

Hear Our Story



Center for Hearing and Communication

2019 Annual Report

July 1, 2018 - June 30, 2019

Letter from the President

CHC’s fiscal year of 2018/19 was filled with seismic changes in the hearing healthcare industry. Tech innovations, new delivery systems and major regulatory actions transformed the landscape, and CHC responded with leadership, vision and a continued commitment to client-centered care.

In cooperation with senior management, the CHC Board spent much of the year evaluating industry trends and formulating a bold plan of action to ensure CHC’s ongoing vitality. Throughout the process, we maintained a keen eye on the prudent use of funds, ensuring that 82% of our revenue went directly to support programs and services. The breadth and relevancy of our clinical programs is, of course, central to the work we do and the extraordinary impact we have on the lives of our clients.

With a focus on flexibility and responsiveness to the needs of the community we serve, CHC adapted and expanded programs and services, just as we’ve done to meet past challenges:

- CHC launched a program of foundation-funded hearing screenings on our mobile audiology testing van when NYC became the only district in the state of New York to stop hearing testing in schools; it’s a program that continues today.

- We established the Center for Hearing and Aging to meet the needs of New York City’s growing elderly population who seek services and strategies to address their hearing loss, so they can live independently, safely and actively engaged
- And, many of CHC’s programs are now available through teletherapy so that clients who live at a distance or face economic or medical challenges can access quality care.

These innovations, among many others, are a testament to the commitment and compassion of our staff and Board - qualities I personally experienced when my daughter was first diagnosed with profound deafness 21 years ago at CHC. That was a difficult time for us, but with the guidance and support of CHC’s world-class team of audiologists, speech pathologists and counselors, our daughter, now a Harvard graduate, has thrived in every way. She has been empowered by CHC’s life-affirming services and the clinical staff that embody CHC’s mission.

As Officers and Board members, our responsibility is to exercise stewardship over this important and unique organization and to ensure the institution continues to thrive so that our remarkable staff can make a difference in

the lives of new generations of individuals and families dealing with the challenges of hearing loss.

CHC’s ability to offer hearing health care of the highest caliber is possible only with the philanthropic support we receive from individuals, foundations and corporations. In fact, approximately 50% of CHC’s operating revenue comes from donations. To all of our donors, we offer deep gratitude for enabling us to provide these quality-of-life enhancing services. It would not be possible without you.

We have a lot to be proud of in terms of our work – both financially and programmatically. Each day, we are achieving our mission of delivering programmatic services and empowering people with hearing loss to be able to participate in the activities that enrich their lives – in school, at home, in the workplace.

On a personal level – I’d like to say how proud I am of the work we do, the uniquely committed staff and dedicated Board of this organization, and I am humbled and honored to follow in the footsteps of others giving service.

Steven R. Peikin
President

Board of Directors

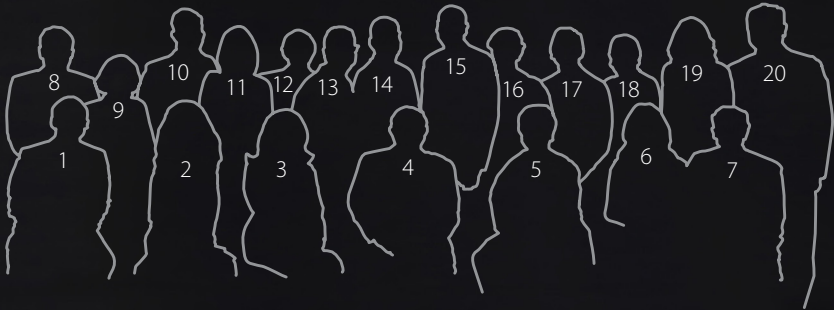


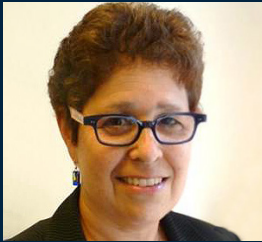
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Executive Director Emerita





Laurie Hanin,
PhD, CCC-A
Executive Director

“Nothing makes me more proud than the work our clinicians do, day in and day out, to empower people affected by hearing loss, deafness or listening challenges.”

Hear Our Story

Transforming the lives of infants, children and adults
with hearing loss since 1910.

