

# *Celebrating* A Century of Care

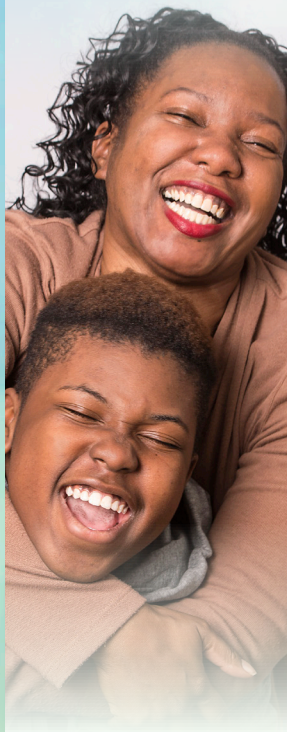


**11,381**

People Served  
A 26% increase  
from 2020

**Over  
\$2  
million**

in free and  
reduced cost  
care and services  
provided



**2,622**

children and  
adults served by  
audiologists

**62**

ASL classes  
for the  
community



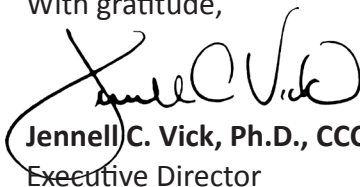
CLEVELAND  
Hearing & Speech  
CENTER

**2021 IMPACT REPORT**

## Dear Friends,

In 2021, we celebrated our 100th anniversary! That's an entire century of caring for the community in Northeast Ohio, made possible by our talented team members, the selfless generosity of our donors, and the commitment, fortitude, and ingenuity of our amazing board of directors. Caregiving runs deep at CHSC, with our clients choosing our services because they are highly personalized, based on evidence and decades of data, and because our team members do whatever it takes to meet our clients wherever they are on their journey. Behind the scenes, though, our team members care for each other, with a culture of caring, recognition and support that makes it possible to serve our community with compassion and empathy, regardless of the crises that our global community faces. You see, at CHSC, our team members have a shared purpose that everyone in our community deserves access, equality, justice, and to be included. The need in our community is greater than ever and the culture of care at CHSC allows us to meet our neighbors' needs, against all odds.

With gratitude,

  
**Jennell C. Vick, Ph.D., CCC-SLP**  
Executive Director

## Speech-Language and Learning

The toddler triplets, Crue, Lux, and Priest Mann, have been coming to CHSC for speech therapy due to an expressive language delay. Over time, their progress has been immense: they are now imitating word approximations and signs, have increased their functional play skills and have decreased their frustrations due to not being able to make their needs known. Says Stephanie Vondra, SLP, "Building rapport and a relationship with them and their mother has been an absolute joy, and they feel like family."

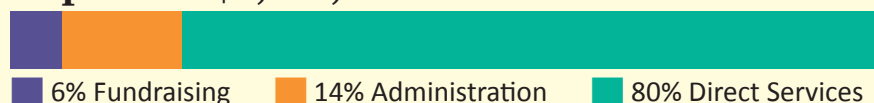
# 2,554

children and adults served  
by speech-language  
pathologists

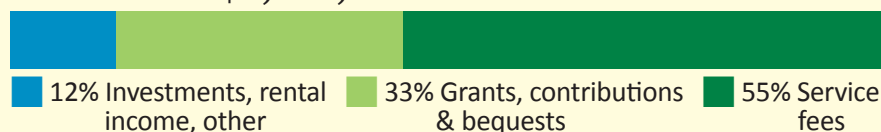


## 2021 Financial Report

**Expenses: \$5,618,919**



**Revenues: \$5,158,673**



CHSC filled  
**14,000**  
ASL interpreting  
assignments  
in 2021

## ASL Interpreting Services

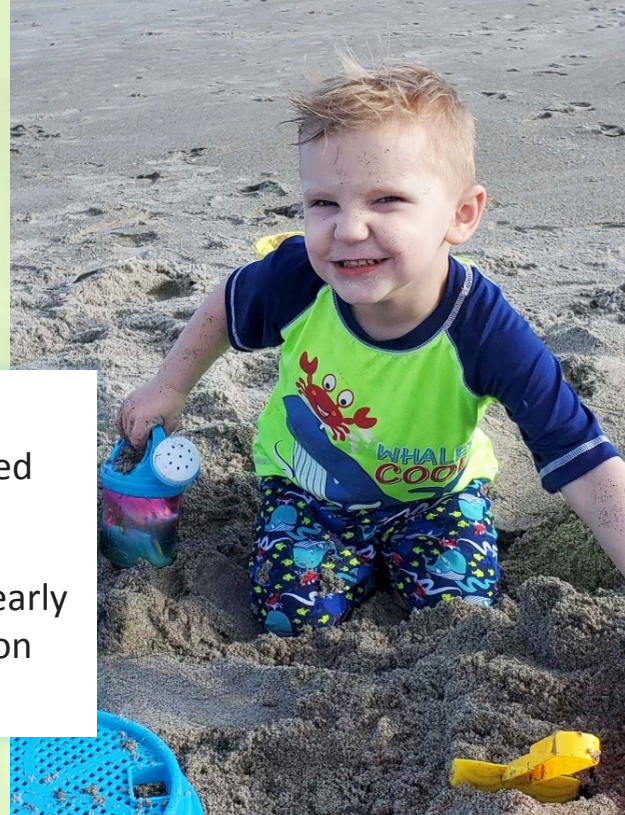
A deaf patient is required to be awake during a pacemaker implantation procedure. In the operating room with the patient are surgeons, assistive medical staff and a CHSC sign language interpreter. It is a bewildering, scary environment. The patient's left arm is outstretched and strapped to the table, only the right arm is free. Terrified, the patient holds the interpreter's left hand and squeezes tightly. The interpreter and patient lock eyes. There is a trust between them – developed from years of providing interpreting services for this client. The interpreter uses his free hand to sign the surgeon's instructions the patient. Unwilling to break the handholding bond, the patient responds with a nod or shake of the head. The interpreter will take every step with the patient on this journey and many more to come.



