

2025 IMPACT REPORT

Meeting the Moment. Caring for What's Next.



Purpose + Strategy

Sadler Health Center responded to a rapidly changing health care environment in 2025 while continuing to meet the needs of our community.

As changes in coverage and rising costs created new uncertainty, more individuals and families faced challenges accessing the care they needed, reinforcing Sadler's role as a trusted source of support. Each day, we met patients where they were – providing high-quality, compassionate services regardless of insurance status, income or circumstance – while continuing to plan for future needs.

During the year, we developed a three-year strategic plan to strengthen the organization's foundation and guide future direction. Grounded in our mission, vision and a new set of values, it positions Sadler to respond to today's needs while expanding access to care across Cumberland and Perry counties in the years ahead.

Our family just left the most caring, delightful and diligent team. I must give them each a 5 star for their care.

-Medical Patients



MISSION

To advance the health of our community by providing inclusive, high-quality and compassionate care.

VISION

Compassionate quality care for a healthy community.

VALUES

Compassion – We treat everyone with empathy and respect.

Integrity – We uphold professionalism, ethics and accountability.

Excellence – We pursue quality, innovation and continuous improvement.

Stewardship – We are responsible and transparent in using our resources.

Collaboration – We succeed through teamwork, partnerships and community trust.

STRATEGIC FOCUS: 2026-2028

Developed through an internally led process and informed by our board of directors, staff and community stakeholders, Sadler's strategic plan is organized around four pillars and unfolds across three phases: Stabilize, Sustain and Thrive. These pillars guide priorities, initiatives and investments in helping us advance our mission:

Quality: Deliver patient-centered, equitable care and outcomes.

Infrastructure: Strengthen systems, technology, facilities and outreach to improve access, efficiency and community visibility.

Team: Build a resilient, mission-driven workforce through recruitment, onboarding, career development and a culture of accountability.

Finance: Ensure long-term sustainability through fiscal discipline, revenue diversification and performance-aligned incentives.



My counselor has made a huge difference in my mental healing process. Thanks a million!

- Behavioral Health Patient



Meeting the Moment. Caring for What's Next.

In 2025, Sadler Health Center remained a consistent source of high-quality, affordable care for individuals and families across Cumberland and Perry counties – many of whom faced growing uncertainty amid changes in health care eligibility and ongoing economic pressures.

Our teams delivered comprehensive, patient-centered services spanning primary care, dental, behavioral health, vision, pharmacy and supportive programs that address broader patient needs. In total, we provided nearly 50,000 visits to almost 14,000 patients – milestone levels that expanded access and reinforced the trust our community places in Sadler.

These results are a testament to continued year-over-year growth in both patient volume and service delivery. This tremendous growth underscores rising demand as well as the commitment and capacity of our teams to deliver an array of services that distinguish Sadler as a medical home like no other.

Throughout the year, we strengthened how care is delivered to meet both immediate and long-term health needs. From preventive dental services such as oral exams, fluoride treatments and emergency services to ongoing management of chronic conditions including hypertension, anxiety, depression and diabetes, our work reflects a commitment to accessible, whole-person care that improves health outcomes and quality of life.

We are especially proud that our Mechanicsburg facility was recognized as a Center of Excellence for Opioid Use Disorder by the Pennsylvania Department of Human Services. This designation highlights the impact of our integrated approach – bringing together medical treatment, medications for opioid use disorder (MOUD), counseling, peer support and care coordination to support recovery and long-term stability for patients facing complex challenges.

Looking ahead, the development of our 2026-2028 strategic plan positions Sadler to respond to a changing health care landscape while enhancing access to care. We are excited to put this plan into action and continue advancing the health and well-being of those we serve.

We are deeply grateful to our team of talented, mission-oriented and compassionate providers, staff and board members whose dedication makes this work possible. Every day, we see the impact in patients regaining stability, families accessing care they once delayed and neighbors navigating difficult choices with the support they need.

Meeting the moment requires both action and vision. As we continue to respond to today's challenges, we remain focused on what comes next – building a stronger, healthier future for the communities we serve.

With gratitude,



Manal El Harrak

Manal El Harrak
CEO



Michael Wolf

Michael Wolf
Chair of the Board of Directors

Board of Directors

Michael Wolf, Chair
Jane Burke, Vice Chair
Paul Krone, Treasurer
Rosemary Backer, Secretary

Ayanna Byers
Chuck Crone
Patricia Holby
Keith Kitzmiller

Dr. Greg Lewis
Patricia Sobecky
Ashley Williams

Senior Leadership Team

Manal El Harrak, CEO

Carl Roper, COO

Rhonda Stum, CFO

Suncerae Kushkituah, DMD
Director of Dental Services

Marcie Mason
Director of Human Resources

Colin McCready
Director of Quality & Risk Management

Steven McCue, LCSW
Director of Behavioral Health

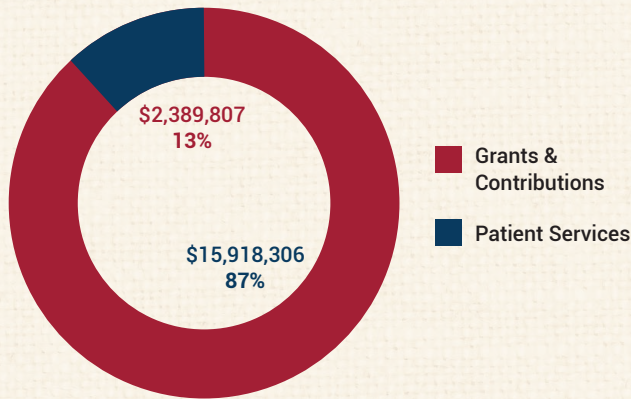
Lakshmi Polavarapu, MD
Interim Chief Medical Officer

