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.

OUR VISION
OUR VISION IS A COMMUNITY WHERE EVERY INDIVIDUAL COMMUNICATES EFFECTIVELY.
FROM OUR EXECUTIVE DIRECTOR AND OUR BOARD PRESIDENT

Dear Friends,

"...A COMMUNITY WHERE EVERY INDIVIDUAL COMMUNICATES EFFECTIVELY."

This vision statement is our promise to the community at Cleveland Hearing & Speech Center (CHSC), and 2018 was a year that brought us closer to fulfilling this ambitious promise. Looking back, it is incredible what we accomplished. None of it would be possible without our generous donors and community partners, as well as the dedicated and tireless work of our board and staff.

Together, we are working toward a bright and innovative future for CHSC that will sustain our mission for generations to come. We are so proud to have expanded access to our evidence-based, client-centered services and programs to more people in the region. Communication helps people connect with one another and everyone deserves to communicate effectively.

In this impact report, we’re proud to share some of our impressive outcomes from our programs and services and to showcase the innovative research and training programs that keep our eyes firmly fixed on the future. Our events were extraordinary and gave us the opportunity to make new friends and raise much-needed funds for these critical initiatives. It was a momentous year, and we are committed to ongoing growth in the years to come.

Thank you so much for sharing our vision for Northeast Ohio! With you, we will continue working to make every connection possible.

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

Stuart Otts
Board President
EXPANDING ACCESS

2018 MARKED A YEAR OF GROWTH, reaching more than 9,000 people where they live or go to school. In October, we opened our new Westlake office, offering speech, audiology and deafness services convenient to the west side of Cleveland. Ultimately, CHSC’s greater geographic reach means expanded access for all of Northeast Ohio through services vital for healthy communication and connection.
<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than people served</td>
<td>9,000</td>
</tr>
<tr>
<td>Audiology clients served</td>
<td>1,852</td>
</tr>
<tr>
<td>Hearing aids dispensed, with 88% provided</td>
<td>892</td>
</tr>
<tr>
<td>Speech clients seen</td>
<td>677</td>
</tr>
<tr>
<td>Speech clients served in the community</td>
<td>2,919</td>
</tr>
<tr>
<td>Students received audiology services</td>
<td>818 at 25</td>
</tr>
<tr>
<td>Students received speech screenings &amp; services</td>
<td>1,269 at 26</td>
</tr>
<tr>
<td>Infants with hearing loss and their families</td>
<td>84</td>
</tr>
<tr>
<td>Counties served</td>
<td>5</td>
</tr>
<tr>
<td>Head Start classrooms, encompassing</td>
<td>14</td>
</tr>
<tr>
<td>Preschoolers and teachers engaged</td>
<td>560 and 78</td>
</tr>
<tr>
<td>Deaf individuals served</td>
<td>1,500</td>
</tr>
<tr>
<td>Assignments totaling</td>
<td>3,800</td>
</tr>
<tr>
<td>Hours of American Sign Language Interpretation</td>
<td>11,120</td>
</tr>
<tr>
<td>SignStage Deaf culture program served</td>
<td>1,000</td>
</tr>
</tbody>
</table>

**WWW.CHSC.ORG**

ILLUMINATING Communication • 2018 IMPACT REPORT • CHSC
ILLUMINATING CHSC’S OUTCOMES

AUDIOLOGY OUTCOMES: Hearing Health Brightens Outlooks

On behalf of the many who can now hear the whistling breeze, the crunch of snow underfoot and the whispers of loved ones, WE THANK the Cuyahoga County Council and United Way of Greater Cleveland for generously supporting CHSC’s Audiology Patient Assistance program (APA), providing free and reduced-cost hearing aids and hearing services to those who need them. In 2018, Dr. Jennell Vick and Dr. Bridgid Whitford analyzed results from a survey of nearly 300 CHSC hearing aid patients. Presented at the annual conference of the American Speech-Language-Hearing Association, the findings were that grant-funded programs to make hearing aids accessible to those who could not otherwise afford them have significant positive impact on these patients’ quality of life.

More than 95% of those who received their hearing aids through the APA program and about 98% of those on Medicaid reported their QUALITY OF LIFE WAS BETTER after receiving their hearing aids.

“My children and I had many arguments over misunderstandings before I had to admit I was hearing something other than what they were saying. Now that I have my hearing aids, I can even hear the clock ticking. There’s nothing like being able to hear and hearing correctly.”

