A Center of Excellence

Life-affirming hearing healthcare
for children and adults with all
degrees of hearing loss and
listening and auditory challenges.
Letter from the President

On behalf of my fellow Board members and staff of the Center for Hearing and Communication (CHC), I am honored to report on the accomplishments and financial status of our agency for the fiscal year 2013, representing the time period from July 1, 2012 – June 30, 2013.

Mission
For over a century, CHC has worked to enable people with hearing loss to lead full and independent lives. A longstanding leader in the field of hearing rehabilitation, we have empowered hundreds of thousands, set standards for hearing accessibility, and developed widely accepted best practices.

We continue to be flexible and responsive to the needs of our diverse population, and in doing so, during FY2013, the board of CHC adopted a new mission statement to expand our service offerings and address the needs of people with auditory processing disorders and listening challenges.

Impact
Our impact over the past year has been profound. With a blend of unsurpassed clinical expertise and generous donor support, CHC, as a Center of Excellence, has continued to transform lives of people of all ages with hearing loss and auditory challenges.

Highlights of our accomplishments this year include:
- With generous foundation support, CHC established the Center for Hearing and Aging to address the growing body of research linking untreated hearing loss in the elderly to increased cognitive problems.
- With private foundation funding, CHC’s mobile audiology unit provided hearing screenings for nearly 3,000 children and adults. Over 700 seniors at community centers across New York City received hearing screenings and complete hearing evaluations and participated in educational workshops emphasizing the importance of hearing healthcare for overall physical, cognitive and emotional well-being.
- With increased efficiencies in place, state of the art technology and unwavering compassionate care, CHC audiologists managed over 10,000 visits and dispensed almost 1,000 hearing aids. Taking the time that is truly needed, CHC’s staff served everyone, regardless of their ability to pay.
- CHC has continued to serve as a trustworthy and vital resource for consumers around the globe, and for teachers and other healthcare professionals. Executive Director, Laurie Hanin, was elected to the Board of Directors of NYSSLHA, influencing audiology policy and practices statewide, while our resident pediatric audiology expert, Anita Stein-Meyers, traveled to Nicaragua on a mission to test hearing and fit hearing aids on children who so desperately needed this help. Over the past year, we have seen families come to our Center of Excellence from India, Israel, Puerto Rico, Brazil, Finland, Mexico, Singapore, Pakistan, the Philippines, and Japan for comprehensive hearing healthcare, all found under one roof and delivered with a level of expertise and compassion unmatched anywhere.

Future
As we move forward, we will continue to respond to the changes around us in hearing healthcare. We have developed clear strategies for achieving our clinical objectives and are building partnerships to collaborate with other nonprofit organizations to expand our reach. Our commitment to clinical excellence is steadfast and is a part of our legacy that has become synonymous with our name.

It is the unique blend of compassionate care and visionary donor support that allows CHC to continue to make a difference in the lives of tens of thousands of individuals and families coping with hearing loss and auditory challenges and allows us to be here for anyone who crosses our threshold at 50 Broadway or in our office in Florida and now for anyone who crosses our virtual threshold. None of this would be possible without the incredibly talented team of CHC professionals.

Day in and day out, I am inspired by the stories of the lives we touch. I am inspired by the dedication of our extraordinary professional team, and I am inspired by the tireless effort and commitment of our Board, with whom I have the privilege of working.

The challenges of a turbulent economy have been felt worldwide, and CHC has not been spared. But we have faced these challenges head-on, established a strategic course for continued long-term success, and invite you to join us in perpetuating our mission – one as vitally relevant today as it was more than 100 years ago.

Jeffrey M. Cohen
President,
Board of Directors
Establishment of the Center for Hearing and Aging

A Center of Excellence

“One-third of people over the age of 65 and two-thirds over 75 have a hearing loss. And while 90% of hearing loss is treatable, most seniors who could benefit from hearing aids don’t use them. Given the link between hearing loss and cognitive function, this invisible disability poses a growing threat to our country’s aging population.”

Laurie Hanin, Ph.D., CCC-A
CHC’s Executive Director

Purpose
In response to a growing body of research showing a link between untreated hearing loss and an increased risk of developing cognitive impairments, CHC formed the Center for Hearing and Aging in December, 2012.

This vital resource is changing how healthcare providers address the interrelated issues of hearing loss and cognitive decline so that seniors with hearing loss stay more connected to life.

