



TRANSFORMING LIVES
BY EMPOWERING COMMUNICATION

Impact Report 2022

WELCOME TO THE 2022 IMPACT REPORT!

CENTER UPDATES Mission, Vision, and Values

We are so excited to share with you the numbers and stories of the lives you've helped transform by empowering communication!

For us at the Center, 2022 was a year of growth and strategic response to the community's need for a wide range of communication services. Because of our supporters we were able to serve 5,000 more people in 2022 than we did the previous year.

We were especially thrilled to return full-force and in-person to the places where the people who need us most gather—including schools, senior centers, and businesses in our community.

Providing vision and hearing screenings in schools located in lower-income neighborhoods, for example, allows us to reach students who may not be well connected to traditional health services. On-site speech therapy helps ensure younger children receive ongoing services and build skills through practice and immediate feedback. Educational presentations and hearing screenings on-site at senior centers allow us to, person-by-person, increase awareness of the benefits of hearing health and the availability of financial assistance here at the Center.

In 2022, the Center executed strategic actions to respond to the immediate and future demand for services. We know that a key long-term implication of the pandemic is the impact on delayed diagnosis and treatment of communication disorders, especially for the youngest members of our community. In 2022, we increased our Speech-Language and Community Services staff to respond to this increase in need. We will continue to rise to the challenge and meet the demand for those services in 2023.

As we look ahead, we are honored to have the community's trust and support, and we will continue to be a vital resource for communication services. We look forward to continuing to provide quality services to everyone in our community and doing targeted outreach to at-risk individuals where they are.

We are proud of the impact we made in 2022, thanks to the generosity of our supporters. We are sincerely grateful for the community's unwavering support of our mission to transform lives by empowering communication.



Cathy Brown
Executive Director

Mark Murray
2023 Board President

In 2022, the Center for Hearing & Speech updated its mission, vision, and values statements. The Board-approved changes reflect our commitment that communication is a human right and that the Center is uniquely positioned to serve the entire community. The statements capture our strategic priority of intentionally serving people who have traditionally been excluded from services due to lack of income, challenges with accessing transportation, or unfamiliarity with the importance and value of speech-language and hearing services.

Mission Statement

We transform lives by empowering communication.

Vision Statement

We provide everyone who needs us the best care possible.

Our Values

- **Personalize Care:** We listen—our patients' expertise guides their care. We are focused on integrating people into their environment. We are skilled in, and committed to, culturally responsive communication and care.
- **Lead from a Place of Practice:** We stay abreast of current research while also bringing a practice mindset that enables us to identify, lift-up, and adapt to emerging communication needs. We are both thought and practice leaders who provide assessments and interventions that thoughtfully consider new methods of communication.
- **Reach Beyond our Services:** We build relationships with strategic partners and leverage community resources to connect our clients to what they need to fully participate in their lives as they wish. We go out of our way and don't stop until our patients get what they need.
- **Advocate for Communication as a Human Right:** We are well-informed on relevant issues and influence decision makers to remove barriers and increase access to communication services.



In 2022...

26,504

Total number of people served.

Audiology

3,768
APPOINTMENTS

were provided by licensed audiologists to **1,954 CLIENTS**.

69 COMMUNITY MEMBERS

ATTENDED the Center's Hearing University presentations.

53%

OF CLIENTS received financial assistance for hearing services.

Speech-Language



The Center's speech-language therapists provided speech-language services to **277 clients**.



2,563 appointments were provided by licensed speech-language therapists.

We served **102 MORE** children in 2022 than in 2021.



Hearing Conservation

18,556 WORKERS in high-noise workplaces received hearing screenings through our Hearing Conservation program.



THE TOTAL NUMBER SERVED IN 2022 for Hearing Conservation increased by **20%** OVER 2021.

School Screenings

5,648

students received hearing and vision screenings ACROSS 79 SCHOOLS.

892

students were identified as having hearing or vision concerns.

The total number of school hearing and vision screenings in 2022 was **NEARLY DOUBLE** the number of screenings in 2021.

Success Stories

Partnership Connects Pre-K Kids With Speech-Language Therapy

The Center for Hearing & Speech is committed to providing services in the community to reach individuals at risk of not receiving Speech-Language or hearing health care.

As the Program Director at Hilltop Child and Family Development Center, Julie McAfee knows firsthand the importance of Speech-Language therapy for young children.

"If they can't communicate their thoughts, if they can't communicate their needs to where we can understand what they're saying and what they need, that's where the behaviors start to flare up. They're frustrated," said McAfee.

Hilltop features wrap-around services for the more than 100 children it serves, with a primary goal being to prepare the students to enter kindergarten. The pandemic, she explained, "didn't do our kids any favors. We have so many kids not meeting their developmental milestones when they enter our program. Usually speech and language is a big one."