— Sauda Sabur, who received reduced-cost hearing aids and hearing services through the Audiology Patient Assistance program.

In addition, 97% of audiology clients surveyed overall reported HEARING BETTER in situations most important to them.

INTERPRETING SERVICES: Interpreters Light Up the Region

Our interpreters are like a light in the darkness for those whose primary language is American Sign Language. In 2018, CHSC expanded the team, hiring Director of Interpreting, Timothy Thomas, to lead 4 staff and 42 contract interpreters who cover the map from Maumee to Ashtabula. Fielding calls from more than 1,600 locations, Interpreting Services improved its ability to provide ASL interpreting at those moments when communication was most essential — from medical appointments to educational needs to legal proceedings. In fact, CHSC Interpreting Services went from filling 87% of all job requests at the end of 2017 to filling 92% of all requests by the end of 2018. Since then, the fill rate has continued to rise to 98%. This increase means more access to communication and services for the Deaf and hard of hearing community throughout our region.
DEAF & HARD OF HEARING OUTCOMES: Illuminating Hope

In 2018, we served 135 people through individual case management and hundreds more through educational outreaches and social events. WE THANK the Community Foundation of Lorain County and Tecovas Foundation for supporting our work to improve health, safety, employment and housing for the Deaf community. In September 2018, the Community Center for the Deaf & Hard of Hearing partnered with Opportunities for Ohioans with Disabilities to begin offering Vocational Rehabilitation (VR) services and Pre-Educational Transition Services (Pre-ETS) to help deaf job seekers and high school students enter the workforce.

2018 EMPLOYMENT OUTCOMES

In just three months, the CCDHH team served 8 Deaf VR clients. More than 70% of those who completed the program obtained a new job by the end of 2018. 10 Deaf students participated in career-readiness training.

“The CCDHH’s vocational rehabilitation program has been an enormous help to me.”
— Rose Chau, long-time client and 2018 Ambassador for CHSC’s Community Center for the Deaf & Hard of Hearing

SPEECH OUTCOMES: Preschool Language & Literacy Classroom Shines

While literacy research shows kids who fall behind often stay behind, CHSC’s Preschool Language & Literacy Classroom (PLLC) has long been promoting kindergarten readiness and future academic success by building children’s foundational language and literacy skills at a critical age. In 2018, CHSC’s director of research began to analyze the data from this program more closely, and found 84% of children screened before and after the PLLC program showed measurable gains in pre-literacy skills. They made these improvements after just 3 classes with a CHSC Speech-Language Pathologist. We are so grateful to our classroom partners Catholic Charities, The Centers for Families and Children, and the Music Settlement. AND WE ALSO THANK OUR SUPPORTERS, the Thomas White Foundation and the Eva and Joseph Bruening Foundation, for making our 2018 PLLC classes possible, free of charge to more than 550 Head Start students.

84% of children made measurable gains in pre-literacy skills after just 3 PLLC sessions.

“Research shows that early exposure to literacy skills like vocabulary knowledge, concepts of print, phonological awareness and oral language, lead to later reading and writing success. Cleveland Hearing and Speech Center provides our children with rich interactions, books to increase their at-home library, as well as providing our teachers with tips to enhance their quality teaching practices.”
— Rozlyn Grant, Director of Curriculum and Instruction for Early Learning, The Centers for Families and Children

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A BEACON FOR COMMUNICATION RESEARCH & TRAINING

Cleveland Hearing & Speech Center is at the forefront of innovating new technologies, conducting research and educating the next generation of audiologists, speech-language pathologists and American Sign Language interpreters. In 2018, CHSC was proud to establish a new research department and hire Dr. Rebecca Mental as the organization’s first Director of Research. In this new role, Dr. Mental designs protocols for collecting and analyzing outcome data, spearheads research initiatives, and fosters a culture of evidence-based practice. In addition, she provides direct therapy to clients with speech and language needs. Dr. Mental also serves as adjunct faculty at CWRU, teaching graduate-level courses on research methods and evidence-based practice.

