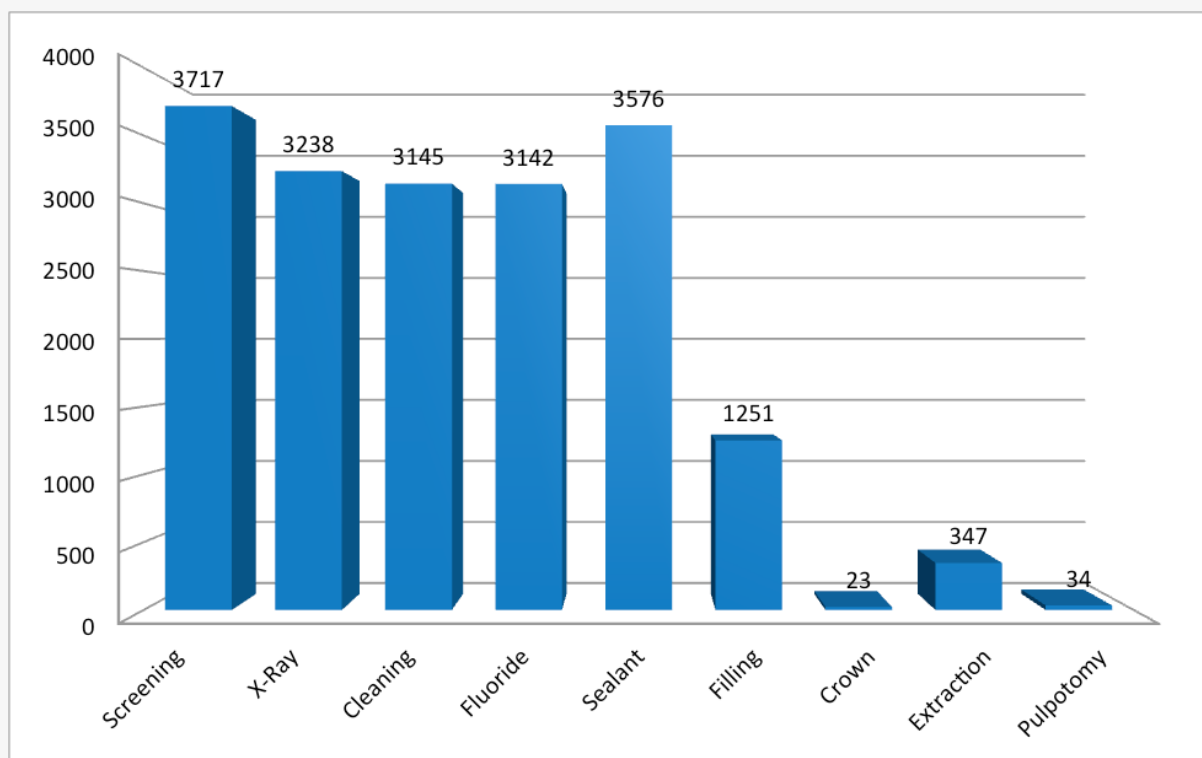
## Total Child Participants

19 Programs with 3,915 children total



Average Number of Child Participants: 206

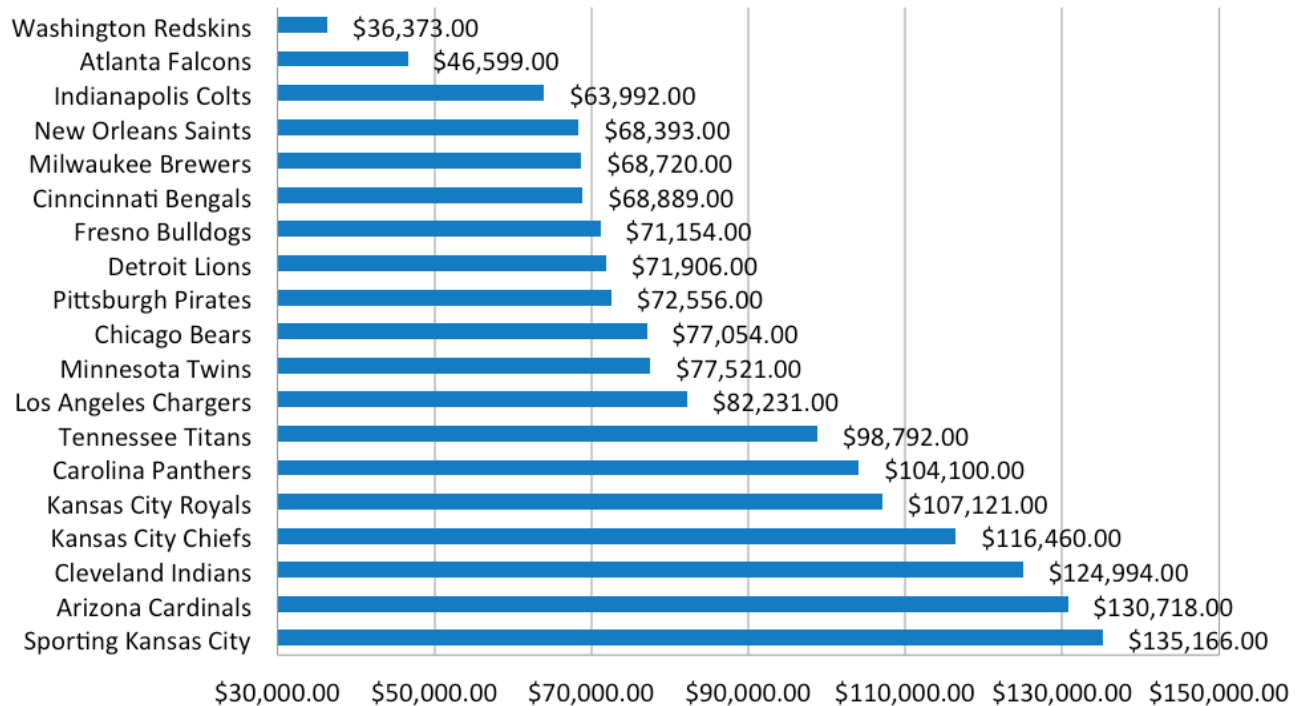
