

Corporate Citizenship and Philanthropy 2017

BRIGHTER FUTURES

Making Connections





At Delta Dental of Michigan, Ohio, and Indiana, our commitment and connection to the communities we serve define who we are as an organization.



THANK YOU
for all that you do
in our community!

From your friends at
Delta Dental of Michigan

DELTA DENTAL
Celebrating 60 years of
Smile
Boys & Girls Club of Lansing
Ten thousand

In keeping with our commitment to communities and our mission to improve oral health, we launched our Brighter Futures initiative almost six years ago. The goal of Brighter Futures is to improve the oral and overall health and well-being of children and adults through advocacy, education and philanthropy.

In 2017, we proudly invested nearly \$4 million to advance this goal. Our funds increased access to dental care, fed the hungry, supported education, improved literacy, and promoted the importance of good oral health and its connection to overall health.

Along the way, we've made deep and lasting connections with people and organizations seeking to improve lives and ensure brighter futures for all.

This book is a celebration of those connections and a thank you to all of our partners.

Enjoy!

Connecting Oral and Overall Health

More than 50 percent of U.S. students do not get enough to drink during the school day, which can affect behavior, energy levels and cognitive function. And when children choose to quench their thirst with sugar-sweetened beverages, it can have adverse effects on their oral and overall health.

To reduce consumption of sugar-sweetened beverages, the Delta Dental Foundation (DDF) developed its Rethink Your Drink campaign.

As part of this, the DDF has committed \$460,000 since 2016 to its **Rethink Your Drink: Water's Cool at School** program to replace old school drinking fountains in Michigan and Ohio with new water fountain/ bottle filling stations to encourage students to drink more water during the school day.



In 2017, the DDF awarded 77 Michigan and Ohio schools with new bottle filling stations. The schools committed to developing programs to encourage students to make water their beverage of choice both in and out of school. Plans are in the works to expand this program to include Indiana schools in 2018.





Michigan Water's Cool at School 2017 Program Results

- ▶ 23 schools awarded new bottle filling stations
- ▶ 46 stations installed
- ▶ 15,804 children reached



Ohio Water's Cool at School 2017 Program Results

- ▶ 54 schools awarded new bottle filling stations
- ▶ 94 stations installed
- ▶ 27,655 children reached

“With the old fountains, it was really hard to fill our water bottles. The new bottle filling stations in our school are great, and we can fill our bottles very fast. Thank you Delta Dental!”



Dominic M.
Second-grade Student
Okemos Public Montessori
at Central
Okemos, Michigan





SAY YES
TO WATER
NO TO
POP

TEAM WATER!
WATER!
Cool AT
School

Bears
Water

RETHINK
YOUR
DRINK
AT OUR
WATER

water is
good for you.

NOSODA!

Water
at all
times

Drink Water Like
a Pro

7,000 Years Later

Spreading the Rethink Your Drink Message to Students

Water's cool at school in Gibsonburg, Ohio!

As a school nurse, I see firsthand that unhealthy behaviors can derail a child's success at school, and sugar-sweetened beverages are a major contributor.

After we received our bottle filling station and the reusable water bottles, I immediately saw a dramatic change in the students' attitudes toward drinking water.

The kids love going to the station and filling their water bottles, and they purposefully come to school with empty bottles so they can use the super cool water station. It's a joy to see.

And the filling stations have even affected students' lives outside of school, too. I've noticed a change in what parents are packing in their children's lunches. They pack small empty bottles in lunch boxes so students can have water in place of sugary juice drinks with their lunch. Parents also love it because it's saving them money.

“ Thanks to the Delta Dental Foundation, water is SO cool at our school! ”



Sarah Halbeisen
Director of Health Services
Gibsonburg Exempted
Village Schools
Gibsonburg, Ohio

WATER'S COOL AT SCHOOL!



Brushing Away Germs

Hospital-acquired pneumonia (HAP), which can be caused by bacteria in the mouth, is the second most common infection that occurs during a hospital stay and can add seven to nine days to a patient's stay at a cost of \$28,000 to \$40,000. One of the best ways to reduce the risk of HAP is to ensure that patients brush away germs while in the hospital.

In 2016, Sparrow Health System and Delta Dental teamed up to reduce cases of hospital-acquired pneumonia by focusing on oral health care for the nearly 50,000 patients admitted annually to Sparrow Hospital in Lansing, Michigan. With funding from the Delta Dental Foundation (DDF) and the Sparrow Foundation, hospital patients received dental kits and educational materials, and staff received oral health training to better care for patients.

In the first year of the project, cases of HAP decreased, patient satisfaction increased and medical costs declined. As a result, the DDF committed an additional \$400,000 to extend the project by two years.



Hospital-acquired Pneumonia



HAP is the **2nd most common** infection in the U.S. that occurs during a hospital stay.



HAP could add costs of **\$28,000 to \$40,000** per patient.



HAP could add **7-9 days** to a patient's hospital stay.

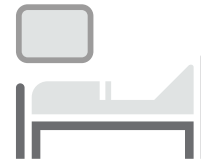
Results of **Year 1:** HAP Project



16 deaths have been avoided.



Cost savings of more than **\$1 million**.



26 cases of hospital-acquired pneumonia were prevented.



Together, the Delta Dental Foundation and the Sparrow Foundation have committed **\$1.2 million** to this project.

A healthy mouth is important to your overall health!

Connecting to Care



The need for dental care for low-income and uninsured people is particularly high in Barry County, Michigan, as the ratio of residents to dentists is 80 percent higher than the rest of the state. Cherry Health's recently renovated **Barry Community Health Center** in Hastings, which opened last fall, provides high-quality comprehensive medical and dental care to those in need, regardless of income or insurance.

The renovation included five new dental treatment rooms equipped through a \$200,000 grant from the Delta Dental Foundation. The clinic is expected to treat 3,500 patients per year.

A Life-changing Experience

I visited the Barry Community Health Center for emergency treatment due to a horrible toothache. Terrified by dentists, I hadn't received dental care in 35 years and wasn't sure where to turn as I couldn't find an office that would accept my insurance. I had heard that at Barry Health, the care was different—that they treated patients as friends, and I decided to go there.

“Thanks to major financial support from the Delta Dental Foundation, Dr. Boncher's team could treat me immediately.”

My teeth had been badly damaged from chemotherapy and radiation, but my new friends at Barry gave me time and individual care, focusing on gentle treatment.

By the end of my treatment plan, I had a full set of new dentures and a new smile. I have my confidence back, and my health is improving.



Jennifer M.
Barry Community
Health Center Patient
Hastings, Michigan



Impacting Each Patient Every Time



The **Delta Dental Center at Thea Bowman Community Health Center** opened its doors in Detroit, Michigan, in September 2017. The center, part of Advantage Health Centers, offers seven exam rooms, a sterilization area, an X-ray room and a lab.

