



CENTER FOR HEARING & SPEECH

2014

ANNUAL REPORT

OUR YEAR IN REVIEW

Thanks to the dedication of our supporters, board members, volunteers and staff, the Center experienced another year of success in achieving our mission to help others. In 2014 we:

- Dispensed a total of 552 financially-assisted hearing aids, exceeding our 2014 goal by 22 devices. Much of this is due to a strengthened relationship with Missouri Vocational Rehabilitation offices;
- Served a total of 14,156 area children by providing a simple hearing and vision screening, the most ever in the School Screening Program's 45-year history;
- Expanded our Speech-Language Program satellite locations to 12, adding much needed therapy services at Most Holy Trinity Catholic School in north St. Louis City;
- Realized new dynamic leadership with our Young Friends group, which also adopted formal bylaws and initiated a social calendar resulting in membership growth to develop and nurture the next generation of Center supporters; and
- Received a Better Business Bureau Torch Award, presented to only two local charities a year, crediting the Center as "demonstrating a commitment to customer service through exceptional standards for ethical business practices."

We're proud of these accomplishments and it is our hope that you are, too. Without your support, we couldn't have realized these achievements, as well as our ability to help others everyday with their communication disorders.

Thank you!



Rita Tintera
Executive Director



Brad Bishop
Board President



2014 Program Stats

AUDIOLOGY

Total clients: **1,697 (clients all ages)**
Financially assisted clients: **1,086 (64% of total)**
Total hearing aids dispensed: **628**
Hearing aids through scholarship funding: **552 (88% of total)**
Services provided at main facility and one satellite office in north St. Louis City

SPEECH-LANGUAGE

Total clients: **365 (74% were children)**
Financially assisted clients: **322 (88% of total)**
Total therapy clients: **268**
Financially assisted therapy clients: **244 (91% of total)**
Total therapy sessions: **3,265**
Financially assisted client sessions: **2,805 (86% of total)**
Services provided at main facility and 12 off-site locations

SCHOOL SCREENING

Total children screened: **14,156**
Total screenings provided: **41,492**
Financially assisted children: **11,427 (81% of total)**
Services provided at 114 area schools and childcare centers

COMMUNITY HEALTH FAIRS

Total health fairs: **47 (89% were done free of charge)**
Total hearing screenings: **623 (48% were done free of charge)**

INDUSTRIAL SERVICES

Total hearing tests provided on mobile test vans: **25,132**
Total hearing evaluations provided in main facility: **324**
Services provided throughout Missouri and the region

OUTCOMES

Hearing aid clients: **95%** reported long-term high satisfaction with the use of their hearing aids
Children exiting individual therapy: **91.4%** achieved significant improvement in their speech and/or language skills.

Center Programs: Helping Others

Individuals of all ages, from infants to centenarians, benefit by receiving full assessments of their hearing ability, hearing aids, hearing aid repairs and ongoing consultations with the Center's experienced doctors of **Audiology**. Addressing hearing loss through amplification improves life quality, propels children to greater academic success, reduces anxiety and depression and contributes to overall better health.

Children with speech/language disorders or delays can struggle significantly in their learning environments. The Center's **Speech-Language** pathologists work with children so they achieve clear, articulated fluent speech and have mastery of all basic language concepts; the foundation for successful education. Adults also benefit from therapy programs to combat stuttering or vocal abuse or to regain the ability to speak and process language following a traumatic brain injury. Speech and language disorders commonly accompany other conditions, such as autism and Downs Syndrome.

There is high incidence of hearing and vision problems in young children that often go unrecognized. The Center's **School Screening** technicians provide hearing and vision screenings and tests of middle ear function for children at area schools and childcare centers. School nurses and families of children who did not pass a screening receive recommendations for medical follow-up.

Noise exposure in the workplace can lead to permanent hearing loss if preventative measures are not in place. The Center's **Industrial Hearing Conservation** certified technicians perform annual hearing tests for employees who work in noisy environments. Our industrial audiologist consults with employers on how best to preserve their employee's hearing ability. This is the Center's only profit-producing program, with generated revenue supporting Audiology, Speech-Language and School Screening programs.



