



Lancaster Cleft Palate Clinic

ANNUAL REPORT 2024-2025

GROWING FROM WITHIN



TRANSFORMING FROM WITHIN

The Clinic is working on a number of exciting changes behind the scenes that we hope will streamline patient care and improve the quality of our patient experience.

One of these upgrades will include a new phone and communication system that will link directly to our electronic patient medical records. This system will enhance messaging options to connect our families with Clinic staff and providers more effectively. We are also excited to launch electronic forms for all of our new patient and health history updates. In the near future, families will no longer need to fill out paper forms when they arrive for an appointment. Forms will be available in multiple languages. Eventually, we hope to use electronic treatment consent forms as we work toward becoming a paperless facility.

Financially, the Clinic is in an excellent position despite the current uncertainty facing Medicaid reimbursement, state, and federal funding. We recently paid off the final loan that financed our building renovation. The Clinic is debt free as a result. We received multiple large grants this year to support clinical care. LCPC is proud to announce our most recent honor, the Highmark Bright Blue Futures Award, given to organizations which improve health equity. It is our mission to provide the highest level of craniofacial care regardless of a family's ability to pay or other barriers to care.

We have been busy in the community this year, keeping LCPC's mission in the minds of our friends and neighbors. In September, we gave thanks to our team members who generously donate their time after hours during events that support our organization. Events include the Kiwanis of Lititz Chocolate Walk and Pretzel Fest, LCPC's Day of Gratitude and Celebrating Smiles art auction, and our day with the Lancaster Stormers in July to celebrate Cleft and Craniofacial Awareness and Prevention Month.

Sadly, we said goodbye to our longest serving provider, Dr. Mohammad Mazaheri, who passed away in May at the age of 97. His legacy and passion for cleft care serve as an inspiration to all of us at LCPC. May we all share the tenacity of Dr. Mazaheri who gave over 5 decades of service to our patients and changed countless lives for the better.

With Gratitude for Your Support,



Liz Prada, DMD, MPH
Executive Director and Pediatric Dentist



FROM THE
EXECUTIVE
DIRECTOR



PATIENT STATISTICS & FINANCIAL CHANGES



NEW PATIENTS

2025

Craniofacial Team 97
Other Services* 673
Total New Patients 770

*Includes Speech, Audiology, Dental & Orthodontic

PATIENT VISITS
13,990

23% OVER FY 2024



8,186
PATIENTS SEEN

8% OVER FY 2024

Average Insurance
Reimbursement Rate:

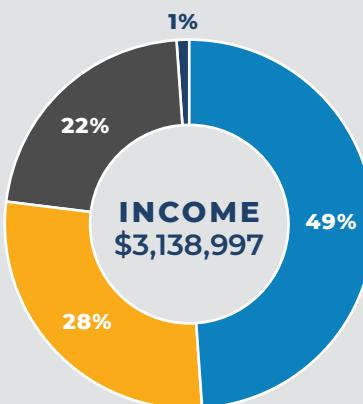
54%

Federal and state support, grants, and
donations cover the other 46%.

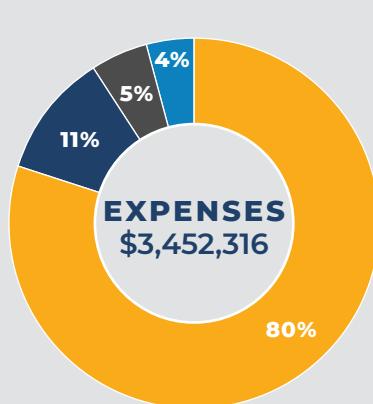
ENDOWMENTS

Type of Endowment	Beginning Balance	Ending Balance	% Growth
Restricted	\$2,389,694	\$3,513,095	+5%
Unrestricted	\$4,254,819	\$3,908,357*	-8%
Total Endowments Value	\$6,644,513	\$7,421,452	+12%