The addition of the dental center makes it possible to offer fully integrated, patient-centered medical and dental care to the underserved community, focusing on prevention and early detection.

Since the Delta Dental Center opened, patient volume has steadily increased each month and is anticipated to grow even more in 2018.



Addressing Barriers to Care

Great Lakes Bay Health Centers (GLBHC) serves residents in 15 counties and provides a safety net for thousands of patients across Michigan. In 2014, the Delta Dental Foundation (DDF) provided support to equip a total of eight dental exam rooms in community health centers in Owosso and Bad Axe.

In 2017, in an effort to address transportation as a barrier to care, the DDF awarded a \$200,000 grant to GLBHC for the purchase of a new mobile dental bus with a wheelchair lift that will provide school-based care to more than 4,300 students at 85 schools and more than 1,200 migrant patients annually.

Services provided on the mobile unit include cleanings, exams, fluoride treatments, sealants, extractions, restorations and prosthodontics. Any patient that cannot be treated on a dental bus is referred to one of GLBHC's permanent dental clinics.

“The buses and friendly staff ease the fears of young children and help with their dental education starting at an early age. The staff is well-trained to explain everything about the cleanings. Sometimes parents come along, but it is convenient for others who can't leave work to get to an appointment.”



Michelle Valentine
Health Coordinator
Saginaw Intermediate School
District Head Start Programs
Saginaw, Michigan



Caring for Those With Special Needs

Patients with special needs, including those with cognitive and physical impairments, developmental disabilities, and complex medical needs, will soon be able to receive high-quality dental care in a dental clinic specially designed to meet their needs. The Delta Dental Foundation (DDF) committed \$2 million in funding to the University of Michigan School of Dentistry for the **Delta Dental Integrated Special Care Clinic** in Ann Arbor, Michigan.

Though the permanent clinic is not slated to open until 2020, the temporary clinic celebrated its completion in October 2017 and began treating patients in early 2018.





Serving Those Who Served

The DDF provided \$48,000 to support the Victors for Veterans program (V4V), which is part of the University of Michigan School of Dentistry's Community Based Clinical Dental Program. V4V is designed to provide comprehensive dental care to homeless veterans and offer dental students a unique educational training opportunity. In 2017, there were four clinics held at the Delta Dental Clinic at Volunteers of America Michigan in Lansing, treating 39 patients, ages 65 to 74, with no dental benefits.

“ We were able to provide care ranging from deep cleanings and disease control, to stabilizing patients who thought they would lose all of their teeth, to delivering sets of complete dentures to veterans who had gone without teeth for 30-plus years. This has been an excellent learning experience. ”



James Young
Third-year Dental Student
University of Michigan
School of Dentistry

Increasing Access to Care

Delta Dental Foundation (DDF) Funded Dental Clinics and Treatment Rooms

 2017 Funding

-  **1** Covenant Community Care
at Gardenview Estates
Detroit, MI
-  **2** Greene County Public Health
Safety Net Dental Clinic
Xenia, OH
-  **3** Rocking Horse Community
Health Center
Springfield, OH
-  **4** Thunder Bay Community
Health Services
Hillman, MI



Delta Dental Foundation Funded Dental Clinics and Treatment Rooms

● 2016 Funding
 ● 2015 Funding
 ● 2014 Funding
 ● 2013 Funding

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> 5 Academy of World Languages
Cincinnati, OH 6 ACCESS Dental Clinic
Dearborn, MI 7 Center for Family Health
Jackson, MI 8 Ironton Lawrence Area
Community Area Organization
Ironton, OH 9 Neighborhood Family Practice
Cleveland, OH 10 Oakridge Teen Health Center
Muskegon, MI 11 Thea Bowman Community
Health Center
Detroit, MI 12 West Mackinac Dental Clinic
Boyne City, MI 13 Akron Children's Hospital
Dental Clinic
Akron, OH 14 Barry Community Health Center
Hastings, MI | <ul style="list-style-type: none"> 15 Fairfield City Schools
Health Center
Hamilton, OH 16 Mackinac Straits Health Foundation
St. Ignace, MI 17 Cassopolis Family Clinic
Cassopolis, MI 18 Covenant Community Care
at Grace Community Church
Detroit, MI 19 Faith Mission
Worthington, OH 20 Great Lakes Bay Health Center
Bad Axe, MI 21 Great Lakes Bay Health Center
Owosso, MI 22 Kent County Health Department
Grand Rapids, MI 23 Manchester Schools Health Center
Piketon, OH 24 St. Vincent Charity Medical Center
Cleveland, OH | <ul style="list-style-type: none"> 25 University of Michigan
Special Needs Clinic
Ann Arbor, MI 26 Volunteers of America
Michigan Dental Clinic
Lansing, MI 27 Wayland Dental Clinic
Wayland, MI 28 Cherry Health
Grand Rapids, MI 29 Cincinnati Health Department/
Oyler School
Cincinnati, OH 30 Mercy Medical Center
Canton, OH 31 Trinity Free Clinic
Carmel, IN |
|--|--|--|

By the Numbers: DDF and Corporate Citizenship 2017 Support			Total Number of Lives Directly Affected 982,747
Dental	Education and Research	Nondental	
25% Dental Treatment	15% Oral Health Education	23% Nondental Nonhealth	
15% Dental Prevention	6% Dental Workforce Education	6% Nondental Health	
6% School Sealant Programs	4% Oral Health Research		

Committing to the Community



Dr. Jessica (Cole) Vogel received the \$25,000 Delta Dental Foundation (DDF) Community Commitment Award at Indiana University in 2017. She chose to return to her hometown in Indiana to begin her career as a dentist.

Returning Home

When I had the opportunity to return to my hometown to practice dentistry, I didn't hesitate. I love where I grew up—I was born and raised in Rush County, and I went to Rushville Consolidated High School. It's a small town with a strong sense of community despite a lack of access to the finer things in life.

Receiving the Community Commitment Award made my decision to come home easier. If I had not received the \$25,000, I may have had to consider a different option with more financial security. It also made me aware of how underserved our area is, and it reinforced my belief that I have a duty to provide access to quality dental care in my community.

“The most rewarding part of my job is treating people I've grown up with.”

Sometimes just talking with them about their personal experiences helps me gain a new perspective on life. I have one patient in particular whose treatment plan included removing all of her upper teeth to give her a denture. This was an extensive process, so I got to know her pretty well. I truly admire her, and I am proud that I was able to help her in a small way to give her the smile she deserved.



Dr. Jessica (Cole) Vogel
Award Recipient
Rushville, Indiana

Investing in the Future

The DDF provides five annual awards of \$25,000 each to graduating dental students who have made the commitment to practice for one year in an identified high-needs community in Michigan, Ohio or Indiana immediately following completion of dental education and licensure requirements.

