



## IMPACT REPORT 2024



**TRANSFORMING LIVES**  
**by Empowering Communication**



### ***Mission Statement***

**We transform lives by empowering communication.**



### ***Vision Statement***

**We provide everyone who needs us the best care possible.**



### ***Our Values***

**Personalize Care, Lead from a Place of Practice, Reach Beyond Our Services, Advocate for Communication as a Human Right**



### ***Dear Friends and Supporters,***

As we reflect on the past year, we at the Center are filled with immense gratitude for your unwavering support and partnership in our mission to create a world where access to communication and hearing health is universal. You'll see in the pages that follow that, thanks to your generosity, 2024 has been a year of remarkable growth and impact. As a matter of fact, we've hit a five-year high in the number of people served in every single one of our service lines. That's no small feat!

We have reached countless individuals, ensuring they have access to essential audiology, speech-language, school-age vision and hearing screenings, and hearing conservation services. Your support has empowered us to make a real, immediate and profound difference in the lives of children, seniors and families in need.

The stories behind these numbers are ones of hope and transformation—connections restored, barriers broken and futures brightened.

This report shares the details of our accomplishments—ours and yours—because none of it would have been possible without you. Your generosity enables us to continue expanding our reach and meet more of the growing needs in our community.

Thank you for believing in our mission, transforming lives by empowering communication and making 2024 a year of continued progress.

Our work is not done. We look forward to building on this momentum with you in the years to come.

***With heartfelt appreciation,***



*Cathy Brown*  
Cathy Brown



# In 2024:

**37,948 total** clients were served!

➤ **2,146** unique individuals received audiology services,  
**73** more people than the previous year.



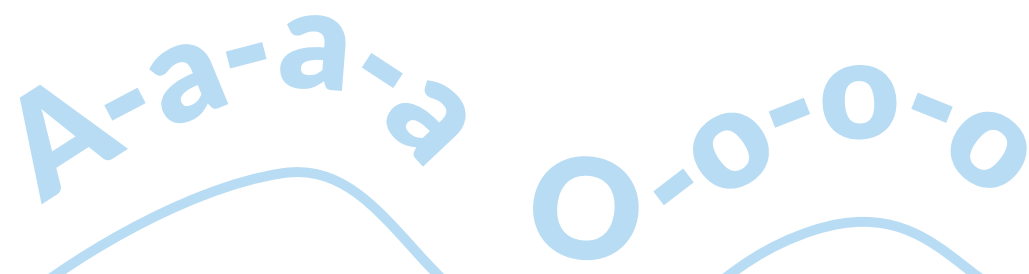
A total of  
**429 hearing aids**

*distributed utilized some level of financial assistance, up to 100%  
(that total reflects 53% of total hearing aids distributed in 2024).*



344 applications for financial assistance were received, up from 277 applications last year.

The Center's speech-language therapists provided speech therapy services to **342** clients, an increase from **336** clients in 2023.



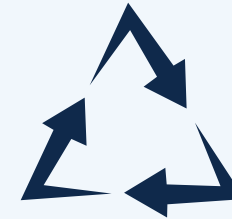
**24,364 clients** received hearing screenings across eight states for hearing conservation. **1,054** people were identified as having experienced a change in their baseline hearing, up **81** people from last year.



**137 adults, most of them seniors, were screened at health fairs, an increase of 41 adults from 2023.** 119 of them were identified as having hearing issues.



**10,943 students** received hearing and vision screenings across **99 schools**—of which **74 schools** qualified for free services based on income. This is an increase of **1,484 children** from last year.



**1,165 children** were identified as having potential vision or hearing disorders.

**311 kids** were screened at health fairs (Redbird Rookies and Jefferson County Back to School Fair).



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

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

2024 FINANCIALS  
January 1–December 31, 2024  
(audited)

Public Support	\$863,352
Program Revenue	\$1,620,982
Special Events	\$22,989
Investments	-\$138,344
Pandemic Relief	\$0
Other	\$96,594

REVENUE	\$2,742,261
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Programs	\$2,333,084
Fundraising	\$191,824
Management	\$250,689

EXPENSES	\$2,512,725
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Net Assets Start of Year	\$3,915,651
Change in Assets	-\$33,336
Net Assets End of Year	\$3,882,315

### Speech Services

#### CONNECT JACK TO HIS CUSTOMERS

From a young age, Jackson Woolsey loved making granola with his mother for his friends and loved ones. Now, at 21 years old, he has turned this passion into his own brand of granola named Jack's Extreme Granola.