Thanks to a partnership that's been ongoing for more than a decade, a speech-language pathologist from the Center for Hearing & Speech comes to Hilltop each week work with children in the program. McAfee said that support is critical to helping build a strong foundation for children ages three to five. In the short term, speech-language therapy helps children to communicate their wants and needs more effectively. In the long term, improvements in communication prepare children for success when they start school.

"The more support we can give our kids in these first few years of life, the better off they are," said McAfee. She also said that Emma Desambourg, the Center's Speech-Language Pathologist who serves Hilltop, does a great job partnering with Hilltop's teachers and the children's parents, sharing information about what she's working on with the children and answering any questions.

"We've always had a great experience working with the Center's therapists," said McAfee.

Center's Speech-Language Services Help 'Neat Kid' Communicate

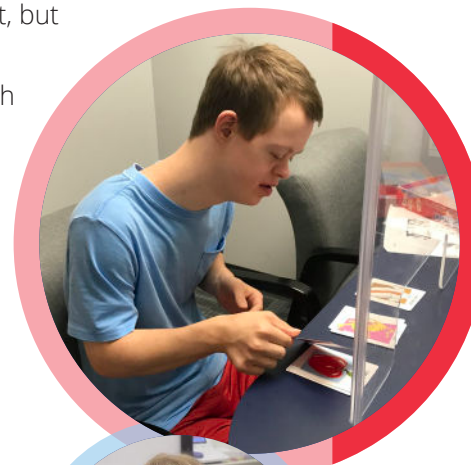
Her son's ongoing speech-language therapy has benefited not only him, said Susan Pickert, but also those around him – family, friends and the entire community.

Thomas Pickert, 18, was born with Down syndrome and has experienced significant speech delays. Susan Pickert said she received some important advice from other families raising a child with Down syndrome.

"Since he was first born, families with older kids with Downs had always said, 'Supplement the speech,' because the most important thing is speech for Thomas to be able to communicate with his peers, his friends, families, neighbors," said Susan. While Thomas receives speech therapy services through the school district, he also works with speech-language pathologists at the Center for Hearing & Speech to build and reinforce skills.

Successfully developing those skills has reduced Thomas' frustrations. Being able to communicate has also helped him build relationships with his brother, other family members and friends in the neighborhood and at school. The benefits flow both ways.

Without those skills, Susan said, "He'd be lonelier, but also, I think the community would miss out on a lot because he's just a neat, funny kid. And I don't ever want to lose that. I don't want him to lose that skill so other people get to see what a neat kid he is."



Hearing Aids Help Blind Athlete Play Ball

Recently, Robert Selby realized he was struggling to hear a beeping sound that was central to playing Beep Ball, a modified version of baseball for people who are blind or visually impaired. In Beep Ball, the ball and bases make noises that players follow when hitting, fielding and baserunning.

"I'm 61, and it is hard to hear that ball and find the base when you get to this age," said Selby, who plays Beep Ball competitively on a touring team.

When he told his girlfriend, Kristi, about his difficulty hearing, she suggested he head to the Center for Hearing & Speech, where she receives audiology services. Testing revealed Selby had moderate hearing loss. He was soon fitted for a pair of hearing aids, which made a difference in his daily life, he said. Selby could now hear "the background noises that you hear and that I was never really used to hearing, like wind chimes and birds."

Over the years, the game of Beep Ball has provided Selby with a sense of community among his fellow players.

"I just can't wait to get out on the field," he said.

The 2023 season begins in June, and this season, he will be playing for the Oklahoma Twisters. It will be his first chance to test the new hearing aids during the game, and he hopes they will improve his playing.

Selby explains, "For a blind person, hearing is really everything."

Due to his "fantastic" experience working with doctors committed to ensuring he understood how to use his hearing aids and the positive benefits he has already experienced, Selby urges others concerned about their hearing not to be afraid to get tested at the Center.

If he encounters anyone considering hearing health care services, "I'm sending them right here," Selby said.

Navigating Growing Pains With Hearing Aids

Now 19, Jeremiah Johnson has a mature approach to his hearing loss, starting with acceptance.

"I know I'm deaf," said Johnson. "I don't want to go out to the world and be like, 'I can't understand you.'"

He attends all of his appointments, he knows how the features on his hearing aids work, and he wears them consistently. However, his mother, Lamatra Law, recalls some challenges getting to this point, which is not unusual for someone whose hearing loss was diagnosed in childhood.

