

Impact Report 2023



WELCOME TO THE 2023 IMPACT REPORT!

WE **TRANSFORM** LIVES BY **EMPOWERING** COMMUNICATION

As we reflect on 2023 and focus on the opportunities ahead, I extend my deepest gratitude to each and every one of you for choosing the Center for Hearing & Speech as your partner in transforming lives through the power of communication.

Your decision to support the Center goes beyond philanthropy; it represents a commitment to making tangible, immediate and transformative changes in the lives of individuals in your community. The impact of your generosity resonates in the success stories of those we serve, as enhanced communication becomes the bridge to success in education, employment, relationships and overall well-being.

In 2023, the Center faced a surge in demand for financial assistance. Your unwavering support allowed us to continue providing vital services to those in need. Your choice to stand with us has made a profound impact, and we have set our sights on serving even more individuals in 2024.

At the heart of our mission is the belief that communication is a fundamental human right, and your support enables us to uphold this belief by providing speech-language services, hearing and vision screenings and audiology services to those who would not be able to afford it otherwise. Our outreach extends throughout the greater St. Louis region, reaching areas where the need is most pressing.

As we express our heartfelt gratitude for your unwavering commitment, we invite you to reflect on the impact you have made and consider continuing to choose the Center for Hearing & Speech as your partner in empowering communication.

Thank you for being the driving force behind our success and for helping us transform lives through the gift of communication.



A handwritten signature in black ink, which appears to read 'Cathy Brown'.

Cathy Brown
Executive Director



In 2023...

33,789
total clients were served!

2,073
UNIQUE INDIVIDUALS

RECEIVED AUDIOLOGY
SERVICES

119

MORE PEOPLE THAN
THE PREVIOUS YEAR.

A TOTAL OF
532

hearing aids were distributed to
individuals who utilized some level
of financial assistance, up to 100%

(72% of all hearing aids
distributed in 2023).

277

APPLICATIONS

for financial assistance were received, the
highest ever in a year.

21,191 CLIENTS
received hearing screenings across
331 companies in 11 states for
hearing conservation.

973 PEOPLE were
identified as having
experienced a change in
their baseline hearing.

284 kids

WERE SCREENED AT HEALTH FAIRS

(Redbird Rockies and Jefferson
County Back to School Fair).

96 adults

MOST OF THEM SENIORS,
were screened at health fairs,
with 66 of them having identified
hearing issues.

9,459

students received hearing and
vision screenings at 91 schools.

7,353 at no cost to their families.

336 clients received
speech-language
therapy.

59 more people
than in 2022.

Speech Therapy Builds Confidence

Because of extensive wait lists, Nichelle thought she might not be able to find a program to help her four-year-old son Tristen with his speech-language needs. Nichelle knew how smart Tristen was, but she noticed his speech delays made it hard for others to comprehend what Tristen was saying. Nichelle feared that the delays might lead to educational, emotional and social issues in the future.

"I knew, as a mom, since Tristen was 12 months old. He would try to talk, but he just mainly wanted to stay to himself and say nothing," said Nichelle.

When she found the Center for Hearing & Speech had openings, Nichelle scheduled an appointment, and Tristen soon started working with one of the Center's speech-language pathologists. While apprehensive at first, Tristen learned to be comfortable at the Center.

Now, every Monday, Tristen gets excited to come to his appointment, and Nichelle notices how much more confident and expressive he has become. He even wants to teach his younger sister what he learns each session!

"Yesterday, I went to a wedding, and he came to the room, and he said, 'Oh, Mommy, you look so beautiful!' So that lets me know, oh my god, he's making a sentence. He is coming up with words, so I know he is improving."



A New Home for Hearing Healthcare

At three years old, while growing up in South Africa, Phillip Shifren contracted German measles, which affected hearing in his middle ear. At that time, hearing aids and other related services were not as accessible or advanced as they are today. This meant that throughout his early childhood, time in college and professional career as an accountant, Phillip had to put in extra work to communicate with others.

It was only 25–30 years ago that he was even able to get access to hearing aids.

When Phillip, now 77 years old, emigrated to Missouri in April 2023 to be closer to his three sons and seven grandchildren, he needed an audiologist. After finding the Center’s website, Phillip was impressed and scheduled a visit. Once he was here, our team of expert audiologists was able to update Phillip’s hearing aids and give him new insights he was unaware of. The treatment he received was so excellent that he gave us a five-star review on Google to share his experience and appreciation.

“My first appointment was with Dr. Gomez ... she gave me good advice and made me feel secure, comfortable and at home,” said Phillip. “Anyone who follows in this advice (going to the Center) can only leave here happy and satisfied. Thank you.”



Getting to the Root of a Challenge

When Anna Gardner’s son, Raymond, was having trouble reading and writing in school, they suspected it had something to do with his speech. Since Anna worked in education, she knew how important it would be to get Raymond the help he needed because, if left untreated, speech-language delays for children can lead to potential educational, emotional and social issues that have long-term and wide-reaching impacts.

