

“CHC has been with me every step of the way, at every major life transition I’ve had. I would not be where I am today without CHC.”



Zach

Letter from the President



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

The hearing health industry in fiscal year 2023 continued to undergo profound changes driven by advancements in healthcare delivery and the introduction of groundbreaking technology.

At CHC, we welcomed these opportunities with foresight and an unwavering commitment to our core value of client-centered care.

The following are the key accomplishments that reaffirm CHC's enduring leadership.

Clinical Services

CHC is leading the way in assessing new treatment options for people with hearing loss. In a partnership with Gallaudet University, CHC is studying the impact of auditory and cognitive training on older adults with cochlear implants.

In response to the national mental health crisis, CHC's counselors are seeing record numbers of clients for psychotherapy.

There has also been strong interest in our support groups, including one launched last year for performing artists with hearing loss.

Children's services saw the return of in-person social gatherings, workshops, and after-school and summer programming, as well as expanded clinical offerings, including APD management and school-based Teacher of the Deaf and Hard of Hearing services.

Technology

With telehealth now comprising 27% of CHC's total visits, CHC is truly meeting clients where they are. The option of telehealth is particularly vital for individuals unable to attend in-office visits due to distance or medical limitations.

Advancements in hearing aid technology—including enhanced connectivity, AI, improved battery life and health monitoring features—give CHC audiologists new tools for improving client outcomes.

When the launch of OTC hearing aids raised consumer concerns and questions, CHC was ready with answers via online educational resources and free 15-minute phone consultations so that people could make informed choices.

In the Community

CHC's community outreach programs in New York and Florida gave thousands of at-risk children and older adults in underserved neighborhoods access to hearing care and other life-changing services.

Our outreach extended to leading companies with whom we collaborated to provide inclusivity training—educating

employees about hearing loss and workplace accommodations.

And perhaps you saw CHC's hearing health messaging running on digital billboards throughout NYC. Much thanks to LinkNYC for this opportunity that generated tens of millions of impressions.

Our Commitment to Fiscal Responsibility

These accomplishments, among many others, are a testament to the commitment and compassion of our staff and Board—qualities I have personally experienced as a client of CHC's.

As Officers and Board members, our responsibility is to exercise stewardship over this important and unique organization and to ensure the institution continues to thrive so that our remarkable staff



can make a difference in the lives of new generations of individuals and families dealing with the challenges of hearing loss.

I am pleased to report that CHC is fiscally sound, and that we have a robust 3-year strategic plan that will guide us through a changing landscape while ensuring we remain steadfast in our mission.

Your Support Makes It Possible

CHC's ability to offer hearing healthcare of the highest caliber is possible only with the philanthropic support we receive from individuals, foundations and corporations. In fact, 43% of CHC's operating revenue comes from donations.

To all of our donors, we offer deep gratitude for enabling us to provide these quality-of-life enhancing services. It would not be possible without you.

