

ANNUAL REPORT 2020



PEOPLE FIRST
INNOVATION
EXCELLENCE



CELEBRATING 100 YEARS

of Transforming Lives and Empowering Communication





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

LETTER FROM EXECUTIVE DIRECTOR AND BOARD PRESIDENT

We began 2020 poised to build on the tremendous success of the blockbuster 2019 year with a brand-new health records system, upgraded IT infrastructure and hardware, having purchased our building, and expanded community services. Yet the pandemic, climate disruptions, and political instability made that a lot more challenging than anyone could have prepared for. Everything was closing in all around us and no one knew what to expect. Yet, we remained steadfast in our vision for a world where there is open access to communication services for all in a community where we can all live, work and thrive. After taking a deep breath, the Center staff creatively met the ever changing and growing demand, serving our clients with the dignity and respect they deserve. Because preventing the isolation that limited communication creates for present and future generations has never been more critical.

Our vital programs and services including audiology, speech language therapy, hearing and vision screening, hearing university classes, social worker case management support, and hearing conservation remained available throughout the pandemic due to the dedication and creativity of our staff and the patronage of our constituents. Transforming our clients' lives through caring, personalized, and innovative programs that empower communication is our mission so all services remain available at no cost to income-eligible.

Our values drive our work: We strive for excellence in everything we do by being innovative to ensure that we always put people first. To that end, we are grateful for the support to do this important work and we are honored to share the results of our work together, with you our constituents.

Wishing you safety and good health,



TRAVIS THREATS
Board President



JULIE ERICKSON
Executive Director

prevention. diagnosis. treatment. access.

REIMAGINING COMMUNICATION ACCESS

ONE MILLION PEOPLE

Received the gift of communication from the Center over the last 100 years.

THE COST:

\$190,000

for Audiology

\$140,000

for Speech Language
Therapy

\$25,000

for Hearing and Vision
Screening

\$5,000

for Hearing University
Classes

THE BENEFITS:



529

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

1,032

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



288

Children significantly improved their speech through therapy.

847

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



prevention. diagnosis. treatment. access.

2020 KEY ACCOMPLISHMENTS

Capital

- First floor renovations
- Replaced single pane windows with double pane windows on Manchester Road side
- New HVAC in doctor's office, paid primarily by insurance
- New minivan to replace 14-year-old car
- Began process of building a new Mobile Hearing Clinic (for Hearing Conservation and free health fairs)

COVID

- Safeguards (masks, temperature checks, cleaning protocols) for staff and clients
- Adoption of teletherapy and curbside service

Program

- Adoption of Electronic Medical Record (EMR)
- Scanned all of 2018 and 2019 records into EMR
- Tablets provided for seniors in St. Louis County (50) and St. Louis City (50)
- Social Worker added to the team – conducts Basic Needs Assessment and connects clients to food and other resources
- Two free hearing aids for seniors who qualify
- Hearing University training had 433 attendees via Zoom
- Launched Adopt-A-Family project for the holidays

Marketing

- Online hearing screening added to website
- Created mask extenders
- Fuel Medical partnership launched
- Expanded training for Doctors of Audiology
- Website revised at no cost



We are the only charity in the St. Louis region for free to low-cost audiology and speech-language services, serving more than 18,000 individuals annually. We believe the ability to hear and speak is fundamental to a healthy, happy life. We exist to serve those with the highest level of service.

2019 FINANCIALS

January 1 - December 31, 2019
(audited)

Public Support	\$984,342
Program Revenue	\$1,414,804
Special Events	\$197,744
Investments	\$216,127
Revenue	\$2,813,016

Programs	\$1,968,253
Fundraising	\$209,241
Management	\$282,900
Expenses	\$2,460,394

Net Assets Beginning of Year:	\$2,958,977
Change in Net Assets:	\$315,059
Net Assets End of Year:	\$3,274,036

2020 FINANCIALS

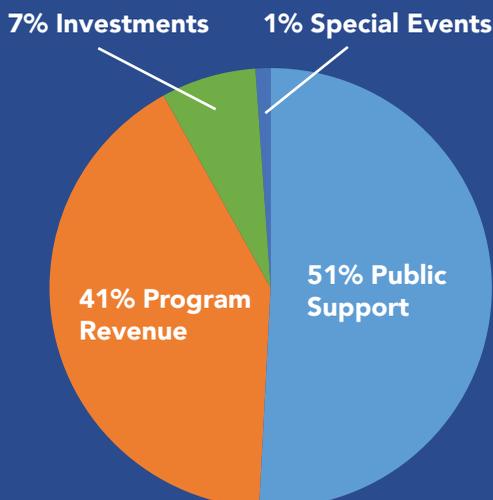
January 1 - December 31, 2020
(unaudited)

Public Support	*\$1,343,536
Program Revenue	\$1,060,357
Special Events	\$26,440
Investments	\$182,330
Revenue	\$2,612,663

