Dear Friends:

Looking back on 2016, I’m encouraged that significant seeds of promise were planted throughout the CSHC landscape both through our ongoing care for the communication needs of individuals in our community and the creation of a transformative 3-year strategic plan.

Through service provision in 2016, our impact on the community was enormous. Consider our services in the context of these national statistics:

• Early delays in speech and language occur in 15% of young children and significantly increase the risk for later literacy challenges.
• About 2-3 of every 1,000 children are hard of hearing or deaf, often associated with delays in language and/or speech.
• Every dollar spent on early speech and language services saves $7 in supplemental education and services in the future.
• 36 million Americans have hearing loss, yet only 20% of those who would benefit from a hearing aid wear one.

We are the only center in the region committed to addressing these issues for everyone in the community, regardless of their ability to pay. Those who are economically underprivileged are at much higher risk for communication disorders and yet have the least access to services to remediate them. Communication is essential for eliminating poverty, increasing educational outcomes, breaking socioeconomic barriers, advancing career attainment, and enabling individuals to lead full and successful lives. In the pages that follow, you will read about the great work we did in 2016 to address these needs in the community, and about some of the individuals whose lives we impacted directly. Quite simply, we provided essential services to the community and, without us, many individuals would lose access to what connects humans at the most basic level: communication.

We recognize the need for transformation and growth if we are to sustain our services for the next century and beyond. For this reason, we spent over half of 2016 creating a vision for our future and strategies for the next three years to help us achieve that long-term vision. Our strategic planning committee included both board members and staff and we created our plan with data from interviews with over 50 stakeholders, including clients, staff, collaborators, funders, and community leaders. We envision a future where CHSC is the premier regional service provider to address the ever-increasing demand for hearing, speech, and deafness services. Accordingly, we created strategies to work toward this vision over the next three years, as follows.

• Extend our geographic reach throughout Cuyahoga County and beyond, incorporating multiple delivery models
• Raise awareness of our services through enhanced marketing efforts
• Document our impact through measurable outcomes
• Innovate the future by expanding our research and training programs
• Leverage technology to enhance accessibility to our services and knowledge base for the community and our clients.

Keep your eyes on the horizon as we continue to nurture seeds of innovation in communication for the benefit of the Greater Cleveland community. As in any community garden, many hands make the work light. We look forward to working shoulder to shoulder with you. We also anticipate enjoying the fruits of our labor together, grateful for the bountiful yield we trust will spring forth in due time.

Sincerely,

Jennell C. Vick, Ph.D.
Executive Director
As the oldest free-standing speech and hearing center in the U.S.A., Cleveland Hearing & Speech Center has been planting good seeds and growing deep roots within the community for nearly a century. Founded in 1921, CHSC remains Northeast Ohio’s only non-profit agency dedicated to helping individuals gain or regain their ability to communicate with others and to live with greater independence. As we prepare to remain a vibrant influence for the next 100 years, the CHSC board of directors established a ten-year strategic direction and a three-year plan in 2016, with the following vision of our organization.

**CHSC is the premier provider of audiology, speech-language pathology, and deafness services across Cuyahoga County**

- 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.

Looking to the future, we thank our donors, volunteers, community partners and foundations for their unceasing generosity and support. We are dedicated to grow and expand our reach, continually working towards a community where every individual communicates effectively.

Sincerely,

Daniel T. Brezovec  
CHSC Board President
AUDIOLOGY at EVERY STAGE

The audiology team at Cleveland Hearing & Speech Center provides thorough diagnosis, treatment, and education to help maximize clients’ hearing health. Our audiologists represent over 106 years of combined experience, working with people of all ages, from infants and toddlers to adults and seniors. From conducting hearing tests to fitting hearing aids, we are committed to identifying individual hearing needs and implementing the best solutions that are customized for each client, their hearing loss, and their lifestyle. Without the services we provide, many individuals in the community would not have access to hearing aid technology, with over 80% of our clients receiving treatment through Medicaid or our Audiology Patient Assistance (APA) program. We provided 288 reduced-cost hearing aids through the APA program in 2016. There is no other agency caring for the hearing health of the community like Cleveland Hearing & Speech Center!

