IMPACT REPORT
2019

$1.1 million in free and reduced-cost care provided to Northeast Ohioans.

13,764 people served.

96% of in-house clients surveyed would recommend CHSC to family & friends.

105 infants with hearing loss served through Early Intervention.

166 people served through Audiology Patient Assistance Program.

12,454 hours of American Sign Language interpreting to Deaf individuals.

Making every connection possible

1,246 Head Start students served through literacy and speech-language services.

1,600 students attended SignStage programs.

CLEVELAND Hearing & Speech CENTER
Because of you...

Our successes in 2019 are yours. Our generous donors and community partners, as well as our tireless board and staff make small miracles happen each day. Each time Cleveland Hearing & Speech Center gave voice to a child who had been silenced, rebuilt connections for isolated older adults with hearing loss, provided access to deaf women dependent on abusive partners or advocated for the rights of the underserved — you, our supporters, were right there with us. With more than 13,000 people served in 2019, we are so grateful you share our vision for Northeast Ohio!

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

Brandonn O’Neal was a happy, typically developing toddler for the first year of his life. But then his mom, Christine, noticed her son started to regress. At two, Brandonn was diagnosed on the autism spectrum, and doctors recommended speech therapy. It was at CHSC that he spoke his first word, “bubble,” during a favorite activity he shared with his speech-language pathologist. Brandonn and his mom joined CHSC’s parent toddler group, and continued to attend regular individual therapy sessions. Now 14, Brandonn is a sweet and friendly chatterbox who loves to greet the front desk staff and his therapist during his weekly therapy sessions.

“I’ve come to the CCDHH for seminars—such as workshops on healthy eating and healthy relationships. It’s good to get out and socialize with other deaf people.”
— Ruby Holderread

“To have an expert with that kind of knowledge explain things with a parent’s perspective in mind, it was just invaluable to us.”
— Christina Hersman, mom to Ava, Early Intervention client

“The overall experience of spending six weeks fully immersed in the Deaf community has taught me to be sensitive and see the world from an alternate perspective besides my own.”
— Kiara Durbin, SignStage Voice Actor
Our 2019 Impact Report is dedicated to the memory of Board Member and longtime friend, Jim Samuels.