## Total Services Provided





# 2017 PROGRAM RESULTS

## Total Value of Services Provided, including Health Education



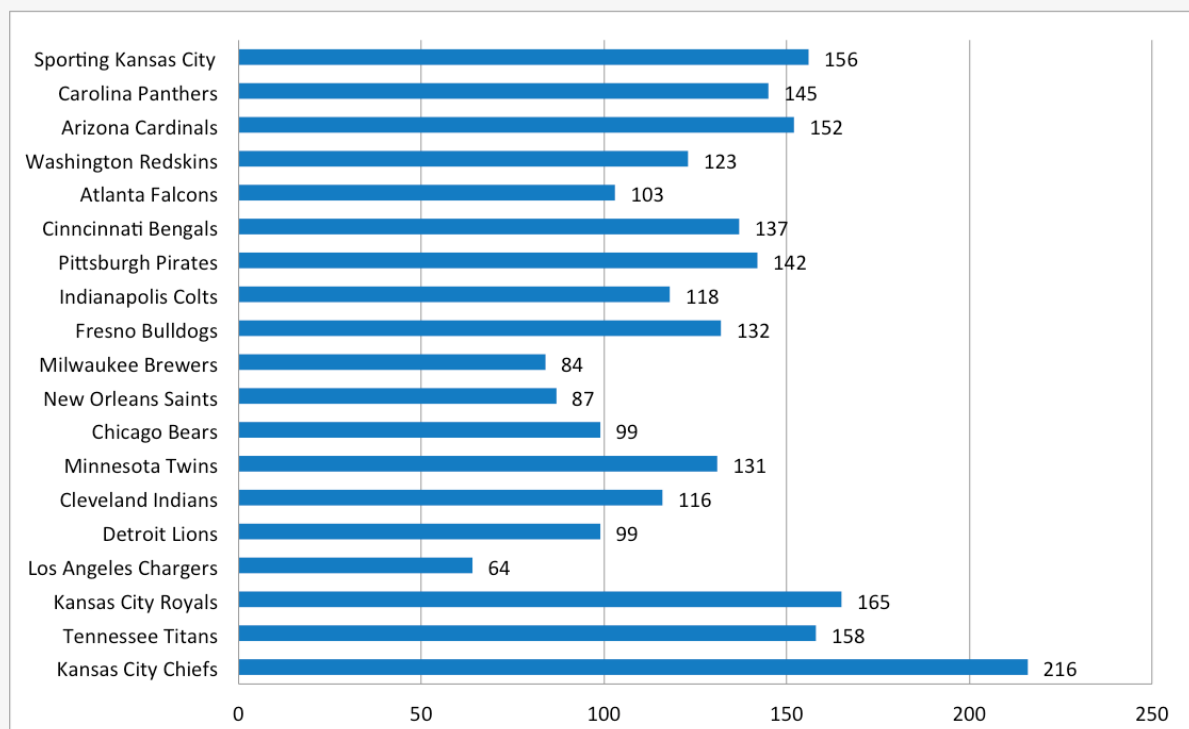
Total Value of Services Provided, including Health Edu: \$1,622,739