After falling and suffering a head injury that affected Barbara’s hearing, both listening to the television and having conversations with the staff at her rehabilitation center were a struggle. It was hard for her to converse with anyone. “I’m so thrilled I could cry! This is the place to be; the compassion and knowledge of the staff are amazing.” Barbara has been coming to the Center for more than a year for audiology services and received hearing aids for both ears.

“Alexander was born with a hole in his heart and started struggling with asthma, then it lead to seizures in his sleep,” his mother shares with tears in her eyes. “The seizures caused him to slur his speech.” Alexander has been in speech therapy for about a year and now has excellent word comprehension but struggles frequently to come up with the correct word. He works to strengthen how he describes what he wants to say.



School was not always a positive experience for five-year-old Kevin. He would come home upset and frustrated that his teachers and classmates couldn’t understand him. His Center therapist, Kimberly, says Kevin has come a long way since his first day of therapy. “Kevin’s motor skills are improving and I can see a huge increase in his confidence because of his successes so far,” she says.

Kevin’s dad agrees and is appreciative of the assistance his son has received. “As a family, we are very grateful for this opportunity and to be awarded financial assistance. If it was completely private pay, we wouldn’t be able to have weekly therapy appointments for Kevin.”

“Oh, my life has changed a lot since coming to the Center,” Patricia says. “There are lots of things I wasn’t hearing that I am actually now able to hear. It’s like being reborn!”

“I don’t need to ask my grandkids to repeat things, write it down or spell it out. Now, I hear every word that they are saying to me. My first reaction to getting my hearing aid was just to let tears run down my face. “The only thing I could say was, ‘I CAN HEAR!’”



STATEMENT OF ACTIVITIES 2014

Revenue & Support	
Contributions	\$ 297,673
United Way	\$ 389,003
Special Event	\$ 43,833
Programs	\$ 1,015,163
Interest & Dividends	\$ 17,832
Unrealized Gains	\$ 56,343
Total Revenues & Support	\$ 1,819,847
Program Expenses	
Audiology	\$ 897,059
Speech/Language	\$ 386,043
School Screening	\$ 78,887
Industrial Services	\$ 323,183
Total Program Expenses	\$ 1,685,172
Management & General	\$ 244,121
Fundraising	\$ 88,939
Total Expenses	\$ 2,018,232

STATEMENT OF FINANCIAL POSITION 2014

Current Assets	
Cash	\$ 179,419
Accounts Receivable	\$ 122,132
Unconditional Promises to Give	\$ 591,649
Investments	\$ 1,002,252
Total Current Assets	\$ 1,895,452
Property & Equipment	\$ 1,167,741
Total Assets	\$ 3,063,193
Current Liabilities	\$ 88,534
Net Assets	
Unrestricted-not appropriated	\$ 1,359,323
Property & Equipment	\$ 1,167,741
Total Unrestricted Net Assets	\$ 2,527,064
Temporarily Restricted	\$ 645,979
Total Net Assets	\$ 3,173,043
Net Income	\$ (198,384)
Total Liabilities & Net Assets	\$ 3,063,193

MISSION

The Center for Hearing & Speech improves the quality of life for individuals with hearing and speech disorders by providing caring and high quality services, regardless of one's ability to pay. The Center continually strives to address a greater portion of the unmet need relating to speech and audiology in the St. Louis region.