The DDF also provided more than \$202,000 for scholarships, awards, dental education seminars and oral health-related research grants in 2017, which included:

- ▶ Awarding **55** dental hygiene and dental student scholarships
- ▶ Providing financial support for **22** master's thesis and faculty research projects at dental schools in Michigan, Ohio and Indiana
- ▶ Partnering with the University of Michigan School of Dentistry to offer three continuing education seminars for **735** dental professionals, who earned **13,230** credit hours for attending
- ▶ Honoring **five** dental students graduating from schools in Michigan, Ohio and Indiana with student leadership awards

2017 Community Commitment Award Winners



Dr. Seth Pezar

The Ohio State University
College of Dentistry
DDF Community Commitment Award



Dr. Rebecca Schwarcz

The University of Detroit Mercy
School of Dentistry
DDF Community Commitment Award



Dr. Lance Swapp

University of Michigan
School of Dentistry
Patrick P. Gribben Jr. Community
Commitment Award



Dr. Jessica (Cole) Vogel

Indiana University
School of Dentistry
DDF Community Commitment Award



Dr. Eli William

Case Western Reserve University
School of Dental Medicine
DDF Community Commitment Award

Connecting With Kids

The Delta Dental Foundation (DDF), Michigan WIC, Altarum Institute and McMillen Health have joined together to improve oral health for low-income children.

In 2016, WIC staff in five urban Michigan WIC clinics serving about 23,000 children received training to integrate oral health education and dental referrals into the nutrition education provided to mothers with young children in the WIC program. Year one program results: WIC staff comfort level with discussing oral health issues increased from 36 percent to 85 percent; more than 1,000 children received a referral to the dentist; and nearly 100 percent of the children referred by WIC staff who visited the dentist received preventive care.

As a result of this early success, and with funding from the DDF, the program expanded in 2017 to include an additional 46,000 children (about 20 percent of the state's WIC population) in 16 WIC clinics in three counties.

DDF Support of WIC

- ▶ Invested nearly **\$100,000**
- ▶ Provided program and training materials
- ▶ Donated **15,000** infant finger toothbrushes
- ▶ Donated **25,000** youth toothbrushes



DELTA DENTAL FOUNDATION





Sealing the Deal With Dental Sealants

The DDF provided \$255,000 to the Michigan Department of Health and Human Services' SEAL! Michigan program, the Indiana University School of Dentistry's SEAL Indiana program and to the Health Department of Northwest Michigan to support their school-based sealant programs in 2017.

As a result of our funding, 9,608 children received dental sealants.



An Eye-opening Experience

SEAL Indiana is a program of the Indiana University School of Dentistry (IUSD), which provides oral health screenings, education, fluoride varnish and dental sealants to children in Title I schools, as well as those living in homeless and domestic violence shelters in Indiana. I work in the SEAL Indiana shelter program, which is volunteer-based and led by IUSD students. My participation in SEAL Indiana has been an eye-opening experience, alerting me to the lack of preventive dental care available to children throughout the state. Not only have we provided preventive services to hundreds of children that may not otherwise have received them, but we have also been able to educate children and parents on the importance of oral health care.

“The generosity of the Delta Dental Foundation has been instrumental in providing the necessary support for the SEAL Indiana program to reach children who otherwise might not have been able to receive our help.”



Jessica Friedman
DDS Candidate, Class of 2018
Indiana University School
of Dentistry

Spreading the Word About Oral Health



In celebration of National Reading Month in March, Michigan legislators read oral health storybooks and delivered more than 1,700 oral health tote bags to first-grade classrooms around the state as part of our **Tote-a-Smile** program. In addition to

the storybook, the tote bags contained toothbrushes, bookmarks, oral health coloring pages, posters, a DVD, science activity cards and a teacher lesson plan.



“Delta Dental’s Tote-a-Smile program makes it easy for me to talk about the importance of daily reading and brushing when I visit classrooms every March to celebrate National Reading Month. I love seeing the kids’ eyes light up as I distribute the toothbrushes, books and bookmarks that are in the tote bags.”



Representative Tom Cochran
Michigan House District 67

Learning by Doing



We are proud to provide support to children's museums in Michigan, Ohio and Indiana. In 2017, the Delta Dental Foundation (DDF) committed \$200,000 to the Ann Arbor Hands-On Museum in Michigan to create an interactive oral health exhibit—Keep Smiling. This exhibit joins two other exhibits made possible with funding from the DDF: Chew on This! at Impression 5 Science Center in Lansing, Michigan, and Inside the Grin at Duke Energy Children's Museum in Cincinnati, Ohio. Delta Dental also provided funding to the Grand Rapids Children's Museum in Michigan and sponsors \$5 First Thursday Nights—reduced program admission at the Indianapolis Children's Museum in Indiana.

To ensure that children had the opportunity to visit and learn at some of the museums that received our support, the DDF also provided \$85,000 in field trip grants to schools in 2017.

“As a result of Delta Dental's partnership, 60 Burton Elementary students who participated in the Purposefully Playing Towards Kindergarten summer program were able to enjoy healthy snacks during each day of the program. In addition, they learned about healthy food choices and the importance of taking care of their teeth. The children loved the snacks, toothbrushes and other oral health goodies they received!”



Maggie Lancaster
Executive Director
Grand Rapids Children's Museum
Grand Rapids, Michigan

Getting a Head Start on Good Oral Health



In 2017, the Delta Dental Foundation (DDF) provided \$50,000 in grants to Head Start programs in Michigan, Ohio and Indiana to implement Brush!—a 36-week, literacy-based preschool oral health education program. The Brush! program, developed by McMillen Health in Indiana, promotes good oral health and nutrition with a focus on kindergarten readiness.

As a result of DDF funding over the past five years, nearly 76,000 children and their families have benefited from the Brush! program.

To address the unique oral health issues of children with special needs and disabilities, the DDF provided \$40,000 to McMillen Health to support a new and innovative training program—Healthy Baby Teeth for Children with Special Needs.

