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Calfee Halter & Griswold	Jack, Joseph and Morton Mandel Foundation	Richard Horvitz and Erica Hartman-Horvitz Foundation	The Henry W. Bull Foundation
Cleveland Brewing CO. LLC DBA The Butcher and the Brewer	Janco Service Industries	S. K. Wellman Foundation	The Kelvin and Eleanor Smith Foundation
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Frontstream	Network For Good	The Corinne L. Dodero Foundation for the Arts & Sciences	William O. and Gertrude Lewis Frohring Foundation
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*\*Please note all efforts were made for proper recognition of all Corporate and Foundation Support. In the event of an error or omission, please notify Brooke Trego at btrego@chsc.org or 216-325-7574.*

## 2022-2023 Board of Directors

Cleveland Hearing & Speech Center

### OFFICERS

President: Karen Bailo  
 Treasurer: Monica Bowe  
 Secretary: Carol Metz  
 Immediate Past President:  
 James K. Thompson

### PAST PRESIDENTS

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 Grover C. Gilmore, Ph.D.  
 Michael D. Goler  
 Maxine Landers  
 Donald H. Messinger  
 Rosemary Sweeney  
 Thomas M. Weber  
 Jonathon K. Wise

### DIRECTORS

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Blair Cook	Jean B. Sarlson
Carlin Culbertson	Carlos Santos
Linda Davis	Steve Shore
Patricia Geraghty	Deandra Williams-Lewis

## 2022-2023 New Partners of

Cleveland Hearing & Speech Center

### EXECUTIVE COMMITTEE

President: Matthew Barbara  
 Vice President: Charles "Pat" Pattison  
 Secretary: Chris Rightnour

### MEMBERS

Khalil Anderson	Maggie Mcnamara
Alex Harper	Emily Tilberg
Carmen Jamis	Regan Weaver
Megan Marek	Sheldon Wray
Nick McCauslin	Taylor Ziobert

In an effort to be more sustainable, this report is available to the community online and can be viewed or downloaded at [www.chsc.org/2022report](http://www.chsc.org/2022report). Printed copies can be requested by contacting Brooke Trego, Development Associate, at 216-325-7574 or [btrego@chsc.org](mailto:btrego@chsc.org).



### University Circle

11635 Euclid Avenue  
 Cleveland, OH 44106  
 Voice: 216-231-8787

### Community Center for the Deaf & Hard of Hearing

Voice: 216-325-7553  
 VP: 440-387-4833

### Lyndhurst

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

### Broadview Heights

7000 Town Centre Dr., Suite 200  
 Broadview Hts., OH 44147  
 Voice: 440-838-1477

### Westlake

29540 Center Ridge Rd., Suite B  
 Westlake, Ohio 44145  
 Voice: 440-455-9898

# Strategic Growth



CLEVELAND  
 Hearing & Speech  
 CENTER

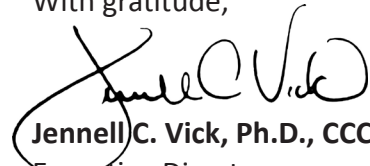


## 2022 IMPACT REPORT

## Dear Friends,

Recognizing the many ways the world evolved in the period that followed the disruption of COVID-19, CHSC actively re-imagined its role in the community. In 2022, the CHSC Strategic Planning Committee devised an ambitious new vision and strategic direction for agency. The plan places enhanced focus on four areas: Financial Performance, Justice, Accessibility, Inclusion, Diversity and Equity (JAIDE), Work Place and Growth. In addition to the results and statistics of the new plan reported here, are the many, many success stories of our clients who have been served by the new vision and direction we have taken. Please join me in celebrating the achievements of our clients, staff, and Board in 2022.

With gratitude,

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



## \$ FINANCIAL SUPPORT

Philanthropy and governmental support play critical roles in ensuring CHSC's long-term financial performance and ability to serve the community. That's why we're committed to leveraging our asset management, focusing our philanthropic efforts, and expanding our advocacy efforts to support our mission for years to come. In 2022, these efforts culminated in several visits with influential politicians, meeting with community leaders, and providing expert testimony at the State House in Columbus throughout the year.



Dr. Jennell Vick and Timothy Skaggs provided testimony at the State House in Columbus.