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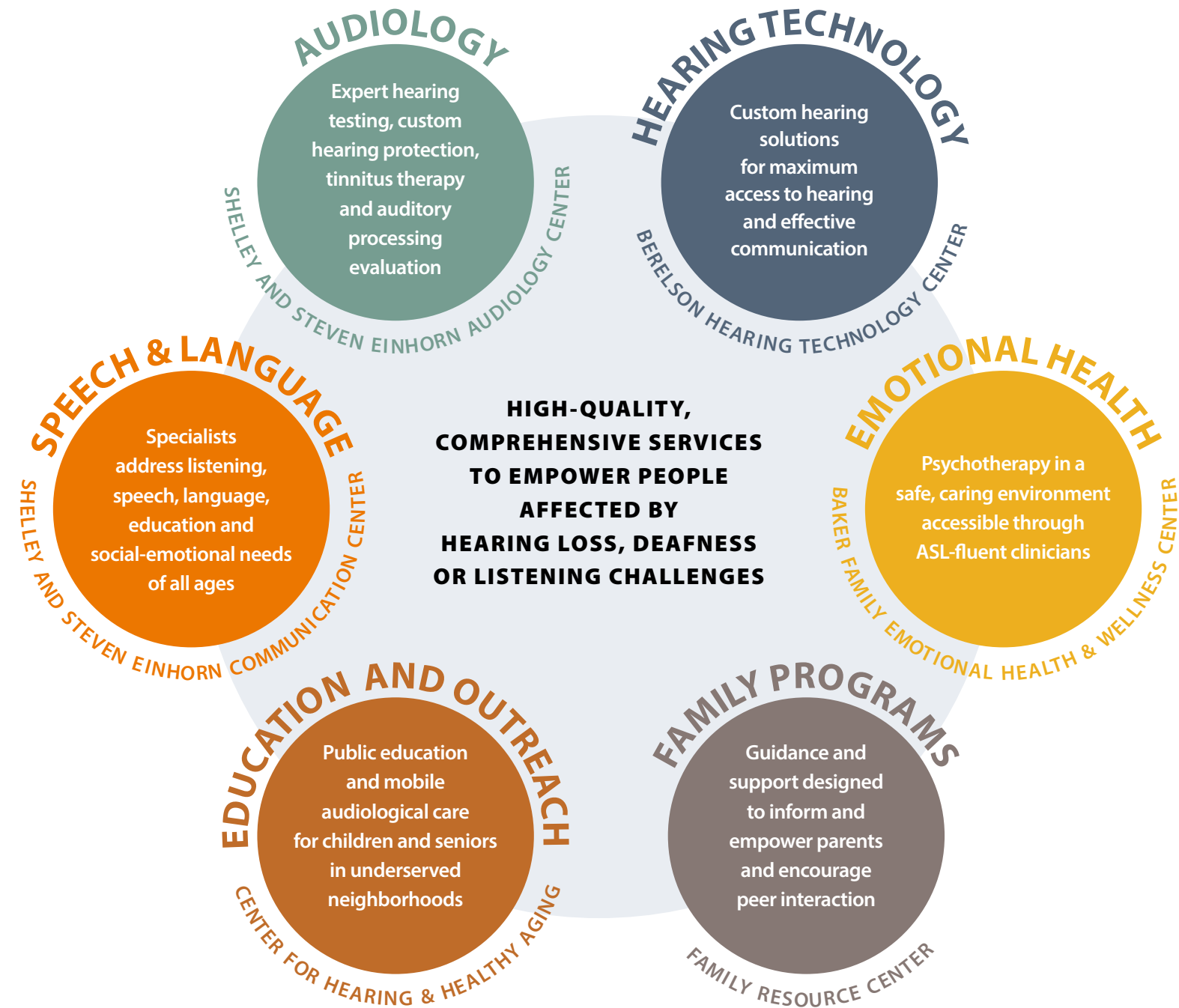
With You Every Step of the Way

The Center for Hearing and Communication, in New York and Florida, supports individuals of all ages with hearing loss by providing personalized care tailored to their evolving needs. From a baby diagnosed as a newborn, to a child entering school for the first time, to an adult in midlife struggling to participate in daily conversation, CHC offers comprehensive services to guide them— every step of the way—through life’s challenging transitions. The journey, our clients tell us, is empowering.



Laurie Hanin, PhD, CCC-A
Executive Director

Laurie Hanin



“CHC has been there for me and my family — with support and compassion — for over 25 years. They will always have a special place in my heart.”



Helene



We first came here when our daughter Zoe was two years old, and now she's 27. CHC was on that whole journey with us, as she went from shy little girl to outspoken, confident young woman. And then I became an audiology client and I felt supported all over again. They make hearing loss manageable so you can live your life.

Enhancing Hearing and Quality of Life

Audiologists at CHC's Shelley and Steven Einhorn Audiology Center offer comprehensive testing and advanced hearing solutions to ensure the best outcomes possible for infants, children, and adults. We carefully assess each individual's unique

hearing needs, striving to enhance their ability to hear effectively in real-world situations. We prioritize personalized care, aiming to maximize the auditory experience and foster improved communication and quality of life.



Michele DiStefano
AuD, CCC-A
Director
Shelley and Steven Einhorn
Audiology Center

“We feel beyond fortunate to have found CHC and all the dedicated learning specialists and therapists!”



Susan



When Morgan first came to CHC, she was two years old, very shy and was not speaking a lot. But in time, with CHC’s support, she became engaged, talkative, and interested in learning. CHC’s therapists are truly invested in her. She just completed the first grade and is thriving at her school. I’ve been told she’s one of the best readers in her class, and I thank CHC for that!

Fostering Learning and Literacy Skills

The Education Center offers children of all ages with hearing loss the guidance and support they need to reach their full academic potential in a mainstream educational setting. Services, which include academic instruction, in-school support, comprehensive evaluations, school in-services, school placement and transitional planning, serve to bridge the gap between center-based speech/language therapy and a student’s classroom environment, based on their auditory needs.



