The CHC Difference
My connection to the Center for Hearing and Communication (CHC) is a deeply personal one. Over 20 years ago, my wife, Jodi, and I found ourselves in CHC’s offices, holding our then six-week old daughter. When Ali was diagnosed with profound hearing loss, we were devastated. And lost. We had no idea what to do next. And we had no idea what the future would hold. 

But not for long. At CHC, we found world-class speech and language pathologists, audiologists, technologists, psychologists—indeed an entire team committed to providing everything Ali (and we) needed—all under one roof. And that team of professionals ensured that Ali was able to develop the skills to reach her fullest potential.

Now, 20 years later, Ali is a rising senior at Harvard where she majors in history, works in theatre production and is blessed with a large circle of close friends. Finding out your child is deaf is an overwhelming shock. But CHC was there to help. And with generous support from the philanthropic community, CHC is here to help people of all ages with all degrees of hearing loss.

Less than 50% of our operational revenue comes from client services. The remaining gap is supported by fundraising. It is only with contributions from individuals, donors, foundations, and corporations that CHC families affected by hearing loss receive the care needed to make a meaningful and lasting impact.

To all of our donors, we offer deep gratitude for enabling us to provide these quality-of-life enhancing services. It would not be possible without you.
In the rapidly evolving industry of hearing health care, technology seems to be changing almost on a daily basis. At CHC, I'm proud to say that our staff stays at the forefront of innovation, but I’m equally proud to be able to say that some things never change at CHC. What has remained the same over these many, many years? Our core values—innovation, teamwork, commitment, integrity, inclusiveness, and community partnership.

These six values are the driving force behind the CHC difference. It's why clients come to us and why they keep coming back, year after year. It's why our client satisfaction rate is far above industry standards and why our hearing aid return rate is far below. And, importantly, it’s why very generous funders are confident in their decision to support CHC.

I am exceptionally proud of the work we accomplish and the talented staff that makes it happen day after day. It’s gratifying to provide such meaningful value to the community we serve on both a local and national level. As I reflect on the past year and look forward to future advancements, I know that our core values will continue to be what inspires our staff to provide transformative clinical services to all those with hearing loss who need them.
INNOVATION

Experienced audiologists with unparalleled technical know-how apply advanced technology to maximize hearing.

Ellen Lafargue, AuD, CCC-A
Co-Director, Shelley and Steven Einhorn Audiology and Communication Centers

Every day, audiologists at CHC’s Shelley and Steven Einhorn Audiology Center fit babies, children and adults with amplification, so it’s imperative that we keep abreast of technological advancements in the field.

How do we stay fluent when there are so many devices and apps to consider? We regularly meet with hearing aid manufacturers, attend research meetings and symposiums, and collaborate with cutting-edge technology companies that enhance communication access, like Apple and InnoCaption. Since no two hearing losses are alike, we continually strive to find the hearing solution that will work best for each individual client.

Science, though, is only one part of the equation. We also practice the art of listening closely to our clients and getting to know their unique hearing and communication needs. That’s essential to ensure we’re using just the right device to maximize hearing and keeping clients connected to the world around them.

“I LOVE my hearing aid and it’s changed my life. It’s no challenge to wear it all the time as was true for my previous device. I can’t thank you enough.”

Client new to CHC

Audiologist Kristin Aravena (left) with a client on the mobile unit; Ellen Lafargue (right) in CHC’s state-of-the-art Listening Studio.
“Once we got here [CHC], and once we met the team, it was a weight off my shoulders. I felt like there were people who were going to get my child to where he needs to be.”

Underlying the success of the pediatric program at CHC’s Shelley and Steven Einhorn Communication Center is the collaboration between our speech-language pathologists and the child’s physician, audiologist, teacher and, in certain cases, mental health counselor. Most important, though, is the partnership between the speech pathologist and the child’s parents, caregivers and even the extended family.

Communication therapy is individualized to address each child’s communicative demands and to coach the people interacting with the child so they are empowered to manage amplification devices and elicit the child’s optimal understanding and use of spoken language in a variety of listening situations.

Teamwork

A multidisciplinary team of experts offers comprehensive care and better outcomes . . . all under one roof.

Elizabeth Ying, MA, CCC-SLP
Co-Director, Shelley and Steven Einhorn Audiology and Communication Centers

Liz Ying in auditory-based speech and language therapy session (left); CHC staff and clients participate in advocacy event (right).
Family-centered care that goes beyond the test booth to create a supportive community.