Average Value of Services Provided, per program: \$85,407

Average Value of Services Provided, per child: \$424

## Total # of Registered Volunteers

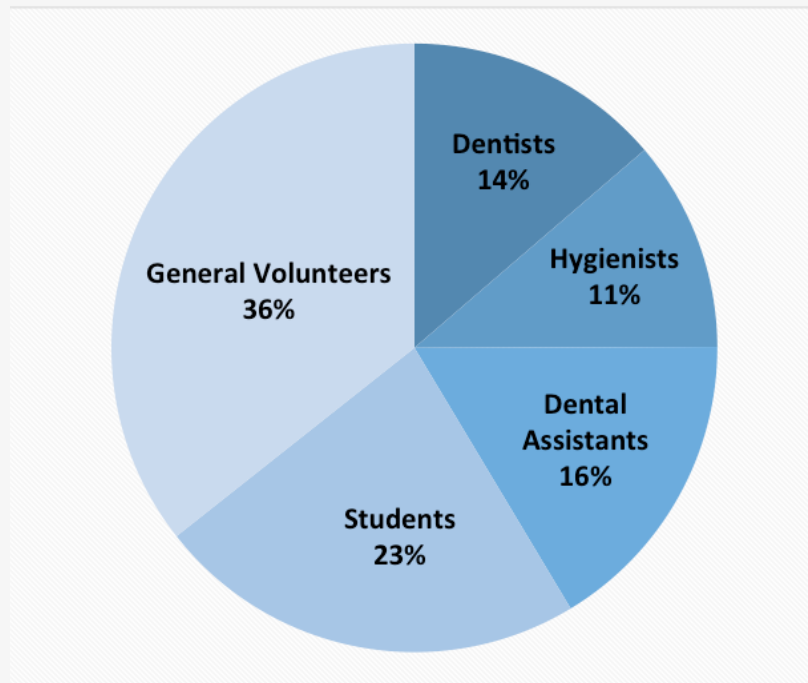
2,427 total volunteers





# 2017 PROGRAM RESULTS

## Volunteer Position Breakdown, All Programs



"My experience with TeamSmile has always been positive. I always think of it as helping our dental profession one child at a time and at TeamSmile, we help more than one child at a time within 6-7 hours! Awesome!"

"Those volunteering are really focused on the kids and making a difference to each one in improving their oral health!"

