Annual Report 2015

July 1, 2014 - June 30, 2015
Dear Friends,

Hearing loss is fast growing, largely invisible, and frequently misunderstood. As President of the Center for Hearing and Communication (CHC), I have witnessed firsthand how our organization reaches thousands of people of all ages with hearing loss each year with critical, high-quality and empowering services—care available to everyone, regardless of their ability to pay. From helping deaf babies learn to say their first words to supporting a senior to continue living independently, CHC transforms lives.

During the past year, CHC expanded mental health services to children in our newly named Baker Family Emotional Health and Wellness Center, thanks to the visionary gift of Heather and Felix Baker. With a magnanimous gift from Shelley and Steven Einhorn during our annual fundraiser, The Feast, we were able to increase our counseling program for parents of children with hearing loss, helping them to navigate the often-rocky road for our youngest clients. We also became the only facility in the Northeast to provide specialized audiological testing of the efficacy of hearing aids for deaf babies using recently obtained state-of-the-art technology.

During Fiscal Year 2015, more than 50% of our operational revenue came from fundraising, and I am pleased to report that we continued to demonstrate a prudent use of funds with 82% of our fundraising revenue going directly to support programs and services. Donors can feel confident that their contributions are directly benefiting individuals and families in need and that we have found the optimal balance of clinical excellence and the judicious spending of philanthropic contributions.

I would also like to extend particular thanks and recognition to the CHC staff. These extraordinary individuals translate generous donations into the life-altering services CHC provides to our clients and patients. Over the past 34 years, I have been awed by our staff’s collective dedication and the quality of services they provide in an increasingly multi-disciplinary, holistic approach. It’s through their work that the “rubber meets the road.” So very many served by CHC have enhanced quality of life because of their efforts, and because of the donations that enable those efforts.

On behalf of the Board of Directors of the Center for Hearing and Communication, I would like to express my thanks to everyone who has contributed to the accomplishments of CHC during this past fiscal year.

Thank you for being part of the CHC community.

Barry Felder
President, Board of Directors
2015 Achievements

The Center for Hearing and Communication is committed to hearing health care of the highest caliber for people of all ages with hearing loss and listening and auditory challenges. Through a number of exciting developments in 2015, we enhanced our program offerings to better address the full range of client needs while continuing to make our services available to everyone, regardless of their ability to pay.

New Pediatric Services

Our children’s hearing and communication program in New York has long been regarded as the gold standard in auditory-oral habilitation. New staff and services ensure that, now more than ever, CHC supports children every step of the way in their listening, language, social-emotional and educational development.

- New Staff - Clinicians with expertise in education of the deaf, pre-post-implant training, language processing, and memory have joined the team at CHC along with a child psychologist available for child and family psychology assessments and counseling.

- New Services - Expanded pediatric services include a social skills group, after-school tutoring, academic reinforcement therapy, classroom observations, self-advocacy training, in-services to schools, and a toddler music and rhythms group.

- Parent Support - Extended services for parents include a series of new parent workshops for “all ages and stages” as well as weekly parent/infant training groups.

While much has changed, CHC’s enduring emphasis on family-centered care remains at the heart of our children’s program. It is only with the participation of parents and other family members that CHC can successfully guide and support a child’s journey to hearing.

Cutting-Edge Technology

HEARLab is a new technology at CHC that helps audiologists provide hearing aid verification for babies and other individuals who cannot actively respond via conventional test methods. HEARLab enables us to do a better job at fitting hearing aids to our youngest clients. Currently CHC is the only facility in the Northeast with this specialized equipment.

CHC wishes to acknowledge the generous donation by Dr. Heather J. Bogdanoff Baker and Dr. Felix J. Baker that made the purchase of HEARLab possible.

“...we were so relieved to know that our baby was getting the full benefit from his hearing aids.”

CHC Parent

HEARLab provides CHC audiologists with information about how sound moves through the brain.

Children’s auditory-oral habilitation at CHC includes group therapy facilitated by a speech-language pathologist and an audiologist, both with pediatrics expertise.
Assuring a World Without Limits

Interdisciplinary Approach

CHC strengthened its interdisciplinary approach to hearing health care in 2015 with the appointment of audiologist Ellen Lafargue and speech-language pathologist Elizabeth Ying as Co-Directors of the Shelley and Steven Einhorn Audiology and Communication Centers. Our aural habilitative and rehabilitative processes for children and adults now reflect an enhanced integration between the clinical disciplines. As a result, each child in our pediatric program benefits from the support of an interdisciplinary team made up of speech-language pathologists, an audiologist, teacher of the deaf, and a child psychologist, all of whom are dedicated to his or her development of age-appropriate listening, language, learning, and social skills.