SEEDS of GROWTH SPROUT into CLIENT BENEFITS

2016 represented a shift in approach and a year of meaningful growth in new areas, like a well-established garden that needed some plants to be pulled in favor of new seedlings. Audiology clients are reaping the benefits as follows:

- Early intervention services for children with hearing loss were restructured at the state level, resulting in the former Regional Infant Hearing Program becoming more integrated with Help Me Grow; and implementation of Evidence Based Early Intervention.
- We started a computer-based aural rehabilitation program to further improve clients’ performance with their hearing aids.
- We piloted a program to use an Audiology Aide to more efficiently serve patients.

Removing Financial Barriers is Music to her Ears
Maureen Gill, Audiology Client

For clients like Maureen Gill, audiology services and the Audiology Patient Assistance (APA) Program are no small matter. Ms. Gill is 73 years old with hearing loss that is likely age-related. Frustrated by her hearing loss, she was able to afford two hearing aids from CHSC through the APA program in November 2016. Ms. Gill has been very happy with her hearing aids and returns to the University Circle office for her care, working with audiologist Ruth Clark. She would not have had access to hearing aids were it not for the APA program.

“Thanks to CHSC for reconnecting me to the fun and beauty of hearing. I didn’t realize how much of life I’d been missing. I’m especially grateful for my awesome clinician, Ruth Clark, to the gracious support staff, and to all benefactors who restored the gift of hearing to me.”

Because Serving is Rewarding
Dr. Karen Kantzes, Staff

“Many of our patients who use the Audiology Patient Assistance program are elderly people living on a fixed income with little to no savings. This program is the only way they can afford hearing aids. Our patients are so grateful that they have this opportunity to receive hearing aids that help them stay connected to their family and friends. I love working with our APA patients…it is so rewarding to see the positive difference we make in their lives.”

Like ‘Pennies From Heaven’
Dale Miller, Cuyahoga County Council

Dale Miller is a Cuyahoga County Councilman. Through his advocacy efforts, Cuyahoga County Council has funded the Audiology Patient Assistance program at $104,000 annually for 2015, 2016 and 2017.

“The Cleveland Speech & Hearing Center’s hearing aid assistance program helps people live healthier and more fulfilling lives and also makes it possible for people who otherwise could not work to do so. This is an important service that Cuyahoga County could not provide without our partnership with the Cleveland Hearing & Speech Center.”

www.chsc.org
The APA program has had an expanded impact on our community, nearly tripling the number of APA hearing aids we dispensed this year compared to 2013.

We provided 856 hearing aids in 2016.

In this program, patients pay a minimal charge for hearing aids based on a sliding fee scale.

The HEARING AID OUTCOMES (how people perform with hearing aids):

% of Hearing Aids meeting targeted gain (Aids are appropriate for the hearing loss at 2 weeks post fitting) 96%

% of Clients reporting satisfaction with hearing aids at 2-week check 100%

PAYMENT SOURCE for HEARING AIDS at CHSC:

<table>
<thead>
<tr>
<th>Source</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
</tr>
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<tbody>
<tr>
<td>Self Pay</td>
<td>3%</td>
<td>14%</td>
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<td>50%</td>
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<td>Medicaid/Medicaid HMO Plan</td>
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<td>Assistance Program</td>
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<tr>
<td>Other Insurance</td>
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</table>

www.chsc.org

SEEDS of GROWTH • 2016 IMPACT REPORT • CHSC
COMMUNITY CENTER for THE DEAF AND HARD OF HEARING

WELCOME to OUR COMMUNITY GARDEN

If a community garden is an accessible source of nourishment, enrichment and sustenance, consider our Community Center as an ever-expanding garden for the Deaf and Hard of Hearing Community. In 2016, we were able to double our impact, providing essential quality-of-life services that include the following:

• 24/7 American Speech Language interpreting services (at the doctor’s office or hospital, with an attorney or an employer, etc.)
• Advocacy, case management and support services, creating access to critical community services for deaf and hard of hearing individuals who face barriers because of language differences and literacy challenges
• Pediatric neuropsychological assessments for deaf, hard-of-hearing, and hearing children that are customized to the preferred language modality of the child
• SignStage, a unique program to teach school children about inclusion and diversity through American Sign Language
• The Learning Center, where consumer skills are developed in language and literacy, independent living and job readiness

The Community Center for the Deaf and Hard of Hearing (CCDHH) is the only resource of its kind in Northeast Ohio for D/deaf and hard-of-hearing consumers. Without it, links to help for these consumers would be broken. Whether helping a consumer secure affordable housing or advocating for a survivor of violent crime in the courts, CCDHH is a lifeline for thousands.