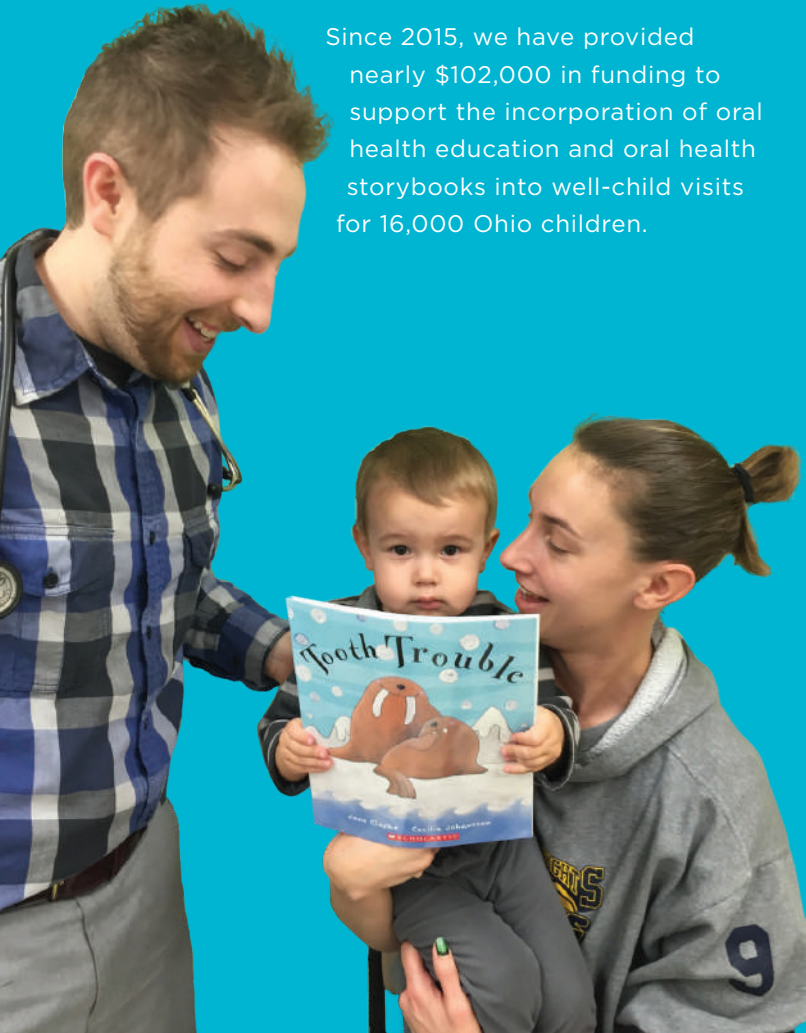
The program is designed to provide educational resources and training about oral health to early interventionists, home visitors and others who work with parents of children with special needs from birth through age 5. The program had its official launch in Fort Wayne, Indiana, and the pilot year will include training for 250 professionals who work with more than 5,000 children and 7,500 parents in Wayne County, Michigan.



Connecting Reading and Brushing

We are proud of our partnership with Reach Out and Read, a national organization that gives children up to age 5 a foundation for school success by incorporating books into pediatric care and encouraging families to read together.

Since 2015, we have provided nearly \$102,000 in funding to support the incorporation of oral health education and oral health storybooks into well-child visits for 16,000 Ohio children.



Eliminating Roadblocks

As pediatricians, we ask parents to be responsible for and absorb a lot of information. I witnessed a lightbulb moment with the mom of a toddler recently when I was talking about oral health care and presenting her with a copy of the book "Brush, Brush, Brush."

“As we took a moment to look at the book, I used the pictures to ask questions about whether she visited the dentist, when she brushed her child’s teeth, etc.”

The book prompted discussion, and I found out that the family lacked oral health care products for each family member. As a provider, it made me aware of home roadblocks to proper care. Mom and I were able to quickly brainstorm some solutions. Mom left the exam room empowered with a better understanding of age-appropriate oral health care and solutions to equip their daily routines.



Dr. Valerie Stricklen
Rocket Pediatric
Toledo, Ohio

Taking a Bite Out of Hunger

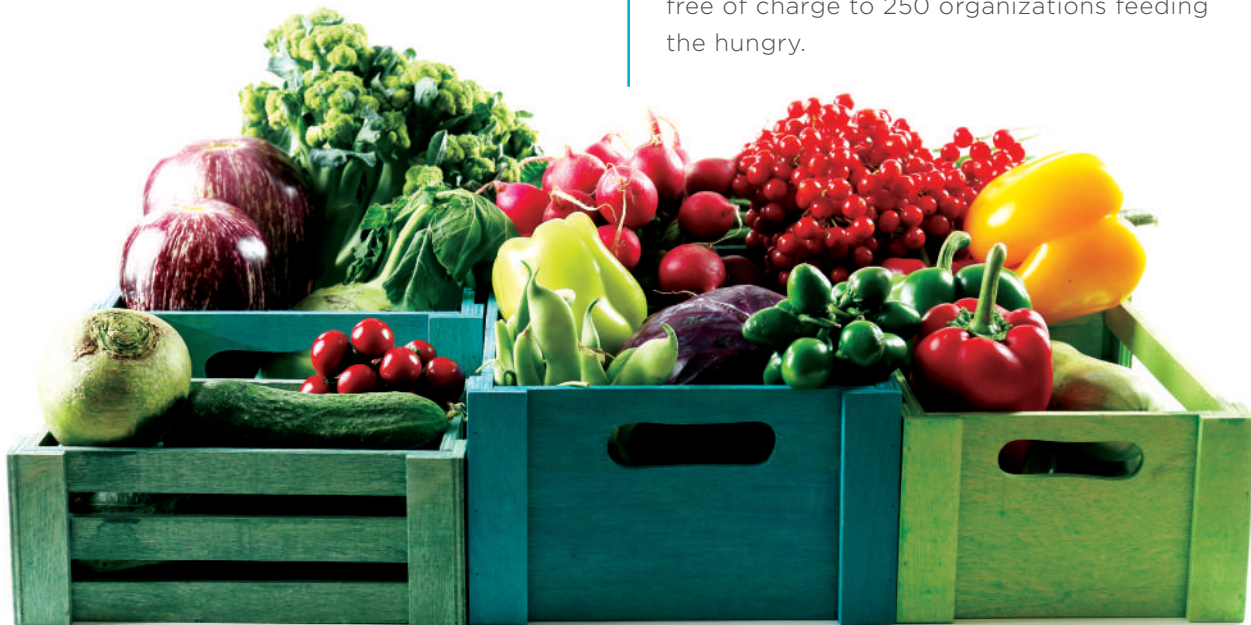
Children who are hungry are unable to concentrate in school, have poor academic performance, and are at higher risk for oral and overall health problems.

As part of its commitment to ensuring that children show up for school healthy, pain-free and ready to learn, Delta Dental supports organizations that work every day to ensure that children get enough to eat, especially on weekends and during the summer months when school is not in session.



Working Together to End Hunger

Forgotten Harvest is a food rescue organization in southeast Michigan dedicated to rescuing food that would otherwise go to waste. From 2016 through 2017, Forgotten Harvest rescued 45.8 million pounds of food and distributed it free of charge to 250 organizations feeding the hungry.





Healthy Food, Healthy Kids Programs Supported by Delta Dental

Since 2016, Delta Dental has provided nearly \$750,000 to Forgotten Harvest to support its Healthy Food, Healthy Kids programs, which include the Summer Lunch Program, Detroit Public Library Snack Program and the School Pantry Program.