New Look and Feel

The office in New York was refurbished in 2015 to better utilize space and create a more modern and client-friendly environment. The Berelson Room, named after CHC President Irving Berelson, underwent a complete renovation, including the installation of a hearing loop donated by Sound Associates to make workshops and community meetings accessible to people with hearing loss. Other updates include a warm and welcoming children’s group room and family waiting area and a revitalized reception area.

Recognizing our role as an information resource for the community worldwide, CHC enhanced its online presence with the launch of a new, more contemporary website. Featuring improved navigation and a bold visual style, the site has seen a 100% increase in visits since launching September, 2014.

“CHC offered my family much needed support during an emotional transition . . . As a parent, I no longer feel that I am going through this diagnosis of hearing loss alone.”

CHC Parent
Center for Hearing and Aging

CHC’s Center for Hearing and Aging (CHA) provided education and mobile health care outreach to more than 1,500 seniors and health care professionals over the past year. With funding from Eleanor Schwartz Charitable Foundation, The Fan Fox and Leslie R. Samuels Foundation, and The George Link, Jr. Foundation, Inc., CHA served as a platform to promote, not only healthy hearing, but emotional wellness, cognitive function, safety and other quality-of-life benefits associated with hearing health among seniors.

Florida

After-school educational programs at CHC in Ft. Lauderdale positively impacted the lives of more than 100 children and teens who are deaf and hard of hearing. These ongoing programs focus on elementary, middle, and high school students, many of whom are at-risk youth in critical need of pro-social relationships with peers and adults. Support for younger kids stresses literacy, arts, and homework help while programs for older students focus on a successful transition into adulthood and vocational skills.

“At a time when I was at my lowest point, CHC treated me with respect and dignity. Their audiologists and staff returned to me a feeling of whole.” CHC Client

Jeff Wax, Director of the Baker Family Emotional Health and Wellness Center, facilitates a health and wellness workshop for seniors.

CHC kids in Florida who are deaf and hard of hearing take part in M.O.S.T. (Maximizing Out-of-School Time), a program that helps elementary-school-age children develop learning, literacy and social skills.

CHC marched in NYC’s first-ever Disabilities Pride Parade, July 12, 2015, with our friends at HLAA, NYC Chapter.

“I was at my lowest point, CHC treated me with respect and dignity. Their audiologists and staff returned to me a feeling of whole.” CHC Client
Fundraising Success
CHC’s unsurpassed clinical expertise and comprehensive care are possible only through the generous contributions of individual donors and foundation grants. The 21st Annual Feast on November 3, 2014 succeeded in raising more than $700,000 in support of CHC’s programs and services. Contributing to The Feast’s fundraising success was a leadership gift by Shelley and Steven Einhorn. Shelley, a CHC Board member, was also a presenter at The Feast where she spoke eloquently of her journey with hearing loss.

Partnerships
CHC values our longstanding partnerships with other leading organizations that share our commitment to the health and well-being of people with hearing loss. The following are just a few of the organizations and agencies we are proud to call our partners in 2015: Hearing Loss Association of America, NYC Chapter; Mayor’s Office for People with Disabilities; MoMA; Alzheimer’s Association, NYC Chapter; Weill Cornell Medical College; MAGS: Metropolitan Area Geriatrics Society; Mount Sinai Beth Israel; Montefiore Hospital; Isabella Geriatric Center.
In other fundraising news, CHC’s mental health department is now known as the Baker Family Emotional Health and Wellness Center in recognition of a generous donation by Dr. Heather J. Bogdanoff Baker and Dr. Felix J. Baker. Their support and leadership has enabled CHC to add a child psychologist to the staff and expand mental health services to children and families coping with the challenges of hearing loss.

“My CHC psychotherapist] is the kind of therapist that can help you to recognize and bring forth the strength and potential that was inside of you. [He] has helped me in so many ways.”

CHC Client

Other Fundraising News

In other fundraising news, CHC’s mental health department is now known as the Baker Family Emotional Health and Wellness Center in recognition of a generous donation by Dr. Heather J. Bogdanoff Baker and Dr. Felix J. Baker. Their support and leadership has enabled CHC to add a child psychologist to the staff and expand mental health services to children and families coping with the challenges of hearing loss.
Of the 5.5 million dollars raised during the fiscal year ending June 30, 2015, 82% went directly toward clinical and educational programs benefiting people of all ages in New York and Florida. Public support and government grants together accounted for 69% of operating revenue while patient services generated 29%.

**Breakdown of Our Programs**

- **32%** Audiology and Technical Services
- **30%** Florida
- **19%** Communication
- **12%** Emotional Health and Wellness
- **7%** Public Education

**Expense Classifications**

- **82%** Programs
- **10%** Management and General
- **8%** Fundraising

**Operating Revenue**

- **46%** Public Support
- **29%** Government Grants
- **2%** Other Revenue
- **23%** Net Patient Service Revenue and Hearing Aid Sales
**Private Sector Donations**

*The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2015.*

We salute the services, and events in 2015. Agency operations, programs, services, and events in 2015.

The Theodore H. Barth Foundation, Inc.

H & F Baker Foundation

The Sidley Austin Foundation

Mr. and Mrs. Charles H. Winkler

The Joseph Leroy and Ann C. Warner Foundation

Filomen M. D’Agostino Foundation Corp.

The Fan Fox and Leslie R. Samuels Foundation, Inc.

Estate of Josephine McSweeney and Dr. Felix J. Baker

Dr. Heather J. Bogdanoff Baker

Mr. and Mrs. Fred Nives

following supporters:

We salute the services, and events in 2015.

*assuring a world without limits*
New York Services

Shelley and Steven Einhorn Audiology and Communication Centers

Audiology
- Pediatric and Adult Hearing Evaluation
- Pediatric and Adult Hearing Aid Consultation & Evaluation
- Auditory Brainstem Response (ABR) Evaluation
- Cortical Auditory Evoked Potential (CAEP) Testing - HEARLab
- Mobile Hearing Test Unit
- FM Systems Evaluation
- Listening Studio
- Tinnitus and Hyperacusis Center
- Free Hearing Screening
- Auditory Processing Disorder (APD) Evaluation

Communication
- Pediatric and Adult Communication Evaluation
- Auditory-Oral Therapy Program for Children
- Pediatric and Adult Cochlear Implant Evaluation & Therapy
- Parent Counseling and Support Groups
- Psycho-educational Evaluation
- Educational Support
- Speechreading and Auditory Therapy for Adults
- English as a Second Language

Auditory Processing Disorders
- Consultation
- Speech, Language and Listening Evaluation
- Individual and Group Therapy
- Educational Support

Berelson Hearing Technology Center
- Hearing Aid and FM Dispensing
- Hearing Aid and FM Sales & Repair
- Pediatric Hearing Aid Services
- Assistive Device Consultation
- Custom Hearing Protection
- Custom Earmolds

Baker Family Emotional Health and Wellness Center
- Individual, Couple, Family and Group Psychotherapy
- Psychiatric Evaluation
- Medication Consultation and Maintenance
- Crisis Intervention
- Information, Referral and Advocacy

Center for Hearing and Aging
- SoundMind Program
- Mobile Hearing Services
- Public Education and Community Outreach

Community Outreach
- Mobile Hearing Test Unit
- Project PATH (Preschool Access to Hearing)
- Center for Hearing and Aging
- Kellogg Family Resource Center
- Hear Me Out – Young Professionals Group

Marjorie Carr Adams Center for Information on Hearing & Deafness
- Educational Workshops and School-Age Programming
- Adolescent Workshops
- Parent U

Florida Services

Audiology
- Pediatric and Adult Hearing Evaluation
- Pediatric and Adult Hearing Aid Consultation & Evaluation
- FM Systems Evaluation
- Free Hearing Screening

Hearing Technology
- Hearing Aid and FM Dispensing
- Hearing Aid and FM Sales & Repair
- Pediatric Hearing Aid Services
- Assistive Device Consultation
- Custom Hearing Protection
- Custom Earmolds

Emotional Health and Wellness
- Individual, Couple, Family and Group Psychotherapy
- Psychological Evaluation
- Crisis Intervention
- Information, Referral and Advocacy
- Support Groups

Education
- Florida Telecommunications Relay, Inc.
- Year-round Educational/Vocational Programs (for elementary, middle and high school students)
- American Sign Language (ASL) Instruction

Center for Hearing and Communication 2015 Annual Report
Statement of Activities
Center for Hearing and Communication  Year Ended June 30, 2015

REVENUE:

FEE FOR SERVICE:

Patient Service Revenue  1,056,224
Hearing Aid Sales 580,538

TOTAL FEE FOR SERVICE 1,636,762

Government Grants and Contracts  1,290,517
Foundation and Corporate Grants  902,391
Contributions - Operational Support  947,166
Special Events Income  697,647

TOTAL PUBLIC SUPPORT 3,837,721

Investment Income  89,672
Realized and Unrealized Gain on Investments  1,541
Other Income  1,859

TOTAL REVENUE 5,567,555

EXPENSES:

Program Services  4,348,973
Management and General  511,872
Fundraising  416,802

Total Expenses  5,277,647

Total Net Change in Assets  289,908
Net Assets, beginning of year  5,043,089
Net Assets, end of year  5,332,997

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The Center for Hearing and Communication provides life-affirming hearing healthcare to over 20,000 annually. We are committed to improving the quality of life for children and adults with all degrees of hearing loss and listening and auditory challenges.