



Connect to Life®

2016 Annual Report

July 1, 2015 – June 30, 2016

**Where Possibilities
Become Realities**

Dear Friends,

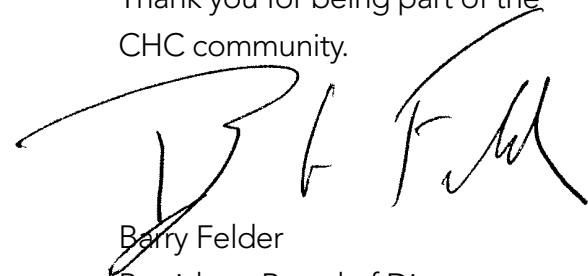
This year's Annual Report reflects CHC's year in pictures. It's a tribute to the skill and dedication of our staff in New York and Florida. I'm immensely proud of their work and pleased to put them center stage. Every day they make possibilities become realities for CHC families.

Over the past year, CHC clinicians addressed the diverse health needs of more than 10,000 people affected by hearing loss, deafness and listening challenges. Total client visits with our audiologists, speech-language pathologists, education specialists, psychotherapists and social workers exceeded 25,000. The expertise and compassion of CHC staff was surpassed only by their commitment to ensuring each person with hearing loss has the opportunity to achieve his or her potential.

In CHC's 106th year, we continued to grow and offer new clinical services to better meet the needs of the community we serve. We expanded emotional health and wellness offerings for children and increased hearing health care outreach to seniors. With support from individuals, foundations and corporations, we were able to fulfill our mission while providing care to all those who sought our services. Importantly, we remain judicious in how we allocate resources. Last year, 82% of all revenue was applied directly to clinical programs.

With the continued support of our donors and the unwavering dedication of our staff, expect CHC to positively impact even more lives in the upcoming year, in ways that redefine the hearing health industry.

Thank you for being part of the CHC community.



Barry Felder
President, Board of Directors



Barry Felder,
President, Board of Directors

Mission

The Center for Hearing and Communication provides life-affirming hearing health care 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.



Our Impact: What does it take to transform the lives of individuals and families struggling to overcome the challenges of hearing loss, deafness and listening challenges? A dedicated team of experts with unsurpassed clinical expertise and a passion for patient-centered care.

Forefront of Innovation

Audiologists with unparalleled
technical know-how
maximize **access to hearing.**

"The Listening Studio is a unique audio-visual installation designed to simulate dozens of real-life listening environments, allowing CHC audiologists to fine-tune hearing aid settings for maximum benefit."

● **Ellen Lafargue, AuD, CCC-A**
Co-Director, Shelley and
Steven Einhorn Audiology
and Communication Centers

360° Support

"CHC is here to partner with parents every step of the way in their child's listening, language, social-emotional, and educational development."



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

An extraordinary breadth
of **clinical expertise**
is available under one roof
for **better outcomes.**

Road to Wellness

"It's immensely rewarding when we work with someone who can connect to us and to themselves, can connect to their lives and grow."



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

Psychotherapists, **fluent in ASL**,
provide a **caring and safe**
environment.



Solutions that Work

Personalized and lifestyle-appropriate solutions for people with hearing loss.

"CHC simply recommends the best hearing aid for each individual, and our audiologists can choose from a wide array of manufacturers."

● **Terrence Williams, HIS**
Assistant Director, Berelson Hearing Technology Center

Help for NYC Seniors

"Untreated hearing loss in seniors is associated with an increased risk of falls, depression and cognitive problems. Treating hearing loss is so vitally important because it can decrease these debilitating consequences."



Carolyn Ginsburg Stern
Manager, Center for
Hearing and Aging

Center for Hearing and Aging offers mobile hearing health care to **at-risk seniors.**

Tinnitus Relief

Tinnitus Retraining Therapy is a lifesaver for people suffering from **ringing in the ear.**

"Since launching the Tinnitus and Hyperacusis Center 20 years ago, we've seen an 80% success rate in the treatment of severe tinnitus symptoms."



Susan Adams, MS, CCC-A
Supervisor, CHC's Tinnitus
and Hyperacusis Center

Superior Pediatric Care

**Comprehensive
services** for infants
and children of **all ages.**

"CHC is one of the few hearing centers in the Northeast to do cortical auditory evoked potential testing to ensure babies get the full benefit from their hearing aids."



Anita Stein-Meyers, AuD, CCC-A
*Assistant Director, Shelley and
Steven Einhorn Audiology Center*

Academic Success

"Educational support is a critical step in each child's journey because it bridges the gap between center-based speech/language therapy and academic environment."

