



2017 ANNUAL REPORT

ACHIEVING EVERYDAY MIRACLES

It's easy to take for granted things we do every day and not think much of it.

Saying "good morning" to a loved one, listening to the radio when driving to work, ordering lunch at the counter or being able to hear the grandkids playing – we don't appreciate these simple things if our lives are untouched by communications disorders.

In 2017, we served thousands of people who face communication challenges. They live with debilitating hearing loss, cannot express themselves because of limiting speech-language delays or face the possibility of an undiagnosed disorder.

We're all distinct people with differing needs. That's why the Center's focus is on the client as an individual. Our success comes from that commitment to fitting the best hearing aid to treat a person's exact hearing loss or custom-tailoring a therapy plan for each child.

The Center exists to help those in our community who do not have the financial

means to afford these specialized services. We are the only organization in the St. Louis area that provides this care to anyone regardless of their ability to pay. That is our mission and it is what sets us apart.

Communication is the essence of being human; it's a vital component in our lives. We're here to ensure our neighbors with communication disorders receive this individualized care so they can live lives where they can hear and be understood.

We hope you can share in our pride that these simple, beautiful everyday miracles happen at the Center for so many people in our community.



Michael Arendes
Board President



RITA TINTEIRA
Executive Director

OUTCOMES

97%

of hearing aid clients reported long-term high satisfaction with the use of their hearing aids

94%

of children graduating from individual therapy achieved significant improvement in speech and language skills

For 20 years, Terri could barely hear.

For years, she didn't pursue getting help for her hearing because a doctor convinced her she didn't need hearing aids. Eventually, an ear, nose and throat doctor suggested she contact the Center for help.

"I wish I would have come here twenty years ago; the change was amazing," Terri said. "I could hear my kids, the sound of my clothes rustling. It's unbelievable what I had been missing for so long."



Gregory and Carter



Carter and Gregory today.

Years have flown since brothers Carter and Gregory first visited the Center for their speech-language therapy.

Both worked hard with their speech-language pathologist for their stuttering and articulation problems.

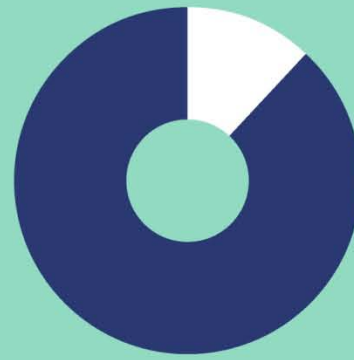
Ten years later Gregory is off to college. At Parkway North High School, he was active in football, volleyball and worked as a camp counselor. Carter is just as active in high school and is class president.

"If I hadn't gone through speech therapy as a child, I probably would've never been class president," Carter says.

Gregory agrees. "I was finally able to have normal conversations with all my friends and actually raise my hand in class. It was life changing for me."

AUDIOLOGY

Center for Hearing & Speech doctors of audiology evaluate, diagnose and treat clients suffering from a variety of hearing loss severity. We provide hearing aids specifically for the client's individual needs. Doctors provide ongoing care to guarantee client satisfaction and that all devices are working to their maximum potential.



88%

OF HEARING AIDS PROVIDED VIA FINANCIAL ASSISTANCE

“I’ve missed a lot with my hearing loss – not anymore! You’re top notch ... I want to thank all of you from the bottom of my heart!”

– Evelyn, age 44

Total clients: 2,028

Total financially-assisted hearing aids fitted: 692 (88%)

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

16,234

CHILDREN AND ADULTS HELPED BY OUR CHARITABLE PROGRAMS

SCHOOL SCREENING

School Screening technicians provide essential, simple hearing and vision checks at partner schools and childcare centers throughout the region. These screenings can identify hidden hearing or vision problems that, if left untreated, can become permanent educational, social and emotional problems for children. School administrators and parents are notified so that more in-depth testing and treatment can be provided.



84%

OF CHILDREN WERE SCREENED FREE OF CHARGE

“I was so pleased with our experience. Your screeners were so efficient and professional. It was a pleasure having them here helping our students!”

– School administrator, St. Roch Catholic School

Total children screened: 13,744

Financially assisted screenings: 11,497 (84%)

Total screenings provided: 38,737

Screenings provided in 109 schools and childcare centers in St. Louis City and St. Louis, Jefferson, Lincoln and St. Charles counties

SPEECH-LANGUAGE

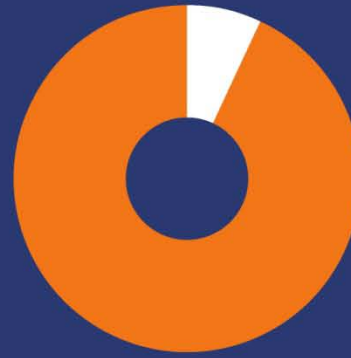
The Center's speech-language pathologists (SLPs) provide individualized therapy to children based on the severity and specific communication disorders identified during evaluations.

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

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

"Therapy has made a world of difference in our student's academic, social and emotional growth."

