

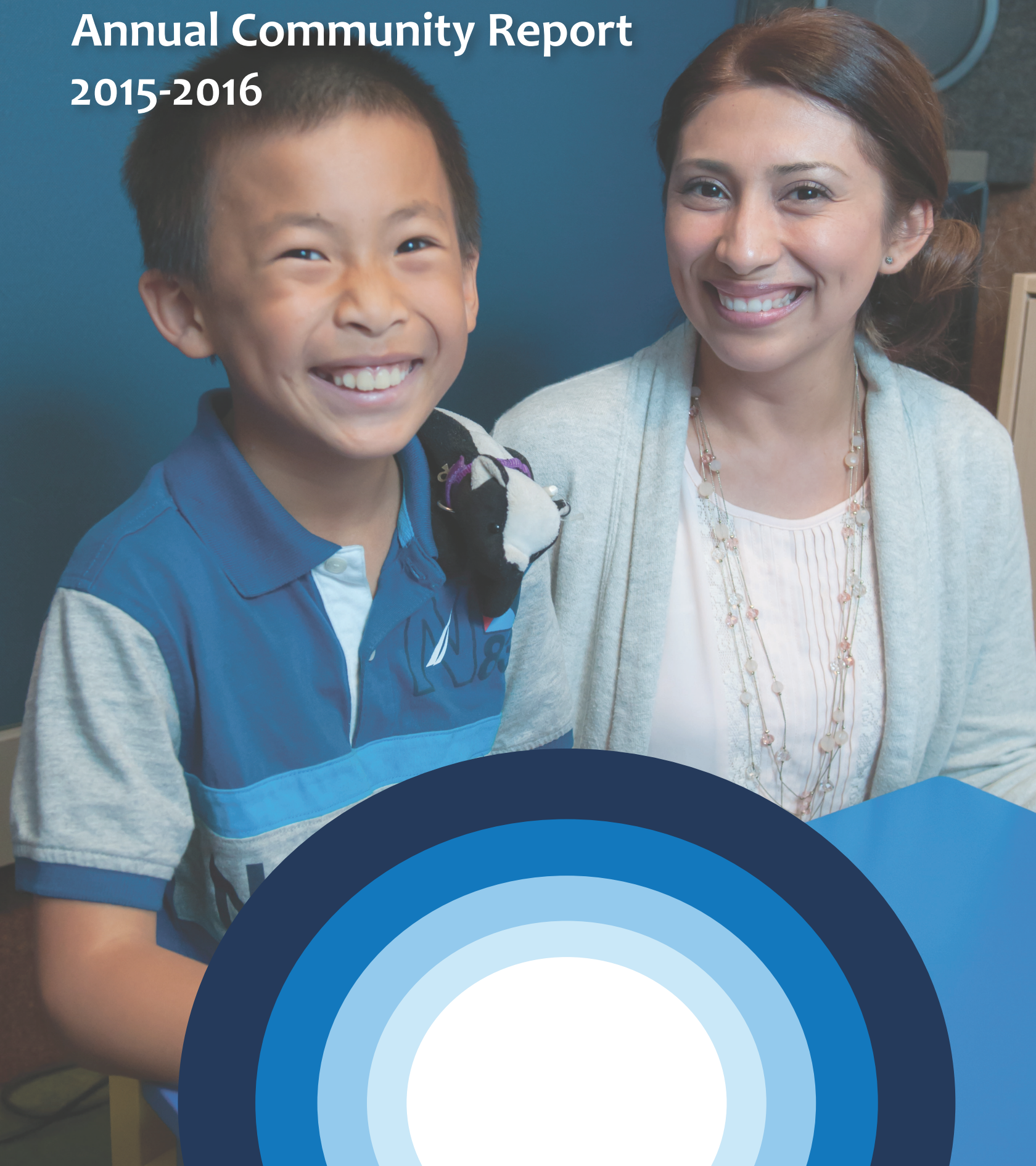


HEARING AND SPEECH CENTER

a non-profit clinic, school & community

Annual Community Report

2015-2016



Hearing and Speech Center of
Northern California

*Our mission is to provide life-long
professional services to support
all people with hearing loss or
communication challenges in
achieving their goals.*

