

Dear Friends,

As I reflect on 2024, I am filled with deep gratitude and profound hope for the future of Cleveland Hearing and Speech Center. This year has been one of powerful transformation—not only in the number of lives we’ve touched, but in the bold steps we’ve taken to bring our mission closer to the people who need us most.

In 2024, **we served 9,261 clients across Northeast Ohio**, each one a testament to our commitment to communication, connection, and inclusion. But beyond the numbers lies the true story: **we moved with purpose—literally and figuratively—into communities that have long been underserved.**

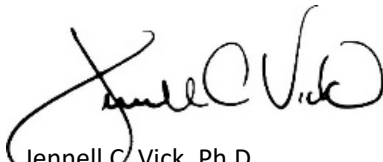
We began by relocating our headquarters to Cleveland’s Midtown neighborhood, a move that was far more than logistical. It was a deliberate choice to become more accessible to families in Cleveland’s Central neighborhoods, where **90% of adults experience low literacy**, and where the need for language and literacy support is most urgent. Our programs—including the innovative and family-centered **Project ELLA**—are designed to break intergenerational cycles of poverty by ensuring that children develop strong language skills early in life. These are more than academic goals—they are building blocks for equity, opportunity, and lasting change.

In tandem with this milestone, we made another critical move: **the Cleveland Community Center for the Deaf (CCD) found a new, freestanding home in Parma Heights.** Located on two major bus lines and closer to where many in the Deaf community live, the CCD now offers a space of pride, belonging, and essential services like case management and workforce training—all within a culturally affirming, linguistically accessible environment. The building needs work in the years to come—we are already looking ahead to the launch of our **Signs of Growth Campaign**—a bold vision to create a space that reflects the beauty and strength of the Deaf community it serves.

As we step, together, into this next chapter for our agency, I am more excited than ever! I’m honored to lead an organization that **celebrates differences, welcomes everyone, and believes wholeheartedly that the gift of meaningful connection belongs to all—not just a privileged few.**

Thank you for being part of this journey. Your belief in our mission fuels everything we do. As you read through this year’s Impact Report, I hope you feel as inspired as I do by the impact we’ve made—and the incredible momentum we’re building for the future.

With appreciation,



Jennell C. Vick, Ph.D.
President & CEO

Affiliations:

Case Western Reserve University
United Way of Greater Cleveland

Accreditations:

CARF
Certified Medicare & Medicaid Provider
National Association of Speech and Hearing Centers
Registry of Interpreters for the Deaf



CLEVELAND
Hearing & Speech
CENTER

2024 COMMUNITY REPORT

Serving More People in More Places than Ever Before

OUR MISSION

Cleveland Hearing & Speech Center builds community through communication.

IN THE UNITED STATES

1 IN 25 PEOPLE IDENTIFY AS DEAF
OR SIGNIFICANTLY HARD OF HEARING



1 IN 6
CHILDREN
EXPERIENCE
HEARING LOSS

1 IN 12
CHILDREN HAS A
SPEECH-LANGUAGE
DISORDER

HEARING LOSS IS THE **3RD**
MOST COMMON CHRONIC HEALTH
CONDITION FOR OLDER ADULTS

BY THE NUMBERS

In 2024, Cleveland Hearing and
Speech Center reached
9,261 INDIVIDUALS
throughout Northeast Ohio.

121
Deaf Services
Clients

15,633
Hours of
Interpreting
Services Provided

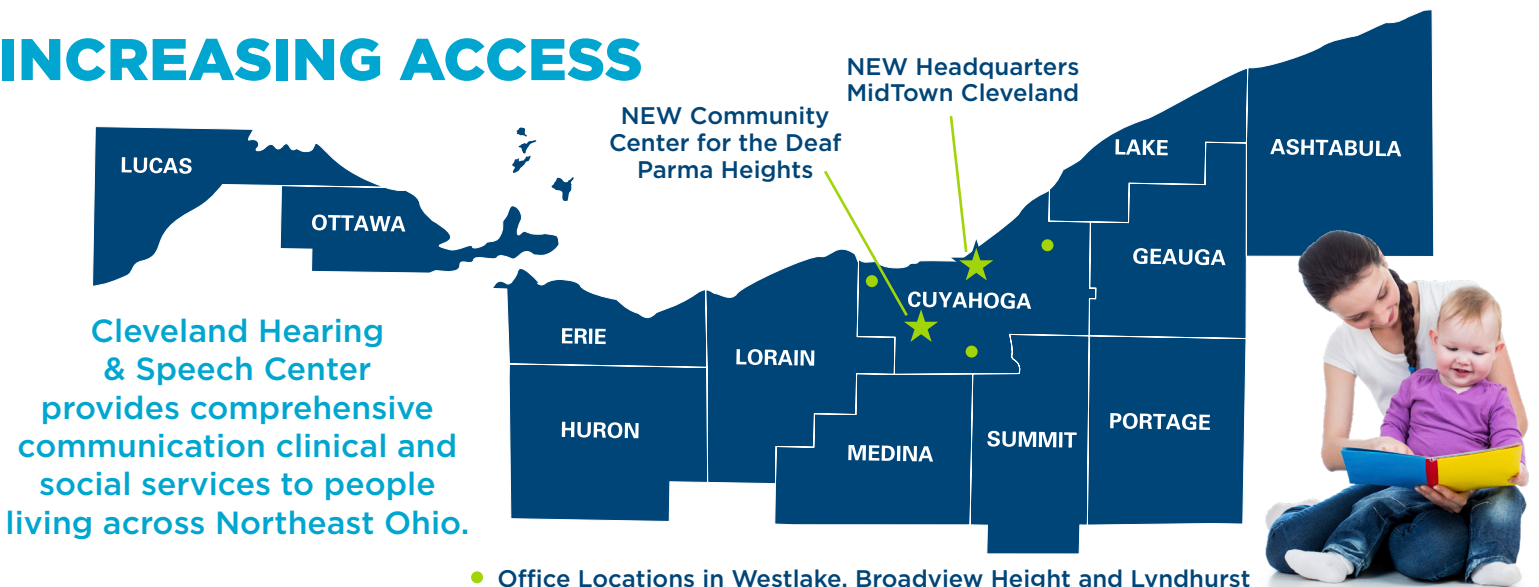
683
Early Childhood
Clients (aged 0-5)

4,045
Audiology Clients

4,563
Speech-Language
Clients



INCREASING ACCESS



2024 COMMUNITY REPORT

PROGRAM PERSPECTIVES

Northeast Ohio Adults Communicating Together (NEO-ACT)

NEO-ACT supports adults with communication challenges resulting from neurological conditions. Early therapy is key to recovery. NEO-ACT groups and treatments help individuals regain skills for daily life; enhancing independence and well-being.

"I am so thankful for the life-saving and life-changing services I received at Cleveland Hearing & Speech Center after my stroke."

LINDA

CHSC Client &
Board Member



Laugh, Learn & Grow

Laugh, Learn & Grow provides support to young children with hearing loss and their care givers. Far too often, families report feeling isolated and alone during the early stages of diagnosis and treatment.

"Programming at Cleveland Hearing & Speech Center is helping my family thrive."

BRIDGET

Parent of CHSC Client



MOLLY
CHSC Client



CLEVELAND
Hearing & Speech
CENTER

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