

# 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

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For a full list of 2019 CHSC donors, visit [chsc.org/donors](http://chsc.org/donors).

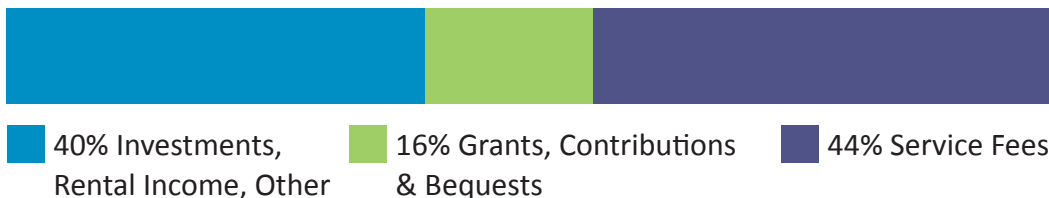


## 2019 FINANCIAL REPORT

**EXPENSES: \$6,045,361**



**REVENUES & SUPPORT: \$6,875,514**



## 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



Phil Long Photography

# 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





CLEVELAND  
Hearing & Speech  
CENTER

11635 Euclid Avenue  
Cleveland, Ohio 44106-4319

Place  
Postage  
Here

# IMPACT REPORT 2019

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*Our 2019 Impact Report is dedicated to the memory of Board Member and longtime friend, Jim Samuels.*

### UNIVERSITY CIRCLE

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Voice: 216-231-8787  
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Fax: 216-231-7141

Community Center for the  
Deaf & Hard of Hearing  
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Video: 440-387-4833

### LYNDHURST

5084 Mayfield Road  
Lyndhurst, OH 44124  
Voice: 216-382-4520  
Fax: 216-325-7609

In an effort to be more sustainable, we have elected to make the 2019 Cleveland Hearing & Speech Center Impact Report to the community available online for viewing and downloading at [www.chsc.org/2019report](http://www.chsc.org/2019report). 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 Karen Hiller at the CHSC Development Office at 216-325-7503 or [khillier@chsc.org](mailto:khillier@chsc.org).

### BROADVIEW HEIGHTS

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