BOARD OF DIRECTORS

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Gabriel Wilson
Steve Wintermann

MANAGING STAFF

Rita Tintera, *Executive Director*
Kimberly Camp, *Finance & Admin Director*
Jeff Tarr, *Development Director*
Rebecca Frazier, Au.D., CCC-A, *Chief Clinical Audiologist*
Gina Cato, M.A., CCC-SLP, *Chief Speech/Language Pathologist*
Judy Boles, *Industrial Services Director*

FRIENDS & SUPPORTERS

CIRCLE OF HOPE SOCIETY

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FOUNDATIONS AND CORPORATIONS

Aftton Firefighters	Enterprise Holdings Foundation	Mercy Corporate Health	Sandberg Phoenix & von Gontard PC
Amalgamated Bank of Chicago	Express Scripts Foundation	Mercy Health	Sandberg Phoenix & von Gontard Charitable Efforts Foundation
Amazonsmile Foundation	Gene-Del Printing, Inc.	Microsoft Corporation	Special People In Need
Ameren Missouri	Graybar Foundation	Monsanto	Schnucks eScrip Program
American Direct Marketing	Greater Saint Louis Community Foundation	Mutual of America	Schnucks Markets, Inc.
Anonymous (2)	The Greater St. Louis Health Foundation	Network For Good	Scottrade, Inc.
AT&T United Way Campaign	Allen P. & Josephine B. Green Foundation	Nike	Segal Consulting
Bank of America Matching Gift Program	Hammond and Shinnars, P.C.	Noodles & Company Hampton Village	Southern Commercial Bank
Bland Family Foundation	Hollywood Casino St. Louis	Oaktree Products	J.W. Terrill
Blue Chip Consortium	International Brotherhood of Teamsters 610	One West Associates	Truist
BNSF Railway Foundation	Keystone IT	Optimist Club of Clayton	Ux Enterprises LLC
Boeing Employees Community Fund	Leehar Distributors, Inc.	Optimist Club, Kirkwood Evening	Walter Knoll Florist
Bond Dental LLC	Liberty Mutual - Give with Liberty	River City Casino/Ameristar/Pinnacle Entertainment	Waterway Gas & Wash
The Dana Brown Charitable Trust, US Bank, Trustee	Mallinckrodt Pharmaceuticals Charitable Giving Program	Joseph H. and Florence A. Roblee Foundation	Webb Foundation
Build-A-Bear Workshop Foundation	Mallinckrodt Pharmaceuticals Matching Gift Program	St. Charles Senior Services Taskforce	Windsor Marketing Group, LLC
Citizens National Bank	Matter Family Office	St. Louis Blues 14 Fund	WNC of St. Louis, LLC
Combined Federal Campaign	Members Give-American Express	St. Louis Christmas Carols Association	Wolfe Nilges Nahorski, P.C.
Coventry Health Care			Herbert A. and Adrian W. Woods Foundation
Emmis Communications			

Proud member of

United Way of Greater St. Louis



theSAIGHfoundation



Nathan Kahn-Ernestine Kahn-Charles Kahn Foundation of Temple Israel Established by Lina Kahn

**“Best part: The therapist’s
approach with my child!
Right balance of play and
productivity.”**

– Beth

**“Just when I was about
to ask what someone said,
I realized I heard them!”**

– William

**“This has changed
my life completely;
I’m able to hear
the littlest things.
I truly thank you!”**

– Mabel

**“Because of you
I can hear again
and you make
this possible
for innumerable
people ...”**

– Norma

**“This is an excellent
service. The screeners are
always prompt, professional,
friendly and efficient. Thank you
immensely for a job well done!”**

– Kim, school nurse

MANY THANKS!

Want to Share in the Mission?

Simply put, the Center couldn’t help St. Louisans with their communication disorders without your help. Through financial contributions, in-kind donations and the volunteering of time and expertise, the Center can help those in our community suffering from communication disorders, either not being able to hear or not being able to speak or speak clearly.

If you’ve supported us in the past with a donation or by volunteering, thank you! If you would like to consider donating financially to the Center, you may do so at any

time with general support, by donating in our summer or fall appeals, purchasing tickets at our annual fundraiser, by a gift of stock or through a will or trust. If you choose to become involved as a volunteer, we have daily and specific occasion opportunities in which you could enroll. Find out more by contacting our Development Department at 314-968-4710 or by visiting our website at www.hearing-speechstlouis.org.