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

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.

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.

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

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

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.

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 lockdown. 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

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

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.
“Just to get through the day is huge.”

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.

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

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.

Jeff Wax, LCSW-R
Director
Baker Family Emotional Health and Wellness Center
“My life is finally back on track! Thank you, CHC.”

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.

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

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

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.

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

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.”

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.

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

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

Ophelia (right) with her siblings.
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.

Marcelle, CHC client

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.

Carolyn Stern, MBA
Assistant Director
Outreach and Strategic Initiatives

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

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.”

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, ensuring 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.

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

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.
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.
“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

Glen and Rex Popick

Shari Brasner, Samantha Cohen, Jeff Cohen

Kate Schwerin and Ellen Berelson

Charles Winkler

Carole Bogdanoff and Heather Bogdanoff Baker
Our First Virtual Fundraising Event
Comedy Night
June 25, 2020

Virtual Night of Laughter

All-Star Lineup

Christian Finnegan
Host
Charles McBee
D.J. Demers
Laurie Kilmartin

CHC Kids Steal the Show

Daisy's the limit.
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%.

### Expense Classifications

- **82%** Programs
- **10%** Fundraising
- **8%** Management and General

### Operating Revenue*

- **42%** Public Support
- **23%** Net Patient Service Revenue and Hearing Aid Sales
- **33%** Government Support
- **2%** Other Revenue

*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
The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2020.

We salute the following supporters:

### $100,000-$999,999
- Anonymous
- H & F Baker Foundation
- The Theodore H. Barth Foundation
- Chervenak-Nunnallie Foundation
- Okerkottet Foundation
- Elenor Schwartz Charitable Foundation

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- Mr. and Mrs. Steven G. Einhorn
- The George Link, Jr. Foundation, Inc.
- The New York Community Trust
- The Orln Family Foundation
- The Virginia and Warren Scherwin Foundation, Inc.

### $25,000-$49,999
- The Blau Family Fund
- Ms. Laurel Durst and Mr. Ed Strong
- Laurie Kayden Foundation
- Lambert Family Foundation
- Henry Nias Foundation, Inc.
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- Mr. and Mrs. Charles H. Winkler

### $5,000-$24,999
- Mr. and Mrs. Christopher V. Albanese
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- Timothy & Micheke Barakett Foundation

### $1,000-$4,999
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### $1,000-$4,999
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- Mazars
- Ms. Patricia A. McCann
- Ms. Shannah Miller
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- 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 County
- 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

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<td>Mr. and Mrs. Anton Levy</td>
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<td>Mr. Jerome Link</td>
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<td>Mr. Steven London</td>
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<td>Ms. Jessica Marchand</td>
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<td>Mr. Brian Murphy</td>
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<td>NC &amp; BC Foundation Inc.</td>
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<td>Ms. Margot B. Nones</td>
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<td>Mr. Philip Noretzsky</td>
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<td>Ronald L. Nurnberg, Esq.</td>
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<td>Mr. Florencio Palomo</td>
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<td>Ms. Stefanie Pitaro</td>
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<td>Ms. Sharon H. Pohoryles and Mr. James M. Gelb</td>
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<td>Mr. Danny Reichman</td>
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<td>Ms. Valerie Marie Scopaz</td>
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<td>Mr. Glenn Weiser</td>
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<td>Mr. David Zinn</td>
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**$500-$999**

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<td>Mr. Hardy Adasko</td>
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<td>Mr. and Mrs. Chahe Agopian</td>
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<td>Mr. Mark Annunziato</td>
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<td>Ms. Rebecca Benedict</td>
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## 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

### 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

### 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

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

### Community 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
- Many services are available through telehealth
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.