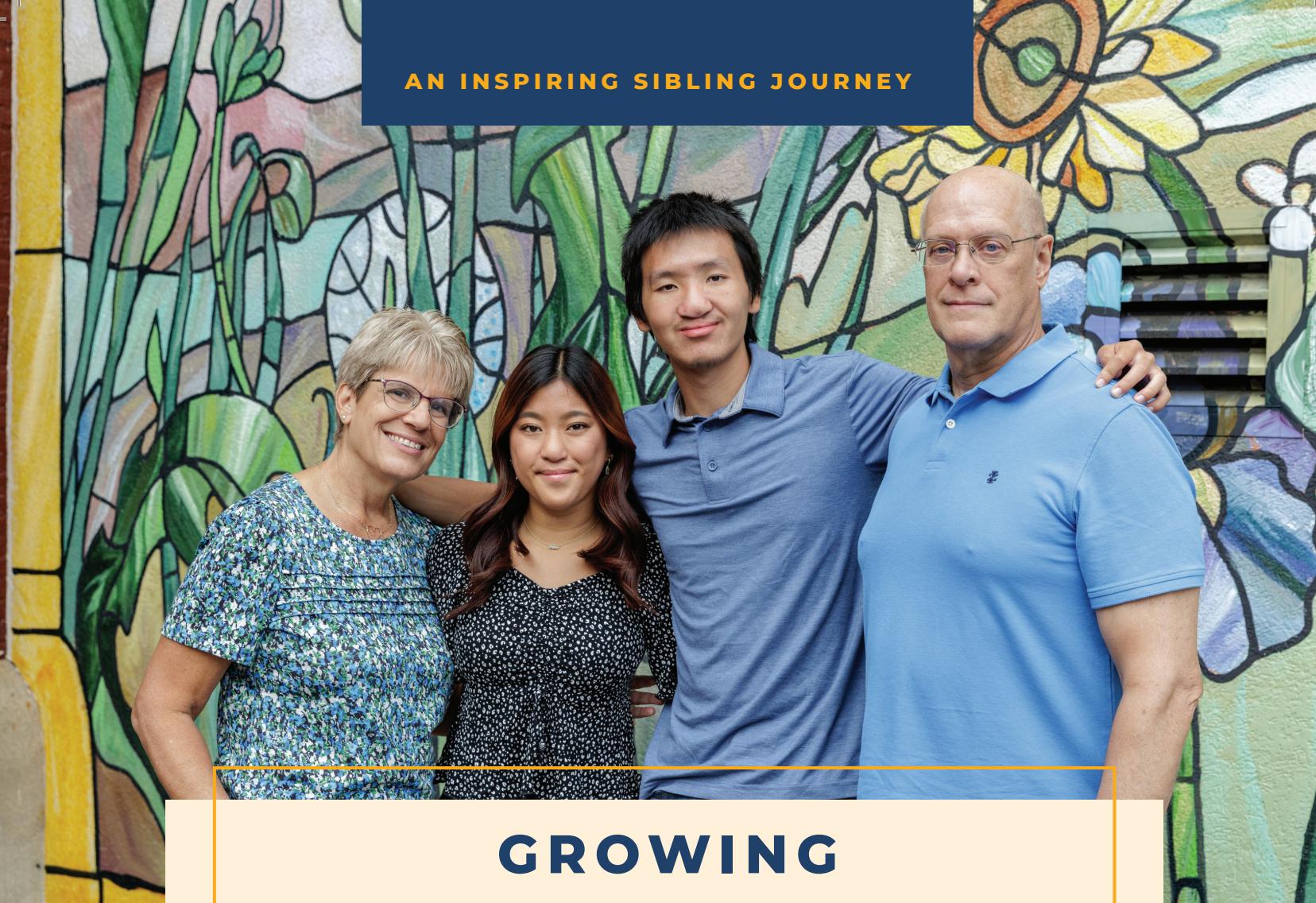
*The Clinic utilized unrestricted funds to pay off its final renovation loan and is no longer in debt.