“When I learned he was deaf
I was heartbroken...devastated.”

In January 2019, we learned that Kai was deaf. He lost his hearing due to meningitis. At first I felt really alone. But once he received his cochlear implants and started taking part in individual and group therapy sessions at CHC, we felt incredibly supported. His progress has been amazing! When I see him now watching the Disney Channel and singing the songs, I could cry. I think that every word that comes out of his mouth, good, bad or indifferent, is a source of joy.

Christina, CHC mom

Children's Program

A Family-Centered Approach

By taking a multidisciplinary approach – including audiology services, listening and spoken language therapy, educational support and emotional counseling - CHC's program for deaf and hard of hearing children is among the most comprehensive available. But at the same time it's more dynamic and individualized. So each family gets the support that's right for them.



Elizabeth Ying, CCC-SLP
Co-Director,
Shelley and Steven
Einhorn Audiology and
Communication Center

Our goal is for CHC to be a true partner to parents. We're here every step of the way in each child's development. That includes support for listening and language skills as well as social-emotional and educational development. And our program is very much a family-centered one. We engage not just the child but the whole family's participation in the habilitative process. That's really what makes us unique and allows our children to thrive on every level.

OVER

3,000,000

CHILDREN
IN THE U.S. HAVE
A HEARING LOSS

WITHOUT TIMELY
AND APPROPRIATE
INTERVENTION, A CHILD
WITH HEARING LOSS
CAN EXPERIENCE SPEECH
AND LANGUAGE DELAYS

“I recall my book club dinner being this booming chaos of noise . . . none of it decipherable.”

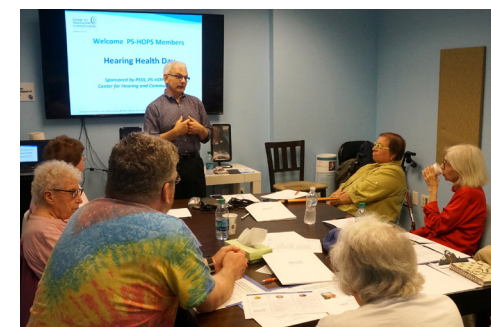
It took me 8-9 years to realize I needed help. At gatherings, people would be talking back and forth, and I would feel very isolated because I couldn't follow the conversation . . . It was a struggle to be able to hear my granddaughter's voice . . . I went to a Broadway show and couldn't follow the dialogue. I kept wondering why is everyone mumbling? That was when I knew I needed help. And it was a revelation that I could be helped. CHC treated me as an individual and gave me a great amount of time and care. I learned so much from my audiologist and the educational sessions I sat in on. I hear infinitely better with my new hearing aids . . . CHC has helped me to get the most out of life.

Maria, CHC client

Center for Hearing and Aging

Addressing the Needs of Older Adults

Through the Center for Hearing and Aging, CHC serves as a community leader in addressing the hearing health needs of older adults. Targeted educational programs increase the public's understanding of why hearing matters in healthy aging, while a suite of mobile and onsite clinical services gives seniors access to high-quality hearing health care. Outreach prioritizes NYC's underserved neighborhoods where hearing health resources are most urgently needed.



Carolyn Stern, MBA,
Assistant Director
of Outreach and
Strategic Initiatives

One-third of adults over 65 and two-thirds over 75 have a hearing loss that interferes with everyday function. Most seniors are unaware of how important it is to monitor and address their hearing issues. Contributing to the problem: Just one-in-four physicians discusses hearing health with their patients. As a result, the hearing needs of most older adults go unaddressed, putting them at greater risk of social isolation, depression, falls, hospitalization and dementia. In fact, hearing loss is now believed to be the leading modifiable risk factor associated with dementia.

OVER

91 percent

OF ADULTS
WITH HEARING LOSS
ARE 50 OR OLDER

UNTREATED
HEARING LOSS PUTS
OLDER ADULTS AT RISK
FOR SOCIAL ISOLATION,
DEPRESSION, FALLS
AND DEMENTIA

“CHC has been a lifesaver. Thank you from the bottom of my heart.”

I first came to CHC about 20 years ago when I was diagnosed with NF2. Losing my hearing was a change of life I wasn't prepared for. At CHC I discovered new ways to hear . . . and CHC helped me adapt to losing my hearing. It's such a healing place. You feel like you're not alone. There's somebody who understands . . . I'm learning to hear my voice inside. That brings me so much peace and strength. I'm starting to feel really confident. There are not enough words to say what an impact CHC has made on my life.

