

Dasher Leadership Team



Sharon Ryan
MBA, Chief Executive Officer
Sharon.R.Ryan@DasherInc.com

I acquired Dasher, Inc., in 2009 with the goal to create a forward-thinking and community-focused business. To do this, I transformed Dasher from a shipping and mailing production line environment to a data-driven, customer contact, services operation. My focus is on communicating about Medicaid and related programs to insurers, providers, and subscribers. Helping people live happy and healthy lives is what makes us get up in the morning.

Prior to purchasing Dasher, Inc., I was the President and COO of PMSCO Healthcare Consulting, where I led the executive team for a subsidiary of the Pennsylvania Medical Society specializing in the strategic use of data.

I'm a person who puts words into action, and have a long service record supporting both commerce and the community of Central Pennsylvania. I served as chair of the Capital Region Economic Development Corporation (CREDC) in 2015. In 2013, I led the CREDC Campaign and raised \$2.5M for CREDC. I also chaired the United Way of the Capital Region's Annual Campaign in 2014 and raised \$12M to meet the needs of the less fortunate. Currently, I serve on the PennHOSA Foundation board, an organization dedicated to providing scholarships for higher education in health service professions.

I am co-author of the Amazon best-selling book "The Talent Pool: How to Find and Keep Dedicated People While Making a Lasting Impact," which describes Dasher's proven approach to finding and enabling economically fragile employees to become extraordinary team members.

I hold an MBA from William Howard Taft University, graduated from Shippensburg University of Pennsylvania, and hold Pennsylvania agent licenses for life, health, annuities, property, and casualty.



Tracey Glenn
CPC, COC, CPMA, CPPM, CEMC, CCS-P, President
Tracey.Glenn@DasherInc.com

As Dasher's president, I draw upon my experience in the field of healthcare with expertise in business management, strategy development, process optimization, and performance measurement. In addition to providing overall leadership to the team, I work with businesses and community partners to create strategic alliances. These alliances are designed to remove obstacles to help people live happy, healthy lives. I also provide guidance and oversight to all of our health-related initiatives, such as our Community Healthcare Workers and Community Outreach programs. I've spent many years in the healthcare industry, so I'm working every day to make Dasher a partner of choice in our healthcare-focused lines of business.

My career has included working for a physician, an insurance company, a subsidiary of the Pennsylvania Medical Society, and a Medicare quality organization. I truly believe this varied background allows me to see an issue from many perspectives and work toward the best outcome for all. I love speaking to organizations about these experiences, because it helps me to connect with the audience and provide real-life examples that hit home. I can relate to the challenges they face and provide solutions based on my time in the trenches. I've presented topics such as physician coding and documentation, electronic health records, medical practice revenue cycle, chart auditing, medical practice quality initiatives, and physician contract negotiations, with most sessions offering physician education (CME) credits.

Dasher's Three Uniques

Insurance & Regulatory Expertise • Team Member Prosperity & Success Model • AICPA SOC 2sm Type 2

Commonwealth of PA Department of General Services (DGS)- Verified Small Diverse Business (SDB)

Proud Member of the Women's Business Enterprise National Council (WBENC)

NGLCC- Certified LGBTBE



David Wagner
Chief Operating Officer
David.Wagner@DasherInc.com

As Dasher’s newest leadership team member, I am excited and humbled to join a team that lives out their values daily. My personal core principles of passion, energy, integrity, accountability and living for something larger than myself are integral elements woven into their culture and values. The desire to maximize operational strategies for efficiency and effectiveness along with a strong desire to lead, coach and mentor are strengths that I am eager to impart. As Dasher is known for delivering excellent client and staff experiences, I look forward to reinforcing that reputation.

Before joining Dasher, my professional journey has spanned five industries including hospitality, commercial real estate, publishing, telecommunications and health care. This vast operational exposure and documented successes have prepared me to lend a fresh and unique perspective.

I enjoy spending personal time with my wife, two children, three grandchildren and extended family. Reading, traveling, exercising, walking, cooking, listening to contemporary jazz and volunteering in local organizations are also engaging pastimes.

I am a proud graduate of Clarion State University with a BS in Business Management.



Bonnie Meisel
CPA, Chief Financial Officer
Bonnie.J.Meisel@DasherInc.com

I began working with the Dasher team as a financial consultant in 2009, providing financial oversight for Dasher’s operations. It was such a great experience that I became Dasher’s Chief Financial Officer (CFO) in late 2016. As the CFO, I am responsible for all aspects of Dasher’s financial performance, from daily execution to reporting. In addition to financial reporting, cash management, and budgeting, I work closely with Dasher’s talented leadership team in strategic planning to ensure Dasher is able to deliver quality services to our valued clients. My extensive financial background positions me as a financial resource and mentor to Dasher’s staff accountant and other team members.

My strong financial skillset and wide range of experience come from over 25 years in the financial services industry, with an emphasis on healthcare. Prior to joining Dasher, I led PMSCO Healthcare Consulting’s financial operations. During this time, I developed a strong passion for assisting physicians and other clients in identifying issues with their practices and managing financial resources. My experience with financial advisory services includes feasibility assessments for new practices and pro formas for ambulatory surgery centers, as well as impact studies for practices considering a new provider and/or compensation methodologies.

Outside of my work at Dasher, I enjoy spending time with my family, am active at church, and am passionate about raising funds to support medical research for a rare disease called methylmalonic acidemia. I currently serve as a volunteer treasurer for the non-profit organization, Angels for Alyssa, and for our high school’s theatrical booster club.

