

When the World Changed, CHC was Ready



EMPOWERING LIVES



Center for Hearing and Communication

2020 Annual Report

July 1, 2019 - June 30, 2020

Letter from the President

CHC—and the entire hearing health care industry—underwent immense change in FY 2020 when the coronavirus pandemic sparked a nationwide lockdown that required a transition from in-office to telehealth services. CHC management responded to the demands of this unprecedented development with leadership and vision.

When the world changed, CHC was ready, and in a matter of days our programs and services pivoted to virtual platforms. At-risk infants and children continued to receive essential communication therapy, adults and seniors could access uninterrupted audiology services, and individuals and families relying on CHC’s emotional health and wellness services received the caring support they needed—all via telehealth.

For individuals with hearing loss, the Covid-19 crisis created new and almost insurmountable challenges. Social distancing and the wearing of face masks amplified isolation, emotional stress and anxiety—making communication nearly impossible. CHC stepped up with expanded support for public education, creating a lifeline for people with hearing loss, regionally and around the globe, desperate for technology news and communication tips to keep them connected to loved ones and the world around them.

When life keeps us apart, it’s more important than ever that we stay connected.

I am pleased to report that CHC is thriving as an indispensable resource for people with hearing loss—now more than ever—thanks to the steadfast work of our entire senior management team and, in fact, our entire staff, who almost overnight embraced new technologies to meet the urgent and changing needs of our clients.



We are grateful for the generosity of the philanthropic community whose support is essential to fulfilling our mission of providing high-quality comprehensive services to empower people affected by hearing loss, deafness or listening challenges.

Less than 50% of our operational revenue comes from client services. The remaining gap is supported by fundraising. It is only with contributions from individuals, donors, foundations, and corporations that CHC families affected by hearing loss receive the care needed to make a meaningful and lasting impact.

With your support, CHC will continue to serve as a critical safety net for individuals and families with hearing loss seeking our guidance as they navigate an increasingly complex world.

Steven R. Peikin

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“CHC is a vital resource for people with hearing loss struggling to overcome the communication barriers and wellness challenges brought on by the pandemic.”

Laurie Hanin, PhD, CCC-A
Executive Director



*Empowering
Lives*

ASSURING CONNECTION AND HOPE
IN DIFFICULT TIMES

“Raising a child with hearing loss during a pandemic truly takes a village.”



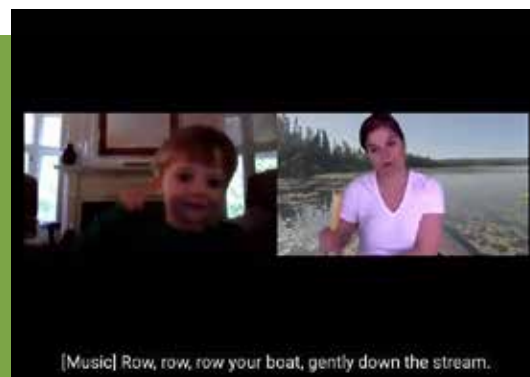
When Emmett’s hearing loss was diagnosed as a newborn, we were nervous, scared and overwhelmed. Our relationship with CHC made this difficult time so much easier to navigate. We really appreciate the network of support CHC has provided, from audiology to speech services to education advocacy. . . . Later when Reagan was born with hearing loss, we knew everything would be okay. . . . During the lockdown, CHC pivoted to virtual therapy sessions when in-person wasn’t possible. That provided stability for Emmett and Reagan when so many things in life were changing. Thank you, CHC, for being so supportive.

Pamela and David, CHC parents

Children’s Communication Services

A Family-Centered Approach

The goal for children in our communication therapy program is age-appropriate speech, language and social skills to ensure academic success in a mainstream setting. Weekly individual and group therapy sessions—offered through in-office or virtual visits—are critical to speech and language development for children with hearing loss. In keeping with our family-centered approach, we provide ongoing parent coaching to help parents develop the skills and confidence to be the facilitators of listening and spoken language in their children.