Felicia, CHC client

Emotional Health and Wellness Services

Creating a Nurturing Environment

The Baker Family Emotional Health and Wellness Center at CHC is the only mental health service in Manhattan providing psychotherapy, family and group therapy, and psychiatric evaluation and treatment for adults and children who are hard of hearing and deaf. We pride ourselves in offering compassionate support in a safe, culturally and linguistically accessible environment. Therapists, fluent in American Sign Language, are committed to working with clients and their loved ones to determine the best possible road to emotional and psychological well-being.



Jeff Wax, LCSW-R,
Director, Baker Family
Emotional Health and
Wellness Center

For many people who are deaf or hard of hearing, hearing loss can dramatically impact their emotional health, and in turn, affect all aspects of their lives. For some who seek therapy at CHC, this may be the first time they are addressing their hearing loss with a clinician who can communicate directly with them (without an interpreter) and with someone who truly understands the impact of hearing loss. Others seeking counseling may be parents coping with their baby's newly diagnosed hearing loss or children dealing with emotional distress. For all, we offer a nurturing environment where clients and therapists relate and journey together.

MORE THAN

16,200,000

AMERICANS SUFFER
FROM DEPRESSION

THE RATE OF
DEPRESSION AMONG
PEOPLE WITH HEARING
LOSS IS DOUBLE THAT
OF THE GENERAL
POPULATION

“CHC opened our eyes to endless possibilities of living an extraordinary life with hearing loss.”

Hearing the news that our first child was deaf was shocking and heartbreaking. But then CHC became our second home and changed our lives in a million ways. They have a team of extremely experienced, dedicated and charismatic professionals who helped us through the entire process. They are not only there for the children, they really work with the family as a whole, guiding us in many decisions that affect our daily lives for the best outcomes in our children. When we received the news that our second daughter was deaf, we knew with CHC's support and dedication to the process, we were going to be okay.

Nicolle, CHC mom

Family Resource Center

Empowering Families

The goal of the Family Resource Center (FRC) is to support and empower families as they navigate complicated educational, emotional and social issues related to childhood deafness and auditory challenges. Through the FRC, CHC psychologists, social workers, audiologists, speech therapists and educators take the time that is truly needed to provide support, practical advice, and crucial referrals to families.



Dana Selznick,
M.A., M.Ed.
Assistant Director
of Communication
Services, Shelley
and Steven Einhorn
Communication Center

Our commitment to families goes beyond the testing booth and the therapy room. We strive to offer all the support children need for daily integration into their social communities. We achieve this through diverse programs including our mentor program, parent/child recreational events, ongoing rapid response and resources for schools and families, and a series of parent workshops on topics relating to education, technology and social development.

MORE THAN

1,300,000

CHILDREN
UNDER THE AGE OF 3
HAVE A HEARING LOSS

WITHOUT
APPROPRIATE
INTERVENTION,
CHILDREN WITH
HEARING LOSS
ACHIEVE ONE TO FOUR
GRADES LOWER THAN
THEIR HEARING PEERS

“Upgrading to new hearing aids was a requirement of living a happy and healthy life.”

When I stepped into CHC, it had been over five years (2013!) since I had gotten my last pair of hearing aids. I knew that hearing and connectivity technology had rapidly advanced My CHC experience was smooth and sophisticated – I appreciated getting to sit down with not one but TWO world-class audiologists and sharing the story about “how” I use hearing aids . . . as an athlete, traveler and businessperson. I settled on new over-the-ear aids with Bluetooth connectivity and an app that allows me to control my settings at will. I can even stream music directly from my phone. I now joke with my friends that, while hearing loss is never an easy issue, I now have a 24/7 soundtrack to my life. Not a bad tradeoff! And I enjoy having to “work less” to hear what others are saying.

Tom, CHC client

Meeting the Tech Needs of Young Adults

Connect to Life

Hearing technology at CHC features the latest models with discreet designs and breakthrough features. Our audiologists are experts in fitting and tuning hearing aids so that people can communicate with confidence in even the most challenging environments. Access to more and better-quality sound means that people experience less listening fatigue. And since hearing aids are only part of the solution, we also counsel people on the use of assistive devices and apps that can further enhance communication, safety and independence.



