



Connect to Life[®]

Helping People with Hearing Loss
Stay Connected to Life
Since 1910

Letter from the President

With the landscape of hearing healthcare ever evolving, it is critically important that the Center for Hearing and Communication (CHC) continually look forward. We constantly ask questions like “How can we innovate to expand our services to serve more while maintaining the quality?” And “How can we best apply pioneering technologies to leverage our efforts?”

This year, we grew the Center for Hearing and Aging at CHC, and we implemented state-of-the-art hearing technologies to enhance our clinical offerings. We launched a new and more consumer-friendly website, and we evaluated the consumer experience of CHC clients and made several changes following an online satisfaction survey. With a prestigious grant award from the Taproot Foundation, we enhanced our methods to report outcome measures so that as we inaugurate new practices, we will be better positioned to determine which input derives the best output. These were some of the exciting ways that the CHC Management Team sought to ensure that CHC continues to provide cutting-edge services, as we move into 2015.

Yet, what truly makes CHC so special day in and day out is the strength of our 104 year track record which continues to guide us today. Our core values of passion, dedication and respect for every person who crosses our threshold helped hundreds of thousands of people with all degrees of hearing loss connect to life. Our longstanding belief that everyone’s experience of hearing loss is unique is the foundation that underlies our multidisciplinary approach and has motivated positive changes to meet the needs of today’s clients. I am so proud to be a part of this incredible legacy.

Slightly more than 50% of our operational revenue comes from client services; the tremendous remaining gap is supported by fundraising. Each day at CHC, we have the privilege of serving an extraordinarily diverse client base. It is only with the generous support of individuals, donors, foundations, and corporations that CHC families and individuals affected by hearing loss receive the care needed to make a meaningful and lasting impact. To all of our benefactors and donors, we send you our thanks for enabling us to provide these quality-of-life enhancing services. It could not be done without you.

As CHC expands into new territories, we will continue to embrace the characteristics that have always made CHC a home for so many people. On behalf of my fellow Board members, the CHC staff, and especially our clients and their families who are the true beneficiaries of your generosity, thank you for your support and for being part of the CHC community.



Jeffrey M. Cohen
President, Board of Directors

Our Progress



CHC is at the forefront of innovations in hearing technology that improve the quality of life for our clients. Fluency in the latest technology requires intensive and ongoing training, but is essential in order to fit each client with the instrument that best meets his or her unique hearing needs.

We're among a handful of centers in New York trained and authorized to fit extended-wear hearing aids, invisible aids positioned entirely in the ear canal and worn for months at a time.

The Made for iPhone hearing aid allows consumers to stream phone calls, music, and TV shows wirelessly to their hearing aids.

At a budget-friendly price, personal sound amplification products (PSAPs) effectively amplify sound in certain listening situations.



Infants are now being fit with hearing aids and beginning habilitation sooner, often at just 4-6 weeks. CHC has responded with additional staffing and enhanced parent support.

The J.C. Kellogg Family Resource Center gives parents of deaf and hard of hearing infants access to up-to-date information so they can make informed decisions to guide treatment and intervention.

The Bodman Foundation funded Parent U, a series of lectures and group discussions to help parents navigate the complex issues of childhood deafness and auditory challenges.



MOBILE OUTREACH TO SENIORS

The Center for Hearing and Aging (CHA) provides seniors, especially those at risk for cognitive issues, with high-caliber hearing healthcare through our state-of-the-art mobile audiology testing unit. More than 1,000 seniors in New York City received clinical services through CHA's mobile outreach in FY 2014, many in underserved neighborhoods. Education on the hearing health needs of seniors is a major component of CHA's outreach program, with workshops tailored to seniors and senior center staff. Funding provided by The Fan Fox and Leslie R. Samuels Foundation and The Eleanor Schwartz Charitable Foundation support CHA's outreach activities, including the dispensing of complimentary PSAPs to seniors who otherwise could not afford to treat their hearing loss.

"When I told her the devices are provided through a grant, she immediately began crying and hugged me for five minutes. She was so grateful to leave hearing more than when she came to the van."

- Audiologist Kristin Baldwin
dispensing PSAPs through CHA outreach.