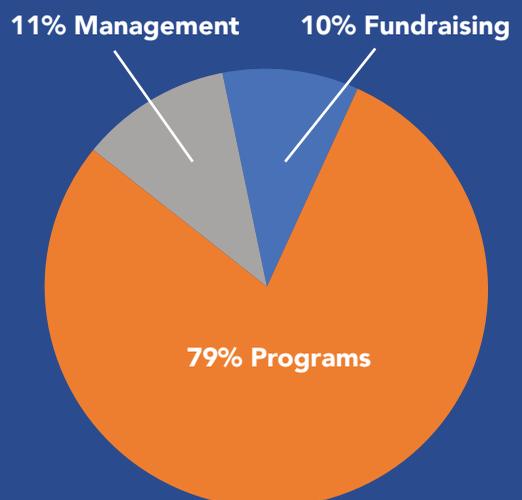
Programs	\$1,679,447
Fundraising	\$218,535
Management	\$229,774
Expenses	\$2,127,756

Net Assets Beginning of Year:	\$3,274,036
Change in Net Assets:	\$546,568
Net Assets End of Year:	\$3,820,604

2020 REVENUE



2020 EXPENSES



*2020 revenue includes one-time funding due to pandemic and purchase of replacement mobile hearing clinic.

2020 HIGHLIGHTS



DUCK DERBY

The pandemic really had people missing out on engaging with their families and central to our mission is tearing down barriers to communication. So on August 27th, the Center for Hearing & Speech created a fun, new, event for the whole family to join in no matter where they were: Our first ever Virtual Duck Derby! 439 rubber ducks plunged into the Ballwin Pool lazy river while our supporters all over the world watched their adopted ducks race to the finish line. The event was held via Facebook live with local star from KMOV, Steve Harris as our emcee! Thank you to all of our supporters and sponsors who came together and raised over \$8,000; all of the proceeds went directly to provide seniors and children with communication services during the pandemic.

This event was loved by all our families so make sure you get your ducks in a row and stay tuned for announcements regarding our next Duck Derby event.



CENTER SPRINTERS

The Center Sprinters team planned to participate in the Go! St. Louis Family Fitness Weekend again this year and we were so excited to have the largest projected group with 73 enrolled runners. Unfortunately, the Go! St. Louis planners canceled the event due to the pandemic. Undeterred, our co-chairs Lily and Ron rallied our troops and we pivoted to virtual! Center Staff delivered (socially distanced of course) runners' gear and took to the streets, trails, and everywhere in between to walk, skip, or run and STILL surpass our goal! Our sponsors, runners, and their supporters raised a total of \$10,347 for children and seniors!

Interested in becoming a Hear-O? contact development at 314.737.5093.

100 YEARS OF SUCCESS

1920
Founded in 1920 as the League for the Hard of Hearing, the Center originally focused on the social and financial needs of people with hearing loss.

1930
By the 1930s, the Center had developed into a full-service audiology clinic offering community education and screenings, evaluations and treatment options for those with hearing problems.

1940
The Center has kept its tax-exempt status since its inception as the League of Hard of Hearing and has received funding from the United Way of Greater St. Louis since 1947.

1960
Speech-language services were added in 1965 and in 1969, the School Screening Program to provide hearing and vision tests for area students was developed.

1970
The Center established the Hearing Conservation Program in 1972 to protect workers from hearing loss in high-noise work environments. The Center's services expanded over the years to include diagnostic testing and the dispensing of hearing aids in 1975.

2020
100 years later, the Center is an established and unique facility for audiology and speech-language pathology, serving more than 15,000 individuals.

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Salena Kennedy
Director of Community Services



9835 Manchester Road
St. Louis, MO 63119

Center for Hearing & Speech | Audiology (A), Speech-Language (S) Partner Sites

	CENTER FOR HEARING & SPEECH (A, S) Rock Hill
	AFFINIA HEALTHCARE
	1717 Biddle St. (A, S)
	2220 Lemp Ave. (S)
	Agape Academy & Child Development Center (S)
	City Academy (S)
	Hilltop Child Development Center (S)
	Most Holy Trinity Catholic School & Academy (S)
	SIUE HEAD START CENTERS (S)
	Belleville Head Start Center
	Bluffview Head Start
	Cahokia Head Start
	Discovery Center Head Start
	Helen Davis Head Start/Early Head Start
	Jackie Joyner-Kersey Head Start
	Lovejoy Head Start Center
	St. Cecilia School and Academy (S)
	St. Louis Catholic Academy (S)
	University City Children's Center (S)
	WORD OF LIFE SCHOOLS (S)
	Ascension Lutheran Grade School
	St. Lucas Lutheran Preschool
	Timothy Lutheran Preschool
	Youth in Need Meramec Center (S)
	Jewish Community Center (Young Adult, S)
	Mercy Hospital Jefferson, Festus (A)
	Covenant Place (A,S)

*250 Hearing Conservation sites and 200+ schools



314-968-4710
CHSSTL.ORG