In addition to funds, the Delta Dental Foundation has provided toothbrushes, oral health information and helped organize on-site preventive dental care for children participating in these programs.

During 2017:

Summer Lunch Program

- ▶ **98,860** lunches delivered
- ▶ **9,375** snacks delivered
- ▶ **3,500** children fed weekly

Detroit Public Library Snack Program

- ▶ **139,360** after-school snacks provided to children
- ▶ **2,000** children fed weekly
- ▶ **20** participating library branches

School Pantry Program

- ▶ **947,603** pounds of food distributed
- ▶ **789,669** meals provided
- ▶ **863** children served per week
- ▶ **1,705** families served per week



Serving Those in Need

SEED is an outreach organization designed to impact and provide services to residents in Michigan and Maryland through community support services, education support, and housing and financial empowerment.

“Funding from organizations like Delta Dental is essential in order for us to provide services to our clients.”

Our focus is moving people from dependency to self-sufficiency. Each of our programs provide the ideal road map for our youth to senior clients to equip them with the tools to improve their situation.

If Forgotten Harvest didn't rescue thousands of pounds of food and receive financial support to do so, the waste would be unreal. Many families wouldn't have access to quality food, and children who receive free and reduced school lunches during the school year would experience firsthand the summer meal gap.



Nichole Mattison

Vice President of Programs
SEED (Sowing Empowerment
and Economic Development, Inc.)
Detroit, Michigan





SEE
Sustainable Education and
Empowerment

Dole
CERTIFIED
ORGANIC
BANANAS

SUNSET
INSPIRED BY
FLAVOR

SUNSET
INSPIRED BY
FLAVOR

SUNSET
INSPIRED BY
FLAVOR

Making a Difference



Through our partnerships with Weekend Survival Kits and Blessings in a Backpack, Delta Dental distributed weekly bags of food to more than 1,200 children in five schools in Michigan, Ohio and Indiana who weren't getting enough to eat on weekends.

Since 2012, we are proud to have provided weekend food and toothbrushes to more than 6,200 children in need.

Kits Help Our Family

My kids love the program. They love the snacks that come in the bag. They are always excited because they know they are getting the bag each week to bring home.

I use the canned vegetables for dinner and oatmeal for breakfast.

I think the most beneficial part is if we are short on food or struggling, we know that every week there is at least one bag of food being brought home. We know we have something for breakfast, or if they want to pack a lunch, they have a snack to put in there. So I always have something in the cupboards.

“ It makes me feel better knowing that if our bills are a lot and we have less to spend on food, at least we have this to help. ”



Amanda C.
Weekend Survival Kit Recipient
Lansing, Michigan



Serving Smiles to Seniors



For the second year, Delta Dental, the Office of Retirement Services (ORS) Michigan and the Tri-County Office on Aging teamed up to host **Serving Smiles to Seniors**, a series of oral health luncheons at senior centers throughout mid-Michigan. Seniors were treated to lunch, oral health bingo and an education session on how to take care of their oral health, facilitated by a registered dental hygienist trained in Oral Health America's Wisdom Tooth curriculum.

In 2017, 369 seniors took part in the program at nine different sites. Nearly 70 ORS and Delta Dental employees served lunches and played bingo with attendees.





MICHIGAN OFFICE OF RETIREMENT SERVICES

BINGO

Tooth	Oral Cancer	Mouthwash
With	Bridge	Jaw Bone
Oral Hygiene	Fluoride	Filling
FREE SPACE	Dental	Floss
Canal	Molars	Brushing
Water	Tooth Decay	Teeth

Did you know?
Nearly one-third of adults 65 years and older have untreated tooth decay.



DELTA DENTAL

MICHIGAN OFFICE OF RETIREMENT SERVICES

BINGO

Tongue	Toothpaste	Jaw Bone	X-ray	Dry Mouth
Plaque	Cavity	Saliva	Oral Cancer	Bridge
Stars	Tooth	FREE SPACE	Tooth Enamel	Denture
Bad Breath	Gum Disease	Root Canal	Sealants	Brushing
Dry Socket	Filling	Floss	Gums	Tartar

Did you know?
...not smoking tobacco use

Use a toothbrush and floss once a day
for the care of your
teeth.



Are you OK!

Grief
is itself
a medicine.

Let's
WORK
TOGETHER

“
THINGS
TAKE
TIME.
SO JUST BE
PATIENT
”

E's
Place

HONESTY
nes
A LIGHT
EYES

give
respect
get
respect

SAFE
SPACE

en life
blurry
t
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DELTA DENTAL

you
can
totally
do this

Creating a Welcoming and Safe Space

Delta Dental provided \$146,700 to Ele's Place in Lansing, Michigan, for **Delta Dental's Teen Zone**, which offers a place for teens to receive support as they grieve the loss of a loved one. Employees also donated their time to help create and install the unique artwork for the teen zone.



Providing Comfort and Support

“The generous support of Delta Dental for the teen zone at Ele's Place allows grieving middle and high school students to find a safe space to share feelings that may not mirror those of their school friends or teammates.”

I am reminded of a young woman whose sister died when she was a junior in high school. While she was attending our group, she shared that her dearest friends, the ones who had been of great support through her sister's death, the funeral and immediately following, shortly after could not understand her continued grief and sorrow. Coming to Ele's Place and joining our high school group in Delta Dental's Teen Zone allowed her to be with other kids her own age who had also had similar experiences. This camaraderie allowed her to not only have a place to discuss her grief and talk about her sister, it also helped her feel less alone and isolated in her grief journey. We are so grateful that the support of Delta Dental allows us to serve teens like her, and so many more.



Kate Powers
Managing Director
Ele's Place
Lansing, Michigan



Connecting With the Community

It's easy to recognize Delta Dental employee volunteers! They're the ones wearing gray smile ambassador T-shirts and big smiles. Throughout 2017, you could find our employees reading in classrooms, packing and delivering food, loading shopping carts with school supplies, working at health and career fairs, delivering books and supplies to schools, packing backpacks, working at charity events, running to raise funds, and decorating spaces for children to heal.







Preparing Students for Success

Our **Pack a Smile School Supplies Drive** helps children in need start the school year off right. In 2017, our employees donated enough new school supplies to fill 1,634 company-donated backpacks to distribute in Michigan, Ohio and Indiana.





Encouraging Readers

To celebrate National Reading Month in March, 70 employees visited schools in Michigan, Ohio and Indiana to read oral health storybooks to students and talk about the importance of good oral health. Employees entered their schools in a drawing to win one of four \$500 grants to stock the school's media center with new books.



Lacing Up for a Cause

Delta Dental was the title sponsor for the Ronald McDonald House of Mid-Michigan's Run for the House. In addition to the \$10,000 sponsorship, nearly 30 employees and family members ran, walked and volunteered at the event, which was held on our Okemos campus.