As a speech-language pathologist, I co-lead an interdisciplinary team of pediatric experts dedicated to providing comprehensive hearing, speech, educational and psychological expertise. Teletherapy made it possible to offer listening and spoken language services during the pandemic when in-office visits were not an option. Teletherapy is also a game changer for families living outside of the NYC area.



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

“When the pandemic arrived, I had been in audio therapy at CHC for six months . . .”



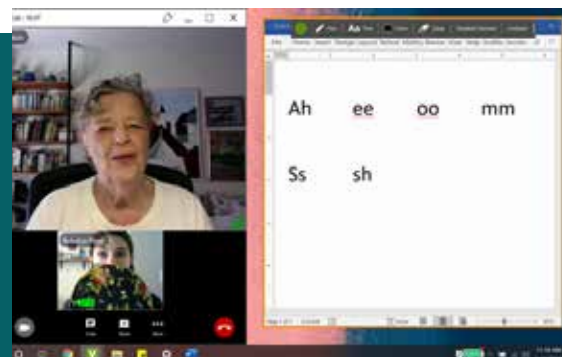
When the pandemic arrived, I had been in audio therapy at CHC for six months, learning to understand sounds and words with my new cochlear implant. . . . I was able to continue therapy on line, a much-appreciated arrangement. . . . My audiologist ordered a new hearing aid for my right ear before the lock-down. When it arrived at my home, I was astonished that my audiologist was able to program it from her home. That was a first for me!

Ruth, CHC client

Adult Communication Services

Speech, Language and Auditory Training

The Shelley and Steven Einhorn Communication Center provides unparalleled speech, language and auditory rehabilitation services for adults with all degrees of hearing loss. With the arrival of the pandemic, CHC immediately transitioned its adult communication program from in-office to telehealth visits. This continuity of care ensured ongoing development of the hearing and communication skills needed to navigate this new world of videoconferencing, distancing and face masks.



Life as a deaf or hard of hearing person in a hearing world takes extra effort. But with a plan and steadfast support from CHC’s speech-language pathologists, it doesn’t have to be a struggle. Auditory therapy can make all the difference to adults as they transition to a cochlear implant or a new hearing aid. Speech and language services improve oral-language skills and enhance self-esteem.



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

After living with anxiety and a panic disorder my whole life, I realized it was time to try out therapy. And while I was hesitant at first, I realized I should have been doing this a long time ago. . . . I think about stuff we talk about every day. It's been huge for me!

Drew, CHC client



“Just to get through the day is huge.”



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

The stresses associated with Covid-19 have significantly increased the number of individuals seeking psychotherapy at CHC. Teletherapy has proved to be a life-saver in this changing landscape, allowing therapists to expand their caseloads while offering clients a safe and nurturing environment in which to determine the best possible road to emotional and psychological well-being.

Emotional Health and Wellness Services

Road to Emotional Well-Being

The Baker Family Emotional Health and Wellness Center is one of New York's premier providers of mental health services for adults and children who are hard of hearing, deaf and deafblind. 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.



“My life is finally back on track! Thank you, CHC.”



During the pandemic, I was experiencing a lot of communication challenges. CHC closed those gaps for me with new hearing aids (which I love!) and other services to help me hear and stay connected with others. Thank you, CHC. I could not have done it without you!

Lisa, CHC client

Hearing Tech Services

Empowering Lives through Technology

Audiologists in CHC's Berelson Hearing Technology Center are highly experienced in fitting clients with just the right hearing instruments to meet their unique hearing and communication needs. The clinical team receives training on a regular basis to stay fluent in the latest technology by all the leading manufacturers.



With the pandemic creating so many barriers to hearing and communication, it has become more important than ever for people with hearing loss to have access to high-quality hearing aids and accessories. Our ability to program hearing aids remotely—with the client participating safely at home—has truly changed lives.



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

I am thankful for CHC because they have helped me learn how to be successful in the real world. They taught me to be a mature person . . . and because of the help they gave me throughout most of my life—even during the pandemic!—I got accepted into Gallaudet University. . . . I thank CHC so much for everything!

