Communication is Key

2017 Impact Report

CLEVELAND Hearing & Speech CENTER
Dear Friends,

It is time, once again, to reflect on all that you have helped us to achieve in our community. I relish the opportunity to honor our achievements and, frankly, learn the lessons that a year of services teach. Looking back, I see the events on my calendar: 12 months, six board meetings, four all-staff meetings, two major fundraising events. But a year is so much more when you serve the community. It is breakthroughs with clients, celebrating new partnerships, honoring teamwork, and making it happen against all odds.

There are so many accomplishments that you will read about in our impact report, each of them helping us to care for communication health and accessibility throughout our community. We served more of our community than ever, thanks to new contracts, new clients, and offering services at the locations of our community partners, like Lake Erie Nature and Science Center. We welcomed many new team members who rolled up their sleeves to help us provide the highest quality services in the region, including our new Director of Finance and Administration, Mr. Dan Craft. Mr. Craft came to us with an extraordinary list of credentials and experiences that will help us achieve our ambitious plans for long-term financial sustainability. We were proud to welcome new supporters who share our vision of a community where all members can communicate effectively, increasing the number of gifts to our agency by a whopping 20%! Most importantly, perhaps, we made our services, our expertise, and the information we share more accessible to the entire community, launching a new website and increasing our marketing efforts to make the community aware that we are here to serve.

In 2017, CHSC initiated a number of efforts that helped us learn more about who we are, who we serve, why they choose us, and how effective our work is. Concurrently, we completed both a market research survey, to help us better understand the needs of our community, and a customer experience audit, to learn about the ways we shine when caring for our clients and consumers, as well as some of the pain points that may hinder access to our services. We learned that our clients love us for our expertise and the personal attention we provide, and that they especially value the medical approach we use. We also learned that there are opportunities we have to create greater access to our services for more of the community by establishing new locations, reducing the complexity of our phone system, and raising awareness. In addition to these efforts, we launched and gathered 12 months of outcomes data from our clients in Hearing Services and Speech Language & Learning. These measures provide us with benchmarks as well as targeted opportunities to improve and enhance our services.

I welcome you to celebrate another great year at CHSC. It is because of you that we can help to transform our community.

With Gratitude,

Jennell C. Vick, Ph.D.
Executive Director
Committed to the ideal that communication is key, the Cleveland Hearing & Speech Center has been serving our community for nearly a century. Founded in 1921, CHSC remains Northeast Ohio’s only non-profit agency dedicated to helping individuals work past barriers to gain or regain their ability to communicate with others and to live with greater independence.

In 2016, the CHSC board of directors established a ten-year strategic direction and a three-year plan, opening doors as the premier provider of audiology, speech-language pathology, and deafness services across Cuyahoga County.

**KEY ELEMENTS OF OUR STRATEGIC PLAN ARE TO:**

- Create and measure **outcomes** that demonstrate our effectiveness at the level of the individual, within the community, and on a national scale.

- Incubate knowledge and innovation to advance methods for the **diagnosis and treatment** of disorders that impact communication with our collaborators at CWRU and beyond.

- Expand our digital presence so that we can use **technology** to create unprecedented access to our services and knowledge base.

- Expand our physical presence across the county to provide easier **access** to our services for more individuals who can benefit from our expertise.

- Expand community-wide knowledge and acceptance of disorders that affect speech, language, literacy, and hearing as well as the rich culture and language of the Deaf and hard-of-hearing to create a **community** of inclusion, accommodation, and universal design.

We thank our donors, volunteers, community partners and foundations for their unceasing generosity and support. We are dedicated to achieving a community where every individual communicates effectively, each one turning the key to unlock their optimum potential.