Income Up 5%
OVER FY 2024

- Patient Insurance and Fees for Service, Including Medicaid
- Federal and State Support
- Foundation Grants and Fundraising
- Research Grants

Expenses Up 12%
OVER FY 2024

- Patient Services
- Administrative
- Fundraising/Communications
- Building Maintenance/Utilities



GROWING TOGETHER

Daniel and Anna Hoppes grew up like twins at only five months apart in age, both adopted from China by Bruce and Lori Hoppes as young children, and sharing similar diagnoses – cleft lips and palates.

The Hoppes brought Anna home when she was 18 months old and at the time, she had a full open cleft lip and palate. “We reached out to friends of ours who had a son with a cleft for advice,” Lori remembered. “They encouraged us. They told us about Lancaster Cleft Palate Clinic and that was how we became aware that services like the Clinic even existed.” Bruce and Lori connected with the Clinic before they even brought Anna home and scheduled her first appointment.

Anna had her first surgery – a lip repair – on her second birthday. Since then, she has had numerous sets of ear tubes, and undergone palate surgery, pharyngeal flap surgery, a bone graft, a nose repair, and finally a jaw reconstruction, after which she reached a fully functional face and aesthetic smile, making her treatment complete.

The Hoppes brought Daniel home when he was two-and-a-half. He’d had a lip repair and some work on his palate while in China, but a lot of it had to be redone. His bilateral cleft was severe and required a complicated approach, including a jaw distraction surgery following high school involving rods that had to be rotated slightly each day to inch his top jaw forward. As a specialist in this surgery, Dr. Cathy Henry developed a clear path forward with treatment. “It was quite extensive but everything healed very well,” Lori shared.

Daniel and Anna never felt isolated during their journeys and grew closer together through their experiences. “I never had to do anything alone,” Anna shared. “Whenever my brother and I would have appointments or surgeries, we could do them together. We’d plan them that way. Our processes were different but we could discuss our experiences.”

Daniel expressed his deep gratitude for Dr. Henry and that he had always been able to place his full trust in her. Anna shared that she’d been with Dr. Thomas Samson for as long

as she could remember, and that she always received direct communication and intentional support from her team. “Everyone at the Clinic is reassuring,” she said. “They do treat you like family.”

The siblings’ unique opportunity to complete their cleft journeys together brought peace to Bruce and Lori, and the Clinic did as well. “Our minds and hearts were at ease,” Lori said. “There’s so much support, expertise, and wisdom there. We not only had peace but a sense of belonging and family.”

That’s one reason why Bruce and Lori moved Heaven and earth – shifting schedules, coordinating rides, taking off work – to ensure that their children made it to each appointment, even though it was a two-hour drive from their home to the Clinic.

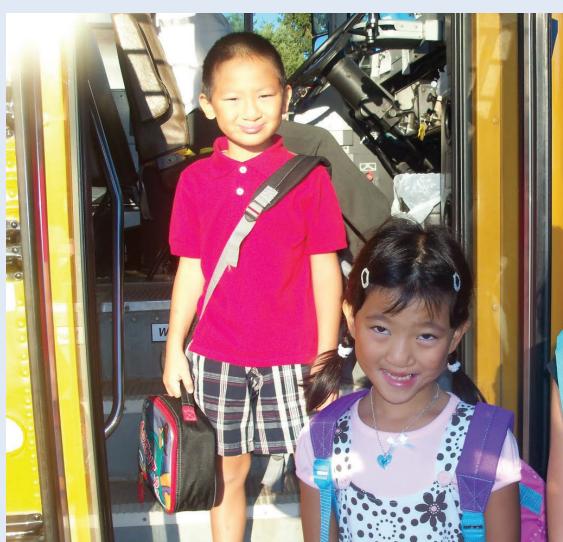
“Everyone at the Clinic worked together to help my children develop inner strength to conquer the next medical procedure,” said Lori. “The care went so far beyond just appearance. It’s so much deeper.”

“It’s definitely not easy having to go through all the procedures and doctors’ appointments, but it’s worth it in the end,” Anna reflected.

Sharing experiences didn’t stop after their time at the Clinic concluded. Now, the siblings are both students at Bloomsburg University. Daniel will graduate this December with a degree in digital forensics and hopes to join the Air Force or law enforcement, and Anna, who is in her junior year, is majoring in early education.