HEARING, SPEECH-LANGUAGE AND ASL EDUCATION BY THE NUMBERS:

<table>
<thead>
<tr>
<th>SPEECH-LANGUAGE PATHOLOGY</th>
<th>AUDIOLOGY</th>
<th>AMERICAN SIGN LANGUAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>3</td>
<td>125</td>
</tr>
<tr>
<td>graduate &amp; undergraduate students</td>
<td>doctor of audiology students</td>
<td>students</td>
</tr>
</tbody>
</table>

Dr. Jennell Vick (third from right) enjoys graduation day in May 2018 with Communication Sciences master’s graduates (from left) Lauren Gurd, Emily Ditmars, Blair Gorenberg, Tori Gallow, and Rebecca Fitzgerald.
GRADUATE STUDENT SPOTLIGHT: LAUREN GURD

The 2018 Outstanding Graduate Student Award went to Lauren Gurd, who completed her undergraduate and graduate training at Case Western Reserve University’s Communication Sciences program, housed on CHSC’s third floor. Lauren fulfilled her observation hours in CHSC’s parent-toddler group, her clinical training with the literacy group and individual client experience in fluency therapy. “I think this setting gave me the foundational clinical skills I use every day now: the problem-solving, the critical-thinking, the interacting with clients and even with families,” Lauren said of her experience. This foundation served her well post-graduation, when Lauren was chosen as Clinical Speech Pathologist Fellow at Cleveland Clinic Head and Neck Institute, where she works in acute care with patients recovering from medically complex conditions. Lauren feels she couldn’t have landed this “dream job” without her holistic training experience: “CHSC was where I started learning what kind of clinician I wanted to be, and then practicing and becoming my own clinician, then extending onto research. CHSC was definitely the starting point to getting me where I am now.”

OPTI-SPEECH: CLINICAL TRIAL SHOWS SIGNIFICANT IMPACT

In 2018, Cleveland Hearing & Speech Center’s Director of Research, Dr. Rebecca Mental, and Executive Director Dr. Jennell Vick conducted a study of 18 participants with speech sound errors as they used Opti-Speech technology during treatment. A majority of these (61%) participants made clinically significant improvement on their speech sounds in error after 10 treatment sessions. Additionally, 69% of the 16 participants who returned for a 2-month follow up appointment after the end of their treatment also exhibited clinically significant improvements in their speech, including two participants who achieved additional gains after treatment ended.

Opti-Speech, pioneered by Dr. Jennell Vick with colleagues at The University of Texas at Dallas, is an interactive system that integrates tongue, lip, and jaw motion captured in real-time 3D animation so speech clients can learn correct tongue positioning for speech sounds.
A heartfelt thank you to our guest speaker, Pastry Chef Ari Zion, for sharing his personal story as a Deaf individual and for the delicious desserts he prepared for more than 260 guests.

THIS BEAUTIFUL EVENING RAISED MORE THAN $78,400!

SPECIAL THANKS TO OUR PREMIER TABLE SPONSOR

KeyBank

THANKS TO OUR 2018 BUSINESS PARTNERS

SPECIAL THANKS TO OUR EVENT SPONSORS

Dominion Energy, Greenfield Talent Solutions, Amy and Brian Grube, Buckley King, JarosStrategy, Jon Wise and Cheryl Davis, Stu and Dee Otts, Falls Communications, Hahn Loeser & Parks LLP, CGB Tech Solutions Inc., Carnegie Companies, Inc., Maria O’Neil Ruddock & Jim Ruddock, University Hospitals, Huntington Bank, Miller Goler Faeges Lapine LLP, Friends of Society for the Deaf, Dr. Jennell Vick
6TH ANNUAL CLEVELAND BIG WHEEL RELAY

SPECIAL THANK YOU TO all the donors, sponsors, Lincoln Electric, and the race participants FOR HELPING US RAISE MORE THAN $41,000!

WE ARE GRATEFUL FOR MICHELLE CURRY, EXECUTIVE DIRECTOR OF MERRICK HOUSE for allowing us to host the event inside Merrick House to escape from rain.

WE WOULD LIKE TO THANK ALL THE TEAMS FOR THEIR DEDICATION AND SUPPORT – Big Wheel Relay couldn’t happen without you!