Kayla, CHC client



“I have been in CHC-FL programs since I was in kindergarten.”



Tracy Perez, Psy.D.
Co-Regional Executive Directors, CHC-FL



Sondra Rollo

The dream of achieving an education does not come easy to all. Lack of financial means, academic difficulties, problems with social relations and challenges at home could have stopped Kayla from pursuing her dreams. Yet, with the support of CHC’s educational programs and Kayla’s own perseverance and grit, she overcame the odds. We’re so proud of Kayla and excited for her future.

Support for At-Risk Students

Helping Build Bright Futures

CHC’s after-school and summer programs for students who are deaf or hard of hearing in Broward County, FL engage at-risk children and teens in enriching activities from elementary to high school. The programs are designed to positively impact academic achievement and prepare students for independence and success in college and the workplace.



“A constant throughout the pandemic has been our relationship with the team at CHC.”



Ophelia (right) with her siblings.

As parents, we know Ophelia is a superstar, but having the extra academic support has helped her feel like one! CHC provides her teachers with the tools they need to ensure our daughter is happy, comfortable and set up for success in every class she walks into. . . . CHC is a life-changing organization.

Madeline, CHC Mom

Educational Support

Nurturing Successful Learners

CHC is here to support children with hearing loss every step of the way in their listening, language, social-emotional and educational development. Educational support is vitally important in every child's journey with hearing loss because it bridges the gap between center-based speech/language therapy and the academic environment. CHC's certified teachers of the Deaf and Hard of Hearing are specially trained to provide support services that enhance the academic experience and help students reach their full potential.



It is only with the parents' active participation and support that a child can flourish as a learner. We encourage parents to sit with their child and find out what hopes and dreams they have for the school year. Let them know you are here to help them achieve their dreams. Share your own experiences accomplishing a goal through hard work and dedication.



Dana Selznick, M.A., M.Ed.
Deaf Education Specialist
Family Resource Center

I realized my hearing was diminishing when I was a supervisor in public schools and had difficulty hearing children in the classroom. . . . Once I got my hearing aids at CHC, my life was transformed. I don't even know that I have the hearing aids in. They're just a part of my well-being. I am very grateful to CHC. . . . [Before the pandemic] I arranged to have CHC come and screen 150 seniors at my church, Abyssinian Baptist Church in Harlem. We all agreed that we learned so much that day and look forward to future programs with CHC.

Marcella, CHC client



“Thank you for helping us meet the challenge of aging gracefully.”



Carolyn Stern, MBA
Assistant Director
Outreach and Strategic Initiatives

When the pandemic hit, older adults were especially vulnerable to isolation due to social distancing, mask wearing and the closing of senior centers. CHC served as a lifeline, offering the guidance and support seniors needed to hear and connect with others on virtual platforms, troubleshoot hearing aids at home, and apply tech solutions to address life's new communication challenges.

Center for Hearing and Aging

Empowering Seniors

CHC's Center for Hearing and Aging is a leader in raising awareness about the public health epidemic of hearing loss in older adults and ensuring at-risk seniors have access to quality hearing services. Through strategic outreach to underserved communities, CHC provides education about the harmful effects of hearing loss on emotional and physical health and offers direct hearing health care solutions to empower seniors to manage their hearing loss and stay connected to those around them.



*“When you first hear
your child is deaf,
you feel shattered.”*



At the beginning . . . you don't know what to expect. . . . You feel shattered. But CHC pulls away the cobwebs, and tells you there's hope. More than hope—endless possibility. Thank you, CHC. Because of your help, we now see a happy and fulfilled future for our daughter.

Jess, CHC Mom

Family Resource Center

Supporting a Child's Journey to Hearing

The Family Resource Center (FRC) is often the first point of contact for families in need of CHC's guidance as they navigate complicated educational, emotional and social issues related to childhood deafness and auditory challenges. When the pandemic struck, the FRC's programs and services transitioned to a telehealth model, insuring the uninterrupted flow of information and delivery of clinical services as well as families' continued access to peer support and mentoring programs.

