

2017 ANNUAL REPORT

JULY 1, 2016 – JUNE 30, 2017



The Center for Hearing and Communication

provides high-quality, comprehensive services to empower people affected by hearing loss, deafness or listening challenges.

PRESIDENT'S LETTER



Barry G. Felder, Esq.
President, Board of Directors

Dear Friends,

It has been a distinct honor to have served as Board President for the past three years. Those of us on the Board who are also CHC (or, as we used to say, “League”) parents know that the true treasure of CHC is the uniquely dedicated staff. From our industry-leading audiologists, to our transformative speech-language pathologists, to our compassionate and specially trained mental health practitioners - all backed up by our one-of-a-kind support staff - CHC makes a difference, every single day, in the lives of people of all ages affected by hearing loss, deafness and listening challenges. Our job, as Officers and Board members, is to lend assistance to the staff to make sure that their work can continue and grow, and I’m proud to report that this work - their work - has flourished.

CHC is “firing on all cylinders.” With a new mission statement, the introduction of tele-therapy in our program offerings, growth in all of our clinical departments and increased presence in the community, CHC is adapting to better meet our clients’ needs.

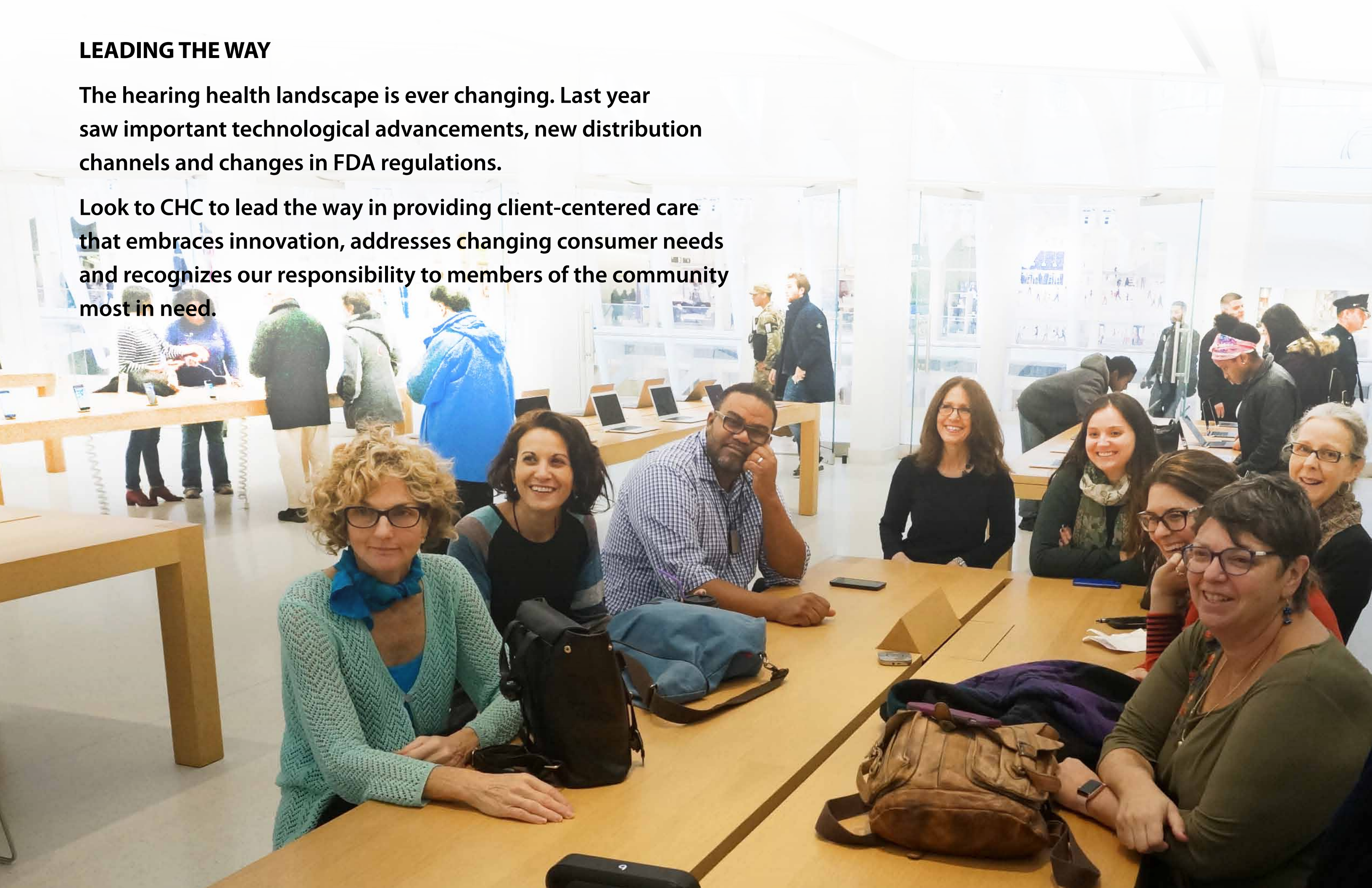
I continue to be excited for CHC’s future. Together, our staff and Board will work with energy, integrity and fiscal responsibility to perpetuate CHC’s mission and provide unsurpassed programs and services for our constituents. As CHC continues its remarkable evolution, our vision of communication without limits for people with hearing loss is well on its way to becoming a reality.

Thank you for being a part of the CHC Community.

LEADING THE WAY

The hearing health landscape is ever changing. Last year saw important technological advancements, new distribution channels and changes in FDA regulations.

Look to CHC to lead the way in providing client-centered care that embraces innovation, addresses changing consumer needs and recognizes our responsibility to members of the community most in need.



NEW MISSION STATEMENT

The Center for Hearing and Communication provides high-quality, comprehensive services to empower people affected by hearing loss, deafness or listening challenges.

In 2017, CHC adopted a new mission statement, embracing the essence of our legacy while defining more clearly our relevant purpose today.

At the core of everything we do are our high-quality, comprehensive services. We take a multi-disciplinary approach so that individuals and families benefit from the finest client-centered care available. Our audiologists, speech-language pathologists and psychotherapists work together to offer a blend of clinical expertise, technical know-how and individualized compassionate care unmatched in the hearing health industry.

But CHC is not simply a service provider. We empower individuals affected by hearing loss, deafness or listening challenges. We “go beyond the test booth” and find meaningful solutions to hearing and communication difficulties that work in real-life settings. We connect families struggling to cope with the challenges of hearing loss with other members of the community so that they can gain invaluable insight and support.

Young and old, hearing loss isolates. But when people feel empowered, they are more likely to address their hearing health challenges, more likely to advocate for their needs, and more likely to connect to life[®].



Laurie Hanin, PhD, CCC-A
Executive Director

COMPREHENSIVE PEDIATRIC CARE

The number of children under the age of three in our communication therapy program continues to rise. That's an exciting development that we think speaks to the experience of our clinicians and the comprehensive nature of our services.

Parents are reassured in knowing that their child's auditory acuity can be monitored, their hearing aids repaired, and their earmolds made at the same place they come to for weekly individual and group therapy. In addition, each child has access to an educational specialist who can provide direct literacy instruction and guide the parents through critical decisions about educational placements. Parents have also expressed the value of having an opportunity to interact with other parents with shared concerns in raising a child with hearing loss, both in structured group settings and informally within the waiting room.

We're here for parents every step of the way in their child's listening, language and educational development.



Liz Ying, MA, CCC-SLP
Co-Director, Shelley and Steven Einhorn
Audiology and Communication Centers

A PLACE TO BELONG

Courage, hope, creativity and the opportunity for change make the Baker Family Emotional Health and Wellness Center at CHC a sensitive, compassionate and supportive place to discover well-being. We strive to establish for our clients a safe place where past and present emotional difficulties can heal.

Everyone needs a place to belong. This is our clinical and person-centered perspective when working with clients who are, all too often, disregarded by others.

We are unique in that we understand the emotional impact of hearing loss

and offer culturally sensitive psychotherapists who are fluent in American Sign Language. This vital foundation of shared language and understanding creates what most of our clients do not have and have not experienced - an oasis from the struggle to be emotionally heard, understood and accepted without judgment.

The Baker Family Emotional Health and Wellness Center at CHC is the only mental health service in Manhattan (and only one of three in the greater NYC area) providing psychotherapy, family and group therapy, and psychiatric evaluation and treatment for adults, adolescents and young children.



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

A handwritten signature in black ink that reads "Jeff Wax". The signature is stylized and cursive.

HELP FOR FAMILIES COPING WITH HEARING LOSS

Parents of infants and children with hearing loss continually need comprehensive, up-to-date, and accurate information to make informed treatment decisions, guide intervention, and improve quality of life. Frequently, families are overwhelmed by a tremendous amount of often-conflicting information.

CHC's Family Resource Center (FRC) is an indispensable source of information and support to help families manage the challenges of hearing loss and nurture their child on the difficult journey to speech and language.

As a Deaf Education Specialist and FRC Coordinator, I regularly connect families at CHC with more experienced parents and young adults with hearing loss so that new families struggling with the diagnosis of deafness gain essential encouragement and hope. Families form a community of peers that provides comfort and support for years to come.

The FRC's workshops for young school-children offer opportunities for students with hearing loss, often isolated in a mainstream educational setting, to come together and learn how to advocate for their communication needs while socializing and staying connected with a ready-made support group.



Dana Selznick, M.A., M.Ed.,
Coordinator, Family Resource Center



STATE-OF-THE-ART AUDIOLOGY SERVICES

Ellen Lafargue, AuD, CCC-A,
at Hearing Loss Dementia and
Healthy Aging: Audiologist
as Gatekeeper, conference
presented by CHC and
CaringKind, May 11, 2017.

Center for
Hearing and
Communication
Connect to Life

So, Now We Are All Exp

Overlap in affected population

Overlap in outward signs of early stages of
Hearing Loss

Overlap in effects on communication skills

Overlap in reticence to admit there is a problem



Ellen Lafargue, AuD, CCC-A
Co-Director, Shelley and Steven Einhorn
Audiology and Communication Centers
Director, Berelson Hearing Technology Center

CHC's Audiology Department experienced over 10,000 client visits this year. We provided services to over 2,500 people of all ages, ranging from days-old infants to centenarians. In an era where there are so many options available to the consumer of hearing health care, what are the factors behind CHC's continued success?

First and foremost is CHC's caring, knowledgeable, highly qualified staff of audiologists and hearing instrument specialists. From the cortical evoked potentials used to confirm infants' hearing aid fittings to smartphone-enabled hearing aid fittings for our teenagers and adults, CHC audiologists continue to provide state-of-the-art services using the latest in cutting-edge technology. We also provide free weekly demonstrations in our Devices Center to ensure that people with hearing loss are safe and can access sound at home, in school or at the office.

Most importantly, CHC's audiology staff is respected and trusted by clients and their families. This *trust factor* is the single differentiating feature that makes CHC the premier setting for hearing health care.

ADDRESSING NEEDS OF THE YOUNG AND OLD

Programs at CHC's Florida office are transforming lives at both ends of the age spectrum.

With funding by the Community Foundation of Broward County, H.E.A.R. for Seniors (Hearing Loss, Education, Access, and Resources), provides urgently needed in-home care to older adults who have a hearing loss and are either home-bound or with limited access to transportation. Each client in the program is visited by an Outreach Specialist and Case Manager who provides a Senior Needs Assessment. Hearing and communication issues are addressed through education, testing and surveys.

CHC's after-school programs for children and teens who are deaf or hard of hearing continue to attract a diverse group of elementary, middle and high school students. The programs are designed to foster learning and provide opportunities for engagement. The students, many of whom are at-risk youths, take part in enriching activities and are exposed to art and culture, music, science and community service. The programs have had a positive impact on academic achievement and social and physical development. We've also seen a strengthening in children's relationships with adults and peers within their families, schools and communities.



Margaret Brown
Regional Executive Director

A large, elegant handwritten signature of Margaret Brown in black ink.



OUTREACH TO NYC'S AT-RISK SENIORS

CHC continues to play an important role as New York's community leader in combating the epidemic of untreated hearing loss in seniors.

Through community outreach and public education, CHC's Center for Hearing and Aging (CHA) provides mobile hearing health care, educational workshops and supportive counseling to nearly 3,000 seniors and hundreds of health care providers annually. Efforts focus on the need to increase access to comprehensive hearing health care and reduce the negative impact of untreated hearing loss in the aging population.

CHC instituted a new program this past year, Hearing Health Days, in which New York City seniors visit our office for a full day of hearing health workshops and clinical services, including a full audiological evaluation and assistive devices counseling. The program is the result of a unique partnership between CHC and several of New York's Naturally Occurring Retirement Communities (NORC). Participating seniors report being more informed about issues related to hearing loss and proactively taking steps to pursue treatment options that improve their communication ability.



Carolyn Stern,
Manager, Center for Hearing and Aging

Carolyn G. Stern

CHC's Center for Hearing
and Aging participates
in a senior health fair
presented by PS-HOPS.

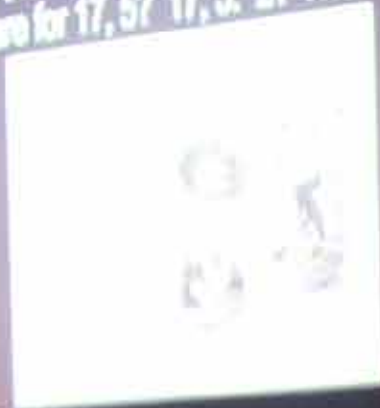


PHILANTHROPIC SUPPORT MAKES IT ALL POSSIBLE

CHC is grateful to our community of engaged supporters who embrace a vision of communication without limits for all people with hearing loss.



12, 5 it is. Would you care for 15? One more? We're at 12, 5 over there. Thank you very much at 15 it is. Would you care for 17, 5? 17, 5. 2? No?



WITH THANKS TO OUR VISIONARY SUPPORTERS

From infants to elders, CHC is at the forefront of providing a state-of-the-art delivery of services for individuals and families coping with the difficulties of hearing loss. We take a holistic approach, customizing our treatment to the unique circumstances of each person's hearing health care needs and challenges. We are confident that CHC's clinical, educational and outreach programs will continue to grow and embody the best and most current developments in hearing health care.

Our community of philanthropic supporters is essential to our commitment to making services available to all regardless of ability to pay. Nearly 50% of our operating revenue each year comes from private donations from individuals, corporations and foundations. This support allows us to take the time that is truly needed to maximize the effectiveness of each of our programs and services and promotes a continuum of care at CHC.

On behalf of our clients who are the true beneficiaries of this support, we thank you.

Nancy Nadler



Nancy Nadler, M.E.D., MA
Deputy Executive Director

**Feast Co-Chair,
Helene Rosenthal, at
The 23rd Annual Feast,
November 7, 2016 at
Pier Sixty, Chelsea Piers.**



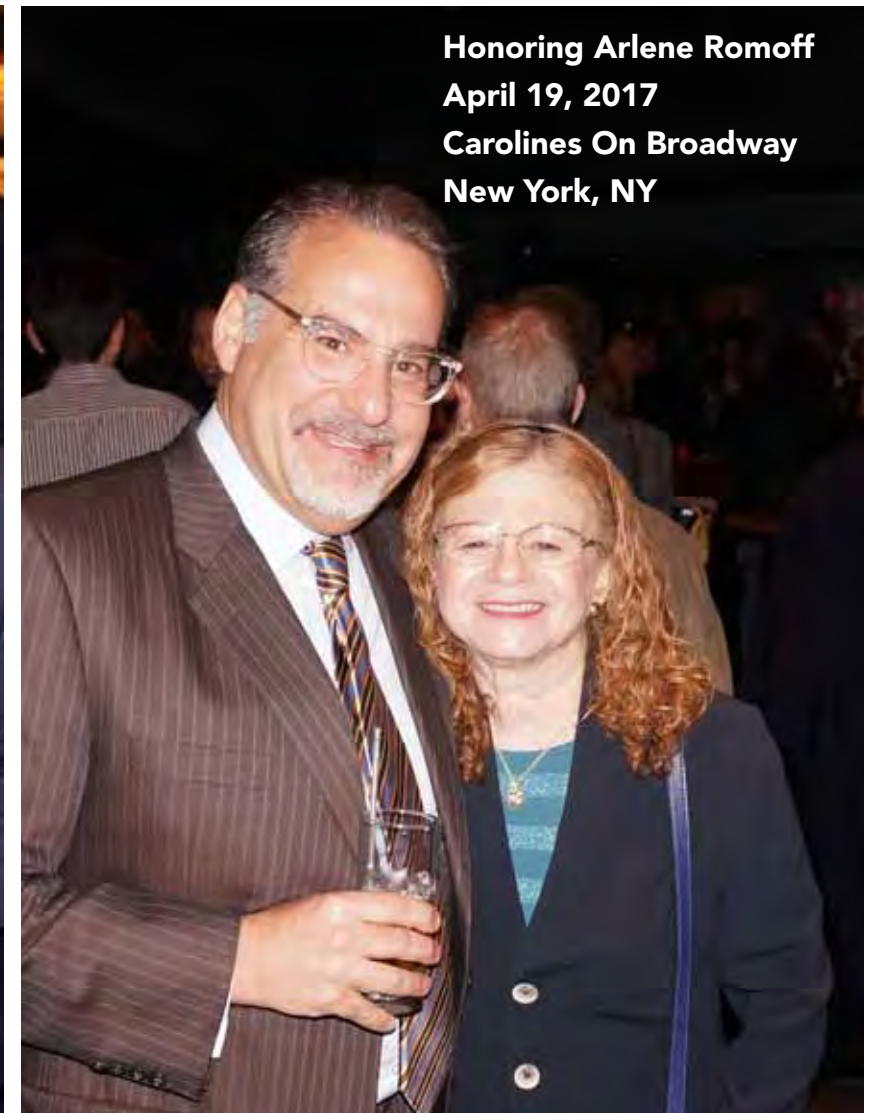
THE 23RD ANNUAL FEAST



November 7, 2016
Pier Sixty, Chelsea Piers
New York, NY



31ST ANNUAL COMEDY NIGHT



19TH ANNUAL GOLF TOURNAMENT



PRIVATE SECTOR DONATIONS

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2017.

We salute the following supporters:

\$100,000-\$999,000

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Dr. Heather J. Bogdanoff Baker
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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

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Community Foundation of Broward County
Children’s Services Council of Broward County
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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.
Florida Department of Children and Families

Member Agency

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STATEMENT OF ACTIVITIES

CENTER FOR HEARING AND COMMUNICATION YEAR ENDED JUNE 30, 2017

REVENUE:

FEE FOR SERVICE:

Patient Service Revenue	1,101,380
Hearing Aid Sales	796,573
TOTAL FEE FOR SERVICES	1,897,953

Government Grants and Contracts	1,456,659
Foundation and Corporate Grants	1,033,189
Contributions - Operational Support	542,668
Special Events Income	640,498
TOTAL PUBLIC SUPPORT	3,673,014

Investment Income	83,288
Realized and Unrealized Gain on Investments	208,757
Other Income	3,905
TOTAL REVENUE	5,866,917

EXPENSES:

Program Services	4,675,034
Management and General	510,446
Fundraising	487,211
Total Expenses	5,672,691

Total Net Change in Assets	194,227
Net Assets, beginning of year	5,231,737
Net Assets, end of year	5,425,964

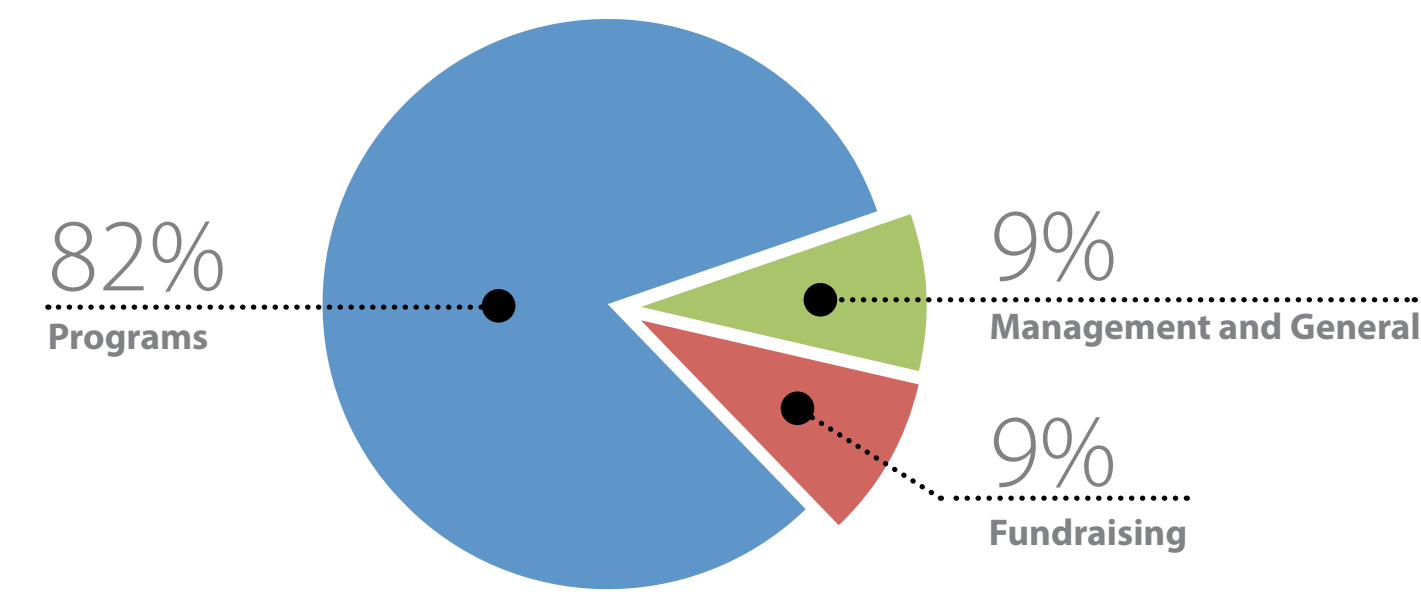
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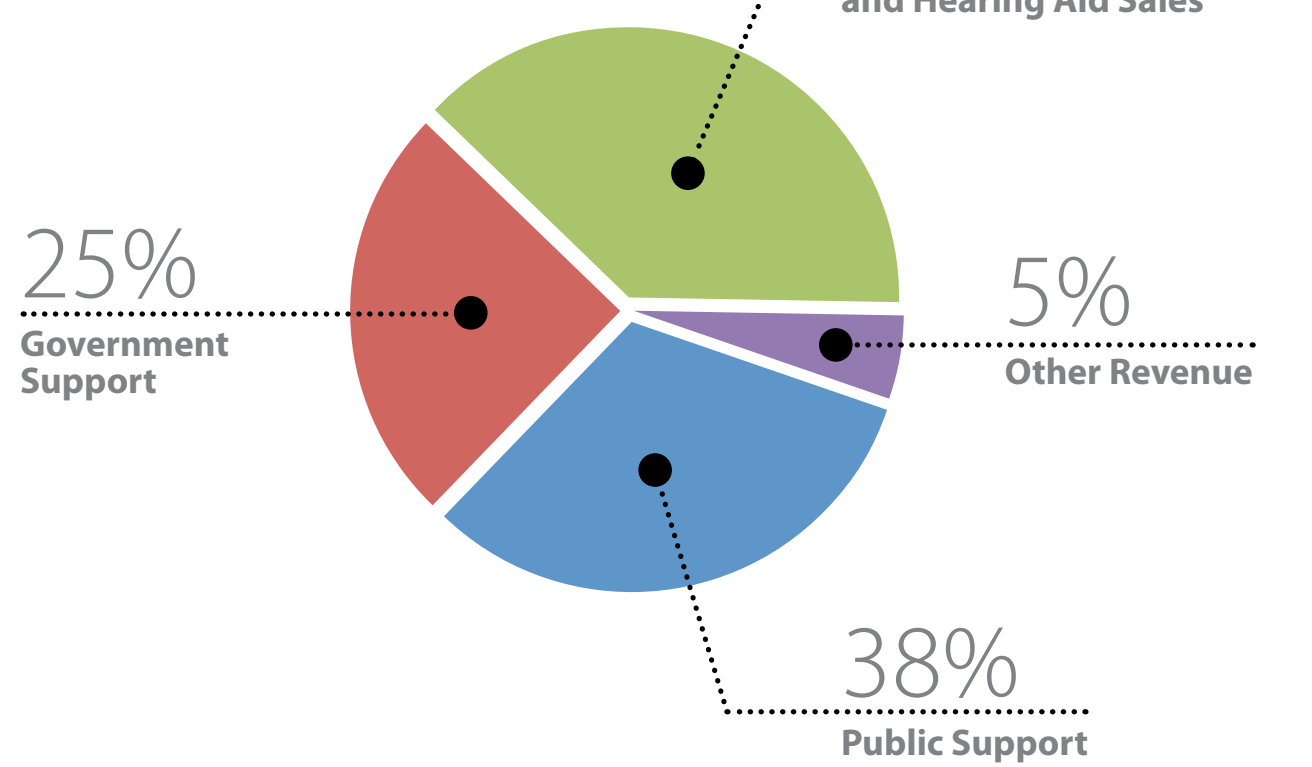
FINANCIAL OVERVIEW

Of the 5.8 million dollars raised during the fiscal year ending June 30, 2017, 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 63% of operating revenue while patient services generated 32%.

EXPENSE CLASSIFICATIONS



OPERATING REVENUE*



*Reflects revenue in New York and Florida. In New York alone, 44% of revenue is raised from individuals, foundations and corporation.

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.



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