Dana Selznick, M.A., M.Ed.
Coordinator, Family Resource Center

CHC’s Family Resource Center is committed to providing a supportive community for families coping with the challenges of hearing loss. It is our goal that parents, grandparents, young professionals and children feel they have a safe place where they can form meaningful connections.

Our commitment goes beyond the testing booth and the therapy room. We strive to offer all the support children need for daily integration into their social communities. We achieve this through diverse programs including our Mentor Program, parent/child recreational events, ongoing rapid response and resources for schools and families, and parent workshops targeting a variety of “hot topics.”

Through all of this, we are committed to going beyond the diagnosis and providing our vast network of care.

“The staff at CHC and their Family Resource Center are friendly, fun and committed to everyone that walks in their door. They are such a blessing in our lives and everyone whose lives they touch.”

CHC parent

Participants in CHC’s Mentor Program (left); literacy event for CHC families (right).
As a trusted nonprofit since 1910, CHC is widely known for its integrity. CHC’s Berelson Hearing Technology Center has no allegiance to any particular hearing aid company. Our audiologists are never incentivized to favor one brand over another. Instead, we simply recommend the hearing technology that’s best for each individual based purely on clinical reasons, never financial ones.

We make follow-up services on hearing aids as easy as possible for our clients by offering both walk-in services and scheduled appointments. What’s great is that this policy tends to keep clients more engaged in their hearing journey and yields better outcomes.

“Through ten and more years of experience, I have found CHC superior in every regard. The audiological help and advice I get from them is informed, informative, insightful, attentive, and reassuring.”

Client new to CHC

Audiologist and APD specialist Jane Auriemma (left) consults with clients; Ellen Lafargue (right) provides assistive devices counseling.

Ellen Lafargue, AuD, CCC-A Director, Berelson Hearing Technology Center

CHC has no allegiance to any particular hearing aid company. We simply recommend what’s best for you.
At the Baker Family Emotional Health and Wellness Center, we embrace all of CHC’s core values, especially inclusiveness.

In creating and building a home for our clients, inclusiveness forms the foundation of our services. We endeavor for this home to be a safe and compassionate environment, a nurturing place where clients relate and journey together with their therapist.

Our clinical staff, fluent in American Sign Language, offers culturally sensitive treatment and the opportunity for a unique connection through shared language and understanding.

“[CHC] has just been a healing place. I can’t say enough of how it’s helped me to find my voice. I’m a better person for having come here.”

Jeff Wax facilitates Hearing Health Day workshop for seniors.

Jeff Wax, LCSW-R
Director, Baker Family Emotional Health and Wellness Center
“A big thank you for your time, energy and wonderful information presented to our staff. [It] will be incorporated into our practice when working with our older adult population.”

Partnership is the core value that most inspires the work we do at CHC’s Center for Hearing and Aging, a vital resource addressing the hearing health needs of older adults living in New York City’s underserved neighborhoods.

Targeted programming directed to at-risk seniors and their caregivers provides education to raise awareness of the harmful effects of hearing loss on emotional and physical health and high-quality hearing health care through our mobile audiological unit and in-office services.

The message is loud and clear: When older adults treat their hearing loss and receive patient and empathetic care, they stay connected to people and the world around them and experience better health, a more positive outlook and greater independence.

Carolyn Stern facilitates an educational workshop for a visiting group of seniors (right).

CHC’s mobile audiological unit (left)
Homebound seniors in Broward County have given **H.E.A.R. for Seniors** (Hearing Loss, Education, Advocacy and Resources) an overwhelmingly positive response since the program launched in 2016.

At-risk seniors participating in the program receive in-home visits by a case manager and specialist who provide hearing screenings, install assistive listening devices, create strategies to improve communication, recommend services and provide individual behavioral health counseling, if needed. Educational/instructional services are also made available to caregivers.

This and other CHC programs for Broward County seniors have proven to be highly effective in helping alleviate feelings of social isolation and improving quality of life.

“She [my Mom] is very limited and alone and has not been able to get the assistance she has needed to achieve this communication technology until working with you.”  

Daughter of program participant.
We are deeply grateful for the philanthropic generosity of those who supported CHC’s fundraising events throughout the year. In doing so, you made our quality-of-life enhancing programs and services possible.