TOP FUNDRAISING TEAM WINNERS: Hawaiian Punch (over $3,800) Gail Szabo, Chris Sullivan, Dawn Puruczky, Maria Scheunaman

RELAY RACE TEAM WINNERS: Tremont Tap House Jonathan Conley, Paul Molesky, Timothy Blank, Chris Lieb

BEST COSTUME WINNERS: Tremont Animal Clinic Matthew McCoy, Bret McCoy, Robert Temkiewicz, Russell Randazzo
SHINING SUPPORTERS

On November 8, 2018, CHSC Board members, staff and donors gathered at Skylight Financial in Ohio City to honor the generosity of those who support Cleveland Hearing & Speech Center’s vision of a community where everyone communicates effectively.

Mark Eisele was the 2018 Donald H. Messinger Board Service Award Recipient. Board Member Patrick Walsh received the 2018 Daniel D. Dauby Award for his lifetime service to CHSC. Melissa Romain was honored with the 2018 Anna Marie Murphy New Partner Service Award.

SPOTLIGHT ON SOCIETIES

We welcomed Dan and Diane Brezovec (above left), the Elizabeth Ring Mather and William Mather Fund, and Ronald McDonald House Charities of Northeastern Ohio (CEO Ann Newman, above right) into the GREAT COMMUNICATORS SOCIETY, for lifetime giving of $100,000 or more.

We inducted Tracy Oliver (above) and Mark and Jennifer Quarm into our GARFIELD SOCIETY for lifetime giving of $25,000 or more.

We also honored Sam Hartwell and Emily Taylor, children of HERITAGE SOCIETY member, Mary Jane Davis Hartwell, who generously gave to CHSC throughout her life and in her final plans. Her legacy gift will enable us to update and acquire audiology booths.
BY THE NUMBERS

The Annual Fund, supported by contributions from 735 unique individuals, corporations and foundations, raised $410,163 in unrestricted support for CHSC.

In addition, 17 private and corporate foundations gave more than $229,800 to support our 2018 programs to provide hearing, speech-language, and deaf services so everyone in our region can connect through communication.

CORPORATE & FOUNDATION SUPPORTERS

Abe Harry & Son
Advocates for Kids
AmazonSmile Foundation
American Legion Aux Unit 343
Apple American Group
Bad L's Hobby
Benevity
Britton Fund
Brownstone Day School
Buckley King
Cara's Boutique
CareSource Foundation
Carnegie Companies, Inc.
Case Western Reserve University
CAVS Charities
CGB Tech Solutions
Cleveland Automobile Club
Orphans’ Outing Fund
Cleveland International Film Festival
Community Foundation of Lorain County
Copy King, Inc.
Cuyahoga Arts & Culture
Cymaron Foundation
Cyrus Eaton Foundation
David and Inez Myers Foundation
Deloitte
Delta Dental of Ohio
Dominion Foundation
Eaton Corporation
Edwin D. Northrup II Fund Trust
Elizabeth Ring Mather and William Gwinn Mather Fund
Elyria Charities
Empower Sports
Energy Efficient Midwest
Falls Communications
FirstEnergy Foundation
Fraternal Order of Eagles
Giant Eagle Foundation
GreenField Talent Solutions
Hahn Loeser & Parks
Heinen’s
Huntington National Bank
IBM
Illuminating Company, A FirstEnergy Co.
Janco Service Industries
JarosStrategy
Jewish Federation of Cleveland
KeyBank Foundation
Klud9
Kulas Foundation
Laub Foundation
Legacy Village Lyndhurst Community Fund
Lincoln Electric Holdings, Inc.
Madmone, Inc.
Martha Holden Jennings Foundation
McMaster-Carr Supply Company
Miller Goler Faeges Lapine LLP
NACCO Industries, Inc.
Network For Good
Nordson Corporation Foundation
Otica
Phonak
Platforms Beers, LLC
PNC
Rhode Island Foundation
Richard Horvitz and Erica Hartman-Horvitz Foundation
Rock and Roll Hall of Fame and Museum
Ronald McDonald House Charities of Northeastern Ohio, Inc.
RPM International Inc. Corporate Giving Program
S. K. Wellman Foundation
Skoda Minotti
Stevenson's Bar & Grill
Studio 11 Inc.
Swagelok
Tecovas Foundation
TEGNA Foundation
The Abington Foundation
The Albert B. & Audrey G. Ratner Family Foundation
The Arthur B. McBride, Sr. Family Foundation
The Cleveland Browns
The Cleveland Foundation
The Corinne L. Dodero Foundation for the Arts & Sciences
The Eaton Charitable Fund
The Elisabeth Severance Prentiss Foundation
The Enterprise Corporation
The Fedell Group
The George W. Codrington Charitable Foundation
The Hankins Foundation
The Henry W. Bull Foundation
The Higley Fund
The Katharine Holden Thayer Fund
The Kelvin and Eleanor Smith Foundation
The Lewis and Ruth Affelder Fund
The Little Piggy Food Truck
The Lubrizol Foundation
The Lucile and Robert H. Gries Charity Fund
The Murch Foundation
The Milton A. and Charlotte R. Kramer Charitable Foundation
The River Foundation
The Streetcar Foundation
The Triple T Foundation
The Western Reserve Historical Society
The Wuliger Foundation
Thompson Hine LLP
TisBest Philanthropy
Trikeable Treats
Trust United Way of Allegheny County
United Way of Butler County
United Way of Greater Cleveland
United Way of Greater Lorain County, Inc.
United Way of Greater Milwaukee
United Way of Summit County
University Hospitals
Vanguard
Vendors Giving Back
William J. & Dorothy K. O'Neill Foundation
William O. and Gertrude Lewis Frohring Foundation
YourCause