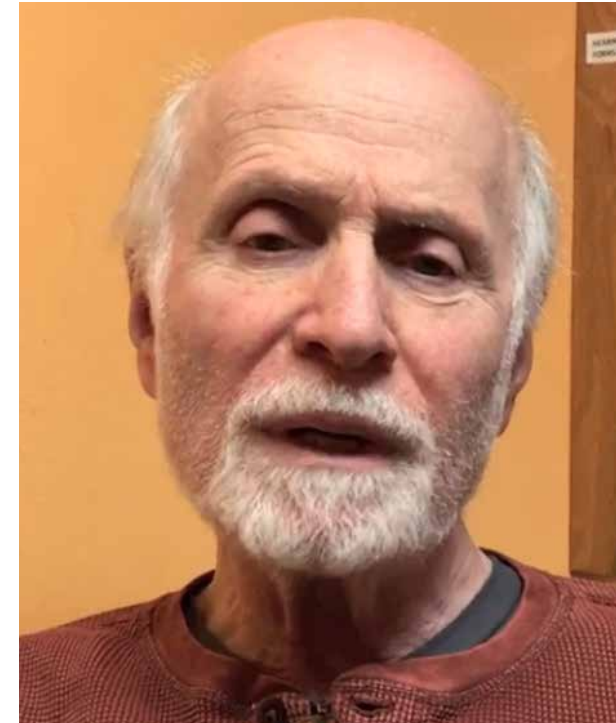


The anxiety is evident on the faces of parents when they first learn that their child is deaf or hard of hearing. But after meeting CHC's caring and skilled team of pediatric professionals—including audiologists, speech-language pathologists, psychologists and education specialists—the anxiety is replaced by hope and the incredible journey to hearing begins.



Dana Selznick, M.A., M.Ed.
Deaf Education Specialist
Family Resource Center

“I was hearing life for the first time.”



Before coming to the Center for Hearing and Communication my life had been filtered through a very loud buzzing sound that I thought was natural. When my audiologist put hearing aids in my ears and turned them on, I didn't know what was going on. I literally had to catch my breath. Then I realized I was hearing life for the first time. It was stunning.

A CHC Client

Audiology Services

Sound Solutions for All Ages

Audiology services at CHC's Shelley and Steven Einhorn Audiology Center include hearing assessment, dispensing of hearing aids, tinnitus evaluation and treatment and audiological management counseling. CHC audiologists go beyond the hearing test and hearing aid fitting to develop custom solutions to help clients overcome life's daily hearing challenges.



Our audiology team has unique expertise in the diagnosis and treatment of tinnitus (ringing in the ears) and hyperacusis. Since 1997 we have helped over a thousand individuals overcome the debilitating symptoms of these conditions. Our goal is not simply to help people tolerate sound, but to restore pleasure to the perception of sound.



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

Empowering Lives in New York, Florida and Beyond

CHC has long served as a community leader on a grassroots level, ensuring at-risk children and older adults have access to quality hearing health care and benefit from transformative educational programming.

At right, a sampling of CHC's virtual and live events in fiscal year 2020.



CHC families celebrate literacy at an annual NYC event.



NYC seniors learn why hearing health matters.



Families in Florida come together for a series of virtual events.



Children in Florida learn life skills in after-school and summer programs.



CHC goes global with Hear and Connect webinar series.



New York City preschoolers get free hearing screenings.

*“The world changed,
CHC’s community of
supporters were ready.”*

CHC is deeply grateful for the generosity of the philanthropic community whose support makes our programs and services possible. With your caring partnership, CHC was able to bring hope and empowerment to individuals and families with hearing loss during a time of unprecedented communication challenges.