Dana Selznick
M.A., M.Ed.
Director
Education and Family
Programming

“I will always be grateful for CHC’s Emotional Health and Wellness Department.”



Martha



Receiving therapy at CHC has taught me how to be more aware of my emotions and what it means to find a balance in my emotions. I was once consumed by self-hatred, grief and guilt, but because of the work that I have done with my mental health care team, I have learned how to incorporate self-love, self-care, emotional regulation, and now emotional intelligence into my daily life.

Providing Compassionate Guidance

The Baker Family Emotional Health and Wellness Center at CHC is one of New York City’s premier providers of mental health psychotherapeutic and psychiatric services for adults and children. Our dedicated team of professionals provides

compassionate guidance and support to help people transform negative emotional patterns and responses. Fluent in American Sign Language, our psychotherapists offer seamless communication and a profound comprehension of the challenges and day-to-day realities of living with a hearing loss.



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

“Hudson is now 5 years old and he’s doing amazing in a mainstream school!”



Karen



We started going to CHC when Hudson was two months old. Not only did Hudson get the services he needed from therapists specializing in hearing loss, but we, as parents, received tremendous support and education about hearing loss, cochlear implants, and how to support a child with hearing loss.

Experts in Listening and Spoken Language Therapy

With an 80-year track record of success, CHC is highly experienced in nurturing the development of strong listening, speech, and language skills in children of all ages with hearing loss. Pediatric speech-language pathologists at CHC’s Shelley and Steven Einhorn Communication Center are uniquely trained in supporting families who pursue a listening and spoken language approach. We actively engage parents in weekly therapy sessions and teach strategies that empower parents to be the primary facilitators of their child’s language growth.



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

“Thanks to CHC I have rediscovered the pleasures of theater, social gatherings, and the day-to-day texture of life.”



Maria



Twenty years ago the cues were all around me—I noticed hearing loss at the theater, in restaurants, in social contexts and, increasingly, at work. I needed help, but initially thought that wearing hearing aids would make me look old. I discovered CHC as a volunteer involved in their Center for Hearing and Healthy Aging program and saw firsthand their important work in the community. That’s when I became a client and it changed my world.

Addressing the Needs of NYC’s Older Adults

The Center for Hearing and Healthy Aging addresses the hearing needs of older adults in New York City’s underserved neighborhoods through educational programs that raise awareness of the importance of hearing health care and the

harmful effects of untreated hearing loss on emotional and physical health. We offer at-risk seniors direct access to our high-quality hearing health services through our acclaimed mobile audiology program, serving 5,000+ older adults annually.



Carolyn Stern
MBA
Director
Outreach and
Strategic Initiatives

“CHC has been with me every step of the way, at every major life transition I’ve had. I would not be where I am today without CHC.”



After a lifetime of wearing hearing aids, I switched in law school to a cochlear implant. At first, I hated it. Everything sounded unfamiliar, and I worried about returning to my classes. CHC had helped me learn how to hear and speak when I was in diapers. Twenty-five years later, they helped me learn to hear again.

Experts in Adult Hearing Rehabilitation

Auditory training at the Shelley and Steven Einhorn Communication Center helps adults with hearing loss improve their listening skills, speech comprehension and overall communication abilities, particularly those using hearing aids

or a cochlear implant for the first time. Working one-on-one with a speech language pathologist, or in a group setting, participants take part in specialized exercises and learn communication strategies that enhance their ability to hear and engage more fully in daily conversations.



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

“With CHC’s guidance and support, Elie and Troy are succeeding in school and looking ahead to independence and bright futures.”



Tracy



Elie and Troy, brothers with hearing loss, came to CHC struggling at school and facing difficult life circumstances. CHC responded with immediate family financial support and facilitated access to tailored assistance through Broward County. Enrolled in CHC’s S.T.E.P., the boys received much-needed audiological care and academic support while participating in programs to build confidence, a sense of empowerment and independent living skills. We’re so proud of their accomplishments!

Preparing Florida’s At-Risk Teens for Independence

Funded by the Children’s Services Council of Broward County, CHC’s Supported Training and Employment Program (S.T.E.P.) is a cutting-edge initiative in CHC’s Florida office that transforms the lives of teens with disabilities by preparing them for independence after high school. Operating

after school and during the summer months, S.T.E.P. offers case management, career counseling, life skills training, community service activities, leadership development, academic support as well as the coordination of summer-work experiences with local employers.