● **Dana Selznick,**
Teacher of the Deaf,
Family Resource Center

CHC's **Teacher of the Deaf and Hard of Hearing** helps children of all ages succeed in school.



Healthy Aging

Senior programs in Florida offer **quality hearing services** and **social interaction.**

"We are gaining traction with our seniors' programs due to the increasingly large number of seniors who need the kind of care that fosters improved quality of life and advocates for aging with dignity."



Margaret (Peggy) Brown
FL-Regional Executive Director

Better Hearing, Better Learning

"With NYC schools no longer offering hearing screening for their youngest students, Project PATH (Preschool Access to Hearing) plays a more critical role than ever."



Laurie Hanin, PhD
Executive Director



Preschoolers in **underserved
NYC neighborhoods**
receive mobile audiological care.

• **Fundraising Highlights:**

Our acclaimed clinical programs are possible only through the generous contributions of individual donors and foundation grants. We express deep gratitude to all those who donated during the fiscal year and are pleased to share these fundraising highlights.



Heather Bogdanoff Baker, with parents Carole and Bruce Bogdanoff, is a longstanding Board member whose support enabled the expansion of emotional health services in the department now known as the Baker Family Emotional Health and Wellness Center.

Our **premier** fundraising event took place **November 2, 2015**, at Chelsea Piers, NYC.

The 22nd Annual Feast



Center for
Hearing and
Communication
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Dedication and Commitment

Executive VP and Past President,
Jeffrey Cohen, and Auction
Committee Chair, Shari Brasner,
are among The Feast's long-
standing supporters.

A committed **Board
of Directors** drives
fundraising success.

Feast Fund-a-Cause

Charles Winkler during the Feast's successful fund-a-cause which supported communication and education services for children with hearing loss and listening challenges.

The Feast put a **spotlight** on the need for expanded **children's services.**

Inspiring Hope

Board member Don Itzkoff,
Executive Counsel, GE
Transportation, shares his
personal journey with hearing
loss at The 22nd Annual Feast.

CHC empowers
individuals to achieve
their dreams.

Center for
Hearing and
Communication

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Feast Co-Chairs

CHC is appreciative
of the contributions
of **Helene and
Jim Rosenthal.**

The Feast is possible only
with the leadership and support
of our caring community of
CHC families.



30th Annual Comedy Night

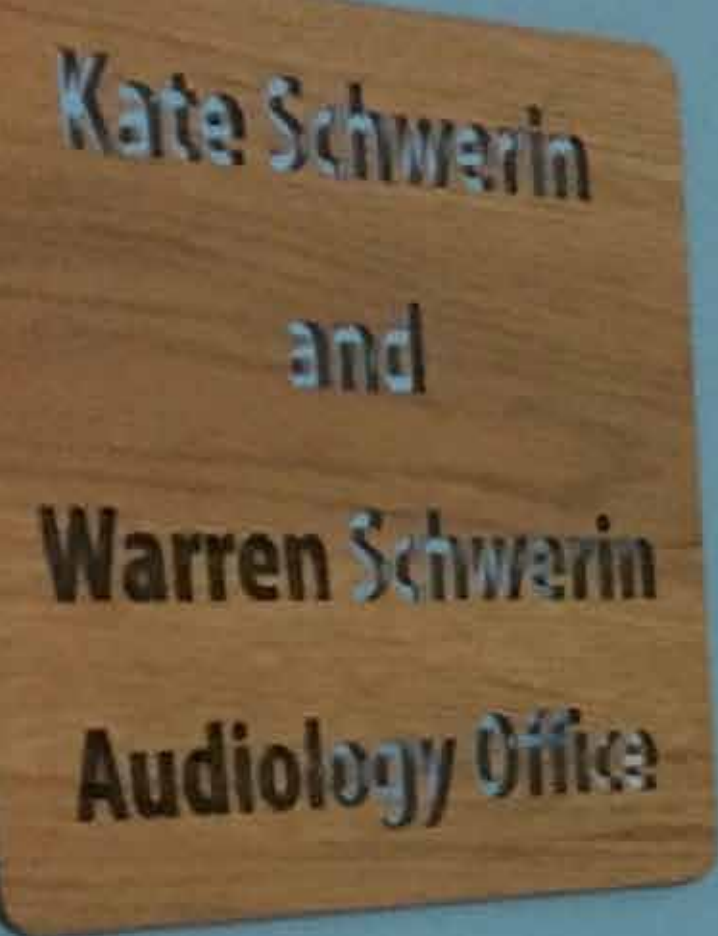
Honoree, George Oberlander Jr.,
with Co-Benefit Committee
member, Missy Kvitko, contributed
to a memorable evening of fundrais-
ing and classic comedy, April 12,
2016, at Carolines On Broadway.