FUNDRAISING SUCCESS

CHC's unsurpassed clinical expertise and comprehensive care are possible only through the generous contributions of individual donors and foundation grants. The 20th Annual Feast on October 21, 2013 succeeded in raising more than \$600,000 in support of CHC's programs and services, including the J.C. Kellogg Family Resource Center. Highlights of the Feast program included Board member Heather Bogdanoff Baker sharing her journey with hearing loss and the presentation of the Eleanor Roosevelt Humanitarian Award to J. Thomas Roland, Jr., MD, by Gabriel Brainson and his mother, Daphna.



Gabriel Brainson, presenter,
The 20th Annual Feast.



Shelley and Steven Einhorn,
The 20th Annual Feast.



Heather Bogdanoff Baker,
presenter, The 20th Annual Feast.

A Look Ahead

The coming year at CHC will see growth and expansion in our core clinical programs as well as enhanced educational outreach, in both New York and Florida.



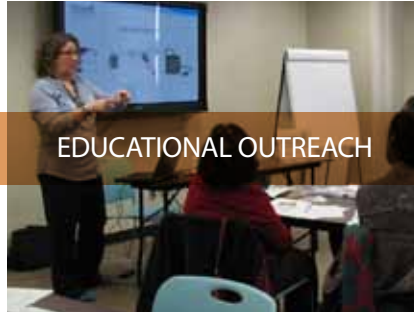
EMOTIONAL HEALTH AND WELLNESS CENTER

CHC will expand group offerings in the Emotional Health and Wellness Center for professionals with hearing loss as well as individuals who need guidance and assistance entering the work force. Licensed psychotherapists leading the groups provide therapeutic counseling and facilitate communication and bonding among participants to support mutual progress.



CHILDREN'S AUDITORY-ORAL THERAPY PROGRAM

Incredible advances in hearing technology have made it possible for children with severe and profound hearing loss to thrive in a mainstream educational setting. Understanding spoken language and being understood are skills that must be given constant attention throughout a deaf or hard of hearing child's development. Many adolescents with hearing loss often need help in developing their social skills in order to be able to navigate both in and out of the classroom. Communication therapy groups help these children work together to actively participate in conversations and speak up for their needs.



EDUCATIONAL OUTREACH

CHC will continue the training of Early Intervention (EI) coordinators in New York City. The EI program entitles children with special needs to evaluations, therapy, and equipment during the first three years of life. EI coordinators determine what children need for healthy development and ensure that they receive it. Since EI coordinators otherwise receive no formal training specifically in the needs of children with hearing loss, CHC values this opportunity to be an educational resource.



CENTER FOR HEARING AND AGING

The Center for Hearing and Aging will enhance its hearing healthcare efforts directed specifically to seniors (and their caregivers) in the coming year. The purpose: promote not only healthy hearing but emotional wellness, cognitive function, safety and other quality-of-life benefits associated with hearing health. Outreach activities are designed to raise awareness about the dangers of untreated hearing loss; change attitudes toward elderly hearing loss; and catalyze an increase in treatment/accommodation of elderly hearing loss.

The CHC Difference

The clinical services provided at CHC are incomparable, in so many ways. They reflect a level of skill, sophistication, creativity, compassion and teamwork that is simply not evident elsewhere.

What does CHC's patient-centered approach to hearing healthcare mean to parents turning to CHC after their infant fails a newborn hearing screening? It means, at the start of their journey, their child will receive the most comprehensive hearing evaluation available and, if appropriate, will be fit with state-of-the-art hearing technology by an experienced pediatric audiologist. Speech-language pathologists will begin teaching the infant to understand the new sounds he or she is hearing in therapy sessions involving both speech therapist and audiologist. Working together, they create the building blocks on which the baby will develop spoken language. CHC's educational psychologist will counsel the family and help them understand the road ahead. A social worker is available to provide additional support to help them begin to accept their child's diagnosis.

"I feel very confident at CHC knowing the range of services you provide which will be available to me should my hearing needs change."

— CHC client

CHC's patient-centered care extends to everyone who crosses our threshold, regardless of age, ability to pay, or mode of communication.