Sowing Legal Advocacy
Andrew November

“Having litigated Social Security Disability cases for 8 years in private practice, little did I know I was being primed to advocate for Deaf individuals in Cleveland. My wife Keri, born profoundly Deaf, moved to Cleveland in 2015. Upon her arrival, we were warmly welcomed into the Cleveland Hearing & Speech Center’s community and I immediately began to serve on the Deafness Advocacy Committee. In addition to Social Security disability at Liner Legal, I have been given the broad opportunity to represent Deaf individuals with their diverse legal needs.”

Cultivating Police Protection
Jim McPike

Commander of the Bureau of Special Investigations for the Cleveland Division of Police (CPD), and liaison/advocate for the KEYS 4 DEAF ACCESS Project

“The Cleveland Division of Police continually works with multiple agencies throughout our community to ensure that our services are available to everyone. The KEYS project is a wonderful example of what we can accomplish when we work together. All of us now have iPads and other technology so we can ensure Deaf and Hard Of Hearing people have full access to our services. We are working to create a training program for all Cleveland Police Officers, so they have a better understanding of our community members from this population.”

Easing Daily Struggles
The Tecovas Foundation

Through the continued generosity of the Tecovas Foundation, CCDHH has been equipped to provide programs to individuals in the Deaf Community struggling with activities of daily living, adult literacy, plus job placement and retention skills. Heather Wagley and her family members on the Foundation — including Mary Galeti (sister), Mary Emeny (aunt), and Alex Taylor (step-father) — are “honored” to support the Center and are dedicated to its mission.
BEARING GOOD FRUIT for THE BENEFIT of MANY MORE

In 2016, Community Center for the Deaf and Hard of Hearing enjoyed outstanding growth and development, serving twice as many people as last year! This was made possible through a combination of innovative programs, dedicated partners and skilled staff. Several grants from committed funders provided opportunities for us to expand and extend our services and hire additional staff. As a result, we were able to create greater access to services for our consumers.

Through the ongoing support and generosity of the Tecovas Foundation, the Learning Center continues to provide classes and programs to community members. Community Friday presentations, offering needed information on topics requested by the community, have been a popular way of connecting with new consumers. Topics such as Social Security Law, Job Readiness, End of Life Planning and Domestic Violence have all been well-attended.

2016 by THE NUMBERS at CCDHH

EDUCATION 653 hours dedicated

SUPPORT SERVICES 2,957 hours dedicated

COMMUNITY INTERPRETING 13,928 hours dedicated 1,112 people served

ADVOCACY 830 hrs. dedicated

COMMUNITY PRESENTATIONS 118 people served

www.chsc.org
SPEECH LANGUAGE and LEARNING
CHANGING LIVES by MAXIMIZING COMMUNICATION ABILITY

Soil and seed are the basic ingredients of a garden, but they fail to thrive without sun and rain. Without soil and seed, the garden cannot exist, and without sun and rain, there is no harvest. Likewise, it takes two individuals to make a relationship, but the connection between two individuals cannot thrive without communication. Speech and language disorders create challenges for the connection between people. Whether an individual cannot express their ideas or cannot understand the message spoken by another, breakdowns in communication limit the connection the two individuals might share.

That’s where Speech Language & Learning comes in with programs that ease the way toward more effective speaking, reading, writing and enrichment at every age level. Like the warm rays of bright sunshine and the nourishing effect of life-giving rain, our speech-language pathologists (SLPs) encourage new seeds of growth that sprout into strong, independent plants that, in turn, encourage those around them to reach new heights.

In 2016, we provided diagnostic services to 606 individuals, a steady increase over the past three years, with 378 served in 2014. An increased number of clients benefitted from individual therapy, with 432 served in 2016 compared to 397 in 2014. In all, 2,964 people were served by the Speech Language & Learning Department in our offices and outside contracts.

This kind of growth is made possible for an increased number of clients through the addition of fertilizer provided by community and partner support. Thank you for helping our clients to achieve effective communication skills that enhance their quality of life.

Breaking Through with Therapy
Sir Jordan Williams, Speech Client
Sir Jordan Williams is a student client who attends Breakthrough Schools, where he receives speech therapy. He also attends the CHSC FACEtime therapy program and summer camp for stuttering.