Advocacy to increase governmental funding for our programs and services ramped up in 2022, resulting in an increase in State funding of

**\$100,000**

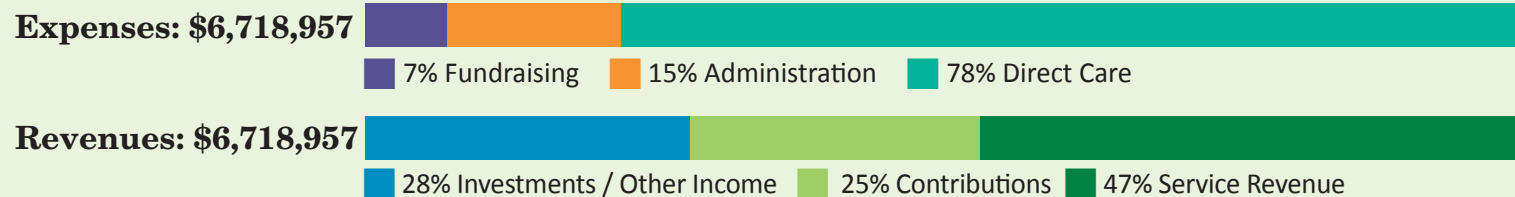
for our Community Center for the Deaf and Hard of Hearing.

We provided **19,000** hours of ASL interpreting in the community, a 39% increase over 2021, earning over \$1M in revenue, a 29% increase over 2021.

2022 saw CHSC Audiologists dispense a record number of hearing aids. **1,970** of these life-changing devices were dispensed to our clients, a 12% increase over 2021.

Our clients visited our speech-language pathologists **8,468** times in 2022, an increase of 23% from 2021.

## 2022 Financial Report



## ♥ JAIDE

At CHSC, we believe that justice, accessibility, inclusion, diversity, and equity (JAIDE) are not just buzzwords, but fundamental pillars of our organization's values. That's why we're committed to nurturing a JAIDE culture that permeates all aspects of our operations and governance. Some of the strides we made in 2022 towards this goal include:

**Timothy Skaggs**, a Deaf professional, was named Director of the Community Center for the Deaf and Hard of Hearing, leading a largely Deaf team.

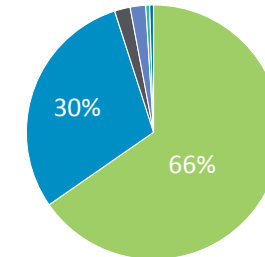
We Implemented a policy requiring all hearing team members to complete a course in **American Sign Language** within the first 18 months of employment, resulting in greater connection across our agency.

We focused on **building teams** that better represent the community we serve. In 2022, 22% of team members identified as non-white, a 21% increase from 2021 and 18% of our board members identified as non-white or having a disability.

The launch of **Project ELLA**, Early Language and Literacy for All, deepened our impact in local communities using a Community Health Worker outreach model, that has built trust and engagement with communities of color. We successfully served 243 children ages 0 to 5 in our first year, all at no cost to families.

### Clients by Race

- Caucasian/White
- Black or African American
- Asian
- Bi-racial or Multi-racial
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaska Native



## 📈 GROWTH

At the heart of our 2022-25 priority strategies is our commitment to gaining a deeper understanding of the communities we serve. By doing so, we can maximize our impact and provide optimal services in accessible locations.

Our goal in 2022 was to extend our mission by providing services in partnership with other organizations, outside of our offices. Our outreach efforts include serving clients in Cuyahoga and the surrounding 8 counties, hosting educational sessions, training corporate partners about working with people who are Deaf and hard of hearing, and engaging parents and other caregivers at play sessions.

In 2022, we established new partnerships with multiple organizations, including: YWCA, YMCA, Mom's First, Nurse-Family Partnership, CWRU Dental School, Cedar Fair, Benjamin Rose Institute on Aging, and Cuyahoga County Board of Developmental Disabilities

In 2022, we hosted 7 virtual trainings for mental health providers to learn how to provide services to those who are Deaf and hard of hearing, funded by the Ohio Department of Mental Health and Addiction Services.

## ✓ WORK PLACE

We know that a positive work environment is essential for our team members to thrive and deliver their best work. In 2022 we developed a workforce model that supports our evolution into an employer of choice, with strong employee recruitment, retention, and satisfaction. Results of these efforts include:

We increased the size of our team by **8%** in 2021, with 64 team members serving the community.

CHSC contributed over **\$80,000** to the retirement funds of our team members, with over 60% of our team members participating in the retirement match.

We increased investment in **professional development** and training with an increase in the utilization of continuing education hours of over 500% compared to 2021.

Our team members' satisfaction with their work at CHSC is growing. **90% would recommend** working at CHSC to a friend!

We hosted 2 **staff appreciation** events to bring our teams together to socialize and celebrate the work we do to build a brighter future for our community