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San Francisco, CA 94115

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www.hearingspeech.org



Dear Friends,

In 2017, we will be celebrating the 100th anniversary of the Hearing and Speech Center. It is remarkable to think of all of the people – employees, clients, donors, board members, philanthropic foundations and partners – who have each played a role in crafting the Center to what it is today. I reflect daily on our work and always pause to consider our mission, our core values, and perhaps more importantly, whether we continue to remain true to the founding spirit of the agency. The needs of our community and our response to those needs affirm that our core values are a strong echo of the days past and are the foundation upon which we are building our future.

Our core values are to provide client-centric services that are innovative, relevant and impactful, demonstrating excellence and fostering the building of community. These are not merely words. Our core values are the inspiration we draw upon to drive our mission. They are what bind us to a determination of constant progress. Most importantly they are our connection to those we serve and the manner in which we serve.

This is an era of flourishing technologies in the hearing and speech fields, but we cannot allow reliance on these wonderful tools to dilute our quality of care – patient solutions, programming, advocacy and support. Our commitment remains focused on complementing technology with practical life solutions, as well as championing and providing affordable care solutions.

Thank you for your support, and thank you to all who have helped get us to where we are today.

Sincerely,

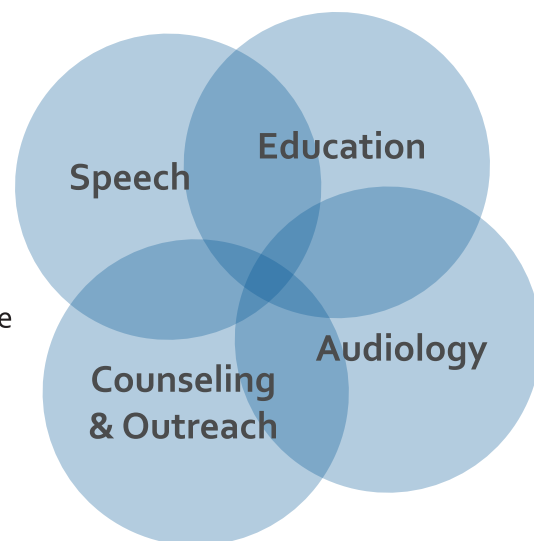
A handwritten signature in blue ink, appearing to read 'D-Kennedy', written over a light blue horizontal line.

Darragh Kennedy | CEO

Our Program Model

The Hearing and Speech Center of Northern California provides a comprehensive range of clinical, social, and educational services for people of all ages with hearing loss. Our history reaches back to 1917, when the organization was first incorporated as the San Francisco League for the Hard of Hearing. Many decades later, we are still dedicated to providing tools for people with hearing loss and communication challenges to excel and achieve their goals.

Our services are interdisciplinary, and professionals from all program areas work together to design a comprehensive care plan suited to the unique needs of each individual.



Audiology

Our practice includes pediatric and adult diagnostics, hearing aid fitting and programming, and tinnitus evaluation and treatment. Our Audiology Department also focuses on hearing protection and outreach, providing free classes and events for clients to learn about their hearing.



Education

We serve children with hearing loss from birth to age 18, along with their families, providing the best possible education resources designed for the unique needs of this group. Our program includes a classroom for infants with communication challenges, a preschool class, support in transitioning to mainstream classrooms, social activities, youth groups, and homework groups.



Counseling & Outreach

Outreach is a critical part of our mission, enabling us to reach the most vulnerable members of the local population. Our outreach services include hearing screenings at senior centers and homeless shelters, free presentations about hearing loss and treatment, and staff trainings for partner agencies. Our counseling staff specializes in working with deaf and hard-of-hearing individuals through social work, case management, assistance in job searches, support groups, and referrals.