It's time to
Take a Bite Out of
HUNGER
Santa Barbara, Added to the
FRIDAY MONDAY
DEC. 1 - DE



Hunger Doesn't Take a Break

It was a record-breaking year for the company's annual **Take a Bite Out of Hunger** holiday food drive! Employees donated a total of 27,450 food items. For every item donated, Delta Dental donated \$1 to community food bank programs in Michigan, Ohio and Indiana.

Why I'm Involved

My family was on the receiving end of food drives 30 years ago, and that's what compels me to give every year to Delta Dental's annual employee food drive. My parents' health disallowed them from working, so our family subsisted on federal programs and frequented the local food bank.

I started working at Delta Dental 14 years ago, and haven't thought about leaving. Having a fulfilling career with the company is one thing. But being able to be a part of a work culture that puts an emphasis on corporate citizenship and giving to those in need throughout our community—that is life-changing.

I'm proud to be a Delta Dental employee, and I take every opportunity I can to give back, just like those who helped me years ago.

“ I feel like I've come full circle. ”



Mary Bengtsson
Accounting and Finance
Delta Dental of Michigan,
Ohio, and Indiana

Making a Difference Together

Over two October weekends, nearly 150 Delta Dental of Michigan employees and family members volunteered to help three organizations with critical projects as part of our **Delta Dental's Days of Doing**.

Forgotten Harvest Farms

Employees harvested 14 tons of potatoes at Forgotten Harvest Farms in Fenton, Michigan.



“ Volunteering was a lot of hard work, but it was a worthwhile experience that we won't forget! ”



Janel Williams
(Pictured center)
Customer Service
Delta Dental of Michigan,
Ohio, and Indiana

“ Small Talk provides great comfort and support to children, and we all worked above and beyond to help with their needs. ”

Laurie Dombrowski
(Pictured right)

Group Administration
Delta Dental of Michigan,
Ohio, and Indiana



Small Talk Children's Assessment Center



Employees painted and decorated children's areas for Small Talk Children's Assessment Center in Lansing, Michigan.



Greater Lansing Food Bank Garden Project

Employees cleared debris and built picnic tables for the Greater Lansing Food Bank Garden Project in Lansing, Michigan.





AC & E RENTALS

DELTA DENTAL'S
smile squad

DELTA DENTAL'S
smile squad

DANGER
PELIGRO

Always wear your seat belt when operating this machine.
Do not drink alcohol or use drugs before operating this machine.
Do not operate this machine if you are tired or have been drinking alcohol or using drugs.
Do not operate this machine if you are under the influence of alcohol or drugs.
Do not operate this machine if you are wearing a hat or loose clothing.
Do not operate this machine if you are wearing jewelry.
Do not operate this machine if you are wearing glasses.
Do not operate this machine if you are wearing contact lenses.
Do not operate this machine if you are wearing a watch or bracelet.
Do not operate this machine if you are wearing a ring.
Do not operate this machine if you are wearing a necklace.
Do not operate this machine if you are wearing a tie.
Do not operate this machine if you are wearing a scarf.
Do not operate this machine if you are wearing a hooded sweatshirt.
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Do not operate this machine if you are wearing a coat.
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Do not operate this machine if you are wearing a shirt.
Do not operate this machine if you are wearing a tank top.
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PELIGRO
EVITE LESIONES O LA MUERTE
NO OPERE ESTA MAQUINA A MENOS QUE
SEAS UN OPERARIO CALIFICADO

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Celebrating 60 Years of Smiles

Because our commitment to the communities we serve defines who we are as an organization, Delta Dental of Michigan chose to celebrate its 60th anniversary by promoting and supporting organizations working to improve life for Michigan residents.

The celebration started when the Delta Dental Smile Squad hit the road on two beautiful autumn days in the custom-designed Smile Mobile. The purpose of the journey was to surprise six organizations in southeast and mid-Michigan with \$10,000 checks to support the great work they're doing in their communities.

The organizations recognized included: Junior Achievement of Southeastern Michigan, HAVEN and Beyond Basics in the Detroit area, and Cristo Rey Community Center, Boys and Girls Club of Lansing and the Capital Area Literacy Coalition in Lansing.



Supporting Families

Oral health care is a challenge for many, especially for low-income people and immigrants for various reasons. Our medical practice sees many physical health cases that could be minimized or even eliminated with improved oral health care.

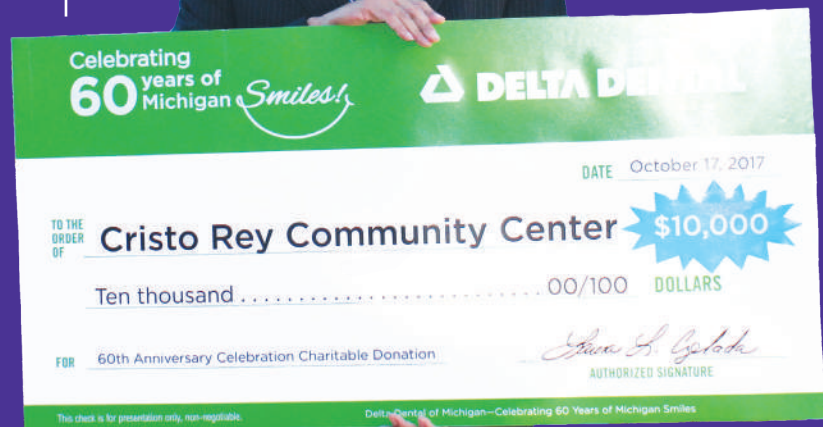
We are fortunate to have partners like Delta Dental, who understand the correlation and are proactive. The \$10,000 donation Cristo Rey received from Delta Dental allowed for increased staffing of medical personnel to follow up on our patients' care, plus additional connections to needed resources.

Examples of resources that patients are guided to most always include access to oral care products. Delta Dental already provides toothpaste and toothbrushes; however, these donated dollars helped make available dental rinse, dental floss and tape, and sanitizing products that add to improved oral health.

“ Thank you Delta Dental for supporting families in need here in Lansing. ”



Joseph Garcia
Executive Director
Cristo Rey Community Center
Lansing, Michigan





THANK YOU
 for all that you do
 in our community!

From your friends at
 Delta Dental of Michigan

Celebrating 60 years of Michigan Smiles. **DELTA DENTAL**

DATE: October 18, 2017

TO THE ORDER OF: Junior Achievement of Southeastern Michigan **\$10,000**

Ten thousand 00/100 DOLLARS

FOR: 60th Anniversary Celebration Charitable Donation

Steve H. Galbreath
 AUTHORIZED SIGNATURE

This check is for promotional only - non-negotiable. Delta Dental of Michigan - Celebrating 60 Years of Michigan Smiles.