Sincerely,

Daniel T. Brezovec
CHSC Board President
Customized EARLY INTERVENTIONS EMPOWER FAMILIES

Through a contract with the Ohio Department of Developmental Disabilities, Cleveland Hearing & Speech Center has the privilege of providing early intervention services to children with hearing loss who are birth to age four through the Infant Hearing Program. We work collaboratively with professionals from Ohio’s early intervention program (formerly Help Me Grow) and the local county department of developmental disabilities in the five counties we serve (Cuyahoga, Geauga, Lake, Lorain, and Medina).

Services are individualized for each child and family, incorporating their strengths and addressing their unique needs. Using a coaching model, we aim to empower families with the skills they need to encourage their child’s language development, regardless of which language they choose. Information about American Sign Language, total communication and oral language are presented in an unbiased manner, allowing the families to make educated decisions about their communication choices. Our early intervention program puts children with hearing loss on a path for a bright future!

CHSC STAFF PUT CLIENTS FIRST

Madelyn Bond
Teacher of the Deaf

“As a licensed Teacher of the Deaf, I have a passion for working with deaf and hard of hearing children. I understand the critical importance of giving babies with hearing loss access to language. I am fortunate to be able to educate families about their communication options.”

COMMUNITY CHAMPIONS MAKE IT POSSIBLE

Karen Mintzer
Director of Bright Beginnings

“The first three years of a child’s life are critical to their growth and development. The Cleveland Hearing & Speech Center has been instrumental in identifying and treating children with hearing loss. Their professionalism and expertise ensure that babies, toddlers, parents and providers have the tools they need to give those children a great start in life.”

IMPACTING THE LIVES OF OUR CLIENTS

Brittany Morrison
Mother of 2 children who are deaf (Charlie, 5 and Ella, 1)

“I want to do what is best for my kids. As a mom who is Deaf, I know there are lots of ways to communicate. Early Intervention helped us. We made goals and they helped us achieve them. My children use sign language and are also talking. This is the right choice for my family!”

Approximately 200 infants are born with hearing loss in Ohio each year

CHSC provided 691 hours of intervention & coaching

CHSC served 75 children in 5 counties (44 girls/31 boys)
Audiology INCREASES ACCESS BY MEASURING IMPACT

Measurable results make all the difference. With that in mind, outcomes have been in sharp focus in the Audiology Department. In 2017, we implemented protocols that not only help improve care for the individual client, but will also help us to better capture the impact of our work. Although there is no national database of outcomes in audiology, Cleveland Hearing & Speech Center is committed to establishing our own data including both objective and subjective outcome measures.

As a result, 71% of our clients completed survey questionnaires based on the International Outcome Inventory for Hearing Aids (Cox, Stephens, & Kramer, 2002) and 73% participated in real ear testing (the gold standard for verifying hearing aid fittings). With this data, we better understand the positive impact hearing technology has on a person’s life and where opportunities exist to better meet community needs.

Hearing Aids

78% of hearing aids provided by CHSC were provided to clients at reduced or no cost

We provided 770 hearing aids in 2017 and served 2,836 clients (43% male and 57% female)

Hearing Aid Outcomes

98.6% of respondents felt their hearing aids were “worth the trouble”

96.4% of respondents said their enjoyment of life was better because of their hearing aids.

75% average increase our clients receive in ability to understand speech (as measured by the pre and post Speech Intelligibility Index scores).

Audiology Payor Mix 2017

- Subsidized: 5%
- Self Pay: 17%
- Other Insurance: 78%
Community Center for the Deaf and Hard of Hearing

Clearing the Path to Critical Community Services

Community is key to our passion and purpose at The Community Center for the Deaf and Hard of Hearing (CCDHH). Stretching beyond basic communication, we are dedicated to unlocking the potential in people who dream of expressing themselves through the arts, exploring career options, or overcoming past traumas.

CCDHH is the only organization in Northeast Ohio that provides culturally and linguistically competent services to consumers with hearing disabilities, language differences, and literacy challenges, provided by professional staff fluent in American Sign Language.

