

2020 Impact Report

Celebrating Innovation



9,000 people served

\$1.3 million in free and reduced-cost care & services provided

\$10,000 in basic needs assistance provided to the deaf



4,785 speech visits

54% of speech visits were provided remotely



96% surveyed: new hearing aids helped in the situations that mattered most

3,902 audiology visits



11,769 hours of American Sign Language interpreting to deaf individuals

693 students served by SignStage programs



Deaf staff made **61** videos in ASL, engaging deaf followers **11,531** times



CLEVELAND
Hearing & Speech
CENTER

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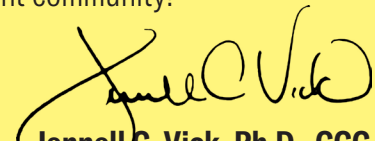
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And generous anonymous donors

Here because of you...

The COVID-19 pandemic wrought so much isolation and uncertainty in 2020. But I am certain of one thing coming out of this tumultuous year: Cleveland Hearing & Speech Center is here today because of you, our generous supporters. I'm so proud of our teams of clinicians, advocates, interpreters and behind-the-scenes administrative staff, who displayed such resilience and innovation in order to sustain our mission-critical programs and services. Financial support from individual donors, corporations, foundations and government grants allowed us to reinvent our services and create new services to respond to emergent needs. Thank you for all you did to make every connection possible for our client community!

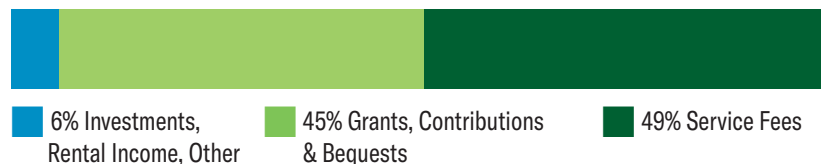

Jennell C. Vick, Ph.D., CCC-SLP
 Executive Director

2020 Financial Report

Expenses: \$5,355,005



Revenues & Support: \$4,896,110



Drive & Drop for Sue's Pantry

The deaf community was especially vulnerable to food insecurity and isolation during the pandemic. Through abundant community support, our 2020 Drive & Drop event at all four CHSC offices restocked Sue's Pantry with plenty of grocery items and household supplies.

A Year of Innovation

Bringing Treatment Home – Toys to Talk delivered!

As we started video remote services for toddler speech-therapy clients, we learned that many Cleveland families simply did not have the kinds of toys we use at CHSC to foster language development. We found a funding partner in PNC Grow Up Great and went to work! Our team designed resource bags full of toys and fun activity cards, then hand-delivered them to 40 families. We also developed a series of virtual Tips to Talk parent Q&A sessions to help teach parents useful techniques to get their little ones talking through imaginative play.



Virtual Support and Pro Bono Care

Gabby was naturally warm and bubbly with her family, but when she entered middle school, her stuttering often reduced her tears as she struggled to speak. CHSC's FACETIME programming turned things around for Gabby as she mastered strategies for managing her stuttering and bonded with other teens like her. When Gabby's insurance would not pay for the virtual FACETIME group during the pandemic, support from generous donors made it possible for her to continue to attend at no cost.



Visual Vocational Training – an innovative app for Deaf workers

With funding from Opportunities for Ohioans with Disabilities, our Community Center for the Deaf and Hard of Hearing staff completed an amazing pilot program in collaboration with local software developer, Stream 9. Through our vocational coaching, we have seen many deaf employees struggle on new jobs because of barriers to communication. The Visual Vocational Training app features simple visual instructions and American Sign Language videos to explain everyday job tasks so deaf workers can experience more independence and confidence at work.



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