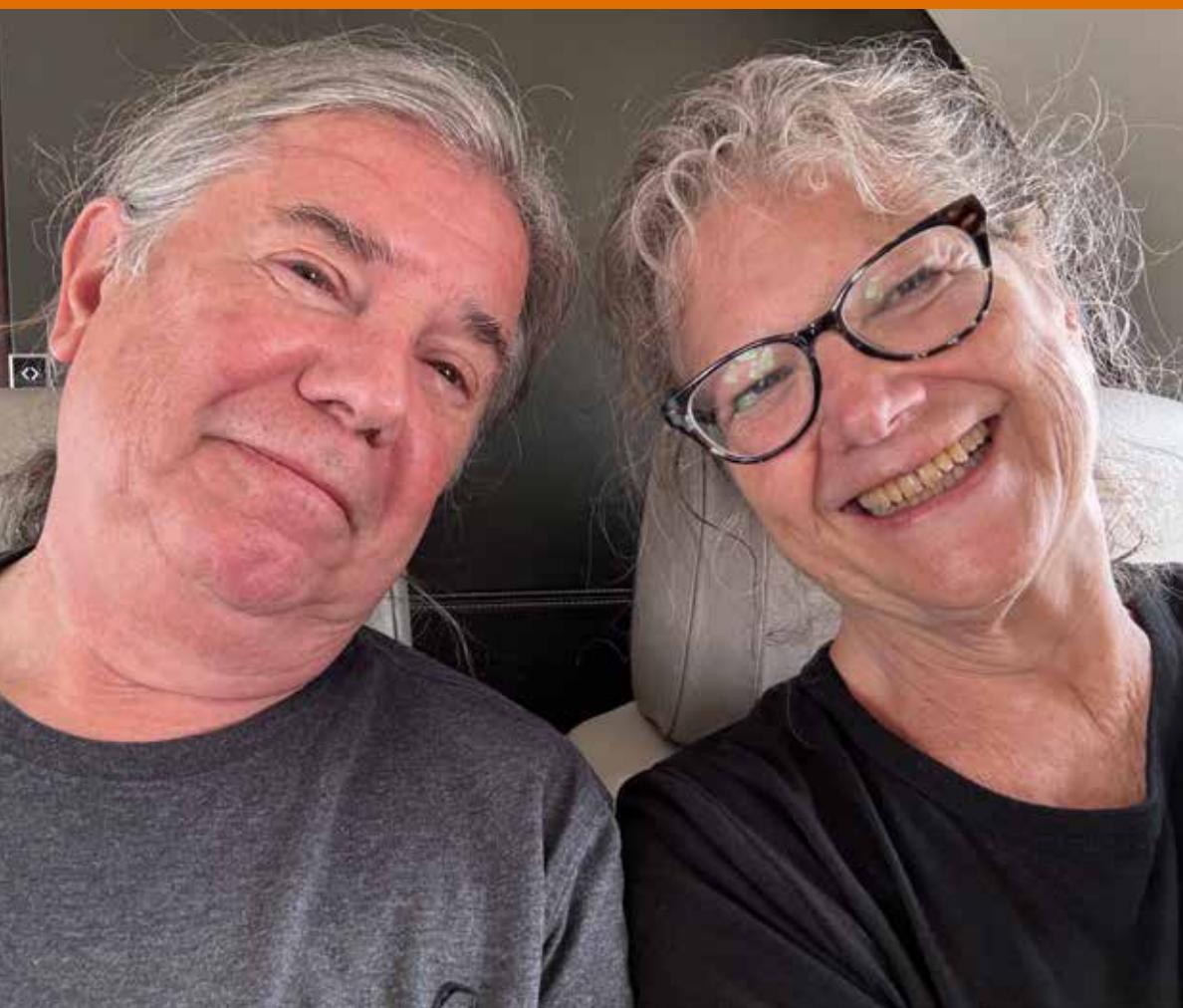


Tracy Perez
PsyD
CHC Regional Director
Florida

“While I was adjusting to new aids, CHC helped me solve each challenge (and there were many!) with their attentive, professional expertise and care.”