Nancy Nadler, MED, MA
Deputy Executive Director
32nd Annual Comedy Night
Honoring Shari Brasner, MD, and Jeff Cohen
April 25, 2018
Carolines On Broadway
New York, NY
20th Annual Golf Tournament
May 14, 2018
Fenway Golf club
Scarsdale, NY
We salute the following supporters:

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<th>Name</th>
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<td>$1,000-$4,999</td>
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<td>Mr. Jeffrey M. Cohen and Dr. Shari E. Branson</td>
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The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2018.
PUBLIC SECTOR DONORS

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
- United Way of New York City

Florida
- Broward County - Health and Human Services
- Children's Services Council of Broward County
- United Way of Broward County
- Florida Telecommunications Relay, Inc.

Licensed
- State of New York Department of Health, as an out-of-hospital health facility.
- State of New York Office of Mental Health, as an outpatient clinic treatment program.
- Florida Department of Children and Families

Member Agency
- Council of Senior Center and Services
- United Way
- United Way of Broward County, Florida

NEW YORK SERVICES

Shelley & Steven Einhorn Audiology and Communication Centers
- Audiology
  - Pediatric & Adult Hearing Evaluation
  - Pediatric & Adult Hearing Aid Consultation & Evaluation
  - Auditory Brainstem Response (ABR) Evaluation
  - Cortical Auditory Evoked Potential (CAEP) Testing
  - Tinnitus and Hyperacusis Center
  - Mobile Hearing Test Unit
  - FM Systems Evaluation
  - Listening Studio
  - Free Hearing Screening
  - Auditory Processing Disorder (APD) Evaluation
- Communication
  - Speech-Language and Functional Listening Assessment
  - Auditory-Based Speech-Language Therapy
  - Pediatric & Adult Cochlear Implant Evaluation & Therapy
  - Parent Counseling & Support Groups
  - Psycho-Educational Evaluation
  - Educational Support
  - Speechreading & Auditory Therapy for Adults
  - Speech & Language Therapy for Adults

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

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
- United Way of New York City

FLORIDA SERVICES

Baker Family Emotional Health and Wellness Center
- Individual, Couple, Family & Group Psychotherapy
- Adult & Children's Psychiatric Evaluation
- Medication Consultation & Maintenance
- Psychological & Educational Evaluations
- Crisis Intervention
- Parent Counseling & Support
- Information, Referral & Advocacy

Center for Hearing and Aging
- Communicate with Success Program
- Mobile Hearing Services
- Public Education & Community Outreach
- Golden Agers Group

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

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

Education
- Year-round Educational/Vocational Programs (elementary, middle and high school students)
- American Sign Language (ASL) Instruction

Community Outreach
- Florida Telecommunications Relay, Inc.
- H.E.A.R. for Seniors of Broward County
- Aging with HIV/AIDS/STI
STATEMENT OF ACTIVITY

Center for Hearing and Communication
Year Ended June 30, 2018

REVENUE:

FEE FOR SERVICES:

Patient Services Revenue 968,843
Hearing Aid Sales 761,129

TOTAL FEE FOR SERVICES 1,729,972

Government Grants and Contracts 1,414,828
Foundation and Corporate Grants 908,266
Contributions - Operational Support 430,348
Special Events Income 932,267

TOTAL PUBLIC SUPPORT 3,685,709

Investment Income 88,191
Realized and Unrealized Gain or Investments 76,659
Other Income 2,461

TOTAL REVENUE 5,582,992

EXPENSES:

Program Services 4,659,082
Management and General 556,651
Fundraising 529,183
Total Expenses 5,744,916

Total Net Change in Assets (161,924)
Net Assets, beginning of year 5,425,964
Net Assets, end of year 5,264,040

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FINANCIAL OVERVIEW

Of the 5.6 million dollars raised during the fiscal year ending June 30, 2018, 81% 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 66% of operating revenue while patient services generated 31%.

EXPENSE CLASSIFICATIONS

- 81% Programs
- 10% Management and General
- 9% Fundraising

OPERATING REVENUE*

- 41% Public Support
- 31% Net Patient Service Revenue and Hearing Aid Sales
- 25% Government Support
- 3% Other Revenue

CHC’s commitment to high quality, comprehensive hearing health care forms the foundation on which our six centers of excellence serve the diverse needs of people with hearing loss, deafness and listening challenges.

HIGH-QUALITY, COMPREHENSIVE SERVICES TO EMPOWER PEOPLE AFFECTED BY HEARING LOSS, DEAFNESS OR LISTENING CHALLENGES

* Reflects revenue in New York and Florida. In New York alone, 48% of revenue is raised from individuals, foundations and corporations.