Evette Dobbins has been a client in the CCD for over 5 years. Evette comes to the Community Center for the Deaf and Hard of Hearing 2 to 3 times per week for a variety of services. She "enjoys working with all the staff in the CCD." Through the Learning Center and Support Services, Evette has learned a lot about taking care of her health. "Sandra has taught me how to manage my diabetes and how to eat right." Evette not only appreciates the services provided by her, but is very helpful and generous with her time and talent, often volunteering to bring food to meetings and supporting her friends and her CCD family.

Melissa Graves, CEO of the Domestic Violence & Child Advocacy Center (DVAC), has been a partner on our KEYS 4 Deaf Access Project since 2011. DVAC staff is dedicated to ensuring that the programs and services offered at their center are accessible and welcoming to members of the D/deaf community. Both agencies share information and provide cross-training to staff to build capacity as well as to increase awareness of the unique challenges and barriers deaf survivors of violence face when accessing services and interacting with law enforcement and the court systems.

"We are grateful to have formed a collaborative and long-term relationship with Cleveland Hearing & Speech Center through our work together on KEYS. This project has helped to unify our shared visions to increase access to services for D/deaf victims of violence by reducing barriers and building community relationships. We look forward to our continued work together."

Sandra Hatibovic is our Community Outreach Specialist/Advocate working on the KEYS 4 Deaf Access Project.

"My job gives me the opportunity to have a positive impact on people's lives and make a difference every day. I see people who use our services supported to become the best versions of themselves. It is so rewarding to see this knowing that I'm giving back to my community."
These include:

- Advocacy, Support Services, and Case Management, providing access to critical community services and programs that would otherwise be inaccessible for those with language differences and literacy challenges
- The Learning Center, providing educational programming and vocational services to deaf consumers
- 24/7 American Sign Language (ASL) Interpreting Services
- SignStage, a school-based program teaching diversity and inclusion through the arts
- Community Outreach, Education, and Advocacy for survivors of trauma, relationship violence and stalking, through our KEYS 4 Deaf Access Project
- Community, Corporate, and Family ASL classes

In 2017, the Community Center for the Deaf and Hard of Hearing increased programming to include vocational services. In collaboration with community partners such as Opportunities for Ohioans with Disabilities, CCDHH assists individuals in finding jobs that fit their interests and skills. Employment is one of the most highly sought-after services at our Center, where staff members assist consumers to obtain and retain jobs by providing assistance with resumé writing, job applications, interview skills and job retention skills.

In addition, our KEYS 4 Deaf Access Project expanded its outreach and education efforts during 2017 to include additional workshops and the use of social media for disseminating information with a greater reach into our community. Our staff also attended numerous community collaborations to make county agencies aware of the unique challenges and barriers faced by survivors who are deaf and impacted by violence.

The outreach services we extend to our clients open access to quality-of-life benefits they otherwise would be unable to reach. Through our collaborations with local community partners, we help people break through barriers to explore their full potential.

2017 by the Numbers at CCDHH

CCDHH provided
11,226 HOURS
OF INTERPRETING SERVICES
REPRESENTING
4,853 INDIVIDUAL CONTACTS

CCDHH provided
SUPPORT SERVICES TO OVER
120 PEOPLE WHO ARE DEAF
OR HARD OF HEARING

WE TAUGHT 130 STUDENTS, ADULTS,
AND FAMILIES IN OUR ASL PROGRAM.