Increasing Our Impact

The team at Junior Achievement of Southeastern Michigan (JASEM) was anticipating a formal business meeting with Delta Dental, not a festive celebration and a \$10,000 check when the Delta Dental Smile Squad showed up at our headquarters. We were shocked and delighted by the generous gift, which enabled us to teach financial literacy and workforce readiness to an additional 300 students in schools across southeastern Michigan.

“Thank you, Delta Dental! You brought big smiles to JASEM and big impact to students we serve.”



Jennifer Champion
Vice President of Marketing
and Development
Junior Achievement
of Southeastern Michigan
Detroit, Michigan



“What a wonderful surprise! Incredibly grateful to turn a generous donation into healthy snacks for kids!”



Sandra Kowalk-Thompson
Director of Development
Boys and Girls Club
Lansing, Michigan



Thank you

Adams County Ohio Valley Schools
Advantage Health Centers
Alcona Community Schools
All Saints Episcopal Church
All Species Kinship
All-of-us Express Children's Theatre
American Cancer Society
American Diabetes Association
American Heart Association
American Legion—Post 238
American Red Cross
Animal Placement Bureau
Ann Arbor Hands-On Museum
Ann Arbor Public Schools
The Arc Shiawassee
B.A.S.S, Inc. (Building Assets to Strengthen Society)
Baldwin Family Health Care
Bangor Public Schools
Bath Community Schools
Battle Creek Public Schools
Bauer Family Resources
Bay City Public Schools
Bay Health Plan
Bendle Public Schools
Bentley Community Schools
Benton Harbor Area Schools
Benzie County Council on Aging
Beyond Basics
Big Brothers Big Sisters Michigan Capital Region
Birch Run Area Schools
Blessings in a Backpack
Boardman Local Schools
Boy Scout Troop 122
Boys and Girls Club of Lansing
Breckenridge Community Schools
Bridgeport Spaulding Community Schools
Bridges to Health
Buchanan Community Schools
Bullock Creek School District
C.H.U.M. Therapeutic Riding
Camp Kesem MSU
Canton City School District
Capital Area Community Services Head Start
Capital Area District Library
Capital Area Humane Society
Capital Area Literacy Coalition
Care Free Medical and Dental
Carman-Ainsworth Community Schools
Carrollton Public Schools
Case Western Reserve University School
of Dental Medicine
Cassopolis Family Clinic Network
Cassopolis Public Schools
CATCH.org
CATCO
Central Local Schools
Chaldean American Ladies Charity
Charlotte Public Schools
Charter Township of Meridian
Cherry Health
Chesapeake Union Exempted Village Schools
Child and Family Services of Michigan
The Children's Bureau (CB)
Children's Hospital Medical Center of Akron
Children's Museum of Indianapolis
Children's Trust Fund
Children's Oral Health Network
Chippewa Valley Schools
Cincinnati Dental Society's Oral Health Foundation
Cincinnati Museum Center
Cincinnati Public Schools
City of East Lansing
City of Southgate
City Rescue Mission of Lansing
Clarenceville School District
Columbus City Schools
Community Action Program of Evansville
Community Health and Social Services (CHASS)
Compassionate Care of Shelby County
Concord Community Schools
Copper County District Dental
Covenant Community Care
Coventry Local Schools
Cristo Rey Community Center
Cristo Rey Network
Cross Creek Charter Academy
Cuyahoga Falls City School District
Damar Services
Dance Marathon at the University
of Michigan (DMUM)
Danville Local Schools
Dayton Children's Hospital, Foster and Kinship
Care Program
Delta College
Dental Lifeline Network—Indiana
Detroit Economic Club
Detroit Institute of Arts
Detroit Public Schools
Detroit Symphony Orchestra
DeWitt Public Schools
Dowagiac Union School District
Eastern Michigan University Foundation
Eaton County Humane Society
Eaton Rapids Public Schools
Eau Claire Public Schools
EHOVE Career Center
Ele's Place of Grand Rapids
Ele's Place of Lansing
Empower Kindness
Evansville Christian Life Center
Everybody Ready
Faith Mission
Ferndale Public Schools
Ferris State University Dental Hygiene Program
Fitzgerald Public Schools
Forgotten Harvest
FreeD.O.M. Clinic USA
The Futures Foundation
G.I.V.E.S.
Gahanna Jefferson Public Schools
Galion City Schools
Gennesaret Free Clinics
Gibraltar School District

...for connecting

Gibsonburg Exempted Village Schools
Gleaners Community Food Bank
Good Juju Rescue Fund
Good Neighbor House
Grace Clinic Delaware
Grand Equestrians Therapeutic Riding Program
Grand Rapids Children's Museum
Grand Rapids Public Schools
Grand Rapids Student Advancement
Foundation (GRSAF)
Griiot County Community Foundation
Griiot County Free Clinic
Great Lakes Bay Health Centers
Greater Lansing Food Bank
Greene County Health District
Hamilton Local Schools
Hamilton Southeastern Schools Foundation
Harrison Community Schools
Haslett Public Schools
HAVEN
Haven House
Hazel Park School District
Health Department of Northwest Michigan
HealthLinc Community Health Centers
Healthy Smiles of Indiana
Hebrew Academy of Cleveland
Hillsdale Community Schools
His House Christian Fellowship
Holland Free Health Clinic
Holmes County Board of Developmental
Disabilities (HCBDD)
Holt Public Schools
Homeless Angels
Hope Dental Clinic
Hospice House of Shiawassee County
Hospice of Lansing
Hospice of the Western Reserve
House of Many Educations Home
Howell Public Schools
HUDA Clinic
Hunger Network of Greater Cleveland
Hygienist Recommended
Impression 5 Science Center
India Cultural Society

Indiana Dental Association Foundation
for Dental Health
Indiana University School of Dentistry
Information Technology Empowerment
Center (ITEC)
Ingham County Animal Shelter
Ingham County Community Health Centers
Inland Lakes Schools
Ionia Public Schools
Ironwood Area Schools
Ivy Tech Community College
Jackson City School District
Jackson YMCA
Jackson-Milton Local School District
The Jane Pauley Community Health Center
Johannesburg-Lewiston Area Schools
Junior Achievement of Mid-Michigan
Junior Achievement of Southeastern Michigan
Junior Achievement of the Michigan Great Lakes
Juvenile Diabetes Research Foundation (JDRF)
Kalamazoo Public Schools
Kids World News
KidSMILES Pediatric Dental Clinic
King's Daughters' Hospital Foundation
KIRPC Head Start
Kiwanis Club of Lansing
Lakeshore Public Schools
Lakeville Community Schools
Lakota Local Schools
Lansing Board of Water and Light
Lansing Catholic High School
Lansing Community College
Lansing Economic Area Partnership (LEAP)
Lansing Parks and Recreation
Lansing Promise
Lansing Public Schools District
Lansing Teen Challenge
Lansing Telugu Association
Lapeer Sunrise Kiwanis Charitable Foundation
Last Day Dog Rescue
The Leona Group
Livingston County 4-H
Livingston Educational Service Agency
Logan County Health District

