



Lancaster Cleft Palate Clinic

2022 ANNUAL REPORT

FOR EVERY STORM,  
A RAINBOW FOR EVERY TEAR,

A SMILE



CLEFTCLINIC.ORG

# FROM THE EXECUTIVE DIRECTOR

Reflecting on the last year, it's incredible to think about how much the world has changed and how much we have been able to accomplish at the clinic.



Our team is stronger than ever with new providers in speech pathology, feeding, pediatrics and family medicine. We were honored as a “Best Workplace” in Lancaster County by LNP Media Group (Lancaster Newspaper). In an economy where businesses are struggling to recruit and retain talent, we take pride in the supportive environment that we’ve cultivated to support our team members. That translates directly to better patient care.

We have had a tremendous year of educational growth and learning as well. The clinic continues to invest in continuing education opportunities for our providers and staff. We’ve added a monthly grand rounds series for multidisciplinary learning. Members of our team visited Scotland and Ireland this year for international conferences and participated in the annual American Cleft Palate Craniofacial Association meeting in Fort Worth, Texas. We also sponsored a team retreat on building an equitable workplace. Since its founding, the clinic has vowed to treat craniofacial patients regardless of their ability to pay. That foundation of equity is an important part our workplace culture – both in the way we care for patients and treat each other with respect and dignity.

We continue to feel intense gratitude for all of our supporters who made our Capital Campaign a success. Our ribbon cutting celebration was our first in-person get-together following the pandemic, and it was incredible to reconnect. Their generosity helped us to create new, intentionally designed spaces to accommodate our clinical growth. With these new additions, we can effectively treat more patients in need of our expertise. Each treatment room has been designed with privacy and comfort in mind.

Our team members are painfully aware that we cannot take these accomplishments for granted. This past year, we said goodbye to several of our colleagues and patients who passed away. We remember Dr. Steve Killough (pediatrician), Dr. Wanda Flinn (orthodontist) and Barbra Snyder (clinic volunteer) for their dedication, generosity and selflessness. We celebrate the brief but meaningful lives of our young patients who taught us grace and bravery despite incredibly challenging health conditions.

We look forward to the future, always carrying lessons from our past, as we marvel at the transformation of tears into radiant smiles.

With gratitude for your support,

A handwritten signature in cursive script that reads "Elizabeth Prada". The ink is dark and the signature is fluid and personal.

Liz Prada, DMD, MPH  
Executive Director and Pediatric Dentist

We look forward to the future, always carrying lessons from our past, as we marvel at the transformation of tears into radiant smiles.



## Welcome, Deanna Meyler, PhD, our new Director of Development!

We are pleased to introduce our new Director of Development. You'll hear more from Deanna in the coming year as she will be managing cultivation and stewardship strategies in support of fundraising campaigns, gift planning, donor relations, and annual giving.



BY THE NUMBERS | 2021-2022

PATIENT STATISTICS & FINANCIAL CHANGES



NEW PATIENTS

	2022	2021
Craniofacial Team	74	73
Speech	82	82
Audiology	157	75
Dental/ Orthodontic	625	164

Average Total Cost to Rehabilitate a Cleft Lip/Palate:

**\$742,524.84**

*This cost is due to rising medical inflation costs and extended care opportunities.*



**6,459**

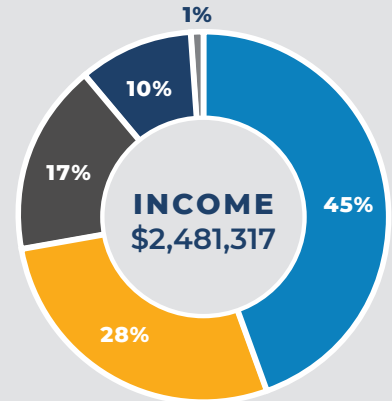
PATIENTS SEEN

**64% OVER FY 2021**

WE'RE GROWING!

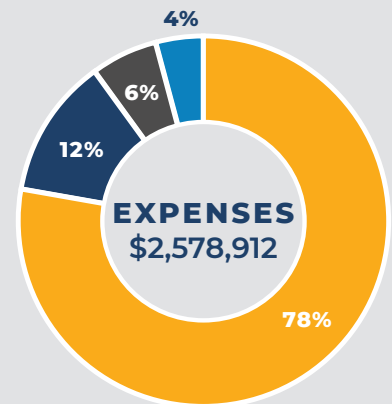
With our improved facility, we can treat more patients. Our dental team has grown to 7 providers, including two orthodontists, two pediatric dentists, an oral surgeon and two general dentists. Many of these new patients cannot find affordable treatment anywhere else in Lancaster. We also expanded our audiology services from two to three days a week.