## Early Intervention

Little Bradley entered our Early Intervention program at 3-months-old with a diagnosis of bilateral hearing loss. After first being fitted with hearing aids, his family learned he would need a cochlear implant, which he received after his first birthday. His journey with the cochlear implant was not an easy one. It took over a year for him to accept and adjust to his cochlear implant. CHSC helped Bradley and his family learn about hearing loss and encourage him to wear his cochlear implant by connecting him to professionals who listened to their concerns, provided resources, and connected his family to other families with children with hearing loss. Says Bradley's mother, Jessica, of their experience with CHSC and Dr. Rachel Lester, "You have turned lemons into lemonade! Please keep in touch as you are now a part of our family forevermore."

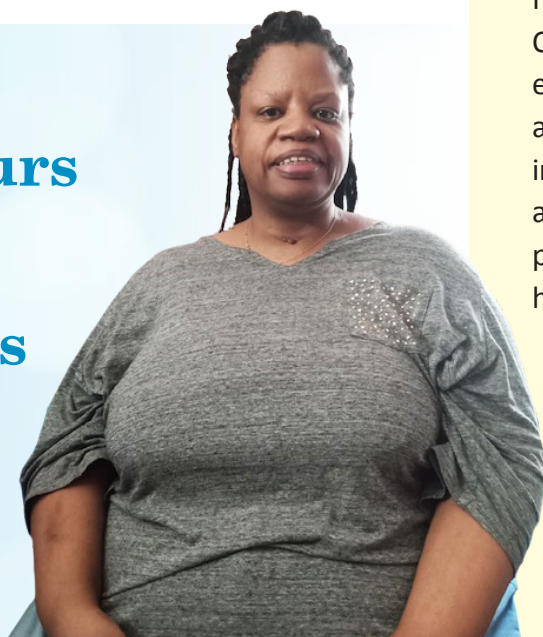
In 2021,  
CHSC visited  
**52**  
families for early  
intervention  
services.



## Community Center for the Deaf and Hard of Hearing (CCDHH)

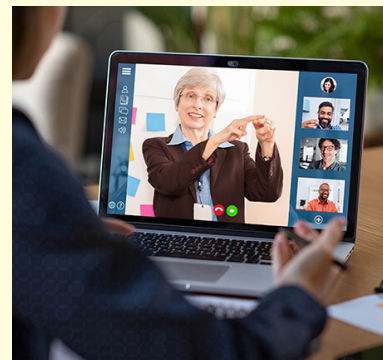
In 2021, CCDHH created a program called Deafinitely Learning to help deaf people transition from group or nursing homes to independent living. The clients learn critical life skills such as how to budget money, cook, stay healthy, and to communicate effectively. When Tammy Williams first arrived, she was shy. After a few weeks, she started to speak for her rights. She started to make healthy food choices. She started to interact with other peers, and teachers. She started becoming more aware of what was going on around her. Slowly, she became more independent and greatly improved her quality of life.

In 2021, over  
**1,200 hours**  
of services were  
provided to  
**138 clients**  
by the Community  
Center for the  
Deaf and Hard  
of Hearing



## Mental Health Treatment Training for Ohio Clinicians

The Community Center for the Deaf & Hard of Hearing (CCDHH), in collaboration with Deaf Services Center in Columbus, provided training to mental health professionals across the state of Ohio. The workshop, Developing Competency in Mental Health Treatment for Deaf and Hard of Hearing Individuals: Approaches and Considerations for Culturally Affirmative Care, educates those in the mental health field about the unique needs and challenges of deaf individuals seeking treatment for mental illness or addiction. The full day, online training covers best practices in the use of interpreters in the mental health setting as well as effective treatment approaches or adaptations to treatment to allow professionals to better meet the needs of their deaf clients. The project, funded by the Ohio Department of Mental Health and Addiction Services, has trained over 400 clinicians in the last year and a half.



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### 2021-2022 New Partners of *Cleveland Hearing & Speech Center*

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#### MEMBERS

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Olivia Connors  
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Emily Tilberg  
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In an effort to be more sustainable, we have elected to make the 2021 Cleveland Hearing & Speech Center Impact Report to the community available online for viewing and downloading at [www.chsc.org/2021report](http://www.chsc.org/2021report). We believe that this is a more sustainable alternative to a large scale printed version, saving funds and natural resources. A limited number of printed copies will be available by request. For printed copies, contact Karen Hiller at the CHSC Development Office at 216-325-7503 or [khiller@chsc.org](mailto:khiller@chsc.org).



#### University Circle

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Cleveland, OH 44106  
Voice: 216-231-8787

#### Community Center for the Deaf & Hard of Hearing

Voice: 216-325-7553  
VP: 440-387-4833

#### Lyndhurst

5084 Mayfield Road  
Lyndhurst, OH 44124  
Voice: 216-382-4520

#### Broadview Heights

7000 Town Centre Dr., Suite 200  
Broadview Hts., OH 44147  
Voice: 440-838-1477

#### Westlake

29540 Center Ridge Rd., Suite B  
Westlake, Ohio 44145  
Voice: 440-455-9898