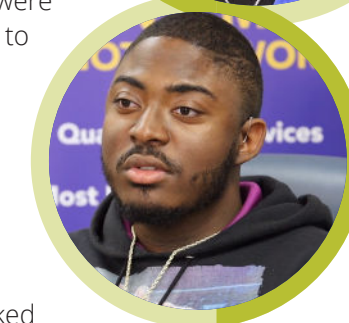
"At first, when he was like four and five, we didn't know if he was ignoring us or he was just being stubborn," she said. A visit to Cardinal Glennon revealed hearing loss in both ears, and they were connected to the Center for Hearing & Speech for treatment. Jeremiah was initially reluctant to wear the hearing aids.

"He would hide them under the bed," said Law, "and pretend like he was following conversations." Law said that at the time, she was extremely worried that her son was not going to receive—or accept—the care he needed.

A turning point, she said, was when a little girl at school complimented his earmold fashion sense.

"She told him, 'Those are cute hearing aids.' And he looked and said, 'Me?' And he always picked out his molds here (at the Center). The color he had picked out was red, white and blue. And she loved them. Ever since then, he wore those hearing aids faithfully."

She added that her son's treatment and his acceptance of it have made a big difference. *"It helped my son to be able to listen, to hear with his hearing aids, to speak, to talk. And without this community, this service, I don't know what we would do. It really helped Jeremiah to become the person that he is."*



2021 FINANCIALS

January 1–December 31, 2021
(audited)

Public Support	\$791,992
Program Revenue	\$1,140,974
Special Events	\$19,092
Investments	\$168,650
COVID Dollars	\$464,271
Other	\$61,350

REVENUE \$2,646,329

Programs	\$1,944,185
Fundraising	\$164,791
Management	\$198,582

EXPENSES \$2,307,558

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

2022 FINANCIALS

January 1–December 31, 2022
(audited)

Public Support	\$867,959
Program Revenue	\$1,348,959
Special Events	\$113,254
Investments	-\$242,283
COVID Dollars	\$128,351
Other	\$82,443

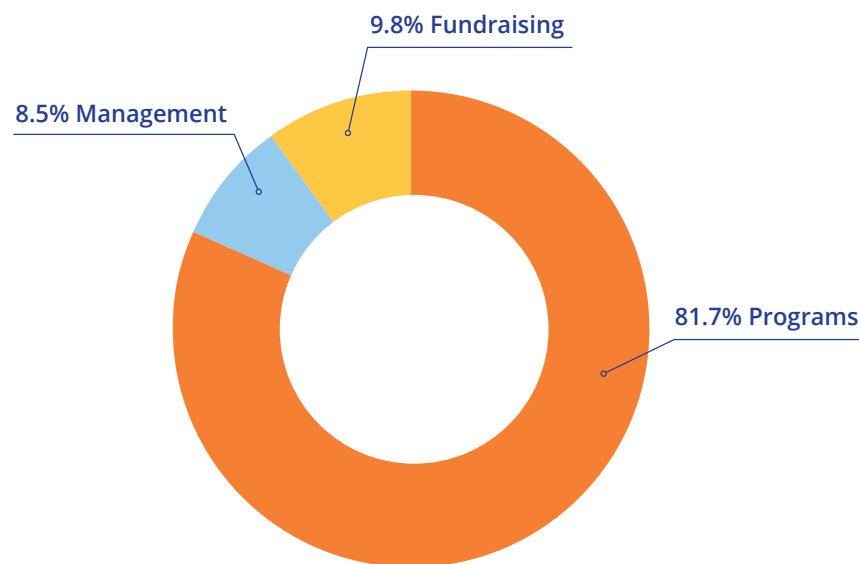
REVENUE \$2,298,683

Programs	\$2,053,136
Fundraising	\$246,318
Management	\$213,271

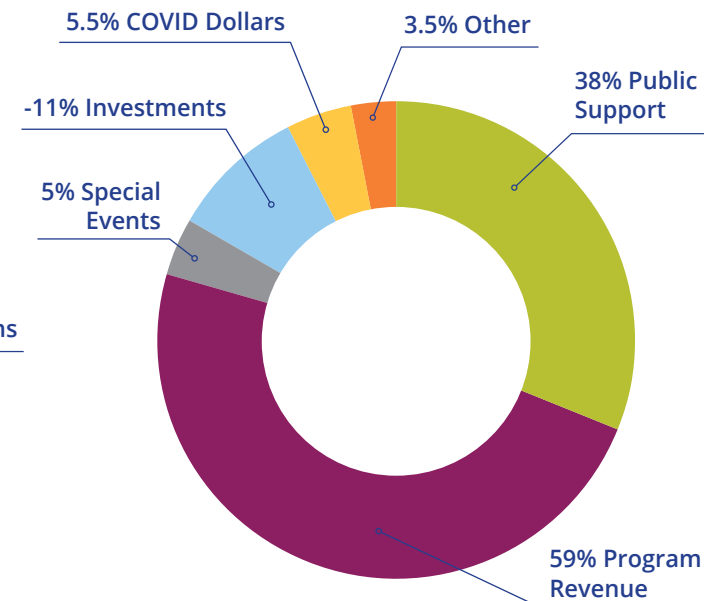
EXPENSES \$2,512,725

Net Assets Start of Year	\$4,067,841
Change in Assets	-\$214,042
Net Assets End of Year	\$3,853,799