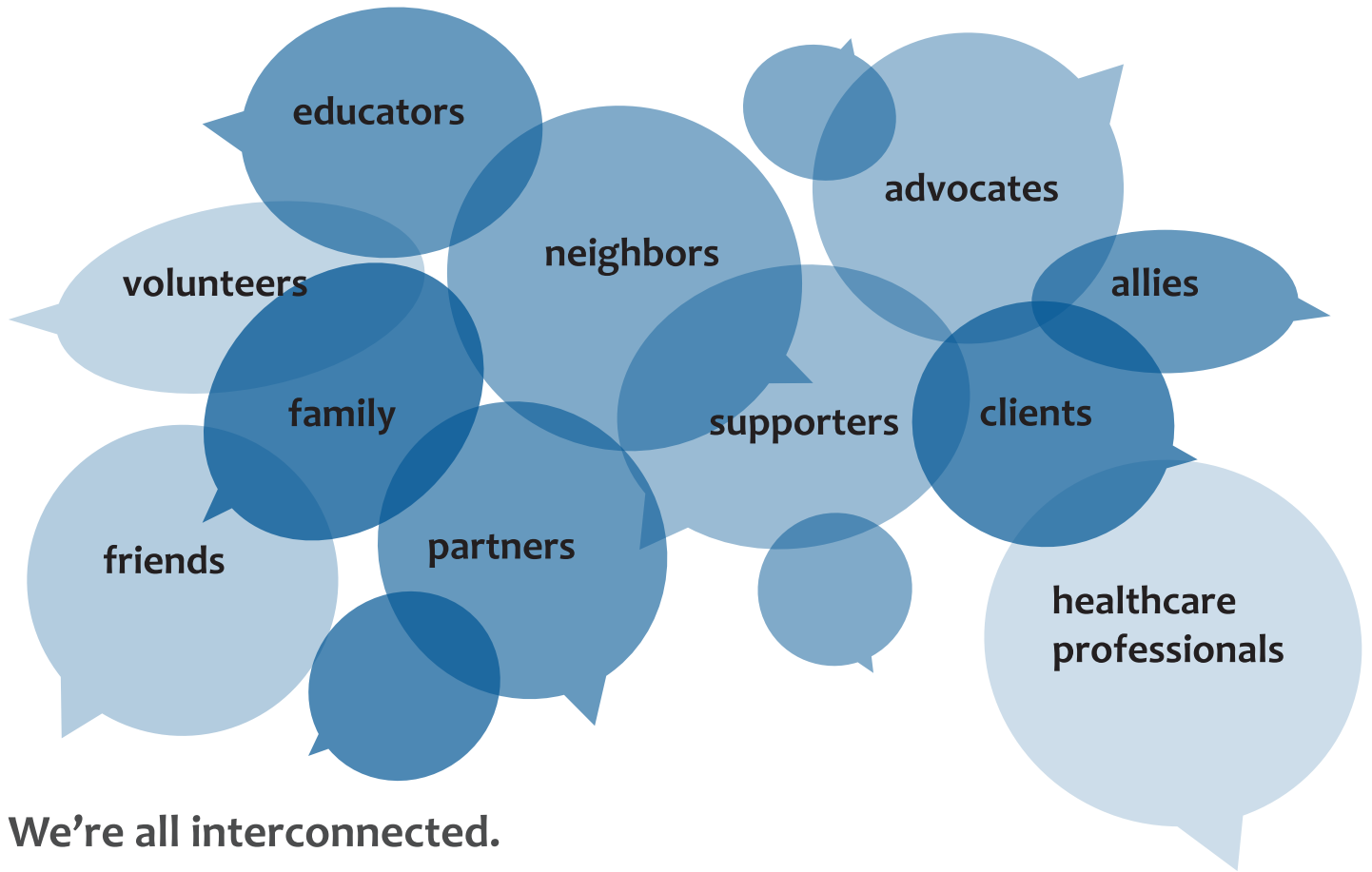


Speech

Our Speech-Language Pathologists provide evaluations and therapy to a diverse population, including Deaf and hard-of-hearing individuals, as well as children who struggle with articulation or have expressive or receptive delays. Our practice is one of the only in the Bay Area to offer Cantonese speech therapy and evaluation.



What does it mean to be part of the Hearing and Speech Center community?