“Ultimately,” Lori shared, “our prayer for our children is that they will be all that God has created them to be, walk in confidence, humility, and grace, and that they’ve developed a compassion to sense when others are struggling and share their journeys with whoever God brings into their paths.”

Their resilience birthed in them a passion for supporting and encouraging others. Daniel and Anna’s futures are as bright as their smiles!



DEANNA MEYLER, PHD,
DIRECTOR OF DEVELOPMENT



CULTIVATING CONNECTIONS

FOR GROWTH AND GRATITUDE

Development at the Lancaster Cleft Palate Clinic is as special as our patients and a big part of that is because of you, our generous community.



I joined the team at the end of 2022. COVID was still impacting decision-making, but there was hope in the air about the future. After a prolonged period of no in-person events and completing major renovations, we had the space to figure out what was next. We asked questions such as, "How do we want to connect our community?" and "How does our community want us to show up for them outside of holistic, life-transforming care?" We asked, "what if?" a lot. It was a special moment to build and grow something from within.

Since those early questions, we rebuilt a dedicated team of volunteers to help guide our efforts, the Development Committee. Together, we have established our annual in-person fundraiser, **Celebrating Smiles**. This event has grown from something small at the Clinic to 250 people coming to see all the incredible art donated to help make sure we can continue to accept every patient for care. March 6, 2026 will be our fourth time holding this event! We also started our annual **Day of Gratitude**, a picnic and carnival-style event for everyone involved in our work, including you. June 6, 2026 will be our third time sharing our gratitude in this way. Both events are free and we hope you will join us to celebrate our patients and share gratitude.

Most importantly, we keep asking questions. Internal growth comes from reflection and evaluation. Each event is evaluated to explore how we could change. Sometimes we stop participating in an event and other times we try something completely new. We will continue to ask questions. Thank you for believing in our patients as much as we do and for always showing up for them. Their bright futures depend on all of us.

CELEBRATING CONNECTIONS

CELEBRATING SMILES



DAY OF GRATITUDE



STORMERS



Growing FOR OUR PATIENTS

SHARING KNOWLEDGE

The Lancaster Cleft Palate Clinic is dedicated to the growth of our patients. Their bright smiles inspire us each day. To be the best for them, we are committed to continued professional growth. In the past year, we have made sure our practitioners and staff are ready for the future of care and the future of our Clinic. Participation in premier conferences for our fields, leadership training, and training in new procedures are supporting our future success.

Each year we send a delegation of Clinic team members to the annual **American Cleft Palate Craniofacial Association** meeting where they present research and insights from our patient care, serve on committees, and learn from colleagues. Annual participation in this event helps us always know what is happening in our field and share with others how our approach is making a difference for our patients.

We also sent our Orthodontic staff to the annual meeting of the American Association of Orthodontists. Everyone was able to learn about changes in the field and how to better support our patients in the years to come.

Four members of our Leadership Team recently completed the New Manager Academy, a four-month leadership training course through the Lancaster Chamber of Commerce. Each of these team members is better prepared to lead our Clinic into the future with enhanced skills in building confident teams and leadership, management, goal setting, evaluation, problem solving, and decision making.

One of our pediatric dentists and an orthodontist were trained in new approaches to infant orthopedic care for pre-surgical cleft treatment. The week-long off-site course helps us provide the most current procedures for our patients as supportive to their bright futures.

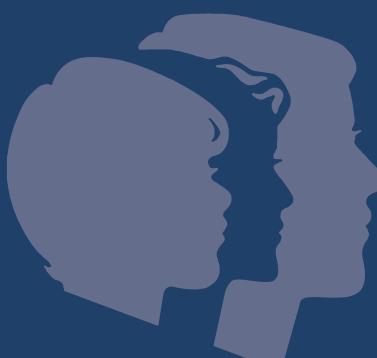
In addition, our Executive Director joined the Board of Directors of the American Cleft Palate Craniofacial Association. Her involvement continues a long legacy of Clinic leadership with the organization and allows insight into other craniofacial clinic experiences. Participation brings a higher level of understanding of the field back to our work that would not otherwise be available.

