2014 was a year of innovative initiatives, highlighting a program of events based on demographic fundraising. We listened to our Board members, volunteers, and donors, and kicked off a successful schedule of events, starting with the 2nd Annual Cleveland Big Wheel Relay, held in Shaker Square in June. We followed this with Milestones of Success held at the Cleveland Museum of Art, celebrating Dr. Bernard Henri’s 26 years at CHSC and Don Messinger’s 40 years of Board service, and concluded our year with Give Them the World, a fun and entertaining cocktail party featuring the four areas of our mission, held at Crocker Park in Westlake, Ohio.

A very special thank you to the 930 donors who gave $1,037,503 in gifts and pledges to support the Center in 2014. Your support makes our programs and services possible. Here are just a few ways that you supported our efforts:

Attendance at our fundraising events increased from 200 people at the annual benefit, to over 600 participants. Net revenue increased by 30%, from $90,000 in 2013, to $116,884 in 2014.

New Partners of CHSC, our group of young professionals who volunteer to help advance the mission of CHSC through service activities and fundraising, hosted the 2nd Annual Cleveland Big Wheel Relay, held in Shaker Square, which attracted over 300 people and raised $26,000, an increase of 47%.

The Annual Fund raised $287,796 in 2014 from 302 individual, corporate and foundation donors. Our Board increased their giving from $36,000 to $60,000 as part of a Board Giving Challenge, matching new and increased Board gifts up to $10,000 in 2014.

A total of 46 corporations and foundations gave $490,000 in restricted and unrestricted grants. Highlights in 2014 include $160,000 in seed funding from The Tecovas Foundation and from The Honor Project to start The Learning Center in CCDHH for employment initiatives for the Deaf community; $50,000 from Eaton Corporation Foundation for new technology hardware; $50,000 from the O’Neill Foundation for the Regional Infant Hearing Program; and $25,000 from the Kulas Foundation to support SignStage in CCDHH.

Marketing efforts included initiating our Business Partners program, providing opportunities for corporate marketing throughout all of our events. Other marketing initiatives that drove awareness of CHSC and expanded our reach into the community included: featured TV segments such as interviews on Channel 5, open/close spots on WVIZ/PBS, participation in several health fairs such as the WKYC Health Expo, and forging new media partnerships – Northeast Ohio Parent Magazine, iHeart Radio, WCPN, and ESPN radio to name a few.
2014-2015 CLEVELAND HEARING & SPEECH CENTER BOARD OF DIRECTORS

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Vice President: Iona L. Dettelbach, Community Volunteer
Treasurer: Mark A. Quarm, Partner, Deloitte
Secretary: Jean B. Sarfson, Community Volunteer

Immediate Past President: David J. Abood, Senior Managing Director - Growth and Strategy Lead, Resources Operating Group, Accenture

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Laura Kleinman, Vice President of Services, University Circle Inc.

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Erik Walter, Partner, Dworkin & Bernstein

Our Board of Directors are unpaid, meet 11 times a year and contribute 100% financially to CHSC.

NEW PARTNERS OF CLEVELAND HEARING & SPEECH CENTER EXECUTIVE COMMITTEE

President: Tom Ritzert, Thompson Hine
Vice President: Jennifer Hairston, Lincoln Electric
Secretary: Lori Lynn Cartellone, KeyBank
Treasurer: Devin Barry, Thompson Hine

MEMBERS
Rose Donahoo, Overdrive
David Kaufman, Caffee, Halter & Griswold
Ryan Kilbane, KeyBank
Anna Marie Murphy, Skoda Minotti
Christina Sanders, Bernie Moreno
Camarie Shepard, Lakewood City Schools

LOCATIONS

UNIVERSITY CIRCLE
11635 Euclid Avenue
Cleveland, OH 44106-4319

Audiology and Speech-Language Services, Regional Infant Hearing Program
Voice: 216.231.8787
Appointments: 216.325-7570
Fax: 216.711.2141

Community Center for the Deaf & Hard of Hearing
Voice: 216.231.0787
Fax: 216.795.2135

SOUTH EUCLID
4257 Mayfield Road
South Euclid, OH 44121-3035

Audiology and Speech-Language Services
Voice: 216.382.4520
Fax: 216.325.7609

BROADVIEW HEIGHTS
7000 Town Centre Drive, Suite 200
Broadview Heights, OH 44147-4008

Audiology and Speech-Language Services
Voice: 440.838.1477
Fax: 216.325.7620

LORAIN
1913 North Ridge Road East
Lorain, OH 44055-3344

Community Center for the Deaf & Hard of Hearing
Voice: 440.277.4602
Fax: 440.277.4627

In an effort to be more sustainable, we have elected to make the 2014 Cleveland Hearing & Speech Center annual report to the community available online for viewing and downloading at www.chsc.org/2014report. 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. Please contact the CHSC Development Office at 216-325-7578 or sthomas@chsc.org.

