

# Center for Hearing and Communication

## Connect to CHC . . . Connect to Life<sup>®</sup>

2021 Impact Report

July 1, 2020 - June 30, 2021





# Letter from the President



**Heather Bogdanoff Baker, Ph.D.**  
President  
Board of Directors  
Center for Hearing  
and Communication

Fiscal year 2021 presented unprecedented challenges to people with hearing loss, but thanks to the skill, flexibility and commitment of its Board, clinicians and donors, the Center for Hearing and Communication (CHC) not only met those challenges but transformed them into new growth opportunities.

**Barriers to Communication**

While pandemic restrictions created barriers to communication for nearly everyone, the challenges for those with hearing loss were exponentially greater.

Videoconferencing, social distancing and the use of face masks hindered the quality and effectiveness of communication by muffling sound and limiting access to speechreading and facial expressions. For many, everyday interactions became nearly impossible, prompting frustration and exhaustion, which only served to heighten the risk of isolation and depression.

As Board President and a CHC client, I experienced these communication difficulties firsthand, along with the complex emotions that accompany them.

**The CHC Response**

Fortunately, CHC staff and leadership stood ready to empower people to overcome these challenges while ensuring CHC’s fiscal viability:

- 1. Telehealth - Clinicians in all disciplines seamlessly embraced telehealth technology to deliver many of our services, including speech therapy, psychotherapy, academic instruction, and even more remarkably, hearing testing and the fine-tuning of hearing aids.
- 2. Public Education – CHC launched a series of webinars, videos, and e-blasts as well as a blog dedicated to tech tools and communication tips designed to help people stay connected to friends and family during the pandemic.
- 3. Donor Support – A number of our major donors demonstrated invaluable flexibility in allowing for the reallocation of funds from specially designated projects to those serving more urgent needs in light of COVID mandates.

Our heartfelt thanks to everyone who provided philanthropic support this past year. With 50% of our operating revenue coming from individuals, foundations and corporate donors,

our best-in-class care is only possible through your generosity.

**Connect to Life**

I thank my fellow Board members for their vision and dedication this year and look forward to the opportunities that lie ahead. We can be proud of CHC’s long-standing history of serving those with hearing loss and of its demonstrated ability to meet future challenges with innovation, flexibility and fiscal responsibility.

CHC remains unique in the industry, a beacon for those with hearing loss striving to connect to life.

- Heather Bogdanoff Baker, Ph.D.<sup>(1)</sup>  
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Executive Vice President

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Vice President

Anne Worcester  
Vice President

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Treasurer

Glen Popick<sup>(4)</sup>  
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Ellen S. Berelson, Ph.D.  
Officer

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Officer

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Charles Winkler<sup>(15)</sup>



# The Pandemic Brought a Year of Unprecedented Challenges

**For All Adults**  
Health and wellness declined



**+25%**

Increase in global prevalence of anxiety and depression

**56%**

Proportion of older adults reporting feelings of isolation

**41%**

Percentage of people who skipped medical care

**For the Hearing Loss Community**  
Masks and distancing hindered communication



**95%**

Reported that face masks created communication barriers

**46%**

Noticed hearing loss having a negative impact of mental health

**52%**

Felt less connected to friends and family due to their hearing loss

**CHC's Response**  
Public education and continuity of services through telehealth



**336,000**

People who accessed CHC's digital resources for guidance on coping with hearing loss

**16,000**

Telehealth visits in fiscal year 2021

**+44%**

Increase in clinical hours for CHC's mental health counselors

# 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.



**Laurie Hanin, PhD, CCC-A**  
Executive Director





# Expert Hearing Testing, Custom Hearing Protection, Tinnitus Therapy and Auditory Processing Evaluation

SHELLEY AND STEVEN EINHORN AUDIOLOGY CENTER



Ellen Lafargue, AuD, CCC-A  
Director  
Shelley and Steven  
Einhorn Audiology Center

Hearing loss, if left untreated, can have a devastating effect on every aspect of a person's life. In children, hearing loss impacts speech and language skills, social and emotional development, and the educational trajectory. In adults, untreated hearing loss can lead to social isolation, depression, cognitive decline and other co-morbidities.

## Client-Centered Audiological Care for All Ages

CHC audiologists take the time that is truly necessary to understand each client's unique needs and concerns. CHC goes beyond the test booth, offering individualized technological solutions and patiently instilling a thorough understanding of how to use, maintain and troubleshoot each device.