2022 Expenses



2022 Revenue



2022 Events

The Center partnered with Cardinals Care to provide hearing and vision screenings to 171 youths at the **2022 Redbird Rookies Health Fair**. Children whose tests indicated hearing or vision issues were referred for further testing or treatment. Center audiologists and speech-language therapists were available to answer questions from parents.



The Center's Executive Director, Cathy Brown, shared a few thoughts on importance of quality communication services with former Blues' winger and event emcee, Cam Janssen, at the **Bourbon, Burgundy and Brew Networking Event**. The event brought together supporters and members of their professional networks to enjoy excellent spirits from bourbon, wine and beer vendors while supporting the Center for Hearing & Speech.

The Center's Dragon Boat team demonstrated their enthusiasm before starting competition at the **2022 Dragon Boat Festival**. The Center thanks its board members, staff and volunteers who proudly represented the Center on a fun day in the sun! The festival is hosted each year by the Signature Health Foundation, which supports audiology and speech-language services at the Center.



The Center for Hearing & Speech celebrated "A Century of Changing Lives" at its **2022 Giving Voices to Children Gala**. Orvin Kimbrough, Chairman and CEO of Midwest BankCentre, was recognized as our Outstanding Community Advocate for his leadership in the philanthropic community and as a champion for equity in business practices. The event raised more than \$150,000 to benefit communication services for children.

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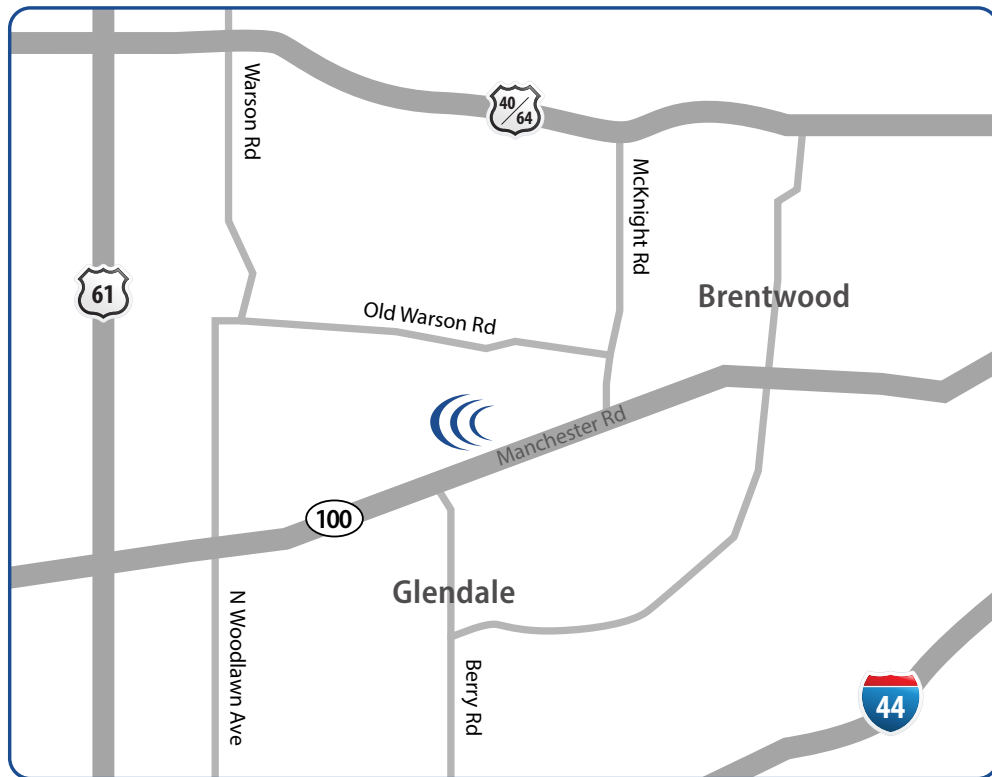
Kevin Condon

Director of Development

THANK YOU
to all of our supporters



CENTER
FOR HEARING & SPEECH



9835 Manchester Road, St. Louis, MO 63119

(314) 968-4710

www.chsstl.org