COMMUNITY PRESENTATIONS:
25 WORKSHOPS
SUPPORT SERVICES AND ADVOCACY
ARE PROVIDED FREE OF CHARGE
AND REPRESENT OVER
3,000 HOURS OF SERVICE

DEAF AWARENESS WEEK BROUGHT IN
OVER 100 DEAF OR HARD OF HEARING
INDIVIDUALS TO ENJOY EDUCATIONAL
AND SOCIAL EVENTS AND PROVIDED
COMMUNICATION ACCESS AT THE ZOO
AND OTHER VENUES.
Unlocking

PEAK POTENTIAL WITH KEY PROGRAMS & DEVICES

The Speech-Language & Learning Department helps to unlock individual potential with programs and devices that ease the way forward through effective speaking, reading, writing and enrichment at every age level. In 2017, 94% of speech-language services were provided to families on Medicaid healthcare plans. These clients have limited options to receive evaluations and therapy by a qualified Speech Language Pathologist. CHSC is very fortunate to receive funding to subsidize speech, language, reading, and writing services. Funding support helps us subsidize the cost of care and provide these specialized services.

Because of generous support, CHSC is able to purchase augmentative and alternative devices which are loaned out to individuals in the community. Augmentative and Alternative Communication (AAC) is a way to communicate with others through the use of pictures to very complex devices. CHSC has speech-language pathologists on staff who evaluate and loan out devices to those children or adults in need of more complex technology.

Impacting the Lives of Our Clients

KASSIDY FULLER SPEECH CLIENT

Kassidy Fuller is a 6 year old speech therapy client who received an augmentative communication device and speech therapy from CHSC.

“Cleveland Hearing & Speech Center’s speech therapists have been amazing. With help from her 'Talker,' she now can self-identify. Now she’s much more independent and confident.”

- Drusilla Marshal, mother of Kassidy Fuller

CHSC Staff Put Clients First

CHANA FEINSTEIN SPEECH LANGUAGE PATHOLOGIST

“It’s a privilege working with kids like Kassidy, who have so much to say but have difficulty being understood by others. When given access to a good speech-generating device, their ability to convey their wants, needs, thoughts, opinions, jokes, etc. soars. It’s beautiful to see and be part of this process!”

Building Hope in the Community

EVA AND JOSEPH BRUENING THE BRUENING FOUNDATION

With no children of their own, Eva and Joseph Bruening viewed the children of Cleveland as their legacy and felt they had a responsibility to care for those in need. The Bruening Foundation’s learning strategy aims to support organizations and programs that foster academic and social-emotional development in low-income populations. The Bruening Foundation has funded CHSC for nearly 30 years, most recently supporting the Speech-Language Literacy program in the Head Start school program.
The FACETIME SUMMER CAMP AND THE SUMMER ENRICHMENT READING CAMP expanded in 2017 to benefit more participants with intensive services. FACETIME Summer Camp is for older children and young teens who stutter, providing both individual and group therapy. Campers practice their speaking skills in real-life situations at public places. Parent education and coaching are also incorporated. The Summer Enrichment Reading Camp improves students’ reading ability through structured, multi-sensory reading instruction. A speech-language pathologist targets five key areas of reading instruction (phonemic awareness, the alphabetic principle, reading accuracy and fluency, vocabulary, and comprehension) to help students develop critical reading and oral language skills for improved reading and literacy.

There were several children who received therapy in 2017 using the SmartPalate device. The SmartPalate is a biofeedback device that lets kids (over eight years of age) and adults see their tongue movements during speech. Speech therapists use the SmartPalate to treat clients with pervasive speech sound production disorders (such as continued difficulty producing the /r/ sound) after receiving traditional therapy.

CHSC’s Speech-Language & Learning department utilizes specialized professionals, programs and equipment to offer just the right keys that fit to our clients’ needs for improved communication and a richer quality of life.
Fun in Fundraising

Special Events ARE KEY TO INCREASING ACCESS

We put the FUN in fundraising events at CHSC, so you get to enjoy invigorating activities that spread delight while securing more access to services for more people in our community. The money we raise through our special events allows us to continue providing our services to those in need, regardless of a person’s ability to pay.

The support of our donors helps CHSC to open more doors for more people, freeing them to explore their possibilities. Having established a trend of sustained growth in recent years, CHSC’s fundraising events in 2017 pushed past previous records to help nurture and expand our mission throughout the greater Cleveland area. Thank you for every extra unlocked door, every new pathway explored and every life further enriched.