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



CHC Feast

November 4, 2019
Pier Sixty,
Chelsea Piers, NYC



CHC President Steven Peikin and
Research Scientist Dimitri Kanevsky
of Google, recipient of the Eleanor
Roosevelt Humanitarian Award

Daily Lambert, Host



Victoria Blau Orlin



Jim, Zoe and Helene Rosenthal



Shari Brasner, Samantha Cohen, Jeff Cohen



Glen and Rex Popick



Charles Winkler



Kate Schwerin and Ellen Berelson



Carole Bogdanoff and Heather Bogdanoff Baker

Our First Virtual
Fundraising Event
Comedy Night
June 25, 2020

35th
Annual
Comedy Night

Virtual Night of Laughter

All-Star Lineup



Christian Finnegan
Host



Charles McBee

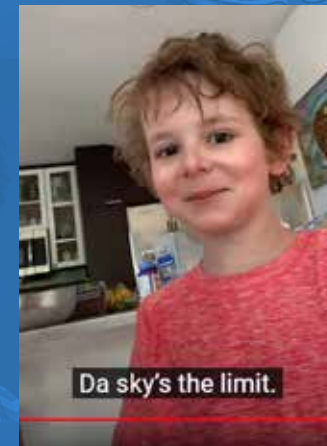


D.J. Demers



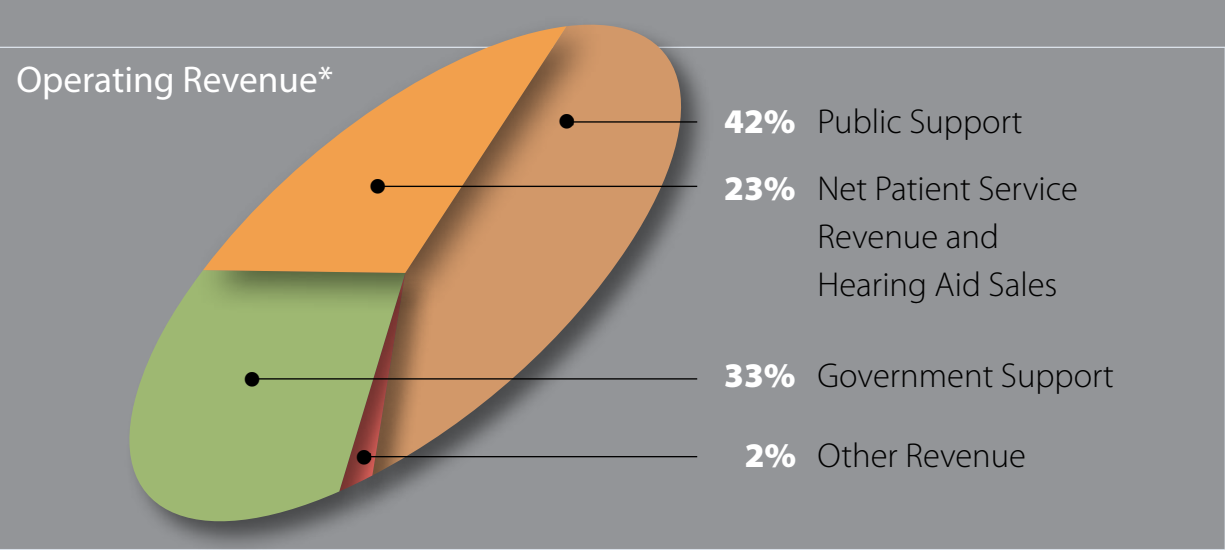
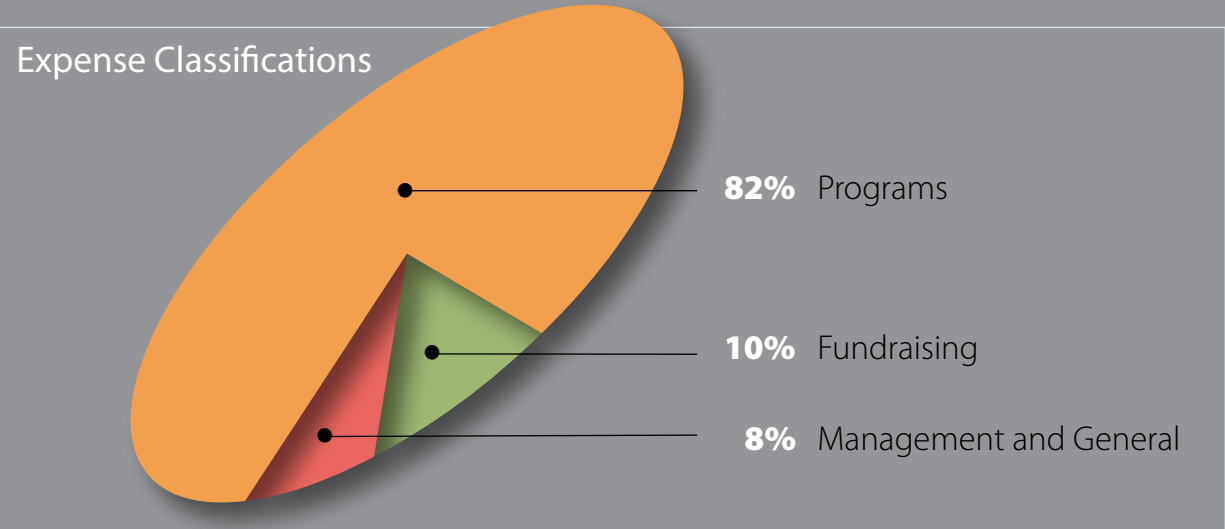
Laurie Kilmartin