CHC's evening of stand-up
comedy made accessible
to people with hearing loss.

Special Thank You

Comedy Night Presenting
Sponsors, **Shelley and
Steven Einhorn** and
CFS Engineering.

The 30th Annual Comedy Night
saw unprecedented fundraising
success thanks to the generosity
of our Presenting Sponsors.



Distinguished Board member, Kate Schwerin, with Board President, Barry Felder, June 22, 2016, at the dedication ceremony honoring the Schwerin family's legacy of leadership and generosity.

Kate Schwerin and Warren Schwerin
Audiology Office dedication.

Schwerin Family Legacy



18th Annual Golf Tournament

Both the course and fundraising were world-class at **Wykagyl Country Club**, June 27, 2016.

Board member and Benefit Committee member David Winkler (r) and guest swing into action on behalf of the life-affirming programs and services of the Center for Hearing and Communication.

39

Private Sector Donations

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2016.

We salute the following supporters:

\$100,000-\$999,000
H & F Baker Foundation
The Theodore H. Barth Foundation, Inc.
Estate of Dolores R. Beebe
Eleanor Schwartz Charitable Foundation
The Virginia and Warren Schwerin Foundation, Inc.

\$50,000-\$99,999
The Achelis and Bodman Foundations
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\$25,000-\$49,999
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Ms. Jodi Zotkow

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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
Community Foundation of Broward County
Children’s Services Council of Broward County
United Way of Broward County
Florida Telecommunications Relay, Inc.

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

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

Services

NEW YORK SERVICES

**Shelley and Steven Einhorn
Audiology and Communication
Centers**

Audiology

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

Communication

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

Auditory Processing Disorders

Consultation
Speech, Language and
Listening Evaluation
Individual and Group Therapy
Educational Support

**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

**Baker Family Emotional
Health and Wellness Center**

Individual, Couple, Family and
Group Psychotherapy
Adult and Children’s
Psychiatric Evaluation
Medication Consultation
and Maintenance
Psychological and Educational
Evaluations
Crisis Intervention
Parent Counseling and Support
Information, Referral and Advocacy

Center for Hearing and Aging

Communicate with
Success Program
Mobile Hearing Services
Public Education and
Community Outreach
Golden Agers Group

Community Outreach

Mobile Hearing Test Unit
Project PATH (Preschool Access
to Hearing)
Center for Hearing and Aging
Kellogg Family Resource Center
Hear Me Out – Young
Professionals Group

**Marjorie Carr Adams Center
for Information on Hearing
& Deafness**

Educational Workshops and
School-Age Programming
Adolescent Workshop
Parent U

FLORIDA SERVICES

Audiology

Pediatric and Adult
Hearing Evaluation
Pediatric and Adult Hearing Aid
Consultation & Evaluation
FM Systems Evaluation
Free Hearing Screening

Hearing Technology

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

Emotional Health and Wellness

Individual, Couple, Family and
Group Psychotherapy
Psychological Evaluation
Crisis Intervention
Information, Referral and Advocacy
Support Groups

Education

Year-round Educational/Vocational
Programs (elementary, middle
and high school students)
American Sign Language (ASL)
Instruction

Community Outreach

Florida Telecommunications
Relay, Inc.
H.E.A.R. for Seniors of
Broward County
Aging with HIV/AIDS/STIs

Statement of Activities

Center for Hearing and Communication Year Ended June 30, 2016

REVENUE:

FEE FOR SERVICE:	
Patient Service Revenue	971,799
Hearing Aid Sales	709,394
TOTAL FEE FOR SERVICE	1,681,193

Government Grants and Contracts	1,295,221
Foundation and Corporate Grants	1,125,347
Contributions - Operational Support	535,064
Special Events Income	588,265
TOTAL PUBLIC SUPPORT	3,543,897

Investment Income	88,732
Realized and Unrealized Gain on Investments	(25,926)
Other Income	4,723
TOTAL REVENUE	5,292,619

EXPENSES:

Program Services	4,449,935
Management and General	496,885
Fundraising	447,059
Total Expenses	5,393,879

Total Net Change in Assets	(101,260)
Net Assets, beginning of year	5,332,997
Net Assets, end of year	5,231,737