Melody



It was time to upgrade my hearing aids. As an older adult, there's nothing I find easy about using today's technology. But my CHC audiologist and tech specialist were there every step of the way, talking me through the process, adjustments, even troubleshooting on weekends! They are great teachers and empowered me. I am forever grateful for the care the staff brings to the life challenges associated with hearing loss and communication.

Hearing Solutions Tailored to You

The Berelson Hearing Technology Center offers a wide variety of cutting-edge hearing technology to empower people with hearing loss and foster improved communication and quality of life. CHC meets the hearing and communication needs of all ages through advanced diagnostics, personalized hearing aid fittings, and assistive technology training. Our audiologists and tech experts are fluent in hearing instruments by all the major manufacturers, ensuring each client is fit with the device that's best for their unique hearing loss.



Terrence Williams
H.I.S.
Assistant Director
Berelson Hearing
Technology Center

Gratitude for Our Dedicated Supporters

Through the generosity of the philanthropic community, we have the privilege of transforming the lives of tens of thousands of individuals and families struggling to overcome the challenges of hearing loss each year. Your generous support—of our fall gala and other fundraising efforts so vital to fulfilling our mission—is deeply appreciated.



Nancy Nadler, M.Ed., M.A.
Deputy Executive Director

THANK
YOU

Center for
Hearing and
Communication

1.800.451.4517

Celebrating the Power of Communication

29th Annual CHC Gala

November 1, 2022

Pier Sixty, Chelsea Piers



A CHC child takes the stage



Board members and former Presidents Jeffrey Cohen (l) and Steve Peikin (r) with Jodi Peikin



Board member Jamie Magid and guest



Board member Victoria Blau Orlin



Board member Charles Winkler



CHC President, Heather Bogdanoff Baker



Board member Don Itzkoff and family

and Phin Lambert, Charlie and I, Darlene Winkler, and of course, my husband, Felix. [Cheers and applause] It has been an honor and privilege to work tirelessly throughout the year so that we can make our services available to everyone - if I could ask the Board to stand. The last two years have been (Applause) difficult for everyone, and as someone with hearing loss, I can tell you the use of masks and social distancing made communication close to impossible. When I want to express my first Covid vaccine, already

An Evening of Laughter and Fundraising

37th Annual Comedy Night

May 8, 2023

Gotham Comedy Club

Miami for the weekend.
Everything is so political, man.
I got that big into politics. I
just watch the circus from
afar. It's crazy though.
Crazy. You try to use us as



I'm the grandma and the grandpa. I got it.

Board member Jill Harkavy-Friedman



The committee members. I remember last time here, I just want to say thank you for the support for this calm denight for many

Comedy Night Committee member George Oberlander Jr.

Teeing Up for World-Class Hearing Services

ZenFi Networks 2022 Charity Golf Outing

August 15, 2022

Montclair Golf Club



Board member Victoria Lamberth



Victoria Lamberth and guests

Statement of Activity

Center for Hearing and Communication

Year Ended June 30, 2023

REVENUE:

FEES FOR SERVICES:

Patient Services Revenue	\$ 1,168,494
Net Hearing Aid Sales	637,671

TOTAL FEE FOR SERVICES 1,806,165

Government Grants and Contracts	1,529,353
Foundation and Corporate Grants	1,391,860
Contributions - Operational Support	252,301
Special Event Income	1,078,040

TOTAL PUBLIC SUPPORT 4,251,554

Investment Income	101,736
Realized and Unrealized Gain on Investments	124,610
Other Income	67,618

TOTAL REVENUE 6,351,683

EXPENSES:

Program Services	5,787,049
Management and General	593,133
Fundraising	657,574

Total Expenses 7,037,756

Net Change in Assets (686,073)