“Even though kids try to give up when they stutter, y’all still try to help them.”

Helping Students Flower into Full Potential
Lisa Kurtz-Myers, Speech-Language Pathologist
Started working with Citizens Academy in the Breakthrough Schools network in 2004

“It is very gratifying to be able to provide high-quality speech and language services in the Breakthrough schools because effective communication is one of the keys to school success,” says Lisa. “As students improve in their speech and language skills, I can see them becoming more confident in their school work and in knowing they are successful learners.”

Because Communication is Key
Alan Rosskamm, CEO of Breakthrough Schools
Mr. Rosskamm has been a champion supporter of CHSC. He knows the importance of educating children in Cleveland through operating top-quality charter schools. Understanding that communication is key to success in education, he has partnered with CHSC for 10+ years. CHSC speech language pathologists provide consultation, evaluations, and therapy in all of the Breakthrough charter schools.

“Cleveland Hearing and Speech Center has been with Breakthrough Schools from the beginning, growing with us as we have expanded by opening additional free, high quality public schools in Cleveland neighborhoods that needed them. In 2016, CHSC speech-language pathologists completed 400 visits with our students who had communication problems that affected success in the classroom, social interactions, literacy, or learning. We are proud to have CHSC as a partner in providing an outstanding experience for our scholars.”
SEEDS of GROWTH DISPERSED; NEW SEEDLINGS taking ROOT

The Speech Language and Learning Department continually strives to provide improved programs that accommodate reading disability and speech issues, in 2016 we developed:

- **Increased programming for adults and children:**
  - **Pre-literacy skill screening** is now completed on all therapy clients aged 4-6, including monitoring or intervention.
  - **Parent-toddler group therapy:** In this program, each group meets weekly for 90 minutes with parent involvement required for successful outcomes.
  - Three SLPS are certified **Wilson Dyslexia Practitioners** and have increased the number of children with language learning disabilities seen in group and individual therapy. Accommodating 12 more families every week, this program assists children and adults with difficulty learning to read and write.
  - **FACEtime summer camp**, initiated in 2016, provides expanded therapy for pre-teens/teens who stutter, focusing on teaching strategies for increasing fluency and confidence in different speaking environments.

- **The NEO-ACT program (Northeast Ohio Adults Communicating Together)** has increased programming with reading, writing, and book club programs in five-week sessions for those recovering from a stroke or other acquired communication disorders. Funding is made available to help pay for the programs through a grant from the Higley Foundation.
- **Speak Easy** group for adults with acquired communication disorders welcomed many new members who benefited from the language skills targeted in a social environment.

- **Clinical & Professional Development:**
  - Completed first year of NIH-sponsored clinical trial for Opti-Speech
  - Institutional partner to offer Smart Palate services and can provide FDA approved program for visual speech feedback.
  - Five SLPS completed their clinical fellowship year and are now certified by the American-Speech-Language-Hearing Association and licensed by the state of Ohio.
REAPING greater YIELDS

All programs and services at CHSC have a shared goal for each of our clients: life enrichment through improved communication. An enriched life is like a garden with seeds of promise that sprout into nourishing plants and greater yields of fulfillment. CHSC has been tending this garden for nearly 100 years, improving the quality of clients’ lives, helping them become more successful and fulfilled.

The support of our donors is like extra hands in the field, making our work lighter and our harvests greater. Having established a trend of sustained growth in recent years, CHSC’s fundraising events in 2016 pushed past previous records to help nurture and expand our mission throughout the greater Cleveland area. Thank you for every extra seed sown, every extra plant nurtured and every life further enriched.

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

PLANTING SEEDS of GROWTH CAN BE BIG FUN!

Thanks to you, our 2016 Big Wheel Relay broke all previous Big Wheel Relay records.

| More than $30,000 was collected; a record-breaking yield!! | Overall, 20% fundraising growth compared to 2015. | 15% overall growth for new donors compared to 2015. | Top fundraising team — the “Flying Communicators” — raised over $4,000... the highest team fundraising number ever. |

This annual signature event pools the energies of CHSC’s associate board of New Partners. These young professionals work to advance client services through funding support and awareness activities.