CONTACT US
Email: info@chsc.org
Website: www.chsc.org

Follow Us On:

United Way
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11/09/17
The artwork shown on the cover of the 2014 CHSC Annual Report was taken from the award presented to Dr. Bernard Henri in honor of his many years of dedicated service. The artist's vision for the abstract design represents the many lives that have been touched by his leadership.
2014 was again a year where CHSC continued to move forward serving persons with special communication needs and their families. This letter will address the special organizational actions accomplished throughout the year.

**Strategic Plan.** The Board and staff continued several activities to advance our 2012 Strategic Plan. While addressing all six initiatives, measurable progress was achieved in the areas of enhancing our use of technology for service and business operations, examining our current business model to identify and implement programs and services aimed at strengthening our bottom line, and revising our historical approach at conducting special events.

**Board Development.** We attracted a strong, new class of seven community representatives to sit on our Board of Directors. This allowed us to increase our Greater Cleveland affiliations and deepen our corporate skill set.

**Accreditation.** We once more obtained full, three-year accreditation from CARF, an international accrediting body. We received superior reviews from the CARF site visitors who were impressed by the level of Board involvement, our scope of services, and our University Circle facility.

**Services.** Throughout this report, you will see how, in 2014, CHSC continued to make a difference in the lives of 5,814 infants, children and adults.

**Hit It,** a unique, social program for Greater Cleveland teens who are deaf or have hearing loss to enjoy a collaborative, friendly environment, was launched. Our first event brought together nearly 40 teens from several area high schools. With this success, plans are now in place to provide 3-4 such programs annually.

Initial steps were taken, via meetings involving a number of agencies, to resolve long-standing difficulties securing mental health services for persons who are deaf or have significant hearing loss and their families. This will continue to be a focus area.

**Professional preparation.** We continued our involvement in professional preparation working with graduate and doctoral students from Case Western Reserve, Kent State and University of Akron, and Cuyahoga County Community College and Bethel (IN) College’s Interpreter Training Programs.

**Advocacy.** Government relations activities (the fifth initiative of the Strategic Plan) were augmented to address funding for deafness services and reimbursements by Ohio Medicaid for speech-language services.

**Research.** In this area, we collaborated with Harvard University in its epidemiological study of hearing loss in nurses (CHEARS) and with Western Michigan University in their development of a standardized language and literacy test. The CHSC Speech program staff also participated in the field testing of CITRA, a cloud-based inventory of materials for speech-language treatment. CITRA was developed by the Columbus Speech and Hearing Center with support from a private family foundation.

Finally, with Dr. Henri’s announcement of his retirement as CHSC’s executive director, a Board Search Committee was established and launched a nation-wide search, resulting in the hiring of Jennell C. Vick, Ph.D., as our new Executive Director.

The Center’s Board and staff are deeply grateful for the continued and generous support of the Greater Cleveland community which has made it possible to provide a range and quality of service with few equals in the United States. Thank you.

**OUR MISSION:** Cleveland Hearing & Speech Center is the premier provider of hearing, speech-language and deaf services, education, and advocacy helping people connect through communication.
After much discussion of what we do and why we do it, the audiology team at Cleveland Hearing & Speech Center (CHSC) updated our mission statement this year:

“We believe that life is improved by successful communication. We are dedicated to helping people hear better so they can fully enjoy the people and activities that bring meaning to each day.”

Audiology service is so much more than the 564 hearing tests performed, or the 549 hearing aids dispensed. We believe that audiology service truly revolves around our patients. Successful communication is the goal for each and every one of the over 2,000 people we served last year at CHSC. Here are a few highlights from 2014:

With Medicaid expansion, CHSC saw large growth in patients who were able to receive hearing aids via Medicaid funding.

CHSC audiologists provided eight community-based educational seminars free of charge and participated in over 10 local health fairs and corporate wellness days. In addition our clinicians provided area physicians with monthly mailings designed to help the physician better treat their patients and understand how hearing is related to other issues such as dementia, diabetes, and smoking.

We are also pleased that one of our CHSC audiologists, Laura Brady, became accredited by the Council for Occupational Hearing Conservation. This allows for program expansion within CHSC.

CHSC continues to provide hearing aids and/or assistive listening devices to low-income, qualified individuals in the area. In 2014, we served 64 individuals through the Audiology Patient Assistance program, which has generously received grants from Cuyahoga County, the Elisabeth Severance Prentiss Foundation, the McGregor Foundation, and the Fraternal Order of Eagles.
In 2014, the Community Center for the Deaf & Hard of Hearing (CCDHH) received two generous grants from the Tecovas Foundation and from the Honor Project to establish a Learning Center for adults and high school graduates who are Deaf or hard of hearing. The Learning Center will provide Northeast Ohioans with deafness or severe hearing loss the assistance and training they need to become self-sufficient and employable despite their communication challenges. This will be achieved through uniquely researched and developed curriculum that will address the language and literacy, independent living, and job-readiness skills that are needed to succeed in life.