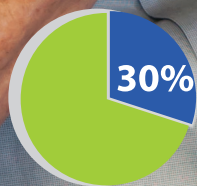
We're all interconnected.

As a nonprofit organization, we are committed to working toward social justice. Many other organizations in San Francisco and beyond are also doing fantastic work in areas that overlap with ours - support for seniors, fighting for equal access to health care, supportive education for people with disabilities or special needs. The dedication is tremendous, and we're also committed to partnering with those organizations where we can share resources to make sure our communities are getting the best possible service. Having access to great hearing care will help a senior citizen continue socializing, and makes it easier to communicate with doctors when needed, and age with dignity. Advocating for our deaf and hard-of-hearing children and youth in the school system will help them perform well in school, graduate on time, enter college or the workforce, and achieve wage equity. Ultimately, we believe that our work resonates, positively impacting the whole community.

Together, we make a difference.



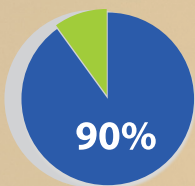
What is the need?



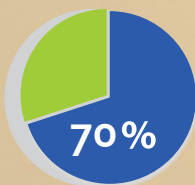
Over 30% of all people over the age of 65 have a hearing loss.



Untreated mild to profound hearing loss has an average impact of \$5,000 to \$6,000 on household income.



90% of children born with hearing loss are born to hearing parents.



70% of clients come from low-income households and the Hearing and Speech Center is one of the only Bay Area clinics where they can go to receive services.



This year...



As always, our 2015-2016 year was a busy one. The Hearing and Speech Center is growing and thriving, and we'd like to share some highlights with you. Of course, it's impossible to capture everything that goes on at the Center on a daily basis – the happy faces, the bustle of the front desk throughout the day, the challenges that many of our patients have overcome in their communication journeys. Here are just a few:

Free presentations on hearing loss and free hearing screenings were offered at partner organizations, such as On Lok, Home Instead Senior Care, Jewish Community Center of San Francisco, Next Village, San Francisco Village, Mission Neighborhood Center, San Francisco Senior Center, Excelsior Community Center, and Project Homeless Connect.

909

pediatric audiology
appointments, including
newborn diagnosis

The Claire Giannini Comprehensive Childhood Demonstration Project of the Hearing and Speech Center prepared to launch a new family survey, which will help us collect data about program outcomes for counseling, education, and family support. Staff members have been working closely with evaluation consultants to identify key questions and prepare for the initial analysis of our first round of survey responses. This work is supported by the Claire Giannini Fund.



Our Career Steps Program for Deaf and hard-of-hearing adults placed clients in jobs at companies throughout the Bay Area, including:

- Swords to Plowshares
- OMI (Oceanview, Merced, Ingleside) Family Resource Center of the YMCA
- FedEx Ground
- San Francisco Recreation & Parks Project Insight and Inclusion Services
- Safeway
- Fisherman's Wharf Corner Store
- Tamalpais Construction Company
- San Francisco In-Home Supportive Services (IHSS)
- Mozzarella, a deaf-owned and deaf-operated pizzeria

1,107

hearing aid evaluations,
consultations, fittings, and
checks for Medi-Cal clients

Tinnitus Support Group participants tuned in to the American Tinnitus Association's webinars to learn more about the most recent studies on tinnitus, and also hosted several guest speakers throughout the year. In addition to a learning environment, the group also offers a safe space for participants to share their struggles and questions, as well as their triumphs.



35

free consultation days
hosted in partnership with
the California Telephone
Access Program (CTAP),
providing free captioned
telephones



Why choose the Hearing and Speech Center?



Our Core Values Set Us Apart



We believe in providing communication strategies and help for patients to use their hearing aids and devices more effectively, and believe that this can significantly improve their experience in seeking help for hearing loss. We offer free classes, open to the community, to address these needs. This year we offered 23 sessions at the Center, on topics ranging from Hearing & Cognition to Pediatric Speech Development. These classes are all meant to help patients better understand their care and treatment options for hearing loss or communication challenges, and to provide an opportunity to chat with an expert about any questions that may come up outside of their appointments.

