



2015

**ANNUAL REPORT**

# WHY WE DO IT

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It's because we care that people can hear, speak, understand and communicate; it's what drives us at the Center for Hearing & Speech to do a little more for someone that needs our help. We strive everyday to continue this non-profit's mission to help St. Louis area residents of all ages to get hearing aids ... for children and adults to get speech-language therapy ... and for children to get hearing and vision screenings ... all so that they may be able to overcome any communication disorder(s) that may afflict them. And we do it without the concern that most of our clients can't afford to pay for these services.

You see, the Center doesn't have any restrictions if a low-income senior citizen doesn't have insurance for a hearing aid or if a young family can't afford corrective speech therapy for their daughter. And it doesn't really matter to us if a five-year old boy gets a hearing and vision test and his family or school doesn't pay for it. For these reasons and many more, the Center has been a fixture in this community for more than 95 years helping St. Louis area residents with their communication problems.

## Here's how we helped our neighbors in 2015:

- More than 1,200 low-income children and adults received audiology services at little or very low cost. This includes the fitting of 624 new hearing aids for these grateful residents.
- For the second consecutive year, the Center's School Screening Program screened, for free, more than 10,000 children for undetected hearing and vision loss.
- The Center began establishing new alliances within the non-profit world and strategic business partners to introduce its charitable services to new audiences, helping even more St. Louisans with their communication disorders into 2016.
- Funding was secured last year to assist more Missouri and Illinois rural low-income individuals living with hearing loss; populations that have had low representation in our caseload but statistically show great need.
- Financially, 2015 was a healthy year for the Center that allowed us to help even more people with communication disorders. Because of this positive cash flow, a surplus was realized.



We're extremely grateful to all of our supporters and take great pride in the work we do for the less fortunate in St. Louis. There is and always will be a need for hearing and speech-language assistance in our area and the Center is the only agency that offers these services, regardless of one's ability to pay for them. We're extremely proud to be that provider.

Many thanks!



**Frank D'Antonio**  
Board President



**Rita Tintera**  
Executive Director



# WHAT WE ACCOMPLISHED: 2015 PROGRAM STATS

## AUDIOLOGY

Total clients: **1,813 (all ages)**  
Financially assisted clients: **1,248 (69% of total)**  
Total hearing aids dispensed: **702**  
Hearing aids through financial assistance: **624 (88% total)**  
Services provided at **main clinic and one satellite office in north St. Louis City.**

## SPEECH-LANGUAGE

Total clients: **339 (88% were children)**  
Financially assisted clients: **296 (87% of total)**  
Total therapy clients: **258**  
Financially assisted therapy clients: **237 (92% of total)**  
Total therapy sessions: **3,217**  
Financially assisted client sessions: **2,733 (85% of total)**  
Services provided at **main clinic and 12 off-site locations.**

## COMMUNITY HEALTH FAIRS

Total health fairs: **44 (73% were free of charge)**  
Total hearing screenings: **621 (52% were free of charge)**

## SCHOOL SCREENING

Total children screened: **13,203**  
Financially assisted children: **10,634 (81%)**  
Total screenings provided: **39,447**  
Services provided at **101 area schools and childcare centers.**

## INDUSTRIAL SERVICES

Total hearing tests provided at worksite locations: **28,286**  
Total hearing evaluations provided in main clinic: **317**  
Services provided throughout **Missouri and the region.**

## OUTCOMES

Hearing aid clients: **99% reported long-term high satisfaction** with the use of their hearing aids.  
Children exiting individual therapy: **91% achieved significant improvement** in their speech and/or language skills.



Eighteen year-old Emily was diagnosed with moderate to severe hearing loss in both ears. Her doctor of many years told her she had no actual hearing loss and that she instead suffered from “selective hearing.” A new physician determined that Emily should have had hearing aids all of her life!

After recommended to the Center, Emily received her hearing aids. “It’s amazing; I went into a trance when I first got my new hearing aids,” she says. “There was just so much I had never heard before ... I had no idea how beautiful everything could be with sound!”

# WHAT WE DO

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## Audiology

Untreated hearing loss can severely limit a person's ability to communicate, address health needs, live independently and participate in social and daily activities. Fortunately, hearing loss can be managed in 95 percent of cases through the use of hearing aids.

The Center provides in-depth evaluations for individuals of all ages to identify the type and severity of a hearing problem and determine if a hearing aid is necessary. A wide range of technically advanced hearing aids are available to clients. Doctors of audiology work with each individual to decide which type of hearing aid will integrate best with his or her needs and lifestyle.

Follow up care, including fittings, evaluations and hearing aid adjustments are routine for clients at both the Center's main clinic in Rock Hill and at its satellite location in north St. Louis City.