From our new location in Cleveland’s historic Tremont neighborhood, we:

- Collaborated with 26 volunteers, encouraging a deepening sense of community.
- Moved the event to family-friendly Lincoln Park, planting seeds for our future growth.
- Gave individuals a fun way to achieve serious goals in a safe, light-hearted atmosphere.

AN EXTRA ROUND of APPLAUSE for...

Tremont Tap House for being an awesome partner and supporter, and hosting us for the after-party.

“I just wanted to say thank you for all of your hard work organizing and planning this event. This was our first year participating and our family had so much fun! Also, I wanted to let you know that the volunteers working the face painting table were outstanding. They were wonderful with our kids... It is so good to see young men and women dedicating their time to such a worthy cause... Thanks again and congratulations on such a huge success!”

~Chelsea Lynn
(mother of Infant Hearing Program client, Paislee Lynn)
GIVE THEM the WORLD

Thanks to you, our 2016 Give Them the World fundraising event broke our ticket sales record from the previous year, raising over $25,000 for CHSC.

This enlightening annual event was established three years ago, featuring keynote testimonials from four ‘ambassadors’ from our four major program areas. In 2016, this casual cocktail event was held in the Primate House at the Cleveland Metropolitan Zoo with 160 guests attending.

SEEDS of INSPIRATION PLANTED by CHSC AMBASSADORS

CHSC ambassadors are client success stories from each of our program areas. The 2016 CHSC Ambassadors are:

PAISLEE LYNN
Infant Hearing Program
“I can honestly say that we would not be where we are today, working together as a family to communicate with Paislee and each other, without the help of the CHSC Infant Hearing Program.”
– Chelsea Lynn, mother of Paislee Lynn

DAN PATAKY
Community Center for the Deaf and Hard of Hearing
“My experience has taught me that if you work hard, you too can achieve your life goals as I did.”

SABRINA SIMMON
Speech-Language
“Nobody is stopping me.”

LUIS MERCADO
Audiology
“I feel like part of the CHSC family! The people there are literally like friends to us – always helping and always supportive. I thank them very much for all they’ve done for me.”

Salute! A CELEBRATION of COMMUNICATION AWARDS LUNCHEON

At this deaf awareness luncheon, we recognized Sue Bungard’s valuable service to CHSC. Sue dedicated her entire 40-year career to supporting and serving the Deaf and Hard of Hearing community in Northeast Ohio. She was instrumental in designing the Community Center for the Deaf and Hard of Hearing at CHSC to ensure programs and services are delivered in a friendly environment and in a culturally competent manner. We are forever grateful for her years of dedicated service.

First-year board member Dennis Collins presented the keynote speech. Additionally, a SignStage Presentation was given by SignStage Artistic Manager Bill Morgan and Rachel November. Award winners included:

SPIRIT OF COMMUNICATION LEADERSHIP AWARD: posthumously, Mort November

SPIRIT OF COMMUNICATION CORPORATION AWARD: Ridge Tool Company

SPIRIT OF COMMUNICATION ORGANIZATION AWARD: Fraternal Order of the Eagles

SPIRIT OF COMMUNICATION MEDIA AWARD: WKYC

SPIRIT OF COMMUNICATION STAFF AWARD: Susan Bungard
SUNBEAM on OUR DONORS

We want to shower our gratitude on those who have given us enhanced ability throughout 2016 to serve the Deaf and Hard of Hearing community with increased services that help our clients to hear and speak better, and live more fulfilling lives through improved communication skills.

Thanks to our donors, CHSC is better able to assist our clients in overcoming obstacles in hearing and speech. We accept donations from individuals and organizations to ensure we can continue to provide the best possible service to more than 8,000 infants, children, and adults in Cuyahoga County and its 14 surrounding counties.

Cleveland Hearing & Speech Center has established several pathways for recognizing major contributions to our cause:

The Great Communicators Society Introduced in 2014, this program recognizes lifetime giving of $100,000 and above from individual, corporate and foundation donors.

The Helen Newell Garfield Society Established in 1991, this entity named for the Center’s founder honors lifetime giving of $25,000 and above from individual, corporate, and foundation donors.

The Heritage Society Established in 1993, this level recognizes individuals who have made a planned gift to Cleveland Hearing & Speech.

Daniel D. Dauby Award This award was established in 2006 to honor the legacy of the Dauby and Gries Families and their participation in Cleveland Hearing & Speech Center throughout the years.