Logan Elm Local School District
Lordstown Local School District
Macomb Dental Society
Make-A-Wish Foundation
Make-A-Wish Michigan
Malta Medical and Dental Clinic
Maple City Health Care Center
Margaretta Local School District
Marion City Schools
Marshall-Starke Head Start
Martin Luther King Montessori School
Mary Turner Center for Advocacy
Mason Orchestral Society
Matthew 25
McLaren Greater Lansing Foundation
McMillen Health
Meigs Local School District
Menominee Area Public Schools
Mesick Consolidated Schools
Michigan Association of School Social
Workers (MASSW)
Michigan Chapter of the American Academy
of Pediatrics
Michigan Community Service Commission
Michigan Dental Association Foundation
Michigan Dental Hygienists' Association
Michigan Department of Health and Human
Services (MDHHS)
Michigan Fitness Foundation
Michigan Hands and Voices
Michigan Head Start Association
Michigan Humane Society
Michigan Humanities Council
Michigan League for Public Policy
Michigan Minority Purchasing Council
Michigan Oral Health Coalition
Michigan State University
Middletown City School District
Mid-Ohio Education Service Center
Mill Race Marathon
Monroe Public Schools
Montrose Community Schools
Mt. Morris Consolidated Schools
Muncie Mission Ministries

with us in 2017!

Muskegon Public Schools
My Sister's Keeper
National Association for the Advancement
of Colored People (NAACP)
New Hope of Indiana
Northern Michigan University
Northville Public Schools
Northwest Ohio Educational Service Center
Northwestern Ohio Community
Action Commission
Novi Community School District
Oak Grove AME Church
Oakland County
Oakland Integrated Healthcare Network
Oakland University
Ohio Alliance of YMCAs Foundation
Ohio Dental Association
Ohio Dental Hygienists' Association
The Ohio State University College of Dentistry
Ohio State University HSMP Alumni Society
Olivet Community Schools
Ontario Local Schools
The Oral Cancer Foundation
Orchard View Schools
Ottawa County Department of Public Health
Owens Community College
Owosso Community Players
Parkview Middle School
Parkwood YMCA
Partners in Personal Assistance
Perry Local Schools
Physicians CareConnection
Pinconning Area Schools
Pittsford Area Schools
Playmakers
Plymouth Educational Center
Pontiac City School District
Princeton City Schools
Project Access of Howard County, Indiana
The Province of St. Joseph of the Capuchin Order
Raphael Health Center
Redford Union Schools
Reese Public Schools
Regents of the University of Michigan

The Research Institute at Nationwide
Children's Hospital
Resolution Services Center of Central
Michigan (RSCCM)
River View Local School District
Rock CF Foundation
Rocking Horse Community Health Center
Rolling Hills Local School District
Ronald McDonald House of Mid-Michigan
Saginaw Health Plan
Saginaw Public Schools
The Salvation Army
Samaritas
Sandusky Community Schools
Sandy Valley Local Schools
Shaker Heights City Schools
Share the Warmth
Shelby City Schools
SIREN Eaton Shelter
Small Talk Children's Assessment Center
Society of American Indian Dentists
South Redford School District
Southeast Healthcare Services
Sparrow Foundation
Sparrow Health System
Special Olympics Indiana
Special Olympics Michigan
Springfield City School District
Springfield Local Schools
St. Johns Public Schools
St. Jude Children's Research Hospital
St. Vincent Catholic Charities (STVCC)
Starfish Family Services
Swanton Local School District
Swartz Creek Community Schools
Sylvania Schools
Symmes Valley Local School District
Talawanda School District
Tapper's Fine Jewelry
Thunder Bay Community Health Services
Torch 180
Traveler's Aid of Metropolitan Detroit
Tri-County Office on Aging
Trinity Free Clinic

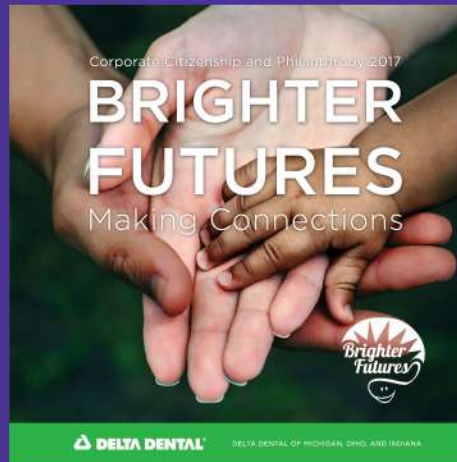
Troy School District
Tulip Tree Family Health Care
The Turning Point of Lansing
Union City Community Schools
United Rehabilitation Services of Greater
Dayton (URS)
University Hospitals Rainbow Babies
and Children's Hospital
University of Cincinnati Foundation
University of Detroit Mercy
University of Detroit Mercy School of Dentistry
University of Michigan School of Dentistry
Utica Community Schools
Valley Area Agency on Aging
Valley View Local School District
VINA Community Dental Center
Viola Startzman Clinic
VIP Mentoring Program
Vista Maria
Volunteers in Medicine - Monroe County
Volunteers of America Michigan
Wabash Valley Health Center
Walnut Township Local Schools
Warren Consolidated Schools
Warren Woods Public Schools
Waverly Community Schools
Wayne-Westland Community Schools
Weekend Survival Kits
Wellston City Schools
West Bloomfield School District
West Branch Rose City Schools
Western Upper Peninsula Healthcare Access
Coalition (WUPHAC)
Westland Chamber of Commerce
Wharton Center for Performing Arts
Wildside Rehabilitation and Education Center
Willow Tree Family Center
Winning Futures
Woldumar Nature Center
Woodhaven Brownstown Schools
Wooster City Schools
YMCA Michigan Youth in Government
Ypsilanti Community Schools
Zeeland Public Schools

We're grateful for the connections we've made and for the work we've done together to improve lives and ensure brighter futures for all.

Together, we've touched the lives of nearly 1 million people.

“Alone we can do so little; together we can do so much.”
—Helen Keller

Continue the Connection



To download an electronic version of this report, visit your state's specific website:

www.deltadentalmi.com/bfreport

www.deltadentaloh.com/bfreport

www.deltadentalin.com/bfreport





INSPIRING
BRIGHTER
SMILES
DELTA DENTAL

INSPIRING
BRIGHTER
SMILES
DELTA DENTAL

Marshall
Molar

DD



Delta Dental of Michigan, Ohio, and Indiana
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