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# TEAMSMILE IMPROVEMENTS

## PROGRAM ENHANCEMENTS

- Created numbered stations, with signage, to help communicate sequential movement through the clinic more efficiently
- Relocated patient data entry to the check in desk area to allow for all patients to be entered into computer before they reach the x-ray station
- Began utilizing patient chart numbers, instead of patient name, to remove errors from name misspelling on patient card for more accurate data entry
- Updated patient treatment card
- Revised consent form to allow sharing of patient data with potential dental homes, and yes/no check boxes for consent
- Began collecting existing oral health data at screening to show level of oral health of population prior to a TeamSmile program
- Implemented and began utilizing new data collection to improve the evaluation of all aspects of TeamSmile program and overall processes
- Enhanced physical activity stations and health education stations by utilizing educational materials from Colgate and Colgate Mobile Clinic
- Established relationships with multiple Primary Care Associations, which helped Clinical Director find dental home opportunities with local Federally Qualified Health Care Centers

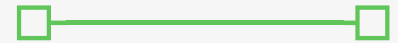


## OFFICE IMPROVEMENTS

- Enhanced the TeamSmile policies and procedures
- Established a document handling and destruction policy for both staff and program volunteers
- Created chain-of-custody-form and handling policy for PHI sensitive documents at program sites
- Created a Travel and Expense Reimbursement policy

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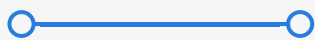
## IT UPDATES



- Replaced old server with mobile laptop server
- Upgraded hard drive storage and memory capacity on laptop server
- Configured laptop server to backup data files to the onsite data backup server at home office
- Replaced old TeamSmile router with a newer technology router with satellite unit for added space coverage and larger broadcast power

## TRANSPORTATION IMPROVEMENTS

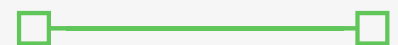
- Leased a new truck to ensure legal weight limit is met
- Program set up times have improved
- Equipment loading has improved with less damage



## GENERAL IMPROVEMENTS

- Hired a new Executive Director
- Created the position of Clinical Director and hired Clinical Director
- Expanded reports to include more statistics for each program
- Website enhancements:
  - Added Staff Page with photos and bios
  - Added Board of Directors page with photos
  - Added pages for fundraising efforts: Recycle A Smile, Professional Athlete Programs, and Golf Events
  - Consistent updating of website with current information and photos

## FUNDRAISING



- Renewed all major partnerships at current levels or higher - Colgate, Henry Schein, Acteon, Midmark, Bank of the West
- Agreed to a new partnership with DentaQuest
- TeamSmile was selected as the 2018 beneficiary of the BMA Foundation's Dance & Dine with the Stars
- Created Professional Athlete Program with Kansas City Chiefs Punter, Dustin Colquitt, and Carolina Panthers Defensive Tackle, Kawann Short
- Began process of planning the first TeamSmile Golf Classic, in Memory of Ted Reese, to be held May 2018
- Created partnership with Atlantic Precious Metals to help grow the Recycle A Smile Program



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## SOCIAL MEDIA & CONTACTS



@TeamSmile  
12,353 followers



@teamsmlenation  
1,997 followers



@TeamSmile  
1,999 followers



TeamSmileNation  
496 video views

Contacts in Data Base: 10,275

## 2017 BOARD OF DIRECTORS

**Greg Meagher**  
Board Chair

**Bob Bendon**  
Treasurer

**Dr. William Busch**  
Co-Founder

**John DeMark**  
Member

**Dr. Richard Gist**  
Member

**Tim Long**  
Member

**Dr. Jean Merry**  
Member

**Eric Shirley**  
Member

## 2017 TEAMSMILE STAFF

**John McCarthy**  
Executive Director

**Kellie Reneau Jardon**  
Program Director

**Jenni Ferguson, RDH**  
Clinical Director

**Maria Eiserman**  
Communications Director

**Anna Everson**  
Program Manager

**Gagandeep Singh**  
Program Manager

**Jaipal Singh**  
Program Manager

**Haitham Ghosheh**  
Driver

**Rand Salisbury**  
Driver

## 2017 CORPORATE PARTNERS

