

TRANSFORMING LIVES by EMPOWERING COMMUNICATION



Annual Report 2019

MISSION: To **TRANSFORM LIVES** through caring, personalized, and innovative programs that **EMPOWER COMMUNICATION**.

PEOPLE FIRST INNOVATION EXCELLENCE

LETTER FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

We are humbled and honored to be part of the Center for Hearing & Speech at this historic time. As we close out our first century we can see, now more than ever, our community needs the hope the Center brings to people unable to connect due to barriers to communication. And the good news is, in 2019 we continued our long tradition of innovation and excellence, ensuring people living with hearing loss or needing speech-language services have access to the highest quality, compassionate care.

This past year, we navigated many organizational changes that will lay the foundation for the next century. More people are being served in an even larger service area. We opened two new satellite audiology clinics, one in Jefferson County to make access easier for people further outside St. Louis; we provide speech-language therapy to children in the Metro East even further into Illinois, as far as Cahokia and Belleville; our Hearing Conservation Program expanded to eight states and more than 250 locations; and we launched "Senior Connections" to eliminate transportation barriers by taking audiology service and education directly to seniors where they live.

Recognizing the need to be at the forefront of newest technology is paramount when providing the best service, we replaced all computers in our offices and clinics. The new operating systems allowed for updating programs used in both audiology and speech therapy, as well as, transitioning to a new paperless medical record system. Doctors of Audiology and speech-language therapists now update charts in the field, saving time that can be used in direct service to clients.

We developed new business partners to grow services, especially private pay clients which will help us fund even more program expansion. These include a medical advisory company that focuses on hearing to update our image and marketing materials, and an activist to give us a voice on the state level and help identify government grant funding. We reached unprecedented levels of fund raising with more corporate, foundation and individual donors, and we had a very successful gala. All of these made it possible for the technology updates, opening the new clinics, and replacing funds borrowed from reserves in more lean years. Overall, the Center closed 2019 positioned to enter its next century strong. We will continue to transform the lives of the individuals we serve, as well as strengthen our most valuable asset – our employees! Thanks to our supporters, donors, and volunteers for inspiring us for the past 99 years. With their ongoing support, the possibilities for the next 100 years are truly limitless.

Respectfully Submitted,



John Waterhouse **Board President**



Julie Erickson **Executive Director**

NEARLY ONE MILLION PEOPLE

have received the gift of hearing and speech from the Center for nearly 100 years.



- Started Cochlear Implant mapping and Aural Rehabilitation programs to afford more client possibilities.
- Launched a loan product for Center clients to provide more financial choices.
- Extended Hearing University program to facilitate a better client experience and increase adherence.
- Served 8 states and over 250 organizations through Hearing Conservation program expansion.
- Launched "Senior Connections" program to deliver services to the neediest in our community.
- Began Electronic Medical Record system selection process to improve the customer experience.

HOW YOUR GIFT MAKES A DIFFERENCE BECAUSE OF YOUR SUPPORT IN 2019:

- Doctors of Audiology provided hearing services to 2,401 people
- **493 clients** received speech therapy from licensed speech language therapists
- 14,208 children received hearing, vision, and tympanometry screening
- Hearing conservation provided mobile hearing health services to 26,317 people



JOIN US FOR THE CENTER'S 100TH BIRTHDAY AT OUR CENTENNIAL CELEBRATION NOVEMBER 7TH 2020.

CONNECTING TO COMMUNITY

489 PEOPLE

left the Center with new aids and the ability to hear.

POSITION FOR SUCCESS

471 CHILDREN

significantly improved their speech through therapy.

EARLY INTERVENTION

3,717 CHILDREN

were identified with hearing or vision problems, so parents could seek help.

PREVENTION

826 PEOPLE

were identified with potential hearing loss and given resources to address.

We are creating a world where everyone has access to communication services and we hope we can continue to count on your support!

JONTELL'S SUCCESS

Three-year old Jontell attends preschool at Agape Academy & Child Development Center; he is a happy but quiet child. His mother, Zakia, says she realized he wasn't developing the way his peers were but she wasn't really sure why. The Center did a presentation at the school about speech delays and speech therapy and Zakia realized it wasn't something she or Jontell did wrong. Jontell just needed some help with his speech and language.



Jontell started speech therapy at his preschool with a licensed speech-language pathologist from the Center who is experienced in working with preschoolers. He looks forward to his weekly time with Miss Andee because in his mind, it is a special one-on-one time of play. Miss Andee and his mother know this is much more. In speech therapy while he is playing with silly putty, having books read to him, and playing games, Jontell is actually participating in a specialized therapy plan designed to help him speak clearer and learn more words.