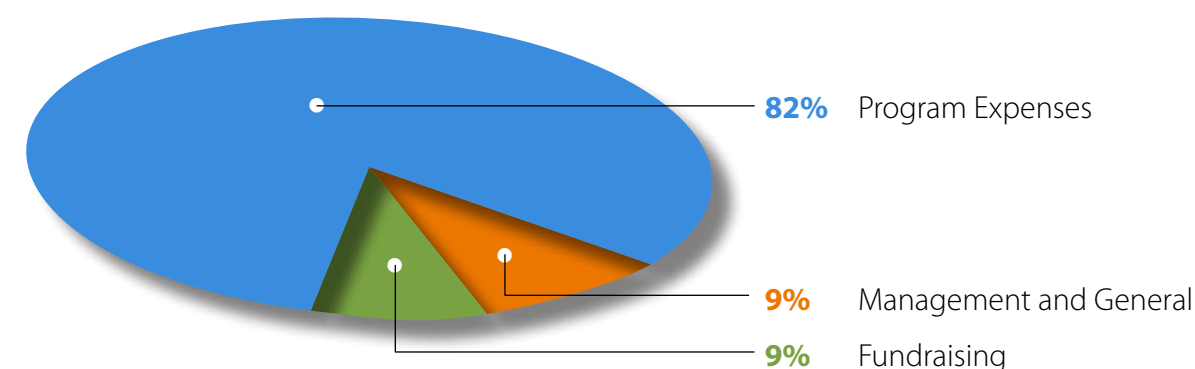
Net Assets, beginning of year 5,619,440

Net Assets, end of year \$ 4,933,367

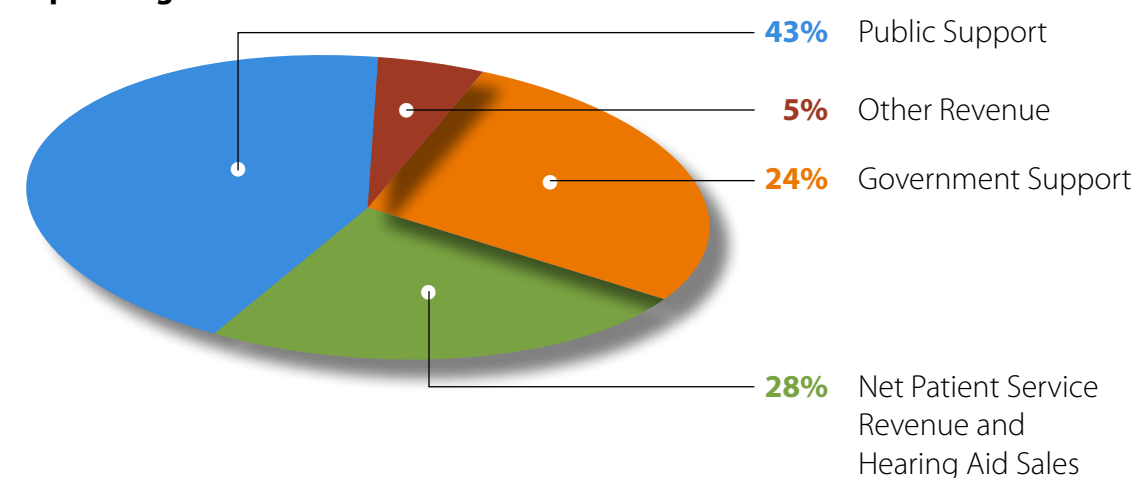
Financial Overview

During the fiscal year ending June 30, 2023, 82% of revenue 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 67% of operating revenue while patient services generated 28%.

Expense Classifications



Operating Revenue*



* Reflects revenue in New York and Florida. In New York alone, 49% of revenue was raised from individuals, foundations and corporations.

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, Pediatric & Group Psychotherapy
 Adult & Pediatric Psychiatric Evaluation
 Medication Consultation & Maintenance
 Psychological & Educational Evaluations
 Crisis Intervention
 Parent Counseling & Support
 Information, Referral & Advocacy

Education Center

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

Center for Hearing and Healthy Aging

Communicate with Success Program
 Mobile Hearing Test Unit
 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
 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
 Strive Tutoring
 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.

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\$100,000-\$999,000

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Chervenak-Nunnalle Foundation
The Frederick DeLuca Foundation
The Hearst Foundation, Inc.
Estate of Robin L. Kleinman
Eleanor Schwartz Charitable Foundation
The Virginia and Warren Schwerin Foundation, Inc.

\$50,000-\$99,999

Dr. Felix J. Baker and Dr. Heather J. Bogdanoff Baker
The Orlin Family Foundation
Mr. and Mrs. Paul and Victoria Orlin

\$25,000-\$49,999

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Mr. and Mrs. Adam Zotkow

\$1,000-\$4,999

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\$500-\$999

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Mrs. Arielle Zamore and Mr. Matthew Zamore

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

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.

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



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New York

50 Broadway
6th Floor
New York, NY 10004
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info@chchearing.org

www.CHChearing.org

Florida

2900 W. Cypress Creek Rd.
Suite 3
Ft. Lauderdale, FL 33309
(954) 601-1930 (Voice)
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flreception@chchearing.org

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