CSHC Loyalty Society Just established in 2016, this recognizes donors who have supported the Center for 20 years or more.

Philanthropy Champion

Mike Goler

Named 2016 Outstanding Fundraising Volunteer by Association of Fundraising Professionals

This award recognizes an individual with exceptional leadership skills in motivating others for fundraising projects that benefit charitable institutions and demonstrates commitment to the advancement of philanthropy.

“This award was a complete and utter surprise to me. Philanthropy is what keeps organizations like Cleveland Hearing & Speech vibrant and alive. Considering the quality and passion of our staff, and the breadth and depth of their impact on so many individuals and their connections (whether business or family) throughout Northeast Ohio, I cannot imagine NOT supporting the agency; and I hope everyone can find one or more such service agencies in their communities to support.”

Foundation Champion

Fraternal Order of the Eagles

Fraternal Order of the Eagles: Patricia Rawlins of the Fraternal Order of Eagles had a close friend whose granddaughter experienced hearing loss. When Pat realized that no one fundraised for communication disorders in her community or the auxiliary chapters, she took action.

“I was president of the State chapter [of FOE] in 1983, and I picked up CHSC as my project. Over the years, we’ve kept up our support of the Hearing and Speech Center — while many other projects have come and gone — and it has made me very proud.”

In 2016, in addition to its generous annual support, the FOE provided funding for the Optispeech Clinical Trial. When asked what maintains the ongoing relationship with CHSC, Pat brought it back to the FOE motto: “It’s all about people helping people.”
DONOR RECOGNITION

We recognized Bernard and Daria Henri as our 2016 Daniel D. Dauby Award recipients, presented by longtime friend of the center, Bob Gries.

We inducted the Kulas Foundation into our Great Communicators Society for lifetime giving of $100,000 or more.

We inducted Steve Potash and his company Overdrive into the Garfield Society, for lifetime giving of $25,000 or more.

We inducted Beth Brown and Grover “Cleve” Gilmore into the Heritage Society, for making planned gifts.

Also in 2016, we also inaugurated the first CSHC Loyalty Society, inducting 264 members, recognizing generous donors who have supported us for 3, 5, 10, and 20 years or more.

WE WANT TO THANK THE 792 DONORS WHO GAVE $948,868 TO SUPPORT CHSC IN 2016.

The Annual Fund raised $278,702 from individual, corporate, and foundation donors, including $68,583 from the Board of Directors. An additional $64,000 was raised in operating support grants for our Speech-Language and Learning department and CCDHH.

In addition to the 23 general operating grant funders, a total of 21 corporations and foundations gave over $500,000 to CHSC in the form of restricted grants. Highlights from the 2016 funding year include a new $6,500 allocation from the Fraternal Order of Eagles for the OptiSpeech clinical trial, a renewal of the $50,000 grant from the Tecovas Foundation for our Learning Center, and over $100,000 from Cuyahoga County for the Audiology Patient Assistance Program.

CORPORATE and FOUNDATION SUPPORTERS

Nord Family Foundation
Community Foundation of Lorain County
The Elisabeth Severance Prentiss Foundation
Laub Foundation
The Cleveland Foundation
Sertoma International
GPD Group Employees’ Foundation, Inc.
Advocates for Kids
Dollar General Literacy Foundation
Jewish Federation of Cleveland
Cleveland Automobile Club Orphans’ Outing Fund
Fraternal Order of Eagles
United Black Fund of Greater Cleveland, Inc.
The Eaton Charitable Fund
Dominion Foundation
Tecovas Foundation
The Higley Fund
Martha Holden Jennings Foundation
Elizabeth Ring Mather and William Gwinn Mather Fund
The Thomas H. White Foundation
M.E. and F.J. Callahan Foundation
The Kelvin and Eleanor Smith Foundation
Parker Hannifin Foundation

The George W. Codrington Charitable Foundation
The Corinne L. Dodero Foundation for the Arts and Sciences
McMaster-Carr Supply Company
The Hankins Foundation
The Murch Foundation
Britton Fund
William O. and Gertrude Lewis Frohring Foundation
The Bicknell Fund
NACCO Industries, Inc.
Giant Eagle Foundation
The Wuliger Foundation
Forest City Realty Trust, Inc.
The Lubrizol Foundation
Helen & Lewis Stolier Family Foundation
S.K. Wellman Foundation
The John Milton Costello Foundation
The David and Inez Myers Foundation
The Harry K. and Emma R. Fox Charitable Foundation
The Milton A. and Charlotte R. Kramer Charitable Foundation
The Arthur B. McBride, Sr. Family Foundation
Delta Zeta Foundation