Board of Directors

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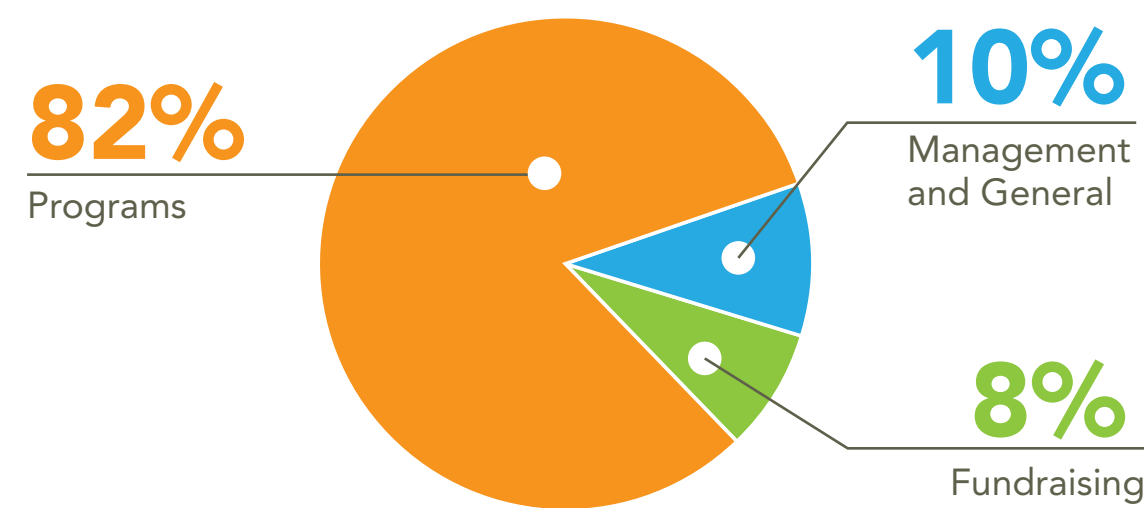
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Executive Director

Ruth R. Green
Executive Director Emerita

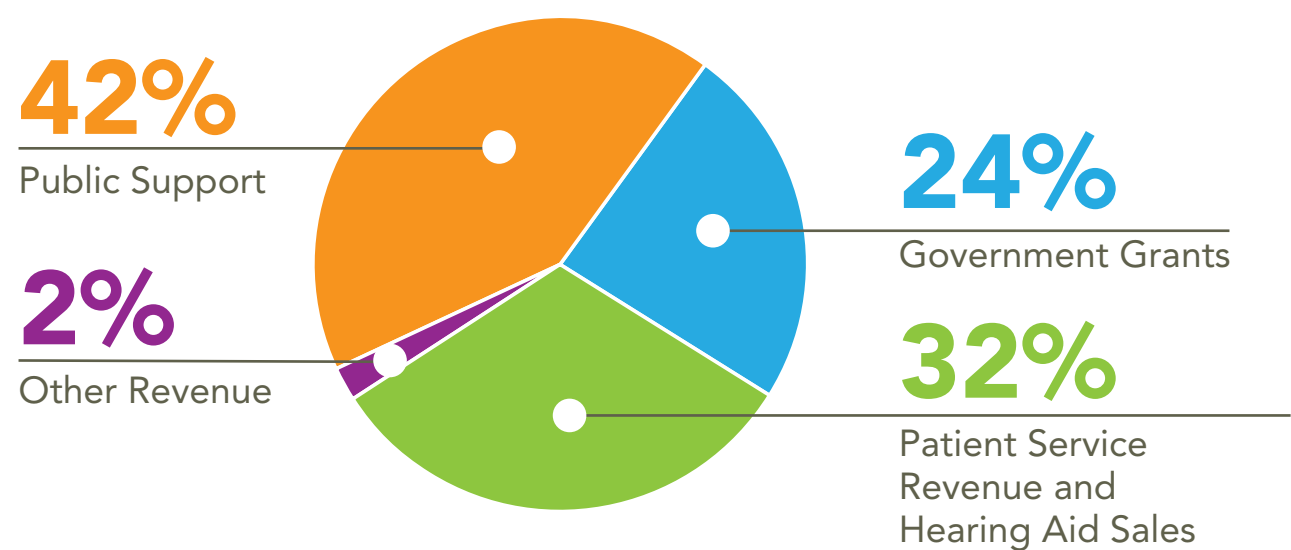
Financial Overview

Of the 5.3 million dollars raised during the fiscal year ending June 30, 2016, 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 66% of operating revenue while patient services generated 32%.

Expense Classifications



Operating Revenue*



*Reflects revenue in New York and Florida. In New York alone, 50% of revenue is raised from individuals, foundations and corporations.

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.



Center for Hearing and Communication



Connect to Life[®]

New York

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6th Floor

New York, NY 10004

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