# Custom Hearing Solutions for Maximum Access to Hearing and Effective Communication

**BERELSON HEARING TECHNOLOGY CENTER**

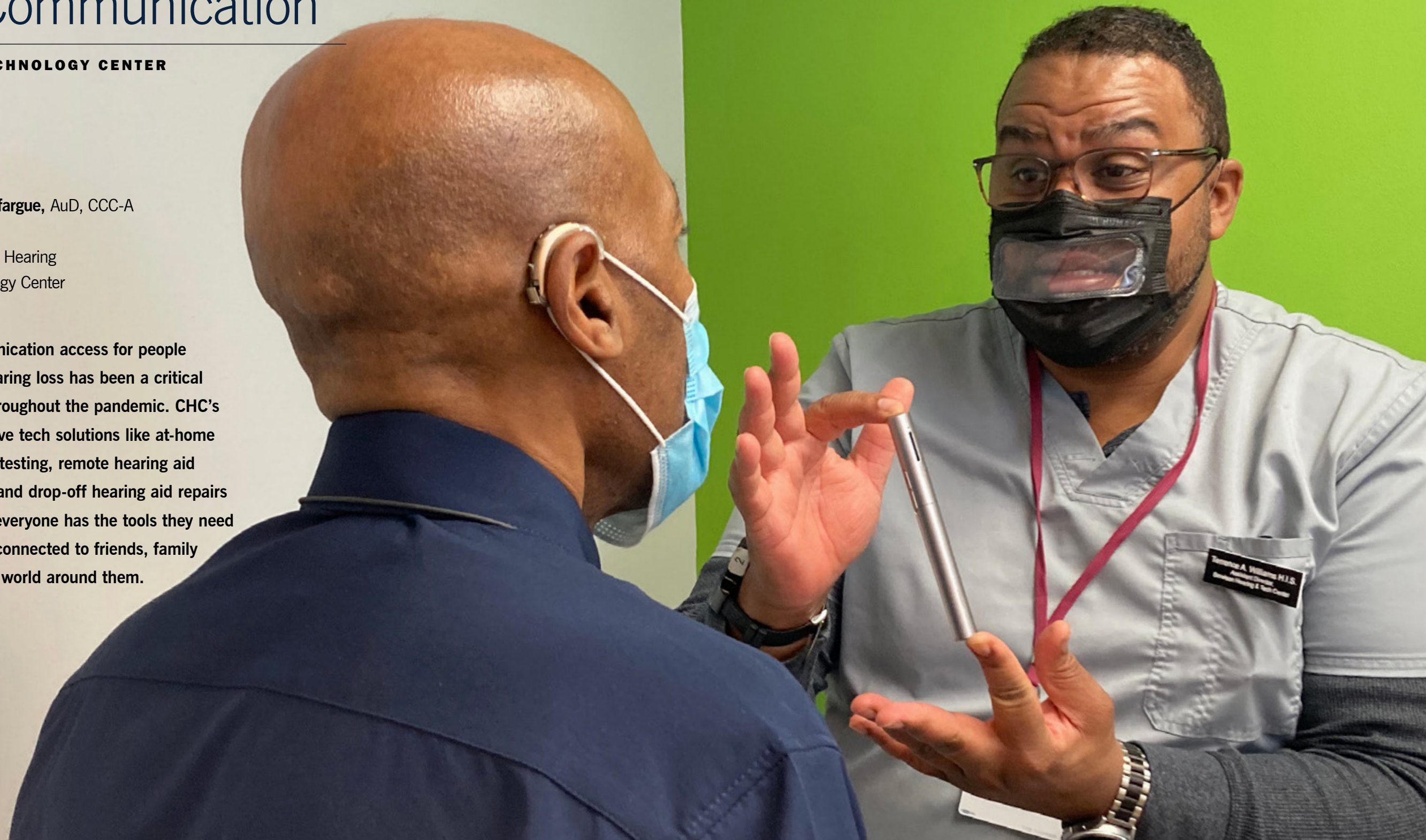


**Ellen Lafargue, AuD, CCC-A**  
Director  
Berelson Hearing  
Technology Center

Communication access for people with hearing loss has been a critical need throughout the pandemic. CHC's innovative tech solutions like at-home hearing testing, remote hearing aid tuning, and drop-off hearing aid repairs ensure everyone has the tools they need to stay connected to friends, family and the world around them.

## State-of-the-Art Hearing Technology

The Berelson Hearing Technology Center offers state-of-the-art hearing devices to enhance communication at home, at work and on the go. Custom tech solutions include expertly tuned hearing aids, hearing aid accessories, assistive listening and alerting devices and real-time captioning apps.