## Speech-Language

It's estimated that 16 million Americans have a speech or language disorder. In children it can result in the failure to thrive academically, emotionally and socially.

Treatment offers a lifetime of improved communication and a better chance at a healthier, happier and more successful life. The Center's Speech-Language Program conducts evaluations to identify the type and severity of a child's problem. By setting goals for individual improvement, a child will then go through a number and specific frequency of therapy sessions depending upon the severity of the child's disorder and his or her reaction to therapy.

Speech-language pathologists (SLPs) also work with adults who may have a speaking disorder due to a traumatic brain injury, stroke or other serious ailments that afflict their ability to speak. Center SLPs can also help adults from other countries to modify and tune their English speaking abilities.

## School Screening

Effective hearing and vision are important to a child's success in school. The earlier possible problems are diagnosed and treated, the less its potential negative affect may have on a child's development and education. The need for school-based screenings is important in impoverished neighborhoods where hearing and vision disorders can go undiagnosed for children in under-funded schools.



The School Screening Program's objective is to identify children suspected of having undetected hearing and vision problems. Parents are then notified of potential problems and recommendations for follow-up therapy and related services are provided. These objectives are met by creating partnerships with neighborhood schools, daycares, nurseries and Head Start programs, many in marginalized communities in the St. Louis area. The Center screens children at slightly more than 100 schools, primarily in St. Louis City and St. Louis County, but services are also provided in Jefferson, Lincoln and St. Charles counties on a regular basis.

## Industrial Hearing Conservation

Created to help prevent noise-induced hearing loss in industrial or manufacturing work environments, the Center's Industrial Hearing Conservation Program works with businesses whose employees work in loud noise environments, 85 dB (decibels) or higher. Center certified technicians are hired by companies to conduct annual hearing tests for their workers at companies within a 250-mile radius of St. Louis. An industrial audiologist consults with employers on the latest preventative measures and practices to preserve their worker's hearing ability.

Profits generated from these services help to fund the Center's three charitable programs: Audiology, Speech-Language and School Screening.

# WHO WE HELP

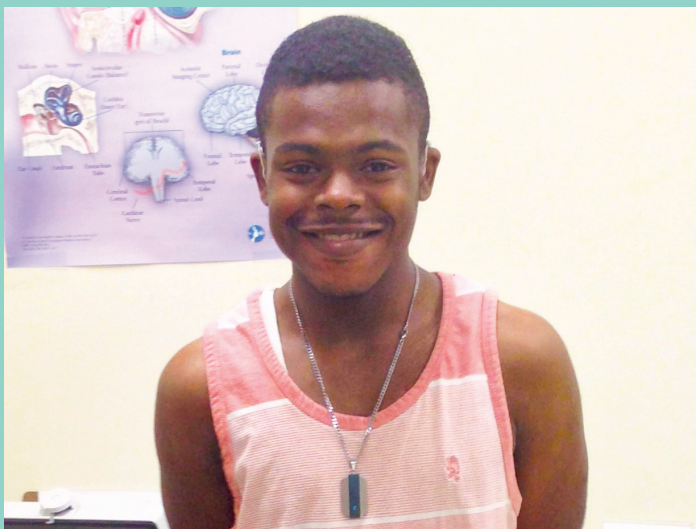
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**Ervin and Roberto** were two boys at St. Cecelia School and Academy who needed help. Ervin had difficulty reading short words and using a variety of letters to create new words. Roberto had difficulty understanding the difference between the ending sounds of words, creating a problem of being able to pronounce words.

With help from a Center speech-language pathologist, both Ervin and Roberto were able to each achieve their individual goals: Ervin learned to associate written letters to the sounds they produced, enabling him to increase his reading skills significantly; Roberto was able to identify the ending sounds of words to eventually understand how words sound when spoken. School educators noted that both boys increased their confidence and willingness to participate in more challenging academic activities as a result of their therapy.

"I had started missing words when people would speak to me, I was always asking for people to repeat things to me; it was very frustrating," **Patricia** says. She had previously purchased a hearing aid that she saw on television but it was not properly fitted for her and would not stay behind her ear, so she just stopped using it. All that changed when she came to the Center. With the help of financial assistance, Patricia was given a hearing aid specially molded just for her. Her life subsequently changed. "I was amazed as to what I could hear again, it really opened a whole new world. I wear my hearing aid all day long. I love to wear it on the bus so now instead of just reading, I get to talk to people and hear their stories. I used to avoid talking to people because I couldn't hear them, now I love every sound!"