2016 BUSINESS SPONSORS:

A Huge Thank You to our Business Partners, who have so generously supported the Center and all of our events this past year, scattering good seeds on fertile soil for ongoing growth and expansion:
FINANCE REPORT 2016

INCH by INCH, ROW by ROW

...Gonna make this garden grow! Every seed planted is an investment in hope for an increased return. Investments made in 2016 for new programs, additional skilled staff, communication tools and enhanced services have all become assets in the lives of those served. Fundraisers, special events and charitable gifts make these new investments possible. We thank every supporter for supplying CHSC with good seeds to sow! Financial statements tell just a portion of our story, but they reinforce the fact that CHSC is positioned well for continued robust growth. Here are the highlights:

RECORD-SETTING SPECIAL EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>Figures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THE BIGGEST BIG WHEEL EVER</strong></td>
<td>$30,000+ collected 20% fundraising growth compared to 2015 15% overall growth for new donors compared to 2015</td>
</tr>
<tr>
<td>Top fundraising team — the Flying Communicators —</td>
<td>Raised over $4,000</td>
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</tbody>
</table>

**Give Them the World by the numbers:**

Raised over $25,000 breaking our ticket sales record from the previous year.

PHENOMENAL PROGRAM FUNDING

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<tr>
<td>Contributions and bequests</td>
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<tr>
<td>Income from funds held in trust by others</td>
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<tr>
<td>Investment income</td>
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REVENUE

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<td>Government Grants</td>
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<td>Contributions &amp; Bequests</td>
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<td>Income from Funds held in trust by others</td>
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<td>Rental Income</td>
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<td>Income from Special Events</td>
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<tr>
<td>Investment Income</td>
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<td>Realized and Unrealized Gain on Investments</td>
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TOTAL: $5 MILLION

EXPENSES

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<td>Direct Services Support</td>
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TOTAL: $5 MILLION

ASSETS

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<tr>
<td>Accounts receivable, net</td>
<td>$254,694</td>
</tr>
<tr>
<td>Support receivable, net</td>
<td>$383,883</td>
</tr>
<tr>
<td>Prepaid expenses and inventories</td>
<td>$22,450</td>
</tr>
<tr>
<td>Investments</td>
<td>$12,929,044</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>$12,486,507</td>
</tr>
<tr>
<td>Funds held in trust by others</td>
<td>$2,008,582</td>
</tr>
</tbody>
</table>

TOTAL ASSETS: $28,355,571

LIABILITIES

<table>
<thead>
<tr>
<th>Liability Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payables</td>
<td>$222,604</td>
</tr>
<tr>
<td>Accrued liabilities</td>
<td>$222,480</td>
</tr>
<tr>
<td>Refundable advances</td>
<td>$64,584</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>$81,754</td>
</tr>
<tr>
<td>Bonds payable</td>
<td>$11,205,421</td>
</tr>
</tbody>
</table>

TOTAL LIABILITIES: $11,796,843

NET ASSETS

<table>
<thead>
<tr>
<th>Net Assets Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$13,194,794</td>
</tr>
<tr>
<td>Restricted</td>
<td>$3,363,934</td>
</tr>
</tbody>
</table>

TOTAL NET ASSETS: $16,558,728

TOTAL LIABILITIES \& NET ASSETS: $28,355,571

14 SEEDS of GROWTH • 2016 IMPACT REPORT • CHSC www.chsc.org
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, Interim Director of Development at 216-325-7578 or sthomas@chsc.org.

As a 501(c)(3) charitable organization, gifts may be tax deductible.*
SEEDS of GROWTH
2016 IMPACT REPORT

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Fax: 216-325-7620

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7000 Town Centre Dr. Suite 200
Broadview Hts., OH 44147-4008
Voice: 440-838-1477
Fax: 216-325-7620

In an effort to be more sustainable, we have elected to make the 2016 Cleveland Hearing & Speech Center Impact Report to the community available online for viewing and downloading at www.chsc.org/2016report. 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.