CHC Kids Steal the Show



Financial Overview

Of the 6.0 million dollars raised during the fiscal year ending June 30, 2020, 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 75% of operating revenue while patient services generated 23%.



* Reflects revenue in New York and Florida.
In New York alone, 51% of revenue is raised from individuals, foundations and corporations.

Statement of Activity

Center for Hearing and Communication		Year Ended June 30, 2020
REVENUE:		
FEES FOR SERVICES:		
Patient Services Revenue	\$	870,494
Net Hearing Aid Sales		507,290
TOTAL FEE FOR SERVICES		1,377,784
Government Grants and Contracts		1,945,080
Foundation and Corporate Grants		1,319,648
Contributions - Operational Support		178,111
Special Event Income		985,055
TOTAL PUBLIC SUPPORT		4,427,894
Investment Income		87,077
Realized and Unrealized Gain on Investments		65,934
Other Income		1,477
TOTAL REVENUE		5,960,166
EXPENSES:		
Program Services		5,033,923
Management and General		490,565
Fundraising		599,497
Total Expenses		6,123,985
Net Change in Assets		(163,819)
Net Assets, beginning of year		5,262,953
Net Assets, end of year		\$ 5,099,134

Private Sector Donors

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2020.	\$100,000-\$999,000	Barash, Friedman, Friedberg & Adasko	Mr. Jamie Magid	Ms. Purnima Puri and Mr. Richard Barrera	Ms. Siobhan Handley and Mr. William Ketterer
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\$500-\$999

Mr. Hardy Adasko
Mr. and Mrs. Chahe Agopian
Mr. Mark Annunziato
Ms. Rebecca Benedict

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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

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.
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

NEW YORK SERVICES

Shelley and 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 & Hyperacusis Center
 - Auditory Processing Disorder (APD) Evaluation
 - Mobile Hearing Test Unit
 - FM Systems Evaluation
 - Listening Studio
 - Free Hearing Screening
- 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
 - 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

Educational Services

- Special Instruction
- Individual Academic Support
- Academic Groups
- IEP Support
- School In-Services
- Developmental Evaluation
- CPSE Evaluations

Center for Hearing and Aging

- Communicate with Success Program
- Mobile Hearing Services
- Public Education & Community Outreach

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
- Mentor Program
- Parent Meetings
- Muriel and Murry Kalik Connection Center