**Joe's** foster mother, Nadine, first brought him to the Center in 2001. He was three years of age and had extensive hearing loss. Once adopted by Nadine, Joe received his first hearing aid at the age of four. Now years later, Joe feels more comfortable in public and is active around friends and family. "He has literally grown up with the Center," Nadine says.

Thanks to his hearing aids, Joe says he talks so much now that he doesn't have to rely on reading lips or other techniques to communicate. "I love math and writing, and because of my hearing aids I got to talk in class and participate like everybody else! I love working with social media; it helps me to meet others who have hearing loss and to make friends all over the country. I also really want to learn sign language to help kids that were once like me," Joe says.



# WHO WE ARE

## Statement of Activities 2015

Revenue & Support		
Contributions	\$	441,826
United Way	\$	414,003
Special Event	\$	66,918
Programs	\$	1,166,563
Interest & Dividends	\$	19,246
Unrealized Gains	\$	(14,074)
Total Revenues & Support	\$	2,094,482
Program Expenses		
Audiology	\$	976,238
Speech-Language	\$	385,270
School Screening	\$	72,219
Industrial Services	\$	354,250
Total Program Expenses	\$	1,787,977
Management & General	\$	197,481
Fundraising	\$	103,147
Total Expenses	\$	2,088,605

## Statement Of Financial Position 2015

Current Assets		
Cash	\$	200,809
Accounts Receivable	\$	163,462
Other Current Assets	\$	5,470
Unconditional Promises to Give	\$	606,373
Investments	\$	984,007
Total Current Assets	\$	1,960,121
Property & Equipment	\$	1,125,500
Total Assets	\$	3,085,621
Current Liabilities	\$	110,689
Net Assets		
Unrestricted-not appropriated	\$	1,177,096
Property & Equipment	\$	1,125,500
Total Unrestricted Net Assets	\$	2,302,596
Temporarily Restricted	\$	672,336
Total Net Assets	\$	2,974,932
Total Liabilities & Net Assets	\$	3,085,621

## 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.

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# WHO HELPS US

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103.3 KLOU/I Heart Radio  
Aetna Foundation  
Amalgamated Bank of Chicago  
Ameren Charitable Trust  
American Direct Marketing Resources  
Anonymous  
Armstrong Teasdale  
AT&T Services, Inc.  
AT&T United Way Campaign  
Bank of America  
Bland Family Foundation  
Boeing Employees Community Fund  
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Saigh Foundation  
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Signature Healthcare Foundation  
Simplify Our Life  
Special People in Need  
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St. Louis Blues 14 Fund  
St. Louis Cardinals Care  
St. Louis Christmas Carols Association  
St. Louis Variety  
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Texas Roadhouse Holdings, LLC  
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Truist  
United Way of Greater St. Louis  
Unitron  
Ux Enterprises, LLC  
Waterway Gas & Wash  
Webb Foundation  
Wells Fargo Advisors  
Wolf Nilges Nahorski, P.C.

Proud member of

United Way  
of Greater St. Louis



"Thank you for what you do. Neither of my parents would be wearing a hearing aid if it was not for you."

— Gus

"Alexis really loved the speech therapy games used to keep the sessions fun and engaging. Everyone is so professional; they really put you at ease. It was great to use the observation room to watch therapy techniques used so I can help Alexis practice at home between sessions."

— Alexis' mother

"The children receive one-on-one services that set them up for increased success in their daily activities as well as their academic future. Services are working wonderfully and are a huge benefit to the children in our program. Thank you for this wonderful addition to our program; very excited to continue services!"

— School director

"I appreciate the kindness, compassion, expert advice and warm professional assistance!"

— Joan

"I like the care and consideration I received from Dr. Frazier. I think your services couldn't be any better."

— Frances

"I like the Center because I get expert help without profit motives. I'm new to wearing a hearing aid, but I expect great results. I am totally satisfied!"

— Don

## WHO'S TALKING ABOUT US

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The words of who we help speak loud and clear! From individuals who have poor hearing that we help with amplification, to those whose hearing we help preserve, to those children who don't speak and can't express themselves with speech or language disorders or delays, to those children who might have an undetected hearing or vision problem, the Center and volunteers are there to help.

We welcome your support with time or donations to ensure those who are most vulnerable, marginalized, needy or unaware of their disorders can function as normally as possible and to live lives full of possibilities. From current funding by attending our special events, making a donation to an annual appeal, to helping with time in our clinic offices ... to future funding via estate planning, wills or trusts, many opportunities are there for your consideration.

To discover what works best for you and/or your company, contact our Development Department at 314-968-4710 or by visiting our website at [www.hearing-speechstlouis.org](http://www.hearing-speechstlouis.org).

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