A boomer finally taking action to address his hearing issues will not only get expert hearing care but be introduced to devices that can keep him connected to the world around him - making it easier to talk on the phone, go to the movies, and function independently at work. A young adult receiving speechreading therapy can benefit also from the emotional support of a CHC social worker to help cope with difficult life issues.

There is a common thread through these examples of the uniqueness of CHC, and that is our multidisciplinary approach to hearing healthcare. Each client at CHC benefits from the collective expertise of a team of extraordinarily talented professionals dedicated to the sole purpose of improving their quality of life. **That is the CHC difference.**

"After seven years and four or five audiologists, I can say with authority that this one was better than I had ever imagined it could be."

— CHC client



Anita Stein Meyers,
Pediatric Audiologist
with CHC client.



Ellen Lafargue, Director, Shelley and
Steven Einhorn Audiology and
Communication Centers and the
Berelson Hearing Technology Center
with CHC client.

Statement of Activities

Center for Hearing and Communication
Year Ended June 30, 2014

Revenue:

Fee for Service:

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| Patient Service Revenue | 1,124,429 |
| Hearing Aid Sales | 839,408 |

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| Total Fee for Service | 1,963,837 |
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| Government Grants and Contracts | 1,293,714 |
| Foundation and Corporate Grants | 611,819 |
| Contributions - Operational Support | 706,194 |
| Special Events Income | 523,040 |

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| Total Public Support | 3,134,767 |
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| Investment Income | 91,334 |
| Realized and Unrealized Gain on Investments | 341,076 |
| Other Income | 20,966 |

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| Total Revenue | 5,551,980 |
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Expenses:

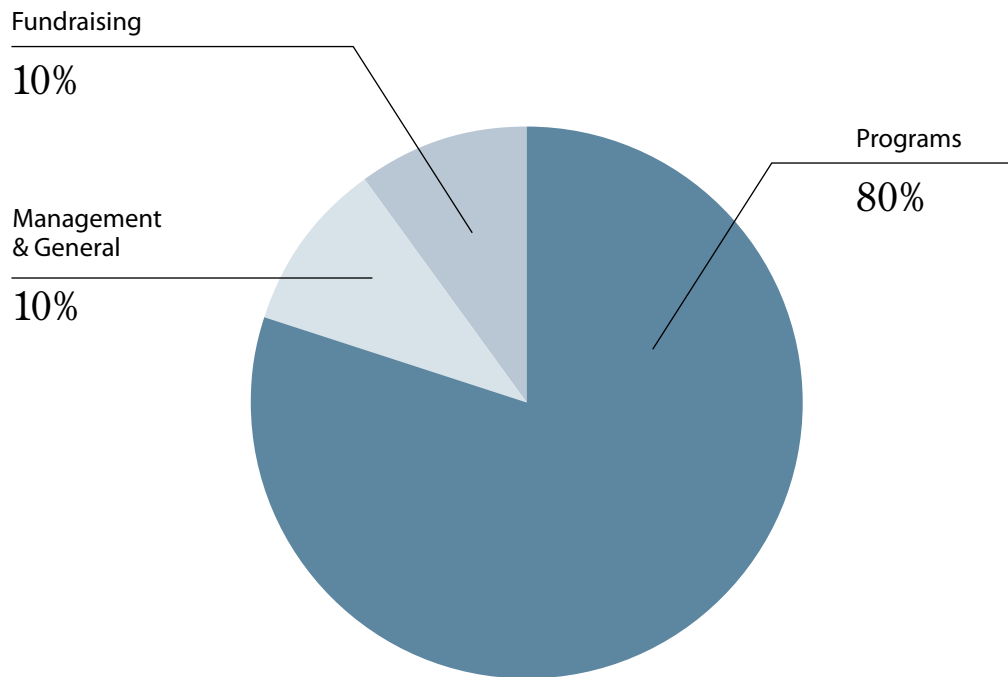
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| Program Services | 4,183,399 |
| Management and General | 539,376 |
| Fundraising | 489,686 |

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| Total Expenses | 5,212,461 |
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| Total Net Change in Assets | 339,519 |
| Net Assets, beginning of year | 4,703,570 |
| Net Assets, end of year | 5,043,089 |