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

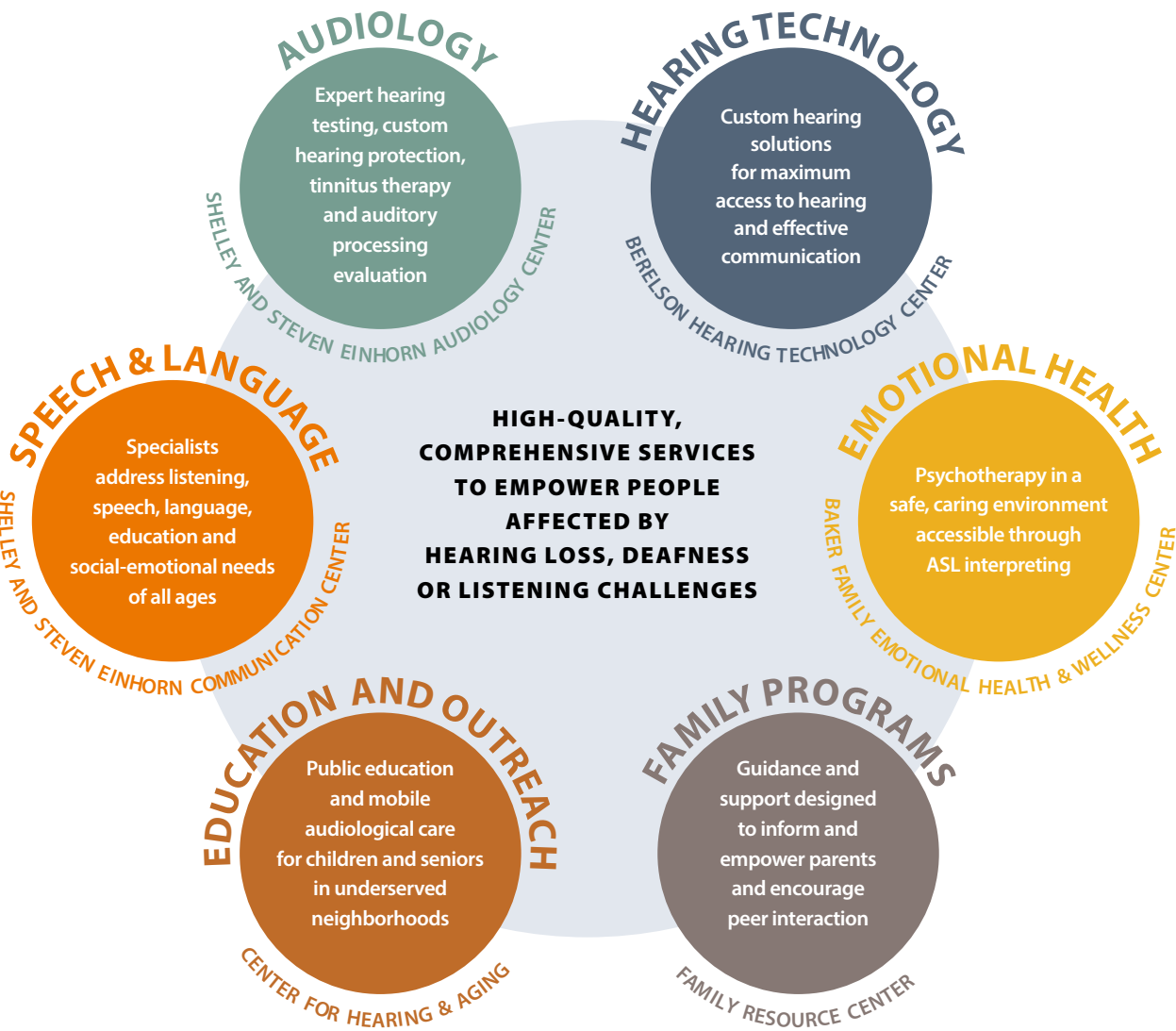
- M.O.S.T. Maximizing Out of School Time - Elementary After-School & Summer Program
- Youth Force - Middle School Year-Round Program
- Supported Training and Employment Program (S.T.E.P.) - High School Year- Round Program
- American Sign Language (ASL) Instruction

Community Outreach

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

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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