Income Up 17% OVER FY 2021



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

Expenses Up 12% OVER FY 2021



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

ENDOWMENTS

Type of Endowment	Beginning Balance	Ending Balance	% Loss
Restricted	\$2,486,391	\$2,061,593	17%
Unrestricted	\$6,651,482	\$6,179,661	17%

*Account loss due to the current financial downturn.*

OVERALL LOSS \$97,545\*

Reasons for loss: Increased costs, especially for dental materials; unforeseen but vital equipment upgrades; software licensing and equipment warranties

\*Depreciation, over time due to resources aging, of \$269,207 not included.

## Smiling in the Face of **ADVERSITY**

“For every care, a promise,  
and a blessing in each trial.”



Joyful, articulate, and confident are just a few adjectives that come to mind while listening to Alexis Lupey as she shares the remarkable story of her life. Just 21 years of age, she has endured more challenges than most people decades older. Why? Because Alexis was born with a bilateral cleft lip and palate.

**A**s Alexis begins to share details from the earliest years of her story, she calls upon her parents, John and Susie, to fill in the gaps. They enter the conversation brimming with excitement to share about the birth of their daughter, whom they had no idea would be born with her condition. What they did know was that Alexis's birth would be somewhat atypical because her identical twin sister, Aryanna, would also be making her world debut!

**Was Aryanna also born with a cleft lip and palate? Interestingly, no. These identical twins did not initially look alike, ironically.**

John Lupey remembers being in the NICU with the twins when Dr. David Leber came in to introduce himself. Dr. Leber is a beloved plastic surgeon who faithfully served the LCPC community for 37 years before retiring in 2016. As Alexis and her family can attest, his dedication and care continue to have an impact on the lives he touched.



“Dr. Leber made me a promise that when Alexis was a senior in high school, her teeth would look just as nice as every other kid in her class,” John recalls. When asked if Dr. Leber made good on that promise, there is a resounding, unanimous, “Yes!” from the Lupeys.

Their gratitude effervesces, not only for the remarkable results of Alexis’s physical transformation, but for the care that shaped her along the way. Many adverse medical conditions can accompany cleft palate, such as hearing loss and breathing difficulties. Susie, Alexis’s mom, says with audible awe, “Lexi defied the whole gamut!”

When asked about her memories of surgeries and appointments associated with correcting her cleft lip and palate, Alexis has only positive memories. She says she never felt afraid or worried about going for treatment. On the contrary, she looked forward to it! She loved the LCPC environment and staff.

While Alexis reminisces about her early years with fondness, her dad has some more evocative reflections about what life was like with an infant whose upper lip was essentially missing. “We had to learn how to feed her without choking her...it was a process.”

That process involved a bottle with a very long nipple that John and Susie had to learn to squeeze with just the right amount of force to nourish their newborn but not cause aspiration. Even if they did it perfectly, acid reflux often resulted.



John and Susie also recount Alexis’s many surgeries during the first months and years of her life. It is an understatement to say that it was a challenging season for the couple, especially since they had another baby at the same time!

So how did the dynamic affect twin Aryanna? Did she feel left out having a sibling who was always getting so much attention for her medical needs?

Not at all! Aryanna was always included. She had the remarkable role of being the model for Alexis’s plastic surgery team. Her face served as the blueprint for reconstructing Alexis’s face. Because of Aryanna, they knew precisely what Alexis would have looked like without a cleft lip and palate. Additionally, Aryanna had all her dental and orthodontic appointments at LCPC.

The entire Lupey family has been positively impacted by LCPC. Alexis has just applied to dental school and credits her experience at LCPC for her career choice.

She loves the way the staff made her feel and believes that she can do the same for other patients, especially because she has been in their shoes.

Alexis says, “For some people it is hard to relate...If there is a worry, having someone with a condition similar to them might make them more comfortable.”

When asked about what she would want to say to the generous donors supporting LCPC, Alexis replied, “Everybody at the clinic and all the patients are so appreciative of their contributions because they go such a long way...it really positively impacts people’s lives.”





# FOR EVERY STORM, A RAINBOW



## **“WE’VE FINALLY GIVEN OUR FAMILIES THE FACILITY THEY DESERVE.”**

That is what the success of  
the Capital Campaign means  
to Dr. Liz Prada.