Ellen Lafargue,
AuD, CCC-A,
Director, Berelson
Hearing Technology
Center

Since no two hearing losses are alike, we strive to find the hearing solution that will work best for each individual client. We listen closely, getting to know each person’s unique hearing and communication needs to ensure we’re using just the right device to maximize hearing and keep people connected to the world around them. Importantly, we are fluent in technology by all the major manufacturers and do not have an allegiance to any single manufacturer. We simply recommend what’s best.

HEARING LOSS COSTS
THE US ECONOMY

\$
133
billion

ANNUALLY

USE OF HEARING AIDS
IS PROVEN TO
CONTRIBUTE TO
BETTER HEALTH AND
HIGHER INCOME

“Abby wouldn’t be where she is today without CHC.”

When Abby was in first grade, she was going through some difficult times. CHC provided her with counseling, which helped greatly CHC was a savior for my family. They helped us financially, emotionally and with decision-making for Abby’s well-being. When she was invited to “Just Do It” (a student awards program honoring students with disabilities), that was a very positive thing in her life. Now Abby is a happy 10-year-old. We are forever grateful for the help and support of CHC. We consider CHC our family.

Abby’s Mom, CHC client

Support for At-Risk Youths

Helping Children and Teens Achieve Their Potential

After-school and summer camp youth programs in Florida focus on elementary, middle, and high school students, many of whom are at risk and in critical need of pro-social relationships with peers and adults. Mental health counseling, available to children three years and up and their family, addresses mental, behavioral and emotional problems while improving child and family functioning.



Tracy Perez, Psy.D.
Director of Social
Services, CHC-FL



Sondra Rollo
Associate Executive
Director, CHC-FL

Abby has been with CHC-FL since she was four years old. Early on she was misplaced in an educational setting that created a lot of frustration and led to negative behaviors. But when CHC had her transferred to a school that better met her needs and used total communication (sign language and voice), Abby began to flourish. Now she participates in CHC’s Maximizing Out of School Time Program and is currently on her school’s speech and debate team where she has won several medals for her performances. Abby has become an amazing young girl with outstanding confidence and the ability to express herself.

15 percent

OF CHILDREN
6-19 HAVE A
HEARING LOSS IN
AT LEAST ONE EAR

AN UNTREATED
LOSS PUTS KIDS
AT RISK OF
BEHAVIOR PROBLEMS

“Other places are more about selling you stuff. CHC is in another league.”

My Dad went to CHC years ago when he wanted to hear better. My aunt did too. I do not live in the City, so I got my first hearing aid near where I live. Nice people, but I just was not certain that everything they did was a hundred percent putting the patient first. So, I decided to go to CHC CHC is in another league. I see a superb audiologist and a fantastic speech pathologist and attend an enormously helpful group. I cannot tell you how much I've gained from CHC, because of what they know and because of how they treat me. They are very much about people-to-people understanding, helpfulness, patience and the ability to help lots of different people. For me it's a win-win-win.

Bob, CHC client

Adult Aural Rehabilitation

Communicating with Confidence

Adult aural rehabilitation is in high demand as CHC continues to be one of the only centers offering this service on an ongoing basis. Group and individual communication therapy is designed to help adults adjust to the new sounds they are hearing with their technology and improve speech perception within everyday interactions. Participants in the program include recent cochlear implant recipients as well as adults newly fitted with hearing aids.



Elizabeth Ying, CCC-SLP
Co-Director,
Shelley and Steven
Einhorn Audiology and
Communication Center

With our communication groups, we utilize technology to simulate real-life listening environments so that adults can learn strategies to communicate better in groups and in the presence of background noise. Participants learn about hearing aid care and troubleshooting and, importantly, get to experience a safe and natural setting in which to address the emotions that often accompany hearing loss with a peer group who may have similar experiences.

MORE THAN

48,000,000

AMERICANS HAVE
A HEARING LOSS

LEFT UNTREATED,
HEARING LOSS CAUSES
AN UNNECESSARY BURDEN
ON RELATIONSHIPS

CHC in the Community

CHC addresses the urgent hearing health and emotional needs of at-risk seniors and children through grassroots community programming. Outreach to older adults focuses on hearing health education and the need for access to services that can keep seniors healthy and socially engaged. Programs for children include hearing screenings to identify hearing problems and after-school and summer activities to foster social-emotional, educational and vocational skills.



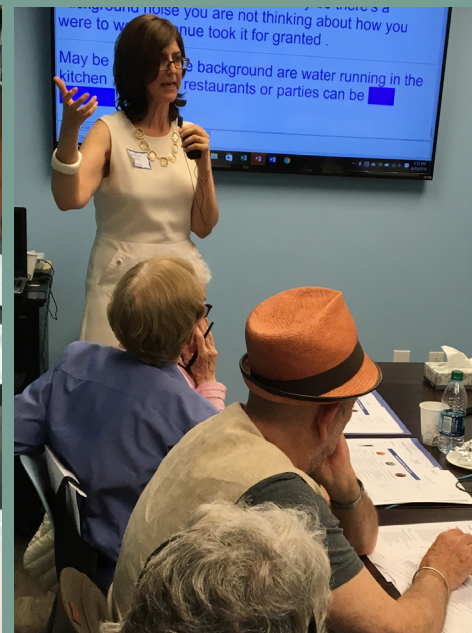
In-home delivery of services in Broward County to older, home-bound adults.



After-school and summer programs at CHC-FL for children ages 5-12.



Communities come together for recreational and social activities.



Seniors visit CHC-NY for a special day of classes and services.



Children with hearing loss participate in a family event promoting literacy.



Mobile hearing screenings for preschoolers in underserved neighborhoods.



Nancy Nadler,
MED, MA
Deputy Executive
Director

“Thank You”

Philanthropic support is essential to fulfilling our mission of providing high-quality comprehensive services to empower people affected by hearing loss, deafness or listening challenges. We are deeply grateful to the individuals, foundations and corporations who supported our fundraising campaigns in fiscal year 2019. Our story of client-focused care and lives transformed is possible only through your generosity.

Center for
Hearing and
Communication

Transforming Lives



25th Annual Feast
November 5, 2018
Pier Sixty, Chelsea Piers



Transforming Lives

Center for
Hearing and
Communication

33rd Annual Comedy Night

April 17, 2019

Carolines On Broadway



C A R O L I N E S



21st Annual Golf Tournament

June 20, 2019

Fenway Country Club



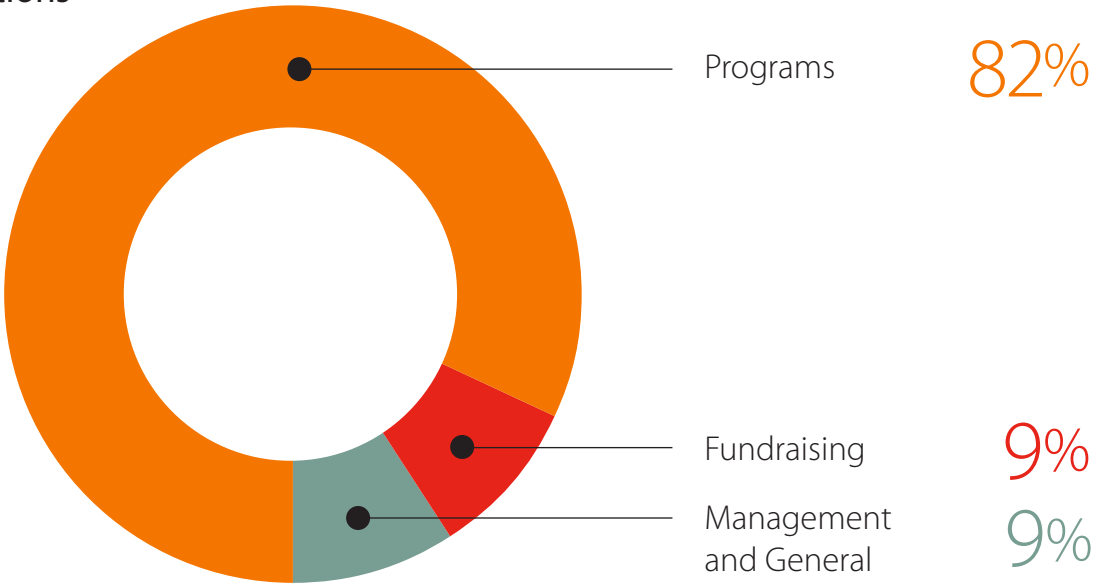
Muriel and Murry Kalik
Connection Center
Grand Opening, Fall 2019
Individual and Group
Devices Demonstrations



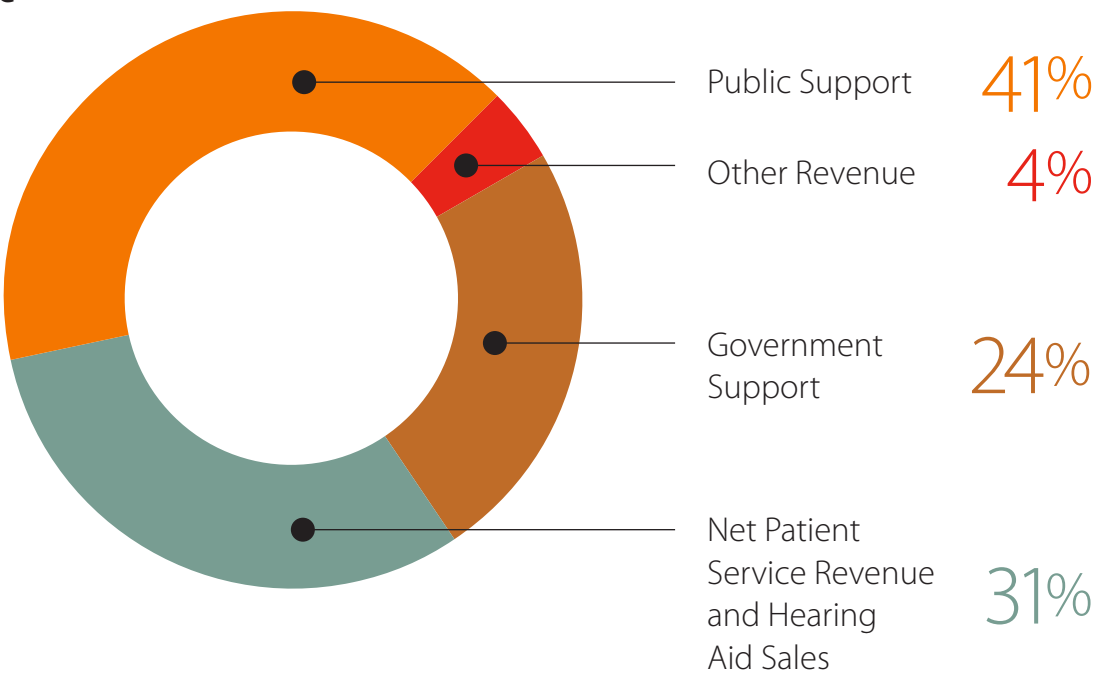
Financial Overview

Of the 6.1 million dollars raised during the fiscal year ending June 30, 2019, 82% went directly toward clinical and educational programs benefiting people of all ages in New York and Florida. Public support and government grants together accounted for 65% of operating revenue while patient services generated 31%.

Expense Classifications



Operating Revenue*



* Reflects revenue in New York and Florida. In New York alone, 46% of revenue is raised from individuals, foundations and corporations.

Statement of Activity

Center for Hearing and Communication
Year Ended June 30, 2019

REVENUE:

FEE FOR SERVICES:

Patient Services Revenue	\$ 1,135,766
Hearing Aid Sales	721,077

TOTAL FEE FOR SERVICES1,856,843

Government Grants and Contracts	1,466,226
Foundation and Corporate Grants	1,216,628
Contributions - Operational Support	287,802
Special Event Income	998,638

TOTAL PUBLIC SUPPORT3,969,294

Investment Income	92,862
Realized and Unrealized Gain on Investments	109,648
Other Income	59,965

TOTAL REVENUE6,088,012

EXPENSES:

Program Services	4,979,878
Management and General	553,895
Fundraising	555,926

Total Expenses6,089,699

Total Net Change in Assets(1,087)

Net Assets, beginning of year5,264,040

Net Assets, end of year\$ 5,262,953

Private Sector Donors

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2019.

We salute the following supporters:

\$100,000-\$999,000

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Estate of Mark Kalik
Dorothy Schleich Trust
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The Center for Hearing and Communication is proud of its working relationships with the following agencies:

New York

- Department of Health, Orange County
- Department of Health, Rockland County
- Department of Health, Westchester County
- New York City Department of Education
- New York City Department of Health and Mental Hygiene
- New York State Department of Health
- New York State Department of Education
- New York State Office of Mental Health
- United Way of New York City

Florida

- Broward County - Health and Human Services
- Broward County - Children’s Services
- Children’s Services Council of Broward County
- Community Foundation of Broward, Inc.
- Florida Telecommunications Relay, Inc.
- Jewish Federation of Broward County, Inc.
- United Way of Broward County

Licensed

- State of New York Department of Health, as an out-of-hospital health facility
- State of New York Office of Mental Health, as an outpatient clinic treatment program

Member Agency

- Council of Senior Center and Services
- United Way
- United Way of Broward County, Florida

Programs and Services at a Glance

CHC’s commitment to high-quality, comprehensive hearing health care forms the foundation on which our six centers of excellence serve the diverse needs of people with hearing loss, deafness and listening challenges.



NEW YORK SERVICES

Shelley & Steven Einhorn Audiology and Communication Centers

- Audiology**
Pediatric & Adult Hearing Evaluation
Pediatric & Adult Hearing Aid Consultation & Evaluation
Auditory Brainstem Response (ABR) Evaluation
Cortical Auditory Evoked Potential (CAEP) Testing
Tinnitus and Hyperacusis Center
Mobile Hearing Test Unit
FM Systems Evaluation
Listening Studio
Free Hearing Screening
Auditory Processing Disorder (APD) Evaluation

- Communication**
Speech-Language and Functional Listening Assessment
Auditory-Based Speech-Language Therapy
Pediatric & Adult Cochlear Implant Evaluation & Therapy
Parent Counseling & Support Groups
Psycho-Educational Evaluation
Educational Support
Speechreading & Auditory Therapy for Adults
Speech & Language Therapy for Adults

- Berelson Hearing Technology Center**
Hearing Aid & FM Dispensing
Hearing Aid & FM Sales & Repair
Pediatric Hearing Aid Services
Assistive Device Consultation
Custom Hearing Protection
Custom Music Enhancers
Custom Earmolds

- Baker Family Emotional Health and Wellness Center**
Individual, Couple, Family & Group Psychotherapy
Adult & Children’s Psychiatric Evaluation
Medication Consultation & Maintenance
Psychological & Educational Evaluations
Crisis Intervention
Parent Counseling & Support
Information, Referral & Advocacy

- Center for Hearing and Aging**
Communicate with Success Program
Mobile Hearing Services
Public Education & Community Outreach
Golden Ages Group

- Community Outreach**
Mobile Hearing Test Unit
Project PATH (Preschool Access to Hearing)
Hear Me Out – Young Professionals Group
Noise Center

- Family Resource Center**
Educational Workshops & School-Age Programming
Adolescent Workshop
Parent Meetings

- Marjorie Carr Adams Center for Information on Hearing and Deafness**
Public Information
Educational Materials
Community Training

FLORIDA SERVICES

- Audiology**
Pediatric & Adult Hearing Evaluation
Pediatric & Adult Hearing Aid Consultation & Evaluation
FM Systems Evaluation
Free Hearing Screening

- Hearing Technology**
Hearing Aid & FM Dispensing
Hearing Aid & FM Sales & Repair
Pediatric Hearing Aid Services
Assistive Device Consultation
Custom Hearing Protection
Custom Earmolds

- Social Services**
Individual, Couple, Family & Group Psychotherapy
Psychological Evaluation
Case Management
Crisis Intervention
Information, Referral & Advocacy
Men’s Deaf and Hard of Hearing Support Group
Adult Hearing Loss Support Group
Family Building Events
Educational Workshops

- Education**
M.O.S.T. Maximizing Out of School Time - Elementary After-School & Summer Program
Youth Force - Middle School Year-Round Program
Supported Training and Employment Program (S.T.E.P.) - High School Year- Round Program
American Sign Language (ASL) Instruction

- Community Outreach**
Florida Telecommunications Relay, Inc. H.E.A.R. for Seniors of Broward County
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