



TRANSFORMING LIVES BY EMPOWERING COMMUNICATION



Impact Report 2021



MISSION

To transform lives through **caring,**
personalized and **innovative programs**
that **empower communication.**



Travis Threats, Ph.D.
Board President

LETTER FROM BOARD PRESIDENT

Dear Friends of the Center for Hearing & Speech,

We are proud to present you with the 2021 Impact Report. I believe this was a year of progress and change. The need to support the Center's mission and vision is becoming even more important than before as we transition to a "new normal." Although we are a 100-year-old organization, the Center was thankfully able to pivot and adjust to the changing world. Sometimes slowing down gives time for reflection, and we are now at a place where we can fully appreciate the positive changes and adjustments that we, as a Center, evaluated and implemented due to a global pandemic. It was during this time that we were able to think outside the box and get creative regarding how we execute some of our long-standing programs, such as hearing conservation and screenings.

Two years of masks and isolation have left some individuals with undiagnosed communication issues and barriers. Babies born before the pandemic are now starting to talk, and there is a strong need for our early intervention and screenings. Adults who were working in the community may now be working from home or have even retired and may need services as well. All this is to say that we can all agree that A LOT can change in just a few short years.

With the addition of Cathy Brown, our new executive director, we are confident that the Center is heading in a positive direction for its next century. We thank you for your continued support and look forward to sharing new developments in 2022!

Sincerely,

OUR WORK



Look what we **accomplished**
together in **2021**

233 attended Hearing University.

4,255 appointments were provided by licensed audiologists
to **1,955** clients.

898 clients received financial assistance for hearing services.

1,553 appointments were provided by speech-language pathologists.

The Center's speech-language therapists provided speech therapy
services to **175** clients.

15,771 clients received hearing screenings across **266** companies
for our Hearing Conservation program.

3,241 students received hearing and vision screenings across
52 schools.

690 students were identified as having hearing or vision concerns.



LIVES TRANSFORMED

Since 1920, the Center for Hearing & Speech has been providing resources that help transform lives through caring, personalized and innovative programs that empower communication. Many of the people we serve annually do not have the personal resources to access services elsewhere. These services are made possible through the support of the community. Generous donations allow us to provide professional, friendly and affordable services to more than 25,000 people annually.



The Center Helps Sister Michaelina Find a Replacement

Sister Michaelina is proud of her age of 83 and of being a member of the School Sisters of Notre Dame for 63 years. A few years ago, she lost one of her hearing aids and cried for three days because she could not hear or communicate with anyone around her. She learned of the Center for Hearing & Speech from another sister, got new hearing aids at a reduced cost and has been a patient ever since. She is grateful that a program exists to serve people with low incomes and happy to recommend the Center to others.



Maria Takes the Next Step

Maria, her children and her husband, Michael, knew her hearing aids weren't working well enough, but she was nervous about taking the next step and getting a cochlear implant. She worked with the Center's Dr. Kate Sinks, who assured Maria she would be with her every step of the way. Now, thanks to the cochlear implant and follow-up at the Center, Maria's hearing is dramatically improved. She has recommended other family members to the Center, as well, and tells them they don't have to be afraid of the procedure.



Londyn Finds Her Joy

Before obtaining speech therapy from the Center, four-year-old Londyn would shut down in social situations. Her mother, Aimee, said it was clear from the start that the Center was a good fit, as Julia, her speech therapist, was able to encourage Londyn to open up. Her mother said, "Londyn's middle name is 'Joy,' and her being able to communicate better—she's living up to her middle name, which is so fun to watch."



The Sweet Sounds of Birds Chirping

Jimmy has been using the Center's services for around 10 years. As a young man, Jimmy worked in a manufacturing plant where the deafening sounds of the plant caused permanent damage to his hearing. At the Center, he learned that he was eligible for cochlear implants that ultimately cost nothing and have made a world of difference. For years, he was unable to enjoy the simple pleasure of hearing birds singing. But with the implants he received, he now enjoys spending time outdoors and hearing their sweet songs.

Thanks to supporters like you, the Center for Hearing & Speech can continue to provide services that create stories like these, regardless of the patient's ability to pay.



At the Center for Hearing & Speech, we believe in a community where every individual communicates effectively. We place a high value on engaging volunteers and diverse communities in the life of the Center and those we serve.

Dragon Boat Festival

The Center for Hearing & Speech won first place in the nonprofit division at the 2021 Dragonboat Festival. We are thankful to our staff, board members and volunteer paddlers who competed as the “Ear Drummers.” Thank you also to Signature Health Foundation for making it a great event and continuing to support the Center for Hearing & Speech.



Virtual Trivia Night

The Center hosted a Virtual Trivia Night in February 2021. Supporters were able to purchase “tables” of eight or individual tickets and participate via Zoom during an evening filled with trivia, a 50/50 raffle and celebrating a century of service.

Striding for Sound: HEAR-O's Run

In June 2021, we hosted the HEAR-O's Run: Striding for Sound. We had 95 participants choose to run/walk at a local park, on a treadmill or run with other HEAR-Os at Forest Park to stay healthy, get active and transform lives.

Health and Wellness Fairs

We were also fortunate to participate in several in-person health and wellness fairs in the community. Each fair is a great opportunity to provide screenings and support to those in the community. We attended the Jefferson County Back to School Health Fair, the Cares Fair in Maryland Heights and Redbird Rookies at Busch Stadium, to name a few.