Therapy has made a huge difference in Jontell's life. "Now that he is in speech therapy he is using words," says Zakia. "That's what he needs in preschool. It's a time for kids to learn how to share, be kind to others, and make friends. It's awesome! He has so many more friends than before starting speech therapy. They all talk and play together." Jontell has another year of preschool, and his teachers know what he is working on in speech therapy. They will continue to monitor his language usage in the classroom and let Miss Andee know if any new issues arise. Most importantly, when the time comes for Jontell to enter kindergarten, he will hold his head high because he will be able to communicate with the other children as they all start their education together.

DID YOU KNOW?

- The first 6 months of life are the most crucial to a child's development of language skills.
- It is estimated that more than 3 million Americans stutter. Stuttering affects individuals of all ages, but occurs most frequently in young children between the ages of 3 6 who are still acquiring language.
- For every decibel drop in hearing perception, the odds of becoming severely lonely increase by 7%.
- The majority of speech sound disorders in the preschool years occur in children who are developing normally in all other areas. Speech disorders also may occur in children who have developmental disabilities.
- Between 6 8 million people in the U.S. have some form of language impairment.
- About 80 percent of hearing loss can be treated by hearing aids.
- People who self-identify as having difficulty hearing wait seven years before seeking help.

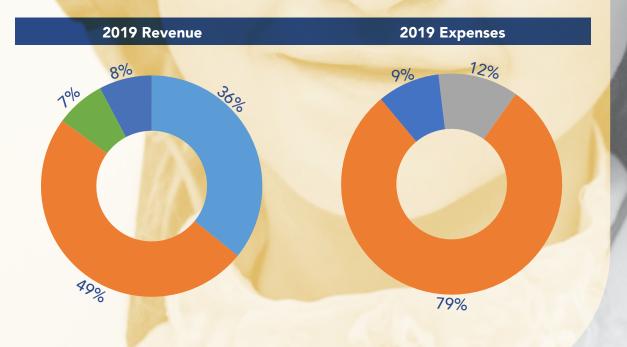
2018 FINANCIALS

January 1 - December 31, 2018 (audited)

2019 FINANCIALS

January 1 - December 31, 2019 (unaudited)

	Public Support	\$883,182		Public Support	\$1,001,977
	Program Revenue	\$1,293,104		Program Revenue	\$1,375,011
	Special Events	\$106,562		Special Events	\$201,891
	Investments	(\$42,650)		Investments	\$216,127
	Revenue	\$2,240,198		Revenue	\$2,795,006
I	Programs	\$1,843,723		Programs	\$1,907,134
	Fundraising	\$126,221		Fundraising	\$220,732
	Management	\$223,810	١	Management	\$284,144
Γ	Expenses	\$2,193,754)	Expenses	\$2,412,010
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	Net Assets Beginning of Year:	\$2,914,431		Net Assets Beginning of Year:	\$2,958,977
	Change in Net Assets:	\$46,546		Change in Net Assets:	\$381,703
	Net Assets End of Year:	\$2,958,977		Net Assets End of Year:	\$3,340,680
	THE RESERVE OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAME				



CENTER SPRINTERS

The Center was an official charity partner for the Go! St. Louis Family Fitness Weekend on Friday, April 5th and Saturday, April 6th. Each runner chose between running/walking a Marathon, Half-Marathon, or 5 K. The Center Sprinters team had 37



runners and raised over \$6,800 to help more children receive our services. We thank every runner and supporter that contributed. Also, thank you to our sponsors as we couldn't have done this without your support!



TOPGOLF TOURNAMENT

On Friday, May 10, the Center hosted its inaugural Topgolf Tournament. Eighteen teams competed to be named the Ultimate Champion. Thank you to everyone that participated and to our sponsors for an amazing event. Also, a special thank you to our sponsors and our co-chairs, Kevin Holleran and Michael Holmes!

GIVING VOICES TO CHILDREN CHARITY EVENT

The Center for Hearing and Speech held its biggest event of the year on Thursday, November 21, the "Giving Voices to Children Charity Event" at



the Marriott St. Louis Grand. We celebrated 99 years of transforming lives in St. Louis and honored Outstanding Community Advocate Awardee, Peter Neidorff. Guests were treated to a cocktail hour with a silent auction, followed by dinner and the awards ceremony. Thank you to all of our guests and sponsors for the most successful fundraising event in the history of the agency!

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Center for Hearing & Speech

Audiology (A), Speech-Language (S) Partner Sites