Jackson has autism, and while he excels at baking and makes much of the granola on his own, he sometimes struggles with communicating with customers at events like farmer's markets.

He began meeting with Martina Jurcevic-Mueller, the Center's Director of Speech-Language Services, for one-on-one therapy. Despite only working together for a few months, Jack's mother, Cheryl, has noticed more confidence in his interactions with customers.

"There have been a lot of positive benefits with Jack working with Martina," said Cheryl.

*"She really tailors his programming to his abilities and needs. She has the perfect personality for him."*





Jack



Jessica

### Jessica Hears Her Children FOR THE FIRST TIME



Jessica Rodriguez knew she was missing something important. The mother of two is profoundly deaf. She received a cochlear implant at an early age, but she wasn't comfortable with it due to excessive noise and battery issues. In high school, she chose to communicate through American Sign Language and lip-reading. Twenty years later, she had a change of heart.

*"I really wanted to hear my children's voices."*

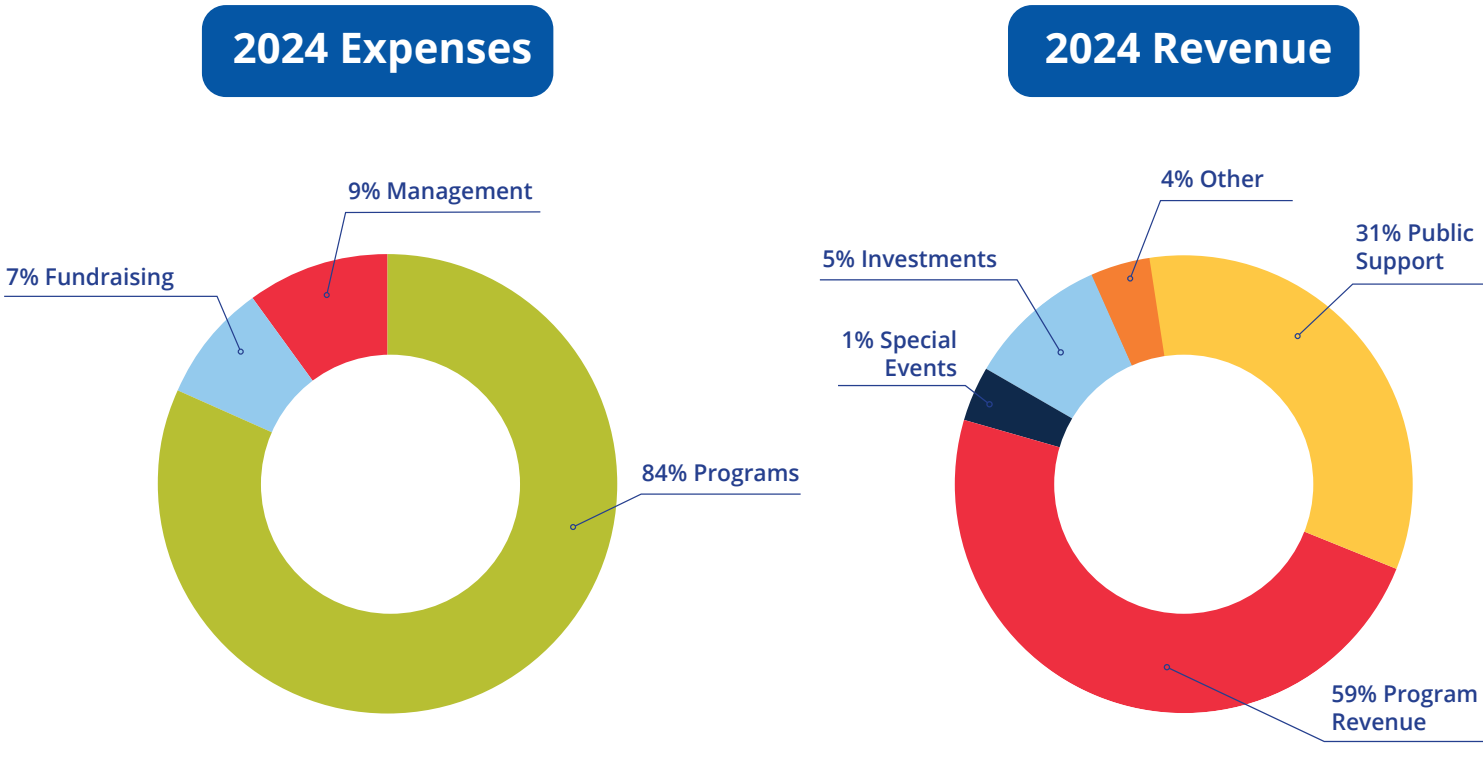
She faced barriers that seemed insurmountable, including uncertainty about whether her existing implant would work and the cost required to obtain a processor for it.

She found help above and beyond anything she expected from the Center's Director of Audiology, Dr. Kate Sinks, who had been seeing Jessica's daughter, Mica, at St. Joseph Institute for the Deaf.

"The Center worked with me to get a working implant. Kate went out of her way to program it so I was comfortable. They provided financial assistance since insurance only covered a portion. Most importantly, they allowed me to hear my kids' voices for the first time. That is a priceless gift that goes beyond words!"

It was a long road, but with Dr. Sinks' help, Jessica got her wish.

*"My kids are loud!" Jessica said about hearing her children for the first time.*





# 2024 EVENTS



**Free Clinic Day**  
In May, the Center hosted our annual Free Clinic Day, where we provided free vision, hearing and speech-language screenings. We love hosting this event for our community members and can't wait until next year!



**Giving Voices Mission Mixer**  
In July, we held our Giving Voices Mission Mixer in the beautiful Pere Marquette Room at Saint Louis University. The event was our chance to thank supporters, sponsors and funders who have helped make our mission a reality and share with them the impact of their support. Thank you to everyone who attended.



**Jefferson County Back to School Fair**  
In July, we went to the Jefferson County Back to School Fair to provide vision, hearing and speech screenings to students and help them get ready for the school year. We love giving our community members screenings!



**Redbird Rookies**  
In August, we were proud to partner with Cardinals Care and provide hearing and vision screenings, as well as hearing and speech-language consultations at the annual Redbird Rookies Fair at Busch Stadium.

We are grateful for Cardinals Care's support of this event and of the Center's School Screenings program.



**Super Hear-O Trivia Night**  
In October, we hosted our second annual Super Hear-O Trivia Night, and we want to give a huge THANK YOU to everyone who bought a table, sponsored the event or helped in any way! We had an absolute blast testing trivia knowledge, sharing laughs and enjoying great company while helping raise funds that transform lives by empowering communication!



**Advocating for Hearing Health**  
Last year, we were proud to have advocated for legislation in Missouri to ensure hearing aid and cochlear implant coverage for all MO HealthNet beneficiaries. We want to thank everyone who asked their elected officials to support these bills! We made a lot of progress, raised a lot of awareness and got SO close to succeeding!  
From left to right: Maureen Fischer, Dr. Kate Sinks, Dr. Lisa Potts, Rep. Jo Doll, Kristen Lewis, Rep. Cameron Bunting Parker, Dr. Anna Maisenbacher and Dr. Payton Guinn.



**Brielle**

## Speech-Language Therapy BUILDS CONFIDENCE, CALM



Brielle Harps, six years old, is hard of hearing, and her mother, Barla, knew she was going to have trouble speaking. Brielle has been in speech-language services since she was six months old, but earlier this year, Barla needed to find another provider due to scheduling issues. After seeing one of the Center's Hearing Conservation trucks, Barla reached out, Brielle was evaluated and she started services.

At first, Barla was a little unsure of what to expect because Brielle often struggled to communicate her wants and needs to others, which left her feeling frustrated.

"My child has autism, and she has ADHD, and I was a little nervous about how they were going to perceive my child and her activeness," she said.

As it turns out, the only issue is getting Brielle to leave the Center because she loves coming to appointments with her speech-language pathologist, Martina Jurcevic-Mueller, the Center's Director of Speech-Language Services.

Now, several months into her treatment, Barla is amazed by Brielle's progress. Even her teachers and autism specialists have shared the improvements they have seen.

"Her teachers have noticed since she's been coming here that her attitude has changed; she's a lot calmer because she can get her words out without trying to rush and get them out," Barla explained. "She's slowing down. Her attitude has changed; her behavior has changed at school because now people can understand her. The frustration is gone."

Barla, who receives audiology services at the Center herself, is grateful for everything that the Center has done for her family and has even helped market the Center to her friends and neighbors. The skills that Brielle has built are important for many reasons, she said.

*"I really enjoy that my kid can start to advocate for herself. That's what I enjoy."*



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Hearing Aids Help Charles  
MAKE CONNECTIONS

For Charles Jenkins, his sudden and unexpected hearing loss impacted all aspects of his life, including his job as a shuttle driver.

His first question when picking up new customers is “What airline are we going to?” he said. With as many as 10 people on the shuttle at a time, “if I didn’t have my hearing aids, I wouldn’t know if they were going to Southwest or Delta or wherever they were going.”

Charles unexpectedly lost his hearing as an adult due to a severe sinus infection. Initially, some family and friends joked that he had “sometimes hearing,” but the hearing loss persisted after the illness ended. As he struggled with being unable to hear family, friends, coworkers and customers, he began to experience feelings of isolation and depression.

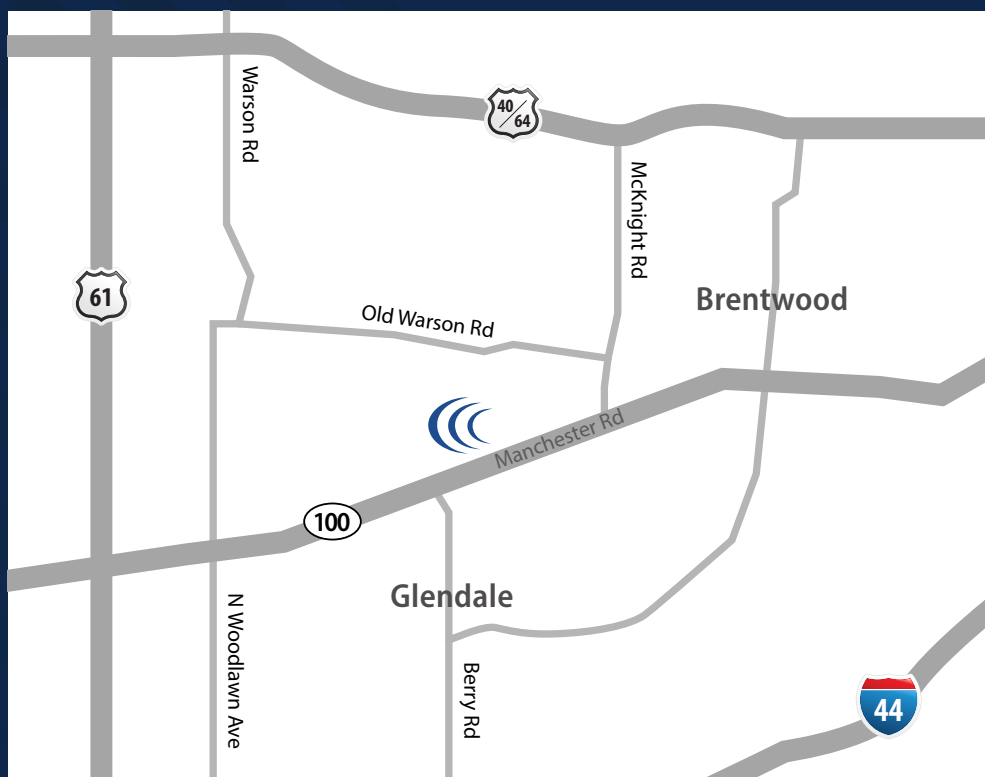
It was through Vocational Rehabilitation, a program that helps people with disabilities find and maintain employment, that he discovered the Center for Hearing & Speech. He was fitted for hearing aids 10 years ago.

The hearing aids have made a big difference to Charles, both personally and professionally. He says he feels more connected to his loved ones, and it’s much easier to communicate with customers to ensure they reach their proper destinations.

From his first experience at the Center, when his audiologist offered to crack the door of the audiology booth because it felt uncomfortable to him, Charles said the Center has always put his needs first.

*“The Center for Hearing & Speech is probably the best place to come to in St. Louis,” Charles said. “It’s almost like a miracle!”*





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