It is our dedication to our inspiring patients that ignites our passion to keep learning for them.



We extend our heartfelt gratitude to our multidisciplinary clinical team for their dedication and expertise in delivering five significant presentations this past fiscal year at the American Cleft Palate Craniofacial Association.

- **What Comes Next? Current Models of Transition in Cleft Care**
- **A Systematic Review of Growth in Young Children with Cleft of the Lip and/or Palate**
- **Relationship between Infant Feeding Experiences and Caregiver Quality of Life and Resilience: Results from a Mixed Methods Study of Infants with Cleft and their Caregivers.**
- **When is Malnutrition, Malnutrition?**
- **Anesthesia outcomes following nasotracheal intubation in children with a history of cleft lip and palate presenting for dental surgery: A retrospective chart analysis.**



THANK YOU TO OUR DEDICATED BOARD OF DIRECTORS

WHY WE SERVE



■ **Andrew Gordon, Board President** "I love how our team is committed to improving the quality of life for all of our patients and seeks to provide pediatric dental care to complex situations."



■ **Salena Coachman, Board Vice President** "I am most proud of the team that does the work every day. The effort I see the team make for the Clinic and those who are served always humbles me."



■ **Frank Carano, DDS, Board Secretary** "The Clinic always provides the best and most appropriate care, regardless of finances. This is why I care so deeply about this incredible Clinic and its mission."

■ **Timothy Kershner, Board Treasurer** "This comprehensive, coordinated care is such a difference maker and to hear testimonials from parents on the level of care has touched my heart."

■ **Roosevelt Allen, DDS, MAGD, ABGD** "Serving on the board allows me to contribute, in a small way, to the great work being accomplished by the LCPC."



■ **Peter J. Kraybill, Esq** "I care about LCPC because it makes a valuable, tangible, worthwhile benefit to the faces and lives of children and their families in Lancaster County and broader community."

■ **Mary Anne Hinkson** "It is an honor to support the team of professionals at LCPC who are invested in each child's quality of life beyond treatment and who help many families through a journey they never imagined they would be on."



■ **Ross E. Long, DMD, MS, PhD** "The LCPC has been part of my life since birth, since I was born into the family of its founder! I was able to see first-hand the life-altering effect the Clinic had/has on the many patients we see."



■ **Johana Reynoso** "[These] are the children of our families, friends, and colleagues... I was eager to learn more and have the chance to serve my community."



■ **Thomas D. Samson, MD, FAAP Pediatric Plastic Surgeon Penn State Hershey Medical Center Division of Plastic Surgery** "I support the Clinic because of the people I get to work with and the patients I am able to serve."



■ **Elizabeth Prada, DMD, MPH, Diplomate, American Board of Pediatric Dentistry, ex officio** "I cannot think of a more rewarding life and career experience. It's an incredible honor to serve our patients, their families and our amazing community."



■ **Meredith Reinhart** (*incoming*) "I serve at LCPC because of how dedicated and passionate the team here is to improve their patient's quality of life, as well as the patient's family. The team goes above and beyond every single day for their patients and their community."

■ **Wayne Work, Past President**

The Clinic is grateful to have a dedicated volunteer Board of Directors who care about our patients and mission. Thank you to these incredible community members for their leadership and helping us continue to grow.

Thank You TO OUR GENEROUS SUPPORTERS

With sincere gratitude, we thank the following people, businesses, foundations, and others for their support of our mission with a gift received between July 1, 2024 and June 30, 2025. This list includes gifts made through the Lancaster County Community Foundation's 2024 Extraordinary Give (ExtraGive) and Give Local York 2025.

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\$5,000 to \$9,999

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We apologize for any omissions or errors. Please contact the Development Office at (717) 394-3793, ext 117 or development@cleftclinic.org so we may correct our records.



Lancaster Cleft Palate Clinic

223 North Lime Street | Lancaster, PA 17602

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GROWING FROM WITHIN

ANNUAL REPORT
2024-2025



**GROWING
FROM WITHIN**
For Our Patients And Community