All proceeds from our special events support the programs and services of CHSC.

Thank you TO OUR 2017 EVENT SPONSORS

Premier Table Sponsor: Key Bank
Gold Table Sponsors: Huntington Bank, Dominion Energy
Silver Table Sponsors: Swagelok, PNC
Bronze Table Sponsors: Ruth Anna Carlson and Albert Leonetti, Hahn Loeser & Parks, LLP, Falls Communication
Event Partners: Miller Goler Faeges Lapine, LLP, Fredon Corp., The Enterprise Corp., Buckley King

Thanks to you, our fall benefit, Communication is Key, raised over $65,000! After taking a several-year hiatus from hosting this event, we worked hard to reimagine and revitalize this fundraiser. We are so grateful to all who attended and supported our fundraising efforts.

Our benefit was held at the newly renovated Tenk on the West Bank of the Flats. Our guests enjoyed watching artist Jacqueline DelBrocco create a beautiful painting in real time, which was auctioned off in the live auction. Special thanks to John Gomez and Scott Palasik for making our fall benefit extra special and meaningful for our guests.

Our keynote speaker, Dr. Scott Palasik PhD, CCC-SLP from the University of Akron, shared with us his personal story of stuttering, including a special edit from the documentary, When I Stutter. This film first premiered April 2, 2017 at the Cleveland International Film Festival. Since then, it has continued to be part of film festivals around the world. When I Stutter reveals the humanity associated with this often mysterious and misunderstood malady. The true stories told by the film’s participants run the gamut of human emotion - some dark, some funny, and others that are triumphant! Dr. Palasik’s example proves that stuttering is not an insurmountable obstacle.

Thank you so much for helping me with hearing aids for the twins. I couldn’t have done it without you! The girls wouldn’t be where they are today without people like you by our side. I can’t thank you enough for being there when I was so overwhelmed after their birth. You have no idea how much your help means to me... to us! For all the things you do, both big and small, I want to thank you.

Sincerely, Gail Szabo
(mother of Infant Hearing Program clients, Emily and Claire Szabo)
Big Wheels TO THE RESCUE

Our signature event, the Big Wheel Relay, continues to break previous records.

Our 2017 fundraiser attracted more than 400 guests and surpassed the previous year’s record by 20%, bringing in more than $37,000! Hosted by CHSC’s associate board, New Partners, these young professionals work to advance our mission through funding support and awareness activities.

Friendly competition was fierce! On race day, the M&M’s appeared to be the top fundraising team with $5,319. Wheelee Wheelee Fast was named the Cleveland Big Wheel Relay Champion. Altogether, the 2017 Big Wheel Relay set bold new fundraising records, effectively raising the bar for 2018 and beyond.

THREE CHEERS TO ALL OF YOU WHO HELPED OUR 2017 BIG WHEEL RELAY BLOW PAST ALL PREVIOUS FUNDRAISING RECORDS!

FROM TREMONT, WE:
- Collaborated with over 20 volunteers
- Had over 400 guests enjoy this FREE and family-friendly event
- Gave individuals a fun way to achieve serious goals in a safe, light-hearted atmosphere

Special thanks to Dave Chudowsky, WKYC Sports Anchor, for emceeing our event and making it extra special for all our race participants!

AN EXTRA ROUND OF APPLAUSE FOR...
Tremont Tap House for being a premier partner and supporter, and graciously hosting our Big Wheel Relay after-party.

Ambassadors’ Keys TO ACHIEVEMENT

CHSC Ambassadors are clients from each of our program areas who have achieved new levels of success in communication this past year. Our 2017 CHSC share their snapshots of stories below

ANTON MAYS
Community Center for the Deaf and Hard of Hearing
“I can trust the people at CCDHH. They always help me.”