Life’s storms, both literal and figurative, have been constant companions on this remarkable road to victory. In 2019, the lower level of the LCPC facility was flooded by a deluge after a water main break. In 2020 and the years that have followed, COVID-19 has been a metaphorical storm that impacts our entire world and the medical community particularly.

While it seems our nation has become increasingly divided politically and socially, Dr. Prada has noticed a distinction that exists in the LCPC community. The Capital Campaign was equally supported by people from all walks of life and political affiliations.





**“This is a mission that everyone can get behind.”**



*L to R: Krista & Ross Kramer, PA Rep. Mike Sturla, and Dena & Sam Lombardo*

**Ribbon Cutting Ceremony | May 15, 2022**  
*From Left: Wayne Work, Board Chairman; Dr. Liz Prada, Executive Director; Madelyn “Bunnie” Buckwalter, Campaign Co-Chair; Samuel Lombardo, Campaign Co-Chair; Dena Lombardo; Dr. Rusty Long, Director Emeritus*

Leaders from the Democrat and Republican parties alike walk through the doors of the Clinic, and when they leave, they know the work being done here is worthy of their time, attention, resources, and support. The cause reaches across party lines and encourages unity in an otherwise divided world.

Liz says, “This is a mission that everyone can get behind.”

That is certainly something to smile about!

Without the funding of a university or major medical facility as their constant source of financial backing, the Clinic must rely on donor support to stay in step with the new technological advancements and facility features that match the level of care and expertise they consistently provide.

Thanks to the hard work of campaign volunteers and the generosity of donors, patients with clefts and children with other special needs are already experiencing the life-changing benefits of the new facility. Liz and all the LCPC team are overwhelmed with gratitude for all who have made this dream a reality.

Liz also notes that she is so grateful for the Clinic Team and the care they provide to each and every one of the patients. They do so much more than treat their conditions. They treat the patients with respect, relating to them both clinically and interpersonally. The team is ecstatic to be able to welcome their patients into a facility they can feel proud to call their own.

**It is truly a beautiful rainbow after a season of storms!**



*PA Rep. Bryan Cutler*







**HANDS-ON EXPERIENCE  
OVERSEAS**

**LCPC Dental Providers attend surgical course and joint symposium at the Royal College of Surgeons in Ireland.**

In October 2022, an exciting symposium on the Emerald Isle carried Dr. Liz Prada and Dr. Erica Federer over the rainbow to seek a pot of gold in the form of three-day, info-packed continuing education opportunity!

Liz recalls with enthusiasm that it was a hands-on experience where new technologies were tested, and skills were sharpened.

The symposium provided continuing education on oral surgical techniques and cone beam CT imaging, one of the radiology techniques used at the clinic. The course provided information that led the team to update its five-year record protocol for our young patients. This is the data that allows our surgeons and orthodontists to determine the most appropriate time to start orthodontic care and perform alveolar bone grafting in children.

In addition to encountering new software and new diagnostic and interpretation capabilities, Liz says she attended multiple lectures on fascinating pediatric dental topics. One lecturer taught about the auto-transplantation of teeth. Liz explains that if a child is missing a tooth, there could be an opportunity to remove an unnecessary tooth, such as a wisdom tooth, and place it where the missing essential tooth should be.

Another lecture focused on the molecular profiles of patients. By observing the biofilm on a patient’s teeth, they can actually understand so much more about the overall health of the patient. For the dentist, Liz says this means they can more effectively “and more strategically treat patients by risk type.”

Courses on management of decay and enamel defects also filled her busy schedule, but she still found time to enjoy the beauty of Ireland! She and Erica Federer thoroughly enjoyed the time they spent together as well as reconnecting with former colleagues.

There were plenty of new faces, too. Liz notes that the event gathers attendees and lecturers from all over the globe. That means more smiles across the nations!





# THANK YOU

## TO OUR GENEROUS SUPPORTS

With sincere gratitude, we thank the following donors for their support of our mission with a gift received between July 1, 2021, and June 30, 2022. This list includes gifts made through the Lancaster County Community Foundation's 2021 Extraordinary Give.

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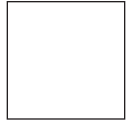
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We apologize for any omissions or errors.  
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FOR EVERY STORM,  
A RAINBOW FOR  
EVERY TEAR,  
A SMILE



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We are smiling through tears of joy as we share that the hard work of our campaign volunteers and the generosity of our donors has raised \$48,915 this year!!

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