Laurel Spagnolo
Director of Development & Community
Engagement

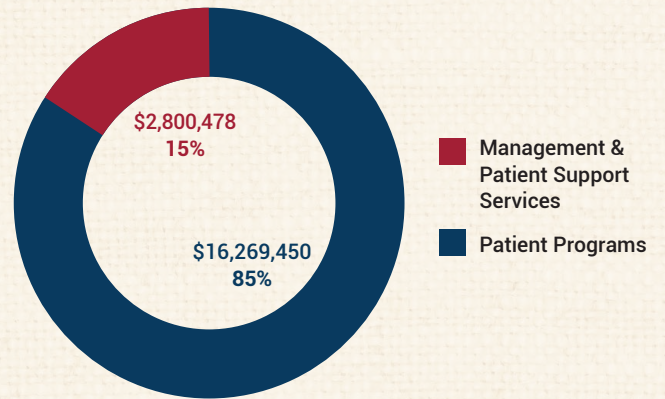
MEASURING OUR IMPACT



TOTAL REVENUES - \$18,308,113



TOTAL EXPENDITURES - \$19,069,928



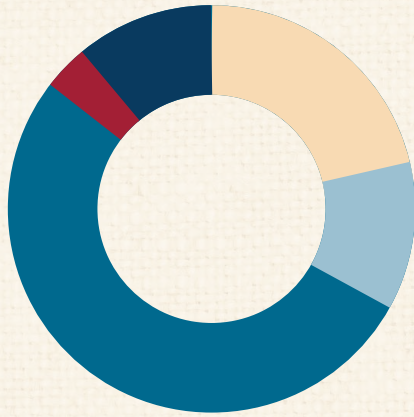
Our dentist was so kind and encouraging – talked with my son through every step before removing teeth. The best medical experience we ever had.

-Dental Patient

ADDRESSING THE NEEDS OF OUR COMMUNITY



BY INSURANCE COVERAGE

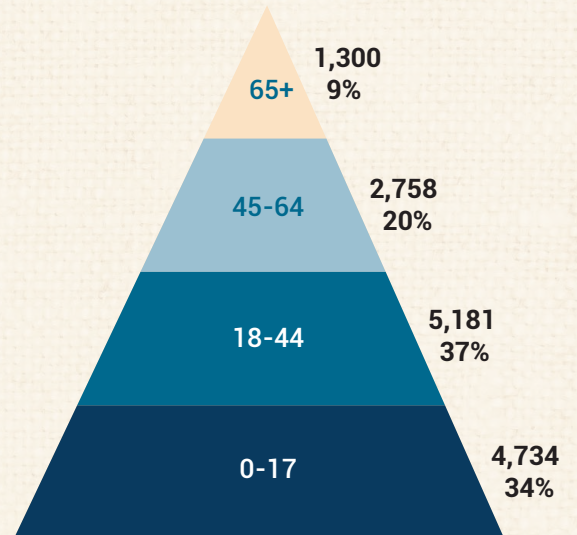


Medicaid	7,042	50%
Private Insurance	3,269	23%
Medicare	1,602	12%
None/Uninsured	1,704	12%
CHIP	356	3%

BY RACE

White	8,281	59%
Black/African American	2,309	17%
Unreported	1,507	11%
Other Asian	1,440	10%
More Than One Race	293	2%
American Indian/Native Alaskan	55	<1%
Asian Indian	52	<1%
Other Pacific Islander	29	<1%
Samoan	3	<1%
Filipino	2	<1%
Chinese	1	<1%
Japanese	1	<1%

BY AGE



The vision center is incredible. I'll continue to turn to Sadler moving forward.

-Vision Patient



CARE THAT CHANGES WHAT'S NEXT

As our numbers show, Sadler Health Center was there for our community – providing care to patients of all ages, backgrounds and circumstances, regardless of insurance status. But these numbers are just part of the story.

Behind every visit is a person, a family and a journey that may not always follow a straight path. And often, the most meaningful care happens in the moments when answers are hardest to find and persistence is necessary.

April's Story

Sixteen-year-old April has been coming to Sadler for most of her life under the care of pediatric provider Katrina “Kat” Thoma. Over the years, April’s family watched her experience developmental delays, joint and mobility challenges, and unexplained weight loss. Despite ongoing testing, answers remained out of reach.

Refusing to Give Up

Suspecting a rare genetic condition, Kat continued working to find clarity. When insurance denied a CT scan due to a lack of acute symptoms, she persisted – advocating directly with a UPMC Pediatric Hospitalist to secure approval for imaging.

That persistence changed everything. The scan revealed multiple polyps and a rare genetic defect that significantly increased April’s risk for gastrointestinal cancers. Surgery confirmed early-stage cancer, caught in time.



Hope and What's Next

Today, April is cancer-free and thriving. She continues her care at Sadler with ongoing monitoring and a team committed to her long-term health. Her story is a reminder of what’s possible when care is personal, persistent and focused on finding answers – no matter how complex the journey.

Stories like April's are why we do this work.

In 2025, Sadler Health Center met the moment – reaching milestone levels of care and expanding access for patients and families across Cumberland and Perry counties when it mattered most.

We are grateful to those who made this work possible and invite you to be part of what comes next.

Learn how you can support care for our community.



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