CJ PICKLO
Speech-Language and Learning
“We wouldn’t be where we are today with CJ’s progress if it weren’t for CHSC.”
- Elizabeth Picklo, mother of CJ

IRIS NOVEMBER
Audiology
“My only regret is that I wish I had gotten my hearing aids sooner. I didn’t realize how much I had been missing!”
THANK YOU seems inadequate when we try to express the power your contributions have in improving the lives of our clients. You have equipped CHSC with the resources to expand its scope in helping people with communication issues in our community to break past communication barriers and discover enriching ways to hear and speak more effectively. Donations from both individuals and organizations have an exponential effect on our services, ensuring that we can continue to fulfill our mission for thousands of infants, children and adults throughout Cuyahoga County and its 14 surrounding counties.

With our staff of more than 50 professionals — audiologists, sign language interpreters, speech-language pathologists, outreach specialists and administrative staff — CHSC is the premier provider of hearing, speech-language and deaf services, education and advocacy. We are the nation’s oldest hearing and speech center and Northeast Ohio’s only nonprofit organization dedicated solely to serving those with special communication needs. We couldn’t do it without you!

Philanthropy Champions

STU AND DEE OTTS

In 2017, Current CHSC Board member, Stu Otts and his wife Dee were inducted into the Garfield Society.

Stu and Dee are both major champions of CHSC – in addition to their generous annual support, they both volunteer much of their time to advance our philanthropy.

“We are truly honored to be recognized by CHSC and being inducted into the Garfield Society. We strongly believe our ongoing contributions to the Cleveland Hearing and Speech Center are a direct investment in improving the lives of so many people who receive the valuable services provided by the outstanding staff of CHSC. We began donating to CHSC several years ago, shortly after our son completed his speech therapy program at CHSC. Based on his success working with CHSC, we were inspired to do our part in ensuring that others in the greater Cleveland area have the same opportunity of CHSC helping them with their own communication needs.”

Legacy Champion

MARY JANE DAVIS HARTWELL

Mary Jane Davis Hartwell (1928-2016), was, as described by her family, a “strong-willed force of nature, a kind soul, and generous with her time and resources”. Mary Jane loved her family, her friends, and she loved Cleveland for its communities and the organizations that give the city life. Recognizing the needs of the community, she created a fund within the Cleveland Foundation, named for her parents, the Alton and Carrie S. Davis Fund, to support education, health care, conservation, the arts, and social services in the city. Cleveland Hearing & Speech Center was the first to receive support from this fund, in 1990, and generously thereafter, for Audiology services, primarily for early-intervention programming — which is how Mary Jane came to know of CHSC’s important work. Due to her passion for, and understanding of, the importance of accessibility to hearing services, Mary Jane generously bequested a gift to CHSC in her will. Her kindness and support will be recognized through her induction in the CHSC Heritage Society in the Fall of 2018.
The Annual Fund raised $283,081, an increase from 2016. The Annual Fund raises money from individual, corporate and foundation donors, including $63,596 from the Board of Directors.

In addition to the 20 general operating grant funders, a total of 19 foundations and corporations gave over $216,687. Highlights from the 2017 funding year includes a grant from the Lubrizol Foundation to support general operating and our speech program with Breakthrough Schools, a renewal of the $50,000 grant from the Tecovas Foundation for our Learning Center, and generous support from The Kelvin and Eleanor Smith Foundation.

WE WANT TO THANK THE 828 UNIQUE DONORS WHO GAVE $896,124 TO SUPPORT CHSC IN 2017.