- Alicia Klug, Principal, Word of Life Lutheran School



93%

OF THERAPY SESSIONS WERE PROVIDED THROUGH FINANCIAL ASSISTANCE

Total clients: 462 (91% were children)

Total therapy clients: 303

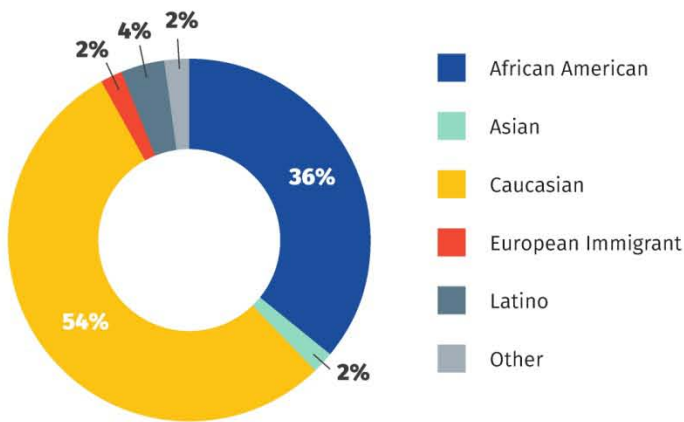
Financially assisted therapy clients: 284

Total therapy sessions: 4,113

Financially assisted client sessions: 3,829 (93%)

Services provided at main clinic and 19 partner locations

WHO WE SERVE



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

INDUSTRIAL SERVICES

The Center's Industrial Hearing Conservation Program provides mandatory annual hearing tests for employees in high-noise work environments including: manufacturing, mining, military and transportation industries. We partner with these businesses and the revenue generated by this service helps fund the Center's charitable programs. Services are provided throughout Missouri and Illinois, within a general service radius of 300 miles of St. Louis.

Number of partnering companies: 342

Hearing tests provided at worksite locations: 28,943

Hearing tests provided in main clinic: 388

"I enjoyed working with your team. It was a good experience for me and all of our employees."

- Company administrator, Cardinal Health

COMMUNITY HEALTH FAIRS

The Center continually promotes its services and the importance of hearing health throughout the community by attending health fairs and similar events every year. Such activities include senior citizen centers, public library events, children's and company-sponsored employee health fairs.

Total health fairs: 55 (73% were free of charge)

Total hearing screenings: 1,085 (57% were free of charge)

BACKING THE MISSION

Statement of Activities 2017

Revenue & Support	
Contributions	\$ 485,226
United Way	\$ 396,533
Special Event	\$ 57,497
Programs	\$ 1,215,200
Interest & Dividends	\$ 21,533
Unrealized Gains	\$ 116,641
Total Revenues & Support	\$ 2,292,630
Program Expenses	
Audiology	\$ 1,043,847
Speech-Language	\$ 455,957
School Screening	\$ 76,911
Industrial Services	\$ 371,656
Total Program Expenses	\$ 1,948,371
Management & General	\$ 198,644
Fundraising	\$ 111,582
Total Expenses	\$ 2,258,597
Change in net Assets	\$ 34,033

Statement of Financial Position 2017

Current Assets	
Cash	\$ 195,833
Accounts Receivable	\$ 152,161
Other Current Assets	\$ 38,238
Unconditional Promises to Give	\$ 480,301
Total Current Assets	\$ 837,294
Investments	\$ 1,107,847
Property & Equipment	\$ 1,071,113
Total Assets	\$ 3,016,254
Current Liabilities	\$ 107,406
Net Assets	
Unrestricted-not appropriated	\$ 1,203,320
Property & Equipment	\$ 1,107,847
Total Unrestricted Net Assets	\$ 2,311,167
Temporarily Restricted	\$ 564,586
Board Designated	\$ 33,095
Total Net Assets	\$ 2,908,848
Total Liabilities & Net Assets	\$ 3,016,254

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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MANAGING STAFF

Rita Tintera, *Executive Director*
 Kate Sinks, Au.D., CCC-A, F-AAA, *Chief Audiologist*
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CIRCLE OF HOPE

Many thanks to our individual, corporate and foundation/charitable trust supporters who believe in our mission to help others in the St. Louis area with their communication disorders!

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



It's never too late to tune into your world.

Rick spent his lifetime on the road with Ringling Bros. and Barnum & Bailey Circus, subjected to loud noises from performances, trains and equipment.

He came to the Center with late-stage cancer after his doctor sent him here for help. Because of his health, hearing his family in these final days is crucial. "I couldn't believe how much I was missing," Rick reflects. Thanks to his new hearing aids, Rick won't miss a thing before the end of the show.



"I knew I needed hearing aids for several years," Paula explains.

Despite increasing signs of hearing loss, she was hesitant to look into hearing aids because of the high cost. Upon recommendation to the Center, Paula learned she could be eligible for financial assistance.

"When I found out about this being a non-profit and having scholarship available, I thought 'Oh, that is the way to go' because I could never afford it on my own," Paula said.

HELP US WITH OUR MISSION

Want to help the Center provide everyday miracles for local people with communication disorders?

There are many ways to help. Through financial donations, we can help so many more low-income children and adults with hearing problems, provide vital speech-language therapy to a struggling child or provide that first-time hearing and vision screening for a girl or boy who may have an undiagnosed loss that could affect their learning ability or to socially engage with other children.

If you have time to give, we have opportunities for you! From office assistance to clinical opportunities to party planning, we've got ways you can help that you may never have considered before.

Discover more by visiting our website at www.chsstl.org or by contacting our Development Department at 314-968-4710. Help us to help others in need!



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