However, because of the high demand for speech services due to the COVID-19 pandemic, scheduling an appointment for Raymond was proving to be difficult.

“Before coming to the Center for Hearing & Speech, we were really having a really hard time getting an appointment for our son. And so I had phone call after phone call,” said Anna.

When she found the Center, she was able to get an appointment right away, and she learned that Raymond did qualify for speech-language services. Soon, Raymond was doing sessions at the Center once a week. Our speech-language pathology (SLP) team was able to identify exactly what he was struggling with and give Raymond strategies that could be used to improve his speech.

After eight months at the Center with an SLP, Raymond completed his goals, and Anna could see how far he had progressed. One of the biggest surprises for Anna was to learn that Raymond told his teacher how much he loves to read after struggling and getting visibly frustrated with reading in the past.

“After finishing his work here, my older son has a huge new level of confidence,” said Anna.



2022 FINANCIALS
January 1–December 31, 2022
(audited)

Public Support	\$867,959
Program Revenue	\$1,348,959
Special Events	\$113,254
Investments	-\$242,283
Pandemic Relief	\$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

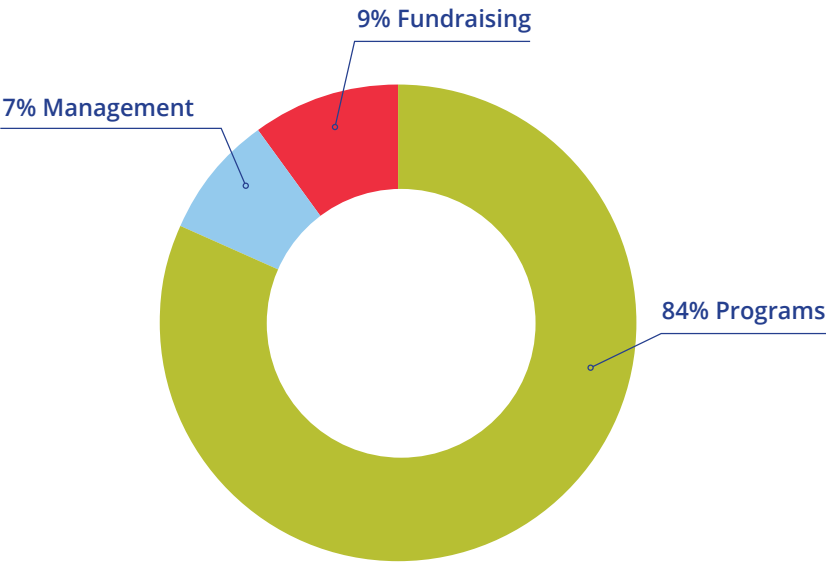
2023 FINANCIALS
January 1–December 31, 2023
(audited)

Public Support	\$849,076
Program Revenue	\$1,468,699
Special Events	\$70,282
Investments	\$220,679
Pandemic Relief	\$25,000
Other	\$109,353

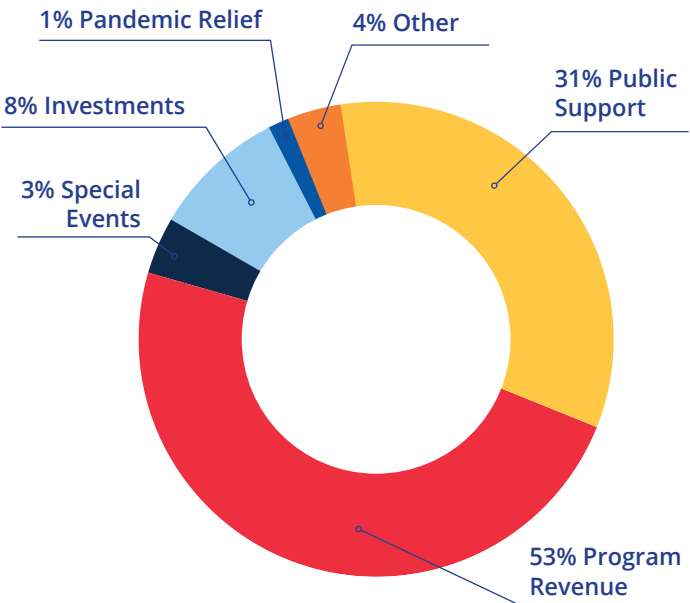
REVENUE	\$2,747,135
Programs	\$2,258,903
Fundraising	\$189,612
Management	\$232,872

EXPENSES	\$2,681,387
Net Assets Start of Year	\$3,853,799
Change in Assets	\$61,852
Net Assets End of Year	\$3,915,651

2023 Expenses



2023 Revenue



Cochlear Implants Make the Difference

As a young child, Kenneth Richardson Jr. was unaware that he was unable to hear certain sounds. This difficulty often led to tension—where even a simple activity like watching television with his family could lead to an argument because Kenneth would need the volume to be at such a high level.

These issues continued into his adulthood. His inability to hear and comprehend what was being said to him was beginning to take a toll on his family life, work and love for performing music.