We continued our collaboration with the Domestic Violence and Child Advocacy Center (DVCAC) and the Cleveland Division of Police to strengthen service delivery between agencies and to provide accessibility to Deaf consumers. In September, we hosted two national speakers, Amber Hodson from Deaf Hope in California, and Stephanie Smith Bowman from the Justice for Deaf Victims National Coalition, to provide staff training on Deaf culture, autism and the intersection of domestic violence and Deafness. A second morning presentation addressed the specifics of interpreting in domestic violence and mental health situations. A total of 50 professionals from all three agencies attended this workshop.

Through the efforts of Dr. Karen Paull, our neuropsychologist, demand for neuropsych services has steadily increased, including both private insurance and self-pay appointments. In addition, we have been receiving new referrals from psychologists, schools and other professionals, demonstrating value of this service to our consumers at Cleveland Hearing & Speech Center. Through the generous support of the KeyBank Foundation, our mentoring program continued to train students and newly graduating American Sign Language (ASL) interpreters from regional collegiate programs. In 2014, we trained 25 new students who became graduate students or professional interpreters within the community and educational sectors. Evaluations stated that our mentoring program greatly enhanced their skill development in the ASL interpreting profession so that they can better provide for the communication needs of individuals who are Deaf or hard of hearing.

In July, in collaboration with SignStage and Signs of Grace Deaf Church, we produced a theatrical performance of *Deaf Snow White*. This play involved approximately 20 members from the Deaf community and local ASL interpreting students. *Deaf Snow White* was a huge attraction to the Deaf community and family members. Approximately 200 people attended the performance. Dr. Bernard Henri, Richard Slosar, Bill Morgan, Jon Wise and Bill Jones were honored for their long-time commitment to the Fairmount Theatre of the Deaf, which later became our SignStage program at CCDHH.

Once again, CCDHH was involved with the Advocates for Kids summer Camp OYO program at Camp Nuhop in Perrysville, Ohio. In 2014 Camp OYO, now a state-wide camp program for students who are Deaf or hard of hearing, hosted over 100 students. Approximately 21 students from the Cleveland, Lorain and Sandusky areas attended this camp.

Providing social and communication interaction during the summer months is a critical component of retaining language skills learned during the previous school year. In an effort to provide this important interaction for children who are Deaf or hard of hearing, CCDHH and Advocates for Kids hosted several Northeastern Ohio events for students. One such event featured theatre-building skills from SignStage, a tour of the Cleveland Botanical Gardens, and an ice cream making demonstration at Picadilly's.
Highlights & Accomplishments

Regional Infant Hearing Program

The Regional Infant Hearing Program (RIHP) focus in 2014 centered on developing language in children in fun ways. The 9th Annual Snowball event kicked off the year, and the fun continued into the spring when RIHP and the Community Center for the Deaf and Hard of Hearing (CCDHH) hosted a six week sign language playgroup for children and families at the Cleveland Hearing & Speech Center’s Lorain office. Each week focused on a different theme relevant to a toddler’s world, such as animal signs, toy signs, action signs, opposites, feelings, and emotions. Overall, families learned over 120 functional signs and had the opportunity to connect with other families whose children have hearing loss. In addition to the signs, stories, crafts and songs, a “guest speaker” was present each week. These included an audiologist, a Deaf adult, a parent of a Deaf adult and an interpreter.

RIHP’s programs continued with several summer picnics throughout the fourteen counties we serve and the year wound down with fall themed events.

In addition to the group events, RIHP was busy coaching families in their own homes on how to best provide language opportunities within the routines of their everyday life. In 2014, RIHP clinicians provided 835 visits to 130 different children.