# Psychotherapy in a Safe, Caring, Accessible Environment

**BAKER FAMILY EMOTIONAL HEALTH AND WELLNESS CENTER**



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

**With anxiety and depression up 25% globally since the start of the pandemic, mental health services are needed now more than ever. Last year alone, CHC saw a 40% increase in demand for mental health programming. As more and more NYC programs are cut back or eliminated altogether, CHC continues to be an indispensable lifeline for the Deaf and Hard of Hearing community, especially in challenging times.**

## A Commitment to Compassionate Support

The Baker Family Emotional Health and Wellness Center provides comprehensive care for the unique psychiatric and psychotherapeutic needs of adults and children with hearing loss. A team of mental health professionals, committed to inclusion and fluent in American Sign Language, offer compassionate support through in-office and telehealth services of the highest caliber.





# Specialists Address Listening, Speech and Language, Needs for All Ages

SHELLEY AND STEVEN EINHORN COMMUNICATION CENTER

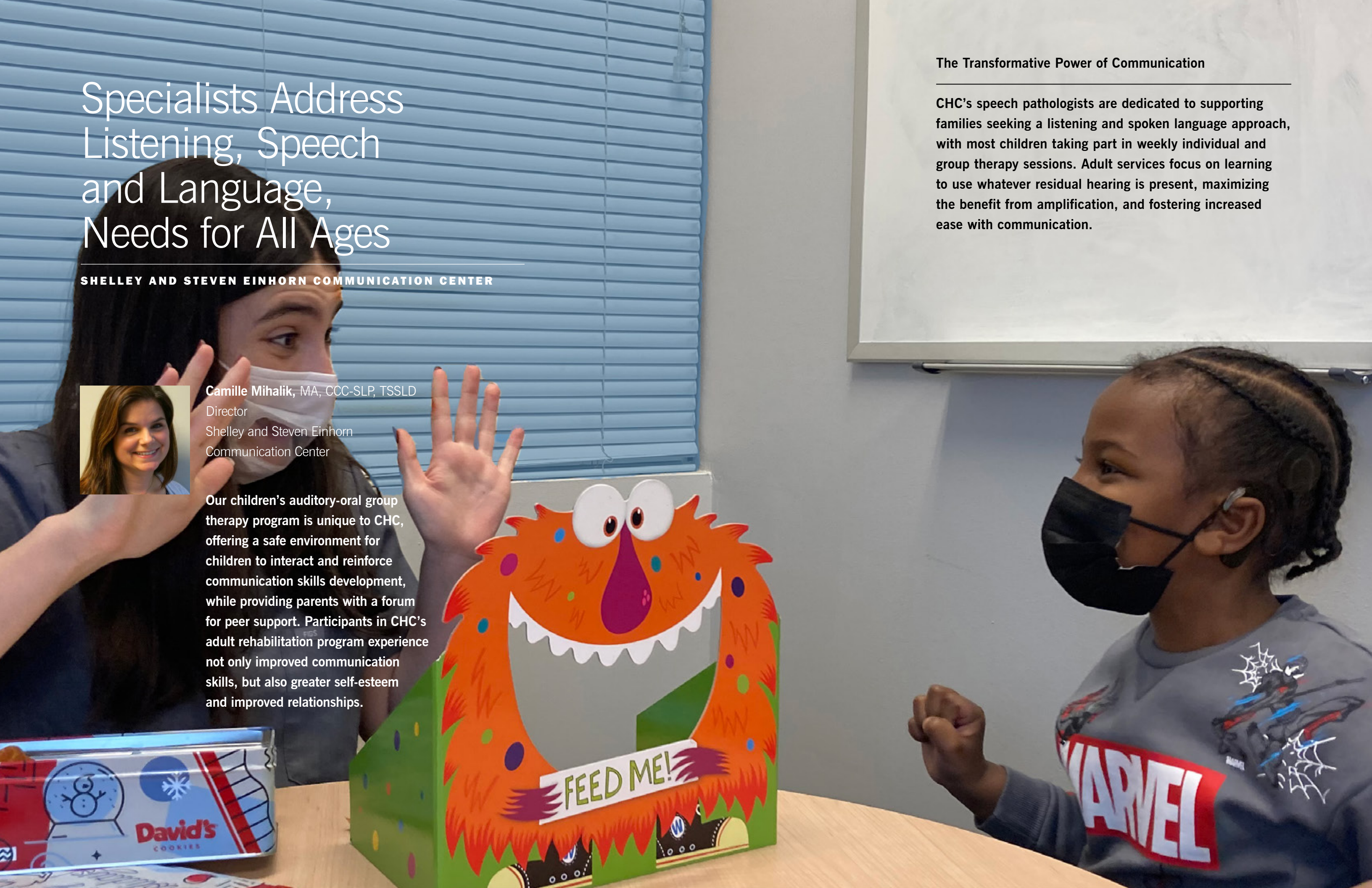


**Camille Mihalik, MA, CCC-SLP, TSSLD**  
Director  
Shelley and Steven Einhorn  
Communication Center

Our children's auditory-oral group therapy program is unique to CHC, offering a safe environment for children to interact and reinforce communication skills development, while providing parents with a forum for peer support. Participants in CHC's adult rehabilitation program experience not only improved communication skills, but also greater self-esteem and improved relationships.