Cornerstones
- Educational outreach to families, caregivers and healthcare providers
- SoundMind program, a suite of clinical services addressing hearing, emotional and cognitive health
- Mobile hearing services for at-risk seniors in underserved neighborhoods

Impact
- Educational programs with more than 20 of NYC’s leading geriatric centers
- Planned outreach to 88,000 members of the Alzheimer’s Association, NYC Chapter
- Hundreds of low-income seniors receive urgently needed hearing healthcare

“The Center for Hearing and Communication is such a vital part of support systems for seniors and their caregivers . . . helping our communities learn more about the programs and benefits that affect their everyday lives.”

New York State Senator
Liz Krueger

The Center for Hearing and Aging is made possible in part through private funding from Shelley and Steven Einhorn, the Fan Fox and Leslie R. Samuels Foundation, and the Eleanor Schwartz Charitable Foundation.
Expansion of the Auditory Processing Center

Purpose
Demand for services at CHC’s Auditory Processing Center grew sharply in FY 2013 as awareness of auditory processing disorder (APD) and related listening challenges increased among healthcare professionals, educators and parents.

CHC has been a global leader in promoting awareness of APD and the toll it can take on children’s language and social skills. On a clinical front, we’ve redefined best practices with the application of rigorous diagnostic techniques and innovative therapies.

Cornerstones
- State-of-the-art diagnostic and therapeutic services
- Educational outreach to parents, educators and healthcare professionals
- Care available to low-income families through foundation funding

Impact
- 1,181 client visits to the Auditory Processing Center in FY 2013
- CHC presented at more than 30 educational forums including the ASHA Conference of speech therapists and audiologists
- Dozens of underprivileged families gained access to care at no cost to them

Children who have auditory processing disorder (APD) have normal physiological hearing but an inability to process sounds. Symptoms of APD can mimic hearing loss, ADD and other learning disorders and, left untreated, can have a devastating impact on learning and development.

Lois Kam Heymann, M.A., CCC-SLP
Director, Auditory Processing Center

“I feel so blessed and grateful to have something like this happen to me.”

Parent of a child whose life changed because of foundation-funded APD services at CHC.
Enduring Impact of the Family Resource Center

Purpose

Families dealing with the challenges of hearing loss – particularly parents of deaf and hard of hearing infants – have an urgent need for up-to-date information so they can make informed decisions to guide treatment and intervention.

Since 2005, the Family Resource Center has served thousands of families in desperate need of information as well as guidance, compassion, community and services.

Cornerstones

- Educational materials, workshops, and directory of resources
- Parents’ networking forum to promote peer learning
- Counseling and support groups
- Access to clinical expertise through Ask the Experts

Impact

- Parents’ sense of uncertainty and hopelessness gives way to understanding and optimism
- Families learn advocacy techniques to ensure their child’s classroom is fully accessible
- Individuals new to the world of hearing loss as well as those more experienced come together for mutual support

The Family Resource Center’s programs and services are made possible, in part, by the generous support of the J. C. Kellogg Foundation.

“Kevin and I both feel that CHC is more than just a center that provides services for the hearing impaired . . . it is a community.”

A CHC parent

“Words cannot express our deep appreciation and gratitude for the professionalism, expertise and loving care you’ve shown our family. The minute we contacted your agency, when our daughter was nine weeks old, we breathed a sigh of relief. Now, five years later, many, many thanks for giving her the tools to lead a successful life filled with unlimited opportunities.”

A CHC family

CHC kids get a visit from Iron Man.

MoMA Art Studio workshop for CHC families.
Leadership in Our Core Disciplines

A Center of Excellence

“...The new hearing aids are working great. I can hear many types of sounds. I was able to talk to my brother on the phone for the first time in over 5 years. I can better understand what my mother and father are saying to me. The Center for Hearing and Communication has given me the ability to hear better than ever before!”

A young adult CHC client

Shelley and Steven Einhorn Audiology Center
Unsurpassed clinical expertise (always with a caring touch) ensures the most accurate and comprehensive hearing assessment available.

Berelson Hearing Technology Center
Our fluency in the latest digital hearing technology means that each person receives a custom solution for his or her individual hearing and communication needs.

Tinnitus and Hyperacusis Center
Proven therapy program offers relief from the debilitating symptoms of tinnitus (also known as ringing in the ear) and related conditions.

Shelley and Steven Einhorn Communication Center
Skilled speech therapists help infants, children and adults with hearing loss to achieve their full speech and language potential.

Emotional Health and Wellness Center
Compassionate counselors offer emotional guidance to help adults and youths cope with challenging situations and develop life skills.

“...We just want to say that we were so happy leaving the center. [My partner] and I discussed on our way home what a positive experience we had. Literally, every single person we came in contact with was fantastic!”

Parents of a newly diagnosed child with hearing loss.

CHC acknowledges the generosity and leadership of Shelley and Steven Einhorn and the Berelson family (through The Theodore H. Barth Foundation).
Revenue and Expenses 2012-2013

Expense Classification 2012-2013
Of the 5.1 million dollars raised this past year, 77% went directly toward all program services including audiology, speech-language pathology, mental health counseling, family support, and public education.

<table>
<thead>
<tr>
<th>Expense Classification</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management &amp; General Expenses</td>
<td>14%</td>
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<tr>
<td>Fundraising</td>
<td>9%</td>
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<tr>
<td>Program Expenses</td>
<td>77%</td>
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</tbody>
</table>

Total Revenue 2012-2013
In total, contributions from individual donors and private foundations, and government support provide 63% of CHC’s revenue.

<table>
<thead>
<tr>
<th>Revenue Classification</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Government Support</td>
<td>26%</td>
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<tr>
<td>Public Support</td>
<td>37%</td>
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<tr>
<td>Net Patient Service Revenue</td>
<td>24%</td>
</tr>
<tr>
<td>Net Hearing Aid Sales</td>
<td>12%</td>
</tr>
<tr>
<td>Other Income</td>
<td>1%</td>
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In New York, almost half of our operating budget comes from contributions by foundations, private donors, and corporations.

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Other Income</td>
<td>1%</td>
</tr>
<tr>
<td>Government Grants</td>
<td>11%</td>
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<tr>
<td>Hearing Aid Sales</td>
<td>13%</td>
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<tr>
<td>Public Support</td>
<td>45%</td>
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<tr>
<td>Patient Service Revenue</td>
<td>30%</td>
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In Florida, 71% of the revenue is provided by government support.

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<thead>
<tr>
<th>Revenue Source</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Other Income</td>
<td>1%</td>
</tr>
<tr>
<td>Patient Service Revenue</td>
<td>7%</td>
</tr>
<tr>
<td>Hearing Aid Sales</td>
<td>7%</td>
</tr>
<tr>
<td>Public Support</td>
<td>14%</td>
</tr>
<tr>
<td>Government Grants</td>
<td>71%</td>
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We are extremely grateful for all of the philanthropic support that enables CHC to achieve its mission.
The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2013. We salute the following supporters:

### $100,000 - $999,999
- Hudson Bay Capital Management LP
- Drs. Zvi and Tzipora Katz
- Laurie Kayden Foundation
- Mr. Irving Kessler
- Sidney and Judith Kranes Charitable Trust
- Charles Henry Leach, II Foundation
- The Charles A. Mastronardi Foundation
- Ms. Patricia A. McCann
- Ms. Linda B. McKeen
- NC & BC Foundation, Inc.
- New York Community Bank Foundation
- Mr. and Mrs. Fred Nives
- Oticon, Inc.
- Mr. and Mrs. Steven R. Peikin
- Phonak, Inc.
- Mr. Glen L. Popick and Ms. Gabrielle Pecarsky
- Mr. and Mrs. Helene and Jim Rosenthal
- Ruth & Samuel J. Rosenwasser Charitable Trust
- Mr. and Mrs. David Sawyier
- Mr. and Mrs. John M. Scopaz
- The Sidley Austin Foundation
- Sorenson Communications, Inc.
- Starkey Laboratories, Inc.
- Turner Sports
- Von Seebeck - Share B Charitable Trust
- Widex Hearing Aid Company, Inc.
- Mr. and Mrs. David Winkler
- Mr. and Mrs. Thomas and Anne Worcester

### $50,000 - $99,999
- Estate of Helga N. Alten
- Dr. Felix J. Baker and Dr. Heather J. Bogdanoff Baker
- Rose Bender
- Dr. Noël L. Cohen
- J. C. Kellogg Foundation
- Fan Fox & Leslie R. Samuels Foundation, Inc.
- Eleanor Schwartz Charitable Foundation
- The Edith Glick Shoolman Children’s Foundation

### $25,000 - $49,999
- Estate of Bernnie Bierman
- Luther B. Davis Trust
- The Tommy Hilfiger Corporate Foundation, Inc.
- Marble Fund, Inc.
- Henry Nias Foundation, Inc.
- Virginia and Warren Schwerin Foundation
- Mr. and Mrs. Charles H. Winkler

### $5,000 - $24,999
- Mr. and Mrs. Lee M. Adasko
- Mr. and Mrs. Christopher V. Albanese
- Rose M. Badgeley Residuary Charitable Trust
- Mr. Julian C. Baker
- Barash, Friedman, Friedberg & Adasko
- Timothy & Michele Barakett Foundation
- Bloomberg
- Mr. and Mrs. Robi Blumenstein
- The Thomas and Agnes Carvel Foundation
- Chervenak-Nunnalle Foundation
- Mr. Jeffrey M. Cohen and Dr. Shari E. Brasner
- Filomen M. D’Agostino Foundation Corp.
- Mr. and Mrs. James P. and Kassie DePaiva
- Ms. Laurel Durst and Mr. Ed Strong
- The Lester M. & Sally Entin Foundation
- Mr. and Mrs. Barry G. Felder, Esq.
- Hearing Loss Association of America - Manhattan Chapter

### $1,000 - $4,999
- Joseph and Beulah Adasko Philanthropic Fund
- Advanced Bionics Corporation
- Mr. and Mrs. Jimmy Angellino
- Anonymous
- Baker & McKenzie LLP
- Mr. and Mrs. Bradley S. Bedell
- Sarah Bayne Belair Foundation
- Dr. Ellen S. Berelson and Mr. Lawrence M. Franks
- The David & Minnie Berk Foundation, Inc.
- BJ’s Charitable Foundation
- The John N. Blackman Sr. Foundation
- Mr. James D. Blinn and Mrs. Ming Y. Blinn
- Ms. Stacy Brasner
The Center for Hearing and Communication also thanks the many individuals, organizations, matching-gift initiatives, in-kind supporters, and anonymous donors who help us to assure a world without limits for people who are deaf, hard of hearing, and deafblind, as well as those with listening and auditory challenges.
Public Sector Donations

The Center for Hearing and Communication is proud of its working relationships with the following agencies:

**New York**
- Department of Health, Orange County
- Department of Health, Rockland County
- Department of Health, Westchester County
- New York City Department of Education
- New York City Department of Health and Mental Hygiene
- New York State Department of Health
- New York State Department of Education
- New York State Office of Mental Health

**Florida**
- After-School Program (ASP)
- Broward County Children's Services Administration Division
- Broward County Human Services Division
- Broward County Libraries
- ADRC – Aging Disability and Resource Center
- Broward Regional Health Planning Council, Inc.
- Broward Sheriff’s Office – Child Protective Services
- ChildNet
- Children’s Services Council, Broward County
- Coral Springs Community Chest
- Department of Education Vocational Rehabilitation
- Family Network on Disabilities
- Florida Telecommunications Relay, Inc.
- Dan Marino Foundation
- Department of Children and Families (DCF)
- Deaf Service Center Association
- School Board of Broward County
- Nova Southeastern University
- Bari University
- United Way of Broward County

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.
### Board of Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Jeffrey M. Cohen</td>
<td>President</td>
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<tr>
<td>Glen Popick</td>
<td>Executive Vice President</td>
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<tr>
<td>Steven R. Peikin</td>
<td>Vice President</td>
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<td>Joel S. Schlesinger</td>
<td>Vice President</td>
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<tr>
<td>Anne Worcester</td>
<td>Treasurer</td>
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<tr>
<td>Lee Adasko</td>
<td>Recording Secretary</td>
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<td>Caryn L. Magid</td>
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### Honorary Directors

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<tr>
<td>Hugh F. Biller, M.D.</td>
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<td>William M. Ellinghaus</td>
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<td>Robert N. Essman</td>
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<td>Nanette Fabray</td>
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<td>Joan Fontaine</td>
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<td>Mildred Oberkotter</td>
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<td>David B. Roosevelt</td>
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<td>Elinor Ross</td>
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<td>Jim Ryan</td>
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<td>Renee Silver</td>
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<td>Denise Totah</td>
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<tr>
<td>Gene Wilder</td>
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<td>Laurie Hanin, Ph.D., CCC-A</td>
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*Executive Director*

Ruth R. Green  
*Executive Director Emerita*
Services

Shelley and Steven Einhorn Audiology and Communication Centers
Audiology
Pediatric and Adult Hearing Evaluations
Pediatric and Adult Hearing Aid Consultation & Evaluation
Mobile Hearing Test Unit
FM Systems Evaluation
Listening Studio
Tinnitus and Hyperacusis Center
Free Hearing Screenings
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
Speechreading and Auditory Therapy for Adults
Speech and Language Therapy for Adults
English as a Second Language

Auditory Processing Center
Consultations
Speech, Language and Listening Evaluation
Individual and Group Therapy
Educational Consultation
Sounds FUN!

Emotional Health and Wellness Center
Individual, Couple, Family and Group Psychotherapy
Psychiatric Evaluations
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
Family Resource Center
Educational Workshops and School-age Programming
Turning Points (Adolescent Workshop)
Marjorie Carr Adams Center for Information on Hearing & Deafness
Cochlear Implant and NF2 Support Groups
Florida Telecommunications Relay, Inc.

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 Music Enhancers
Custom Earmolds
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Center for Hearing and Communication

Connect to Life®