For a full list of all of CHSC’s individual donors, please visit www.chsc.org/donors.
FINANCE REPORT 2018

EVERY GIFT, EVERY REFERRAL, EVERY CLIENT VISIT, EACH ADVOCATE FOR BARRIER-FREE COMMUNICATION HELPS CHSC advance our goal of a community where every connection is possible. Thank you for your investment!

PROGRAM FUNDING

GOVERNMENT GRANTS: $257,564
CONTRIBUTIONS & BEQUESTS: $749,124

INCOME FROM FUNDS HELD IN TRUST: $233,756
INVESTMENT INCOME: $373,212

TOTAL $4.3 MILLION

REVENUE

- Net Fees for Services: 46%
- Contributions & Bequests: 11%
- Government Grants: 16%
- Income from Funds held in trust by others: 8%
- Other Income: 6%
- Income from Special Events: 5%
- Endowment Support: 2%

TOTAL $4.3 MILLION

EXPENSES

- Direct Services: 80%
- Direct Services Support: 20%

TOTAL $4.7 MILLION

ASSETS

- Cash and cash equivalents: $166,015
- Accounts receivable, net: $393,437
- Support receivable, net: $266,375
- Prepaid expenses & inventories: $34,381
- Investments: $10,838,386
- Property and equipment, net: $12,051,587
- Funds held in trust by others: $2,001,466

TOTAL ASSETS: $25,751,647

LIABILITIES

- Payables: $268,156
- Accrued liabilities: $267,156
- Refundable advances: $51,417
- Bonds payable: $10,699,149

TOTAL LIABILITIES: $11,285,745

NET ASSETS

- Unrestricted: $11,440,018
- Restricted: $3,025,884

TOTAL NET ASSETS: $14,465,902

TOTAL LIABILITIES & NET ASSETS: $25,751,647

EVERY GIFT, EVERY REFERRAL, EVERY CLIENT VISIT, EACH ADVOCATE FOR BARRIER-FREE COMMUNICATION HELPS CHSC advance our goal of a community where every connection is possible. Thank you for your investment!
I GIVE...

“I give to Cleveland Hearing and Speech Center’s Annual Fund because we all deserve to be a part of the conversation. Communication, in all forms, helps us to connect and celebrate our daily lives with those around us.”

– Monica Bowe, CHSC Board Member

I REFER...

“Getting my hearing aids was such an easy transition; I was amazed. When my brothers started having hearing issues, I sent them both to Cleveland Hearing and Speech.”

– MaryJo LaMarca, Hearing Services client

I CHOOSE...

“I choose to use CHSC’s services. The whole place is phenomenal. We had Gino’s speech therapy at the Westlake office and his hearing test at the Broadview office. It was so wonderful to have an all-encompassing place to work with Gino.”

– Kera Seritti, mom of Gino, age 3

I ADVOCATE...

“Through advocacy or litigation, I strive to demonstrate that all individuals, regardless of their limitations, are entitled to equal access under the law.”

– Andrew November, attorney at Liner Legal, LLC
In an effort to be more sustainable, we have elected to make the 2018 Cleveland Hearing & Speech Center Impact Report to the community available online for viewing and downloading at www.chsc.org/2018report. 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 Sara Thomas at the CHSC Development Office at 216-325-7578 or sara@chsc.org.