As a graduate of The Pennsylvania State University, I hold a BS in Accounting and have been a licensed Certified Public Accountant in Pennsylvania for more than 25 years.

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Crystal Brown
MSW, Chief Culture and Engagement Officer
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I joined the Dasher team because I was inspired by the mission of helping people live healthy and happy lives. I draw upon my experience as a leader to create an environment that brings the best out of team members and builds lasting relationships in the community. I have over 10 years of experience working in the Human Service field. Prior to joining the team at Dasher, I was the Executive Director at Brethren Housing Association, a non-profit in Harrisburg that serves families experiencing homelessness. In addition to my non-profit management experience, I serve on the board of Harristown Enterprises and the Harrisburg Redevelopment Authority. I am also a member of the National Coalition of 100 Black Women, Harrisburg Chapter, a 2017 alumni of Leadership Harrisburg, and the 2018 YWCA Tribute to Women of Excellence recipient.

I earned my Bachelor of Social Work from West Chester University and a Masters of Social Work from Temple University with a concentration in management and planning.

I enjoy spending time with my family, volunteering, and I am active in my church.



Ed Dame
Chief Information Security Officer
Ed.Dame@DasherInc.com

At Dasher, I am passionate about creating the best experience for our clients and staff. The combination of great people, efficient processes, and smart use of technology allows us to accomplish our mission of helping people live happy, healthy lives! Every day our team works together to solve interesting problems and provide solutions that make the world a better place.

Prior to joining Dasher, I was responsible for executive leadership of a business technology firm that provided hardware, software, and services for a wide variety of clients in the US and abroad. This experience helped shape my view that, in today’s world, every company is a technology company. In this regard, my mission is to continually improve each day and help Dasher lead the way in “moving information forward.”

Outside of Dasher, I most enjoy spending time with my family. I am a proud graduate of the Pennsylvania State University, with a degree in Information Sciences and Technology. I enjoy giving back and being an active member of my community. I volunteer with my local church, the Boy Scouts of America, and various other organizations. In recent years, my family has established the Dame Family Foundation, where our mission is “finding small ways to add large value to others’ lives.” This has not only provided a platform to help others, but offers a way to teach my children about the joys of giving back.

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Cynthia Tolsma
MBA, CPCU, CLU, President Emeritus
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As Dasher’s President Emeritus, I coach the executive team and lead special projects and incentives. I use my experience as a people leader and passion for creating an environment that brings out the best in the members of the team. Most of my prior experience is in the insurance industry, where I developed expertise as well in business management, strategy development, process optimization, and performance measurement. I also have both public and private sector experience in insurance, grant making, and law enforcement. Before joining Dasher, I oversaw eight regional operations totaling \$7 billion in revenue for Nationwide Insurance as field operations vice president. In this role, I was accountable for the achievement of growth and profit plans for property and casualty nationally.

As executive director of an anti-crime authority, I led Pennsylvania’s successful effort to reduce auto theft through grant making, law enforcement training, and public awareness.

In our community, I have served as chair of the United Way of the Capital Region Board of Directors, and in board leadership positions for the Pinnacle Health System, Pinnacle Health Medical Group, the United Way Foundation and the Foundation for Enhancing Communities. I’m also closely involved with the Brethren Housing Association, which rehabilitates apartments for single women with children and helps them build a future. I am co-author of the Amazon best-selling book “The Talent Pool: How to Find and Keep Dedicated People While Making a Lasting Impact,” which describes Dasher’s proven approach to finding and enabling economically fragile employees to become extraordinary team members.

I’m a graduate of Swarthmore College and hold an MBA from the University of North Carolina at Chapel Hill, along with Certified Property-Casualty Underwriter and Certified Life Underwriter designations.



Melanie Waters
RN, Clinical Operations Manager
Melanie.Waters@DasherInc.com

As the Clinical Operations Manager, I utilize my nursing skills, as well as my experience in healthcare quality and utilization management to support Dasher initiatives. I provide guidance and oversight to the health-related initiatives, such as our Community Healthcare Workers programs. My experience in a variety of settings helps to broaden Dasher’s approach to healthcare-focused lines of business.

My career has allowed me to gather a broad range of experience by working in a physician’s office, an LTACH, a psychiatric hospital and an FQHC, as well as a Medicare quality organization and the Pennsylvania Department of Health. From my background, I am able to assess a situation from various perspectives and support a comprehensive outcome for all involved parties.

When not at work, I enjoy spending time with my family, reading, and crocheting. I am a Registered Nurse and have a Bachelor’s Degree in Health Administration.

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Alexa Glenn
MSW, LSW, MHSA, Operations Manager
Alexa.Glenn@DasherInc.com

As the Operations Manager, I oversee Dasher’s call center and print and mailing teams. It is my job to ensure that our clients have a top-notch service experience from start to finish. I bring my previous experience as a social worker in various settings to Dasher to enhance the service level of our daily operations. I have worked with elderly and disadvantaged populations in settings such as hospice, skilled nursing and senior centers.

I have a Bachelors of Social Work, a Masters of Social Work, and a Masters of Health Services from Marywood University. I have been a Licensed Social Worker in the state of Pennsylvania since 2016. I am also a Certified Safety and Emissions Inspector.

When I am not at Dasher, I enjoy traveling, cooking, and volunteering at the Central PA Foodbank.

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