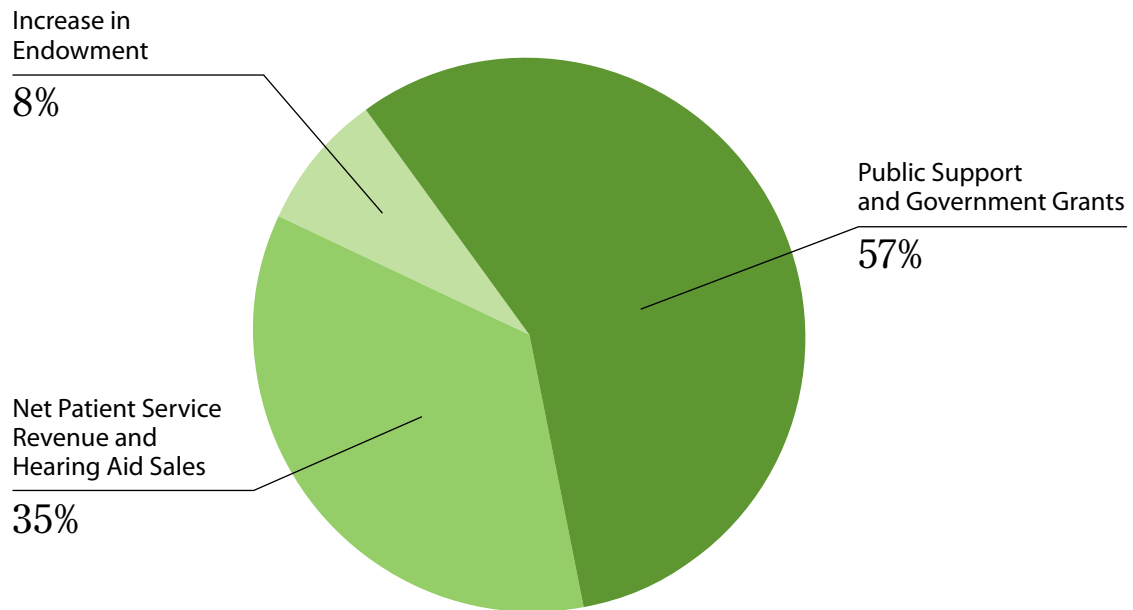
Expense Classifications

Of the 5.5 million dollars raised this year, 80% went directly toward all program services including audiology, speech-language pathology, mental health counseling, family support, and public education.

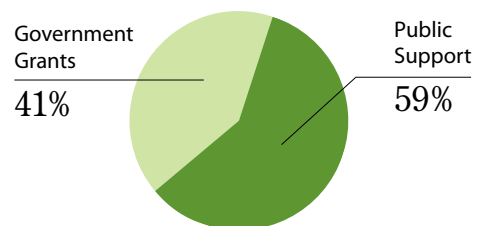


CHC Revenue Sources

In total, contributions from individual donors, private foundations, and government support provided 57% of CHC's revenue. Of this, 59% comes from individual donors and foundations, and 41% from government support.



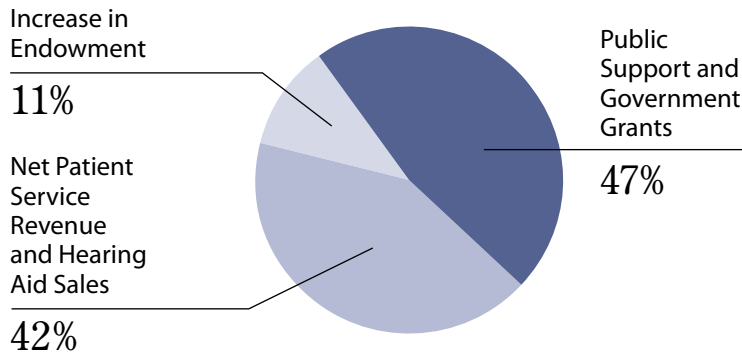
Public Support and Government Grants



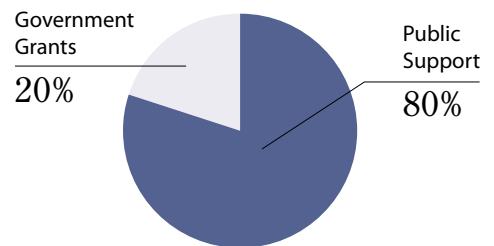
New York/Florida - Revenue Sources

New York — Revenue Sources

In New York, almost half of the operating budget comes from public and government support.
Of this, fully 80% comes from individual donors and private foundations.

