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- AmazonSmile Foundation
- Benech Friedlander Coplan & Aronoff
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- Community Foundation of Lorain County
- Community West Foundation
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- Oticon
- Phonak, Inc.
- PNC
- Pop Culture CLE
- Progressive Insurance Foundation
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- Tecovas Foundation
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- The Britton Fund
- The Cleveland Foundation
- The Corinne L. Dodero Foundation for the Arts & Sciences
- The Elisabeth Severance Prentiss Foundation
- The George W. Codrington Charitable Foundation
- The Giant Eagle Foundation
- The Gries Family Foundation
- The Hankins Foundation
- The Hartford
- The Henry W. Bull Foundation
- The Kelvin and Eleanor Smith Foundation
- The Lincoln Electric Foundation
- The Lozick Family Foundation
- The Lozick Family Foundation
- The McGregor Foundation
- The Nord Family Foundation
- The Perkins Charitable Foundation
- The Thomas H. White Foundation
- The Triple F Foundation
- The Wuliger Family Charitable Fund
- Thompson-Hine LLP
- US Protection Service
- William O. and Gertrude Lewis Frohling Foundation

*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.

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2022-2023 Board of Directors
Cleveland Hearing & Speech Center

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Immediate Past President: James K. Thompson

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2022-2023 New Partners of Cleveland Hearing & Speech Center

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Vice President: Charles “Pat” Pattison
Secretary: Chris Rightnour

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Khalil Anderson
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Emily Tilberg
Carmen Jamis
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Sheldon Wray
Nick McCauslin
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Strategic Growth

Over $2 million in free and reduced cost care provided

Lyndhurst

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

University Circle

11635 Euclid Avenue
Cleveland, OH 44106
Voice: 216-331-8787

Community Center for the Deaf & Hard of Hearing

17200 Lorain Ave
Cleveland, OH 44111
Voice: 216-365-9868

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.

Printed copies can be requested by contacting Brooke Trego, Development Associate, at 216-325-7574 or btrego@chsc.org.

2022 IMPACT REPORT

Lyndhurst

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

Westlake

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

Over 8,468 Speech-Language sessions

5,965 American Sign Language interpreting assignments

In 2022, 7,484 People were served, a 28% increase from 2021.
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

S 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.

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.

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.

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 2022, 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.

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

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.

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:

- 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.

- The plan places enhanced focus on four areas: Financial Performance, Justice, Accessibility, Inclusion, Diversity and Equity (JAIDE), Work Place and Growth.

- Clients by Race
  - Caucasian/White: 66%
  - Black or African American: 30%
  - American Indian or Alaska Native: 3%
  - Native Hawaiian or Other Pacific Islander: 0%
  - Asian: 1%
  - Bi-racial or Multi-racial: 0%

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

- In 2022, 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.

- 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.

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