## The Transformative Power of Communication

CHC's speech pathologists are dedicated to supporting families seeking a listening and spoken language approach, with most children taking part in weekly individual and group therapy sessions. Adult services focus on learning to use whatever residual hearing is present, maximizing the benefit from amplification, and fostering increased ease with communication.





# Guidance and Support to Enhance the Academic Experience and Inform and Empower Parents

EDUCATION AND FAMILY PROGRAMMING CENTER



**Dana Selznick, MA, MED**  
Director  
Education and Family  
Programming Center

New and unexpected challenges—like remote learning, mask wearing and social distancing—adversely affected communication for students with hearing loss. CHC was there with diverse virtual and in-office programming to help students thrive academically and to support parents in their efforts to navigate the education system and secure appropriate services.

## Fostering Learning and Literacy Skills

Educational services are designed to help bridge the gaps between a child's individual hearing services and a student's classroom environment based on their auditory and educational needs. Teachers of the Deaf and Hard of Hearing offer support for the student, whether the child is in the classroom, remote learning or home-schooled.





# Public Education and Audiological Care for At-Risk Seniors and Children

## COMMUNITY OUTREACH



**Carolyn Stern**  
Director  
Outreach and Strategic Initiatives

One-third of people 65+ and half of those 75+ have hearing loss. All too often hearing loss in older adults is left untreated, putting individuals at a greater risk of depression and a five-fold increase for cognitive decline and dementia. In fact, age-related hearing loss is the single largest modifiable risk factor for cognitive decline, accounting for as many as 9% of all new dementia cases.



## Promoting Hearing Health in the Community

CHC is a leader in raising awareness about the public health epidemic of hearing loss in older adults and providing direct hearing health care to seniors in under-served neighborhoods. Our outreach programs also address hearing needs at the other end of the age spectrum with hearing screenings for at-risk preschoolers.

Hearing Health Today webinar featuring J. Thomas Roland Jr., MD.



International Noise Awareness Day founder, CHC, hosts the W.H.O. in a safe listening webinar.



# Making a Difference in Florida



**Tracy Perez, Psy.D.,**  
Regional Executive Director  
CHC-FL

Throughout the pandemic, CHC’s diverse educational and clinical programs in Florida empowered individuals and families affected by hearing loss to stay connected, be independent and thrive academically.



CHC teens take on the challenges and rewards of camp counseling.

Florida’s at-risk youths and seniors find common ground.



Students learn and stay connected in times of distancing.



Young adults develop job skills in partnership with Starbucks.