2020 FINANCIALS

January 1–December 31, 2020 (audited)

2021 FINANCIALS

January 1–December 31, 2021 (audited)

Public Support	\$1,152,531
Program Revenue	\$985,020
Special Events	\$26,440
Investments	\$228,793
Pandemic Relief	\$191,003
Other	\$96,801
REVENUE	\$2,680,588

Public Support	\$791,992
Program Revenue	\$1,140,974
Special Events	\$19,092
Investments	\$168,650
Pandemic Relief	\$464,271
Other	\$61,350
REVENUE	\$2,646,329

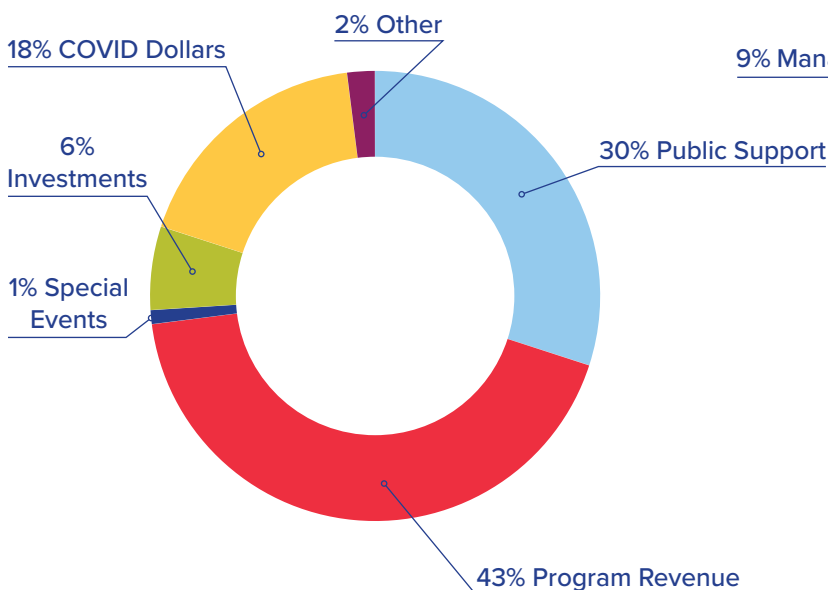
Programs	\$1,764,234
Fundraising	\$217,060
Management	\$244,260
EXPENSES	\$2,225,554

Programs	\$1,944,185
Fundraising	\$164,791
Management	\$198,582
EXPENSES	\$2,307,558

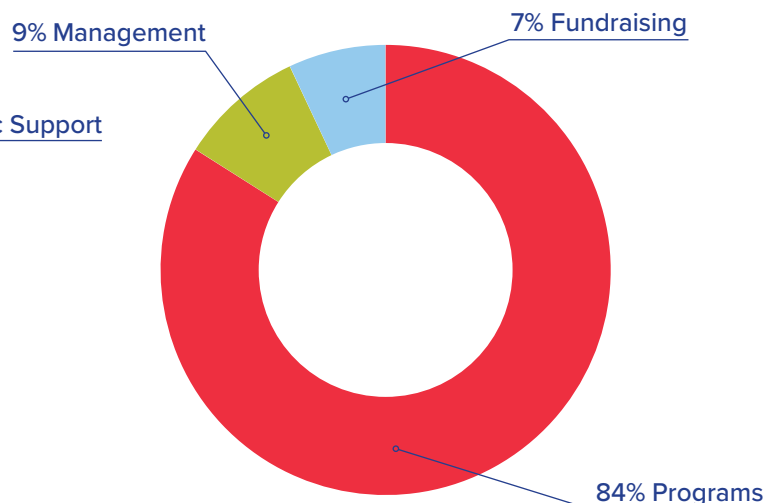
Net Assets Start of Year	\$3,274,036
Change in Assets	\$455,034
Net Assets End of Year	\$3,729,070

Net Assets Start of Year	\$3,729,070
Change in Assets	\$338,771
Net Assets End of Year	\$4,067,841

2021 Revenue



2021 Expenses





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WELCOMING CATHY BROWN

The Center for Hearing & Speech selected Cathy Brown, an established nonprofit leader in providing services to people with disabilities, to direct the organization that has been helping people of all ages with communication disorders for more than 100 years. Brown began her role in November 2021.

Brown comes to the Center from Easterseals Midwest, where she served as the Vice President of Public Policy and the Vice President of Employment and Community Services. Brown previously held leadership roles at Paraquad and Delta Center for Independent Living. She also served as an adjunct instructor at the Brown School of Social Work at Washington University. Brown earned a Bachelor in Psychology from Truman State University and a Master in Social Work from the University of Missouri–Columbia. She has served on numerous boards and committees and has been deeply involved in advocating for disability services and rights.



Cathy Brown
Executive Director

2021 BOARD OF DIRECTORS

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Central Trust Company

Andrea Topps
AT&T

Michele Wolff
YMCA

Ashley Wunderlich
Moneta

KEY STAFF

Cathy Brown
Executive Director

Kate Sinks
Director of Audiology

Gina Evans
Director of Finance

Salena Kennedy
Director of Community Services



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