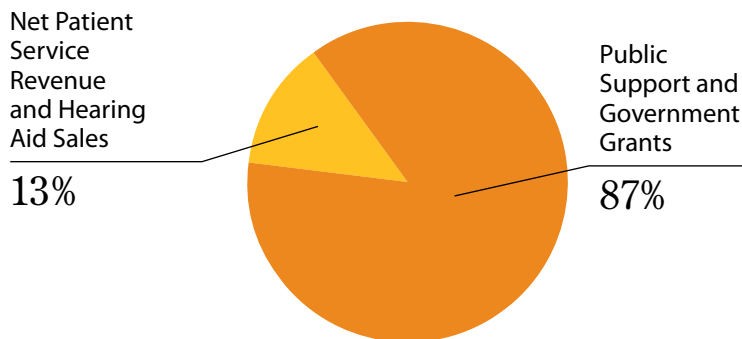


Public Support and Government Grants

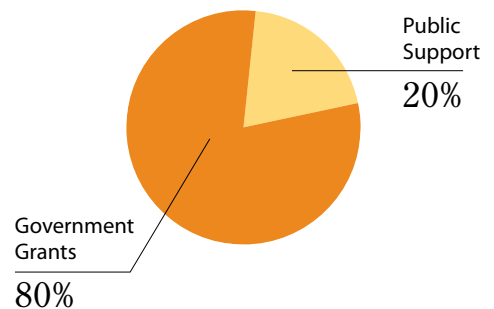


Florida — Revenue Sources

In Florida, 87% of the operating budget comes from public and government support. Of this, fully 80% comes from government support.



Public Support and Government Grants



Private Sector Donations

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2014.

We salute the following supporters:

\$100,000 - \$999,999

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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

FLORIDA

After-School Program (ASP)
Broward County Children's Services Administration Division
Broward County Human Services Division
Broward County Libraries
ADRC – Aging Disability and Resource Center
Broward Regional Health Planning Council, Inc.
Broward Sheriff's Office – Child Protective Services
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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

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United Way
United Way of Broward County, Florida

The Center for Hearing and Communication
provides life-affirming hearing healthcare to over 20,000 annually.

We are committed to improving the quality of life for children
and adults with all degrees of hearing loss and listening and auditory challenges.

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Pediatric and Adult Hearing Evaluation
Pediatric and Adult Hearing Aid Consultation & Evaluation
Mobile Hearing Test Unit
FM Systems Evaluation
Listening Studio
Tinnitus and Hyperacusis Center
Free Hearing Screening
Auditory Processing Disorder (APD) Evaluation

Communication

Pediatric and Adult Communication Evaluation
Auditory-Oral Therapy Program for Children
Pediatric and Adult Cochlear Implant Evaluation & Therapy
Parent Counseling and Support Groups
Psycho-educational Evaluation
Speechreading and Auditory Therapy for Adults
Speech and Language Therapy for Adults
English as a Second Language

Berelson Hearing Technology Center

Hearing Aid and FM Dispensing
Hearing Aid and FM Sales & Repair
Pediatric Hearing Aid Services
Assistive Device Consultation
Custom Hearing Protection
Custom Music Enhancers
Custom Earmolds

Auditory Processing Center

Consultation
Speech, Language and Listening Evaluation
Individual and Group Therapy
Educational Consultation
Sounds FUN!

Emotional Health and Wellness Center

Individual, Couple, Family and Group Psychotherapy
Psychiatric Evaluation
Medication Consultation and Maintenance
Crisis Intervention
Information, Referral and Advocacy

Center for Hearing and Aging

SoundMind Program
Mobile Hearing Services
Public Education and Community Outreach

Community Outreach

Mobile Hearing Test Unit
Project PATH (Preschool Access to Hearing)
Center for Hearing and Aging
Family Resource Center
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