116

units of tinnitus evaluation and treatment, including biofeedback therapy



Our community makes a difference. On November 20, BlackRock volunteers spent their day at the Hearing and Speech Center, cleaning our school's playground, painting safety lines in the parking lot, and cleaning and retouching our mural. We are able to grow as an organization because of all the wonderful people who help keep the Center running every day. This year, volunteers on our Facilities Committee helped improve our clinic, our Events Committee planned our benefit dinner, and many others worked side-by-side with staff to make our work possible.

We believe the ability to communicate is a right, not a luxury. For many years, the Hearing and Speech Center has been one of the only clinics in the Bay Area to provide audiology and speech pathology services to clients from low-income households. Hearing aids, speech therapy, access to counseling - all can be expensive, and many people cannot afford to pay the full cost, which is why many of our services are offered for free or on a sliding scale.

We're always trying to make our services even more accessible. Another barrier to accessing services is location. This year, Speech-Language Pathologist Sara Coffey provided tele-therapy to clients living in remote locations, and is hoping to grow this practice to meet the need. The children receiving tele-therapy are cochlear implant recipients, who need access to a speech therapist who specializes in aural rehabilitation.

4,181

units of speech/language therapy and evaluation, including services in Cantonese



"Thank you SO much to Rose and all the staff at the Hearing and Speech Center! You have made an incredible difference in our daughter Helen's life. Instead of retreating within herself, encouraging her to share her rich creativity and give voice to her hopes, fears, and greatest passion. Words bind us and you gave Helen hers. This center is the best and most professional, skilled team of speech therapists in the area and we are grateful we found you. Again, thank you so much on behalf of Helen and our entire family."

450

adults and seniors received free hearing screenings at senior centers, Project Homeless Connect, community centers, and more



What makes our programs so great?

We shoot for the moon.



Spotlight on Youth Programs



We believe that our clients deserve the best – comprehensive care, access to expert healthcare professionals, support throughout the journey. We believe that everyone deserves access to the best care, regardless of their ability to pay. Patients from low-income households don't have many options for accessing hearing and speech resources in the Bay Area. The Hearing and Speech Center is here for everyone in need, but we don't just *meet* the needs of clients, we aim to provide the *highest* level of service.

Aiming high is important at any age, but for children and youth with a hearing loss, developing strong academic and social skills, as well as a healthy self-image, can prepare them to continue achieving throughout their lives. Our programs for children and youth involve many hands-on learning activities and the opportunity to explore nature and the world around us.

75

students with hearing loss participated in our youth programs, including academic support, social activities, peer groups, and summer camp

This year, program participants attended YMCA Camp Jones Gulch as part of our annual partnership with the camp. Participants completed team-building activities, went hiking, and competed in games. Attending with the HSC group means that campers are learning alongside other Deaf and hard-of-hearing youth and that they have specialized support from our staff. But, they also participate alongside other campers, their hearing peers, and we believe that this is a great learning experience for everyone involved. This year, we also helped students achieve their best through consistent academic support, including homework groups, case management, and assistance with school district placement.

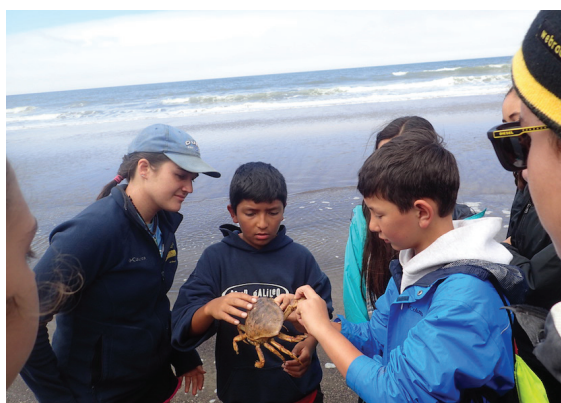


We hope that all of our kids will continue to shoot for the moon, and we have lots of great evidence that they're succeeding! Several of our youth program participants graduated from high school this year, and they have some great plans lined up. Some will go on to start their careers, and others are attending college at institutions such as U.C. Berkeley and Rochester Institute of Technology.

91

families received guidance, information, and advocacy, following their child's initial hearing loss diagnosis

One of our program participants, Yevgeniy, was honored by the HearStrong Foundation this year as a HearStrong Champion. He's been involved in the Hearing and Speech Center's programs for many years, and wants to be a good role model for other kids with hearing loss and to show everyone that individuals with hearing loss can achieve great things. These are just a few examples, but our students are working hard every day and we're incredibly proud of them!



30

children enrolled in our school program: the Infant & Toddler Communication class and Kids Academy preschool

What does it mean to be a nonprofit clinic?



We're here for the mission, not a commission. Our audiologists consult with patients to make a communication plan that works for them. Our focus is not on selling hearing aids, but rather on giving patients the tools that will help them live life to the fullest. Unlike many other clinics, our audiologists are not commissioned, so the focus of the appointment is on the patient's questions and communication needs.

We value transparency and equity in care. We raise funds to support our work, which enables us to provide services to all income levels. Openness about our programs and organizational activities let our donors, clients, and community members know that the Hearing and Speech Center is a good investment.

No one is "just administration". Every staff person is a vital part of our mission. Our clinicians and program staff are amazing, but our programs couldn't operate without the support of our administration team – our billers make sure that we can provide services to patients with low-income insurance, our front desk staff advise patients on how to prepare for appointments, and so much more. Our nonprofit model means that all staff work as a team, going the extra mile to provide the best possible care.

"As a front desk staff member, I am so proud of the work we do every day. It is extremely rewarding to see the positive impact our services make on our clients' lives."

Financial Summary

July 1, 2015 - June 30, 2016 (unaudited)

Statement of Activities

Revenues

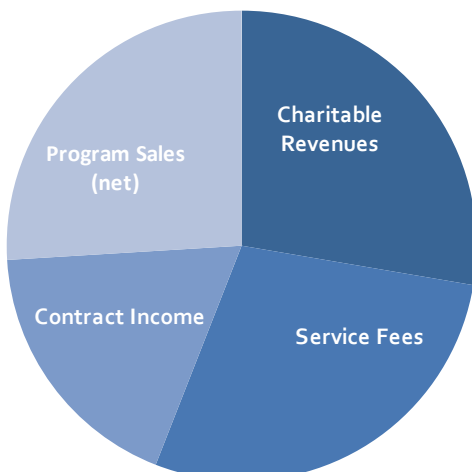
Charitable	
Individual Contributions	126,500
Foundations, Corporate, Community	364,500
Special Events (net)	47,800
Bequests	14,900
Budgeted Endowment Revenue	76,700
In-Kind Contributions	2,300
Board Designated Funds Released	43,400
Total Charitable Revenues	676,100
Earned Revenues	
Service Fees	649,300
Contract Income	441,500
Program Sales (net)	633,700
Total Earned Revenues	1,724,500
Total Revenues	2,400,600

Expenses

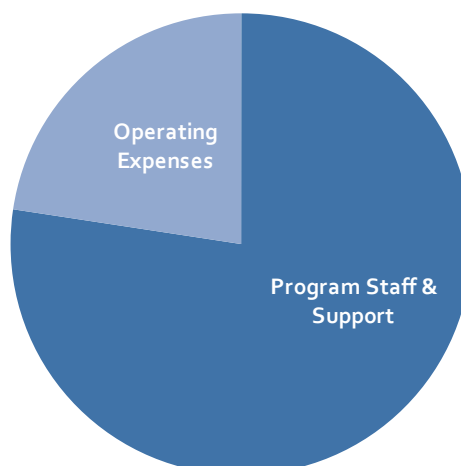
Program Staff & Support	1,838,400
Operating Expenses	536,600
Total Expenses	2,375,000

Net Operating Income 25,600

Revenues



Expenses



Hearing and Speech Center Board of Directors

<i>Roger Boas</i>	<i>Charles Limb</i>
<i>Jim Canty</i>	<i>Tom Marlow</i>
<i>Paola Casey</i>	<i>Jan Minar</i>
<i>Thomas Engel</i>	<i>Kirsten Nusser</i>
<i>Susan Hambrecht</i>	<i>Martha Peterson</i>
<i>Jim Jones</i>	<i>Mike Simmons</i>
<i>Karen Kennedy</i>	<i>Myles VanderWeele</i>
<i>Betty Kimble</i>	

Hearing and Speech Center Staff

<i>Barbara Bell</i>	<i>Hazel Lam Thilak</i>
<i>Janice Bolosan</i>	<i>Eileen Lantrip</i>
<i>Rayshone Bow</i>	<i>Malvina Levy</i>
<i>Jessica Brockman</i>	<i>Jenny Lieu</i>
<i>Julia Coats</i>	<i>Steven Lopez</i>
<i>Sara Coffey</i>	<i>Christiana Oatman</i>
<i>Erin Cruz</i>	<i>Tracy Peck</i>
<i>Scott Curry</i>	<i>Rose Phung</i>
<i>Tricia Evans</i>	<i>Robyn Reliford</i>
<i>Kate Favor</i>	<i>Angie Seah</i>
<i>Chris Focht</i>	<i>Shannon Simonson</i>
<i>Kathy Gallagher</i>	<i>Phillip Strickland</i>
<i>Jessie Johnson</i>	<i>Reyna Tenorio</i>
<i>Deborah Karres</i>	<i>Dorothea Tolliver</i>
<i>Darragh Kennedy</i>	<i>Leslie Villatoro</i>

Thank you!

\$10,000 +

Mary Carolyn Bacigalupi
Bothin Foundation
James Canty
Lyman & Carol Casey
Claire Giannini Fund
William G. Gilmore Foundation
Adolf & Elisabeth Hofmeyer Trust
Maurice Kanbar
Helen Sloss Luey & Leon James Luey
Tom & Bev Marlow
Henry Mayo Newhall Foundation
George H. Sandy Foundation
Annunziata Sanguinetti Foundation

\$5,000-\$9,999

Avery-Fuller-Welch Children's Foundation
BlackRock, Inc.
Charles & Paola Casey
Danford Foundation
Thomas & Debra Engel
James C. Hormel & Michael Nguyen
Sarah & James Jones
Mt. Zion Health Fund
Henry & Barbara Sesnon Cartan
Storror Trust / Twelve Charities
Gladys Thacher

\$1,000-\$4,999

Barry Baron & Constance Goodyear Baron
Barbara Callander
Donna Miller Casey
Nicole Chang
Julia K. Cheng
Steven & Martha Cheung
Sara & Pete Coffey
Brenda Cravens
Carol Cravens
Ann Dorfman
A. Kenner Foote
Richard L. Frank Trust
Fuel Medical Group
Lisa and Douglas Goldman Fund
Mimi and Peter Haas Fund
Shep & Melissa Harris
HCI Audiometrics
Evan Hirsch
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Karen Kennedy & Dan Frandy
Darragh Kennedy & Yvonne Curley
Elizabeth Kimble
Virginia Knudsen
Julia Ann Maloney
Med-El Corporation
Jan Minar & Jim Nelson
Eric Murphy & Tim Wu
Oticon Inc.
Paragon Real Estate Group
Brian Pawlowski

Roger W. Sleight & Mark Backer
Steven Sloan
Starkey Laboratories
Theta Delta Xi - Gamma Chapter
University of the Pacific, Audiology Program
Ken & Linda VanderWeele
Myles & Jennifer VanderWeele
Margaret Wallhagen & William Strawbridge
Eli & Croce Weil

\$500-\$999

AT&T Employee Giving Campaign
David Babbott
John & Kathy Blum
Phillip Bowles
Carol Dimeling
Douglas Drummond & John Tuttle
Richard & Beverly Gold
David & Marjorie Guggenhime
Karen Hui & Paul Sheng
Cindy Lai
Jacqueline & Marc Leland
Aditi Mandpe
Robert F. Mickel
Mr. William Lee Olds, Jr.
Martha & Carroll Peterson
Gary Rust
William Scaggs
Mike & Diana Simmons
M. & H. Sