



HEAR - SPEAK - CONNECT



2016 ANNUAL REPORT

CONNECT WITH YOUR WORLD

WE ALL NEED HELP FROM OTHERS AT SOME POINT IN OUR LIVES.

How would it feel to no longer hear your loved ones' voices? What would you do if your toddler couldn't tell you what they needed or what was wrong? Where would you find confidence amidst a debilitating stutter? What if you suddenly lost the ability to speak after a stroke?

Now, what if you couldn't afford any of this help?

The Center exists to help people in need so they can hear, speak and connect with their world.

This is the legacy of service the Center has provided. We have been an essential part of life for generations of St. Louis area residents since 1920. For decades, the Center has provided this assistance regardless of the individual's ability to pay, resulting in happier and more fulfilled lives.

We are a small agency but we have an enormous impact on our clients' lives. People have a fundamental need for the care we provide, and the Center is dedicated to ensure that life can be better for all who seek its help, today and tomorrow.

We sincerely thank every individual, foundation and business who believes in our mission and supports the Center. Your support ensures the Center can help those who need us to hear, speak and connect with their world.

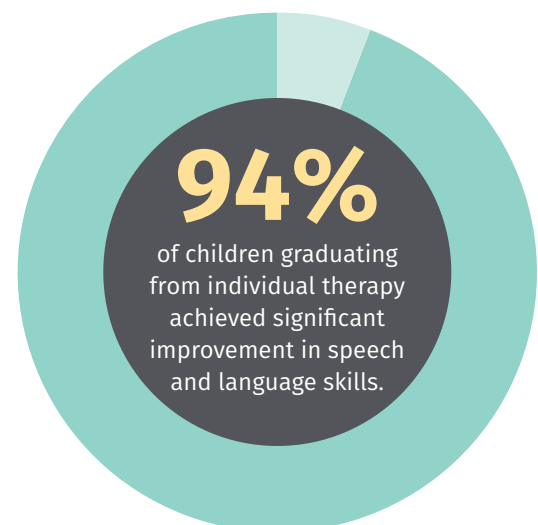


Michael Arendes
Board President



RITA TINTERA
Executive Director

OUTCOMES





JACE WAS 2 YEARS OLD WHEN HE CAME TO THE CENTER BECAUSE HE WASN'T TALKING, AT ALL.

His parents were very concerned when he would only point at what he wanted but didn't speak.

Tantrums usually followed when they couldn't guess what Jace wanted to say because he couldn't say anything.

After three years of individualized therapy with a Center speech-language pathologist, Jace developed his ability to speak in complete sentences, to follow directions and improve his vocabulary.

In 2016, Jace entered Kindergarten communicating with his family and with other children his age, making friends and expressing himself by speaking clearly.



Ernestine has profound hearing loss in both ears. The 91-year old retired factory worker is able to live on her own with the help of family and two high-powered hearing aids.

"They're helpful and they give me hope," Ernestine says about her aids.

A Center client since 2003, Ernestine's hearing has steadily declined over the years.

While it is constant work to keep up with her hearing loss, she's optimistic. "I have hope from coming here that I'm able to hear and live my life."

AUDIOLOGY

Center audiologists evaluate, diagnose and treat our clients across the spectrum of hearing-loss severity. We provide hearing aids specifically suited to the individual clients' needs and perform attentive, ongoing care to guarantee clients have the best outcomes possible.

"I am so grateful. With one small device, I'm now hearing and happy and my family is mine again. I wish I could tell everyone you don't have to suffer; get tested. The services were more than I ever expected!"

– Joan



88%

OF HEARING AIDS ARE PROVIDED THROUGH FINANCIAL ASSISTANCE

Total clients: 2,052

Total hearing aids dispensed: 760

Hearing aids through financial assistance: 669 (88%)

Services provided at main clinic and Affinia Healthcare satellite clinic in north St. Louis City

15,325

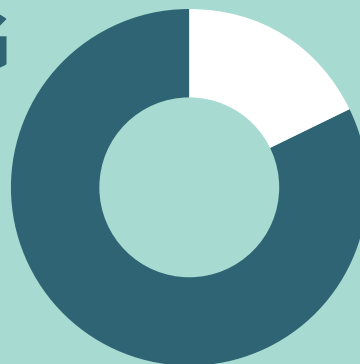
CHILDREN AND ADULTS SERVED BY OUR CHARITABLE PROGRAMS

SCHOOL SCREENING

The Center's school screeners provide simple, yet necessary, hearing and vision checks at schools and childcare centers throughout the region. They identify children with potential issues so parents and educators can pursue more in-depth testing and treatment.

"Year after year, your School Screening services allow our children to be healthy and happy so that they can reach their full learning potential ... your services are greatly appreciated!"

– School Director, Lift for Life Academy



82%

OF CHILDREN WERE SCREENED FREE OF CHARGE

Total children screened: 12,889

Financially assisted children: 10,608 (82%)

Total screenings provided: 37,927

Services provided at 117 schools and childcare centers in St. Louis City and St. Louis County, as well as Jefferson, Lincoln and St. Charles counties

SPEECH-LANGUAGE

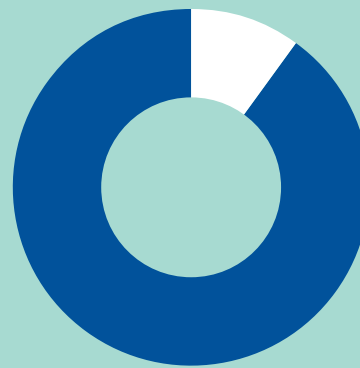
The Center's speech-language pathologists (SLPs) provide individualized therapy to children based on the severity and specific needs identified during evaluations.

SLPs also work to help rehabilitate adults who have developed disorders later in life due to traumatic brain injury, stroke or other health issues.

We also offer accent acquisition training for individuals looking to acquire an American accent for personal or professional development.

"We had a wonderful speech-language pathologist. The experience was great!"

- Jill, mother of a client



90%
OF THERAPY SESSIONS
WERE PROVIDED
THROUGH FINANCIAL
ASSISTANCE

Total clients: 384 (87% were children)

Total therapy clients: 252

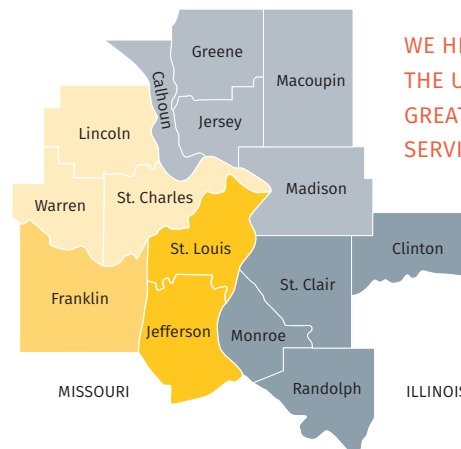
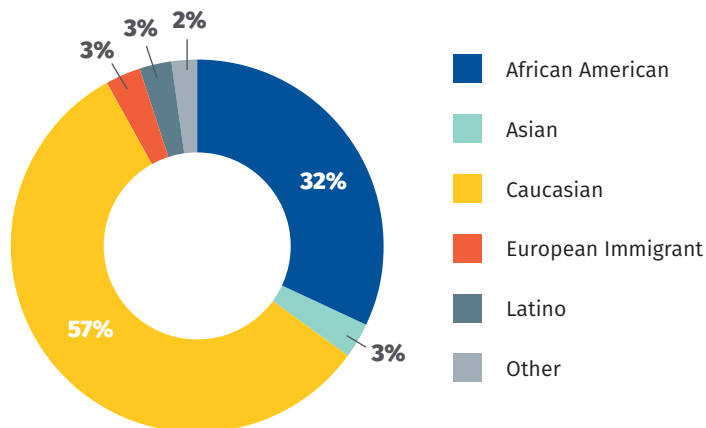
Financially assisted therapy clients: 234

Total therapy sessions: 3,039

Financially assisted client sessions: 2,738 (90%)

Services provided at main clinic and 17 partner locations

WHO WE SERVE



WE HELP ANYONE WITHIN
THE UNITED WAY OF
GREATER ST. LOUIS'
SERVICE AREA.

INDUSTRIAL SERVICES

Our Industrial Hearing Conservation Program provides mandatory annual hearing test for workers in high-noise environments. We partner with businesses, typically in manufacturing and construction, and the revenue generated by this service help fund the Center's charitable programs.

Hearing tests provided at worksite locations: 27,354

Hearing tests provided in main clinic: 346

Services provided throughout Missouri, Illinois and the region

COMMUNITY HEALTH FAIRS

The Center promotes its services and the importance of hearing health at events throughout the region. We provide information as well as hearing screenings at events ranging from employee health fairs to nursing home visits and public informational seminars.

Total health fairs: 65 (72% were free of charge)

Total hearing screenings 860 (42% were free of charge)

BACKING THE MISSION

Statement of Activities 2016

Revenue & Support	
Contributions	\$ 375,473
United Way	\$ 414,003
Special Event	\$ 63,436
Programs	\$ 1,179,078
Interest & Dividends	\$ 21,013
Unrealized Gains	\$ 51,417
Total Revenues & Support	\$ 2,104,420
Program Expenses	
Audiology	\$ 993,269
Speech-Language	\$ 402,039
School Screening	\$ 75,057
Industrial Services	\$ 378,250
Total Program Expenses	\$ 1,848,615
Management & General	\$ 194,658
Fundraising	\$ 114,211
Total Expenses	\$ 2,157,484

Statement of Financial Position 2016

Current Assets	
Cash	\$ 159,679
Accounts Receivable	\$ 203,022
Other Current Assets	\$ 4,454
Unconditional Promises to Give	\$ 480,301
Total Current Assets	\$ 847,456
Investments	\$ 1,069,783
Property & Equipment	\$ 1,104,983
Total Assets	\$ 3,022,222
Current Liabilities	\$ 99,868
Net Assets	
Unrestricted-not appropriated	\$ 1,248,934
Property & Equipment	\$ 1,104,983
Total Unrestricted Net Assets	\$ 2,353,917
Temporarily Restricted	\$ 568,437
Total Net Assets	\$ 2,922,354
Total Liabilities & Net Assets	\$ 3,022,222

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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 Gina Cato, M.A., CCC-SLP, *Chief Speech-Language Pathologist*
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103.3 KLOU/I Heart Radio
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Ameren Charitable Trust
American Direct Marketing Resources
American Pulverizer
Anonymous (2)
AT&T Services, Inc.
Bland Family Foundation
Blues for Kids Foundation
BMO Harris Bank
Breadsmith
Boeing Employees Community Fund
Bond Dental LLC
Henry W. Bull Foundation
Callaway Golf Company
Chesterfield Baseball Cards, Inc.
Chih Design, Fine Art & Craft
Combined Federal Campaign
Commerce Trust Company
Olive A. Dempsey Charitable Trust
Carol B. Eder Studios
Enterprise Holdings Foundation
Episcopal Presbyterian Health Trust
Fox Associates LLC
Fox Sports Midwest
Graybar Foundation
Greater St. Louis Community Foundation
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Hollywood Casino St. Louis
Samuel Honigberg Foundation
Jefferson Foundation
Edward Jones Charitable Foundation
Hammond and Shinnors, P.C.
The Home Depot Sunset Hills #3007
Wade Howell Design
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Keystone IT
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Laborers International Union of North America, Local 118
Leehar Distributors, Inc.

Scott Lokitz Photographic Artist
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Mallinckrodt Pharmaceuticals Matching Gift Program
Microsoft Corporation Matching Gifts Program
Missouri Foundation for Health
Modern Litho St. Louis
Mutual of America
Oaktree Products, Inc.
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Optimist Club of Clayton
Herman T. & Phenie R. Pott Foundation
PRP Wine International
Quezel/Ronnie's Ice Cream
RGRD, LLP
Saigh Foundation
St. Louis Cardinals Care
St. Louis Christmas Carols Association
St. Louis Philanthropic Foundation
Schlafly Tap Room
Schnuck's eScrip Program
Al Schupmann Photography
Scotttrade, Inc.
Sidener Foundation
Special People in Need
Stephens Industries
Sugarfire Smoke House
Teamsters Joint Council No. 13
United Way of Greater St. Louis
Unitron
Ux Enterprises LLC
DeWitt and Caroline Van Evera Foundation
Waterway Gas & Wash
Webb Foundation
Wells Fargo Advisors
Herbert A. and Adrian W. Woods Foundation

Thank you to all donors of all levels who help the Center achieve its mission to help others!



Kalif and Kalia have a zest for life with personalities that light up a room. These siblings were able to increase their communication skills and are thriving in school thanks to corrective speech-language therapy.

Both children required help with enunciation with the “s” and “l” sounds so that they could be clearly understood by others when speaking. And for Kalif, asking questions about what he was reading helped with his comprehension of words and sentences, allowing him to focus on his therapy and to learn.

Thanks to a caring and attentive mother, both children receive help at home that only accelerates their therapy!

CONNECT WITH THE MISSION

You can have a profound impact on the lives of people like Ernestine, Jace, Kalif and Kalia and so many other members of our community who need the Center’s help addressing communication disorders.

We appreciate the immense support we receive from our donors, sponsors and friends. For your past and continued support, we thank you!

As we strive to address the unmet need for communication disorder assistance, we will continue to grow and expand our network of community partnerships. Please consider how you can help change a life today!

If you consider our mission and programs to be a valuable part of our community landscape, we invite you to help support the Center. Please know that any time is the perfect time to become a donor or to volunteer.

Discover how you can connect with the Center by contacting the Development Department at 314-968-4710 or by visiting our website. Thank you for your generosity and support!



9835 Manchester Road, St. Louis, MO 63119
314-968-4710 • www.hearing-speechstlouis.org

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