Corporate and Foundation Supporters

Advocates for Kids
Applied Industrial Technologies
Britton Fund
Buckley King
Carnegie Companies, Inc.
Cleveland Automobile Club
Orphans’ Outing Fund
Community Foundation of Lorain County
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The Kelvin and Eleanor Smith Foundation
The Lubrizol Foundation
The Murch Foundation
The Orange Effect Foundation
The Wuliger Foundation
Thompson Hine LLP
United Black Fund of Greater Cleveland, Inc.
United Way Services
William O. and Gertrude Lewis Frohring Foundation

2017 Business Sponsors:

Our Business Partners were key to our success last year. Your generous support of CHSC and all of our 2017 events enabled us to remove barriers and increase access for our clients, promising more open doors for improved communication in the future:
Communication is Key · 2017 IMPACT REPORT · CHSC

Finance Report 2017

...so others can embrace new opportunities! Every donation made to CHSC is an investment in hope for an increased return. Each gift is a key that opens a door to new possibilities for someone waiting on the other side. Investments made in 2017 for new programs, additional skilled staff, communication tools and enhanced services have all become assets in the lives of those we have served. Fundraisers, special events and charitable gifts make these new investments possible. We thank every supporter for supplying CHSC with more keys to communication! Financial statements tell just one aspect of our story, but they reinforce the fact that CHSC is positioned well for continued robust growth. Here are the highlights from 2017:

Phenomenal PROGRAM FUNDING ________

| GOVERNMENT GRANTS       | $281,192 |
| CONTRIBUTIONS and BEQUESTS | $917,190 |
| INCOME FROM FUNDS HELD IN TRUST | $228,259 |
| INVESTMENT INCOME        | $382,915 |

REVENUE
- Net Fees for Services
- Realized and Unrealized Gain on Investments
- Contributions & Bequests
- Government Grants
- Investment Income
- Income from Funds held in trust by others
- Rental Income
- Income from Special Events

TOTAL $5.9 MILLION

ASSETS
- Cash and cash equivalents $256,532
- Accounts receivable, net $318,588
- Support receivable, net $304,306
- Prepaid expenses and inventories $21,759
- Investments $13,703,538
- Property and equipment, net $12,114,462
- Funds held in trust by others $2,167,778

TOTAL ASSETS $28,886,963

LIABILITIES
- Payables $202,221
- Accrued liabilities $220,839
- Refundable advances $56,250
- Bonds payable $10,969,341

TOTAL LIABILITIES $11,448,651

NET ASSETS
- Unrestricted $14,037,575
- Restricted $3,400,737

TOTAL NET ASSETS $17,438,312

TOTAL LIABILITIES & NET ASSETS $28,886,963

EXPENSES
- Direct Services 82%
- Direct Services Support 18%

TOTAL $5 MILLION

WWW.CHSC.ORG
Your Donation is the Key that Opens Doors

The Speech-Language and Learning Program served 3,597 clients, 94% of these clients received subsidized care.

Our Audiologists served 2,836 clients and fitted 770 hearing aids, 78% of which were distributed to clients at reduced or no cost.

The Infant Hearing Program served 75 infants and toddlers with hearing loss.

The Community Center for the Deaf & Hard of Hearing provided over 1,000 hours of advocacy and support services to the community for free.

Unlock Someone’s Potential TODAY

Through your support, Cleveland Hearing & Speech Center (CHSC) can sustain and expand its quality programming. We ask you to consider giving the gift of communication today. For your convenience, you may send your donation by mail using the enclosed envelope, or you may donate online using our secure website at www.chsc.org/donate.

As a 501(c)(3) charitable organization, gifts may be tax deductible.*

You can support CHSC by volunteering to participate in events. If you have questions about CHSC and how you can become actively involved, please call Sara Thomas, Director of Development at 216-325-7578 or sthomas@chsc.org.

*While contributions may be tax deductible, please contact a tax advisor regarding individual circumstances.
2017-2018 Board of Directors
CLEVELAND HEARING & SPEECH CENTER

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Wade Weber

In an effort to be more sustainable, we have elected to make the 2017 Cleveland Hearing & Speech Center Impact Report to the community available online for viewing and downloading at www.chsc.org/2017report. 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, please contact Sara Thomas at the CHSC Development Office at 216-325-7578 or sthomas@chsc.org.