REGIONAL INFANT HEARING PROGRAM STATISTICS

<table>
<thead>
<tr>
<th>Total Number of Incoming Referrals</th>
<th>933</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babies found to have normal hearing</td>
<td>600</td>
<td>64%</td>
</tr>
<tr>
<td>Families who did not respond (Lost to F/U)</td>
<td>100</td>
<td>11%</td>
</tr>
<tr>
<td>Babies IN PROCESS</td>
<td>149</td>
<td>16%</td>
</tr>
<tr>
<td>Babies with confirmed hearing loss</td>
<td>58</td>
<td>6%</td>
</tr>
<tr>
<td>Babies Deceased</td>
<td>8</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Families that declined follow up evaluation</td>
<td>17</td>
<td>2%</td>
</tr>
<tr>
<td>Babies who moved out of region</td>
<td>1</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Referrals in 2014</th>
<th>933</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashland</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>Ashatabula</td>
<td>64</td>
<td>7%</td>
</tr>
<tr>
<td>Crawford</td>
<td>26</td>
<td>3%</td>
</tr>
<tr>
<td>Cuyahoga</td>
<td>284</td>
<td>30%</td>
</tr>
<tr>
<td>Erie</td>
<td>32</td>
<td>3%</td>
</tr>
<tr>
<td>Geauga</td>
<td>27</td>
<td>3%</td>
</tr>
<tr>
<td>Holmes</td>
<td>53</td>
<td>6%</td>
</tr>
<tr>
<td>Huron</td>
<td>17</td>
<td>2%</td>
</tr>
<tr>
<td>Lake</td>
<td>40</td>
<td>4%</td>
</tr>
<tr>
<td>Lorain</td>
<td>104</td>
<td>11%</td>
</tr>
<tr>
<td>Medina</td>
<td>36</td>
<td>6%</td>
</tr>
<tr>
<td>Richland</td>
<td>74</td>
<td>8%</td>
</tr>
<tr>
<td>Trumbull</td>
<td>79</td>
<td>9%</td>
</tr>
<tr>
<td>Wayne</td>
<td>65</td>
<td>7%</td>
</tr>
</tbody>
</table>

| Number of babies identified in 2014 with permanent hearing loss. | 64 |
| This may include babies who were referred in previous years. |

| Total number of babies eligible to RIHP receive services in 2014 (ages birth - 3) | 188 |
| Ashland | 3 | 1% |
| Ashatabula | 9 | 5% |
| Crawford | 3 | 1% |
| Cuyahoga | 67 | 36% |
| Erie | 7 | 4% |
| Geauga | 5 | 3% |
| Holmes | 5 | 3% |
| Huron | 7 | 4% |
| Lake | 12 | 6% |
| Lorain | 17 | 9% |
| Medina | 10 | 5% |
| Richland | 10 | 5% |
| Trumbull | 21 | 11% |
| Wayne | 12 | 6% |

| Total Number of children enrolled in services in 2014 | 130 |
| Refused services | 50 | 16% |
| Were in process | 8 | 4% |

Total incoming referrals | 933
Speech Language Pathologists (SLPs) at Cleveland Hearing & Speech Center strive to reach those in the community who need expert evaluations and therapy to improve communication skills.

SLPs participated in a summer early intervention grant with Case Western Reserve University providing supervision of two SLP graduate students and two early intervention social work students in a parent and toddler group therapy setting. CHSC SLPs participated in the WKYC Health Expo in September and were available to answer questions and talk about CHSC services.

Expansion of several programs continued through 2014 with a fluency group for clients ages 8-15 who benefit from individual and group therapy for stuttering. The Language and Learning program also provided increased group and individual services to those clients who are having difficulty with reading, writing, expressive and receptive language.

A book club for members of the Speak Easy support group and the community who benefit from a focus on communication skills following stroke or brain injury was started with the help of the New Partners of CHSC and a grant from the United Black Fund. In addition to activities such as music therapy, arm and hand exercises, yoga, art class, movie day, composing a newsletter, and computer lab skills this year, the Speak Easy survivors and caregivers also enjoyed visits from Zorro, the pet therapy dog.

Highlights & Accomplishments

Speech-Language Pathology

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SPEECH-LANGUAGE PATHOLOGY STATISTICS

Total # Clients Served in 2014 2,651
Adults 60
(2% in our 3 offices)
Infants & Children 2,591
(98%; in our 3 offices, various Head Start, school, and day care settings)

Services Provided (in offices)
Comprehensive Evaluations 378
(Adults = 50, Children = 328)
Individual Treatment 397
(Adults = 49, Children = 348)
Group Treatment 58
(children)

Reason for Speech-Language Pathology Services
Mixed Receptive/Expressive Language Disorder 149 27%
Phonological Disorder (speech sound production) 159 29%
Stuttering 53 10%
Expressive Language Disorder 42 8%
Aphasia (language disorder following stroke) 15 3%
Childhood Apraxia 11 2%
Voice 3 1%
Accent Modification 7 1%
Reading Disorder 5 1%
Other 94 17%

Outcomes and Satisfaction
A 7-point scale is used to measure outcomes based severity of disorder, rating severity at the onset of treatment and quarterly, thereafter. In 2014, progression was measured per number of visits for clients (primarily children) served in our offices. On average, at least one level of improvement was achieved in 16-48 visits.

Satisfaction with services was rated using a 7-point scale (1-2 = below expectations, 3-5 = met expectations, 6-7 = exceeds expectations). 100% of clients would return to CHSC if needed or recommend CHSC to family and friends.

Satisfaction (6-7 = exceeds expectations)
Explaning results clearly 6.0
Including client input in treatment planning 6.0
Effective use of treatment tools 100% reported ‘yes’

Total clients served 2,209