“(I was) having trouble, you know, hearing certain things where people would ask certain questions, and I would just be like, ‘Yeah, yeah, yeah, yeah, yeah.’ And I really didn’t hear what they said,” Kenneth explained.

After years of being urged to have his hearing tested, Kenneth finally got a test and was told he had profound hearing loss. While searching for hearing treatment, he soon found himself at the Center, where he was told that a cochlear implant was the best option for treating his level of hearing loss. Kenneth was fitted for a cochlear implant, and it has had a dramatic effect on him and his loved ones.

“My life has changed drastically,” said Kenneth. “My daughter was standing a few feet behind me, and she said, ‘Daddy, can you hear me?’ and I just turn immediately around and start crying ... just to hear her voice for the first time. It made me realize how much I was missing.”



2023 Events



Super Hear-O Trivia Night

In April, we hosted our Super Hear-O Trivia Night, a fun-filled event packed with trivia, costumes and festivities. We want to thank everyone who supported the event. You are a true Super Hear-O, and your generosity means we can continue our mission of transforming lives by empowering communication!

Free Clinic Day

In May, we hosted a Free Clinic Day at our Rock Hill office to offer speech-language, hearing and vision screenings to our community members. Results were available on the spot, with consultation for the next steps as needed. Our team had an amazing time, and we are grateful for the opportunity to provide these screenings to those who may not have access otherwise.



Dragon Boat Festival

In August, the Center gathered a group of dedicated volunteers to participate in the 2023 Dragon Boat Festival. While our combined effort didn't win many races, our team of paddlers enjoyed the competition and camaraderie! We want to thank staff, board members and volunteers who used their muscle power during each race. And special thanks to Signature Health Foundation, which supports speech-language services and audiology services at the Center, for hosting an amazing event.

Redbird Rookies

Once again, the Center went to beautiful Busch Stadium and teamed up with Cardinals Care to provide hearing and vision screenings to 161 youths at the 2023 Redbird Rookies Health Fair. At the event, any child whose test indicated potential vision or hearing issues was referred for further testing or treatment. We were also excited to have audiologists and speech-language therapists at the event to help answer questions from parents.



Giving Voices Gala | In October, we hosted our annual **2023 Giving Voices Gala**. Our supporters came to the unique Moto Museum for a night of festivities while supporting the Center’s mission. Filled with delectable food, memorable music and client stories that illustrated the impact of supporting the Center, the event was an unforgettable occasion for attendees. We want to thank all the supporters, sponsors and volunteers who made our 2023 Giving Voices Gala possible. You are helping transform lives by empowering communication!

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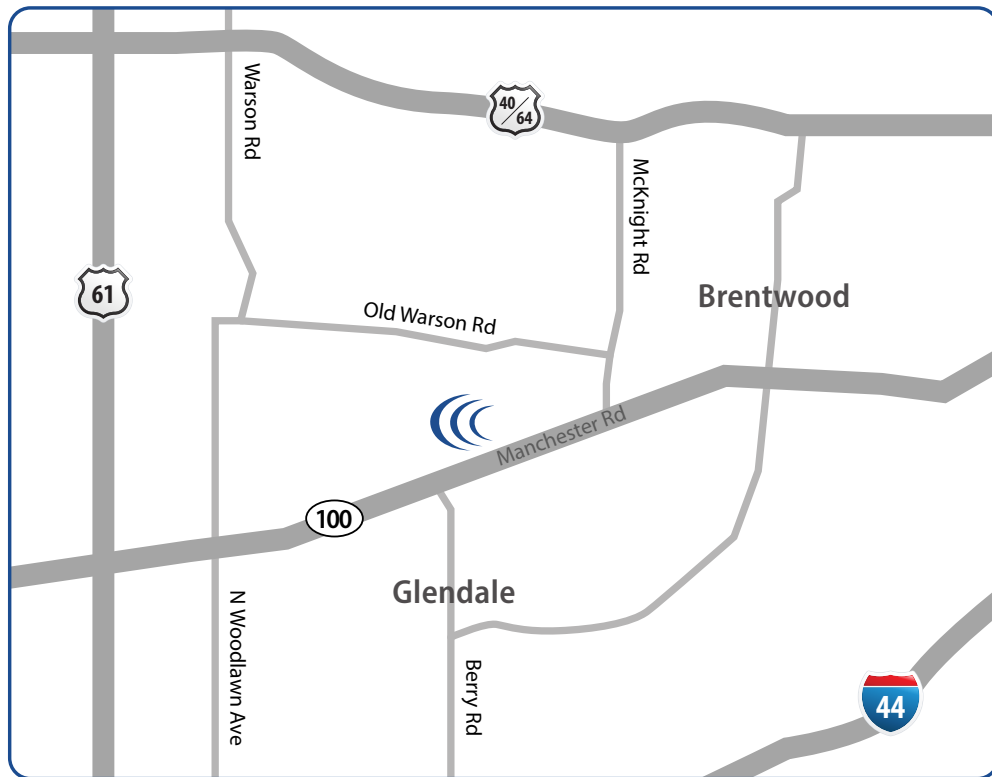
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