# Your Support Makes it Possible



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

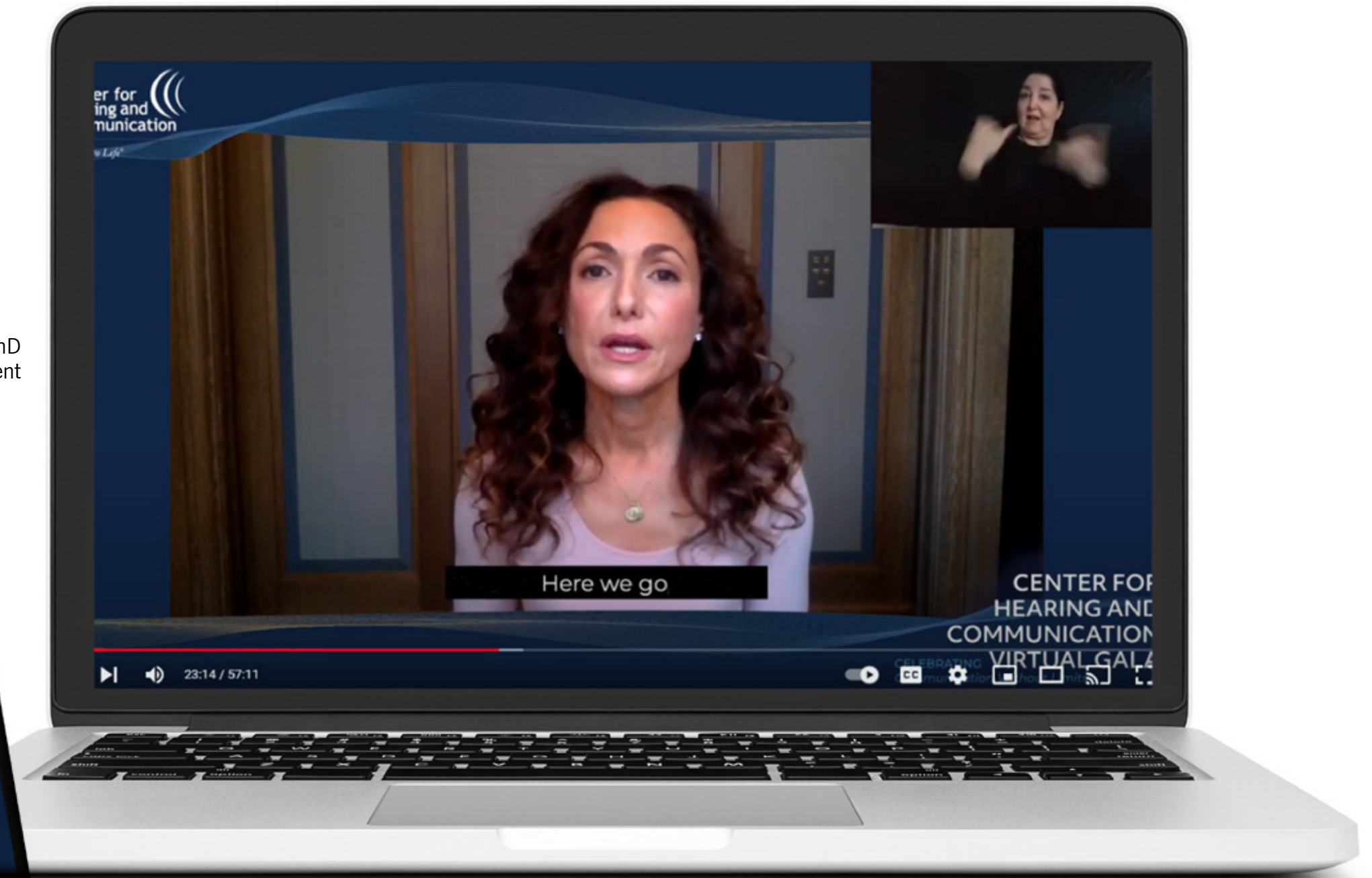
Our acclaimed clinical programs are possible only through the generous contributions of individual donors and foundation grants. We express deep gratitude to all those who donated during the fiscal year and are pleased to share the following fundraising highlights.





# CHC Virtual Gala October 17, 2020

**Heather Bogdanoff Baker, PhD**  
CHC President



**Alex Lacamoire,**  
Award-Winning Music Director,  
Arranger, Orchestrator and Composer  
Eleanor Roosevelt Humanitarian Award Recipient

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*"...If you have felt like a loner, because you take one-on-one lipreading classes when none of the other kids do, I see you. I'm here to tell you that you should keep at it, and you'll be thankful one day. If you feel the sting every time someone cracks a joke about your hearing because you didn't catch something that someone said, I get it. I suggest you ignore those people. There are plenty of things you can do that they can't. Trust me..."*



# 35th Annual Comedy Night March 18, 2021

A Virtual Night of  
Laughter and Fundraising

## Comedy Night Performers



Peet Guercio



Gianmarco Soresi

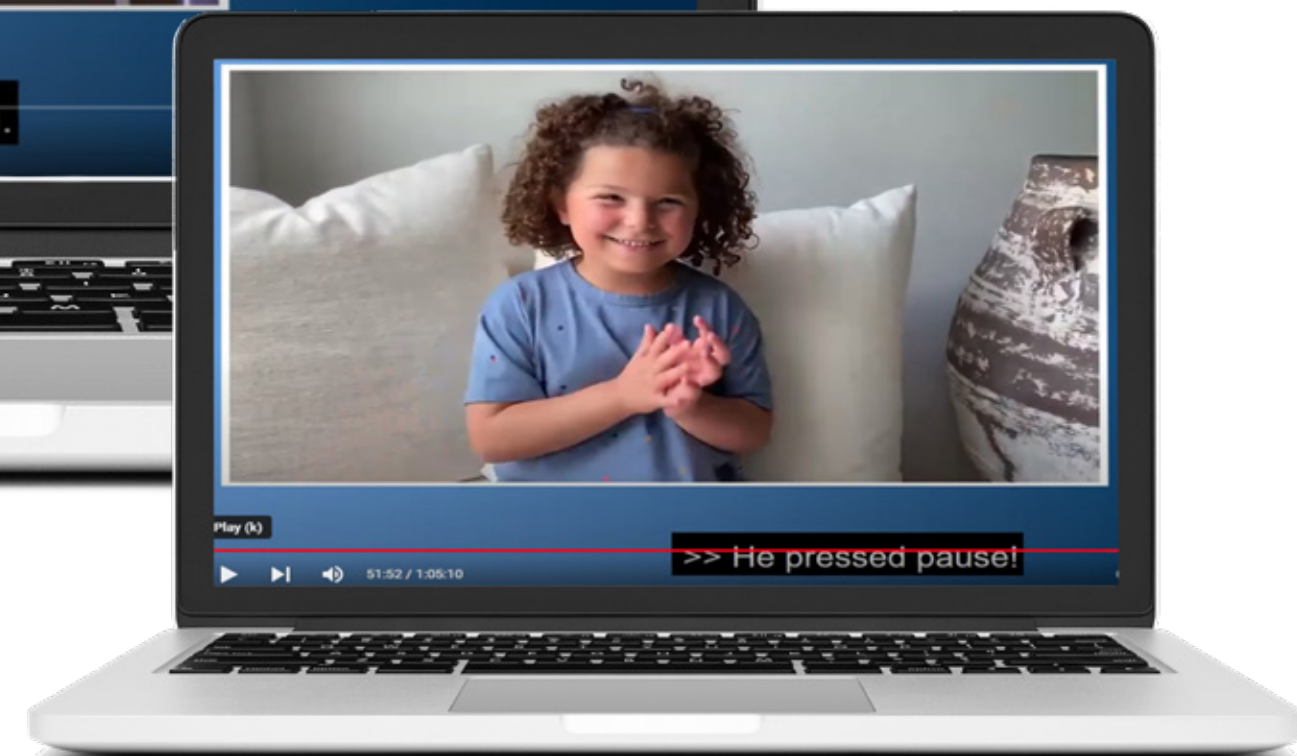


Lisa Blythe Perlman



Fumi Abe

Dave Price of NBC hosts the 35th Annual Comedy Night



CHC's Rising Star



# Statement of Activity

Center for Hearing and Communication

Year Ended June 30, 2021

REVENUE:

FEES FOR SERVICES:

Patient Services Revenue	\$ 1,169,878
Net Hearing Aid Sales	523,333

**TOTAL FEE FOR SERVICES 1,693,211**

Government Grants and Contracts	2,553,080
Foundation and Corporate Grants	1,246,846
Contributions - Operational Support	442,782
Special Event Income	714,724

**TOTAL PUBLIC SUPPORT 4,957,432**

Investment Income	55,986
Realized and Unrealized Gain on Investments	585,883
Other Income	155

**TOTAL REVENUE 7,292,667**

EXPENSES:

Program Services	4,875,974
Management and General	535,745
Fundraising	631,203

**Total Expenses 6,042,922**

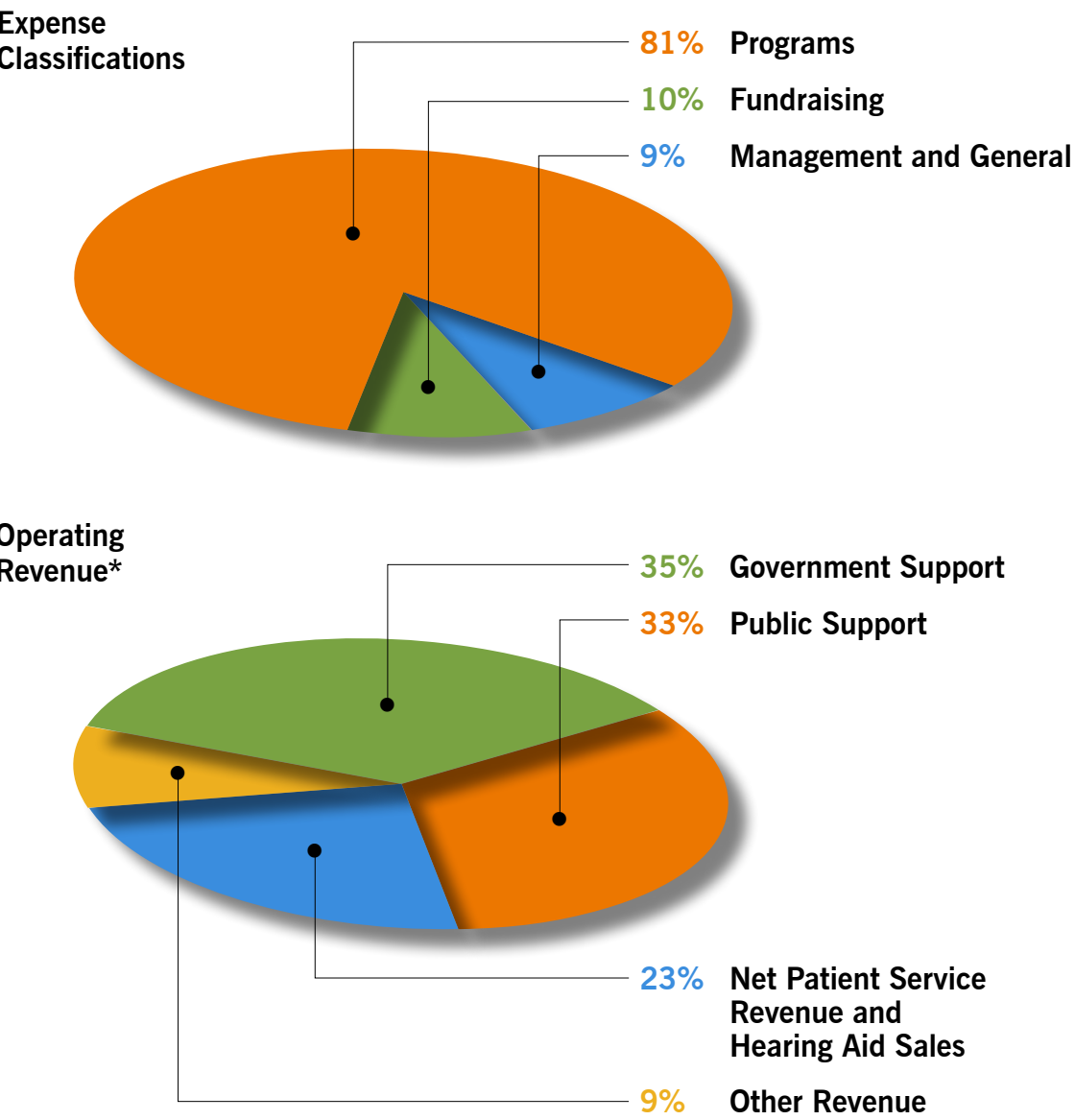
**Net Change in Assets 1,249,745**

**Net Assets, beginning of year 5,099,134**

**Net Assets, end of year \$ 6,348,879**

# Financial Overview

Of the 7.2 million dollars raised during the fiscal year ending June 30, 2021, 81% 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 68% of operating revenue while patient services generated 23%.



\* Reflects revenue in New York and Florida. In 2020-2021, CHC received \$1.2M under the Payroll Protection Program instituted by the CARES Act. In New York alone, 40% of revenue is raised from individuals, foundations and corporations.



# Private Sector Donors

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2021. We salute the following supporters:

<b>\$100,000-\$999,000</b> Anonymous H & F Baker Foundation The J. Baker Foundation The Theodore H. Barth Foundation, Inc. Oberkotter Foundation Dorothy Schleich Trust Eleanor Schwartz Charitable Foundation The Virginia and Warren Schwerin Foundation, Inc.	Mr. Matt Ciarmella - Penta Communications Dr. and Mrs. Harvey M. Cohen Mr. Jeffrey M. Cohen and Dr. Shari E. Brasner Comptek Technologies Capital Counsel LLC Filomen M. D'Agostino Foundation Corp. Mr. and Mrs. Russell M. Diamond Ms. Laurel Durst and Mr. Ed Strong Mr. and Mrs. Pedro Escudero Robyn and Barry G. Felder, Esq. Claire & Meyer W. Frank & Leann Frank Charitable Foundation Mr. and Mrs. Kenneth Geld Wendy and James S. Gold Family Fund Google Gottesman Philanthropic Fund The Marc Haas Foundation Mr. and Mrs. Jimmy Haber Paul E. Hammerschlag, MD Mary W. 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<b>\$50,000-\$99,999</b> Dr. Felix J. Baker and Dr. Heather J. Bogdanoff Baker Phillip and Elizabeth Gross Family Foundation Lambert Family Foundation Chervenak-Nunnalle Foundation Mr. and Mrs. Paul and Victoria Orlin The Edith Glick Shoolman Children's Foundation						
<b>\$25,000-\$49,999</b> Henry Nias Foundation, Inc. O'Kane Family Foundation Mr. Osmin Rivera and Mrs. Maria Torres Rivera Estate of Geraldine M. Sedej Mr. and Mrs. Charles H. Winkler						
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# Public Support

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  
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

# Programs and Services\*

### 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

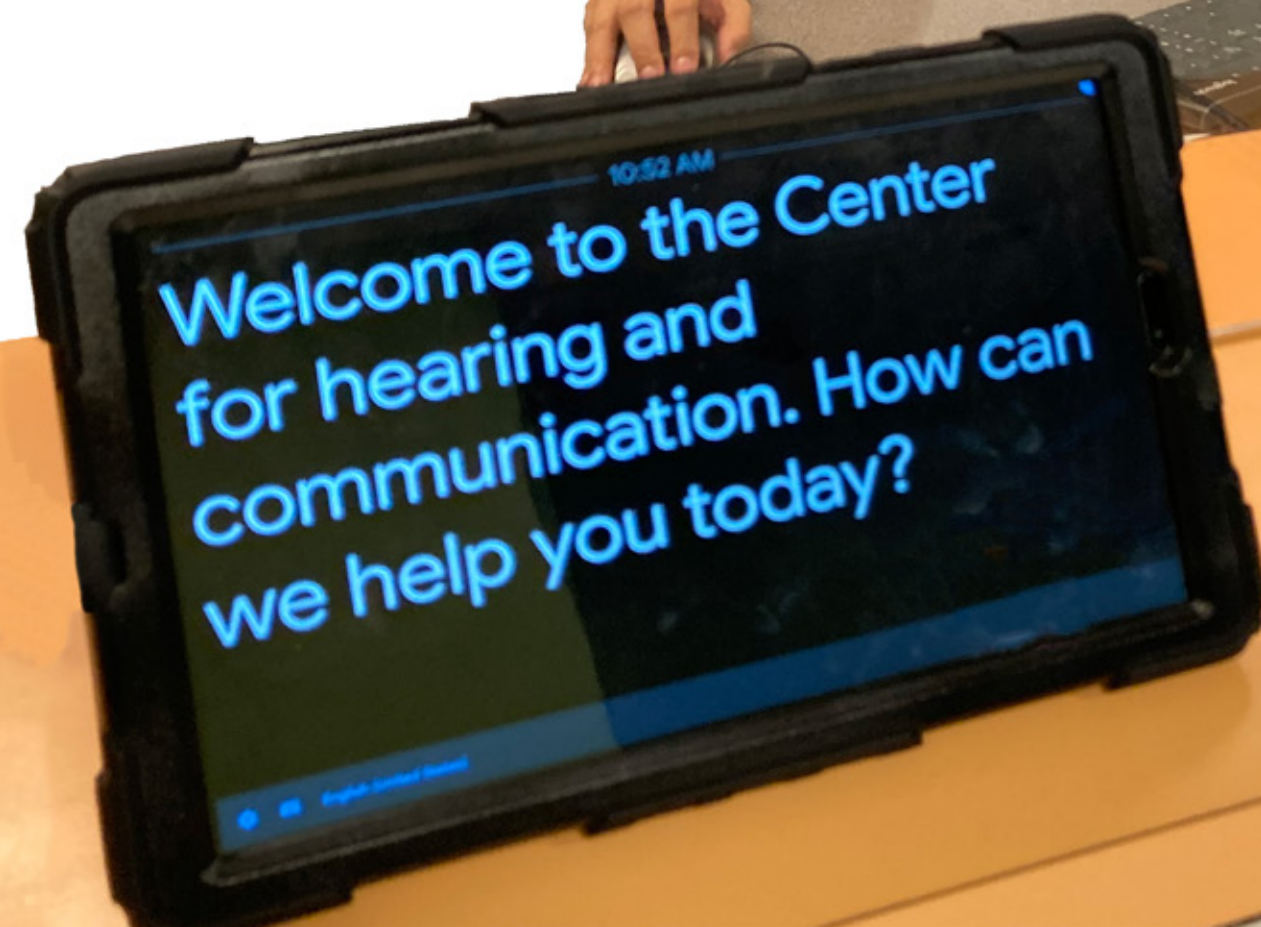
\* Many services are available through telehealth.



# Tips for Communicating with Someone Who has a Hearing Loss

You can be a hearing access ambassador by following these simple tips:

- **Speak up and articulate, but don't shout.**
- **Pause in between sentences.**
- **Turn down the noise or find a quiet space.**
- **Write it down or use a speech-to-text app.**
- **Gesture and point.**
- **Purchase and wear a clear mask.**
- **Be kind and patient. It will go a long way!**



## New York

50 Broadway  
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(917) 305-7888 (Fax)

[info@chchearing.org](mailto:info@chchearing.org)

[www.chchearing.org](http://www.chchearing.org)

## Florida

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(954) 601-1938 (TTY)  
(954) 601-1399 (Fax)

[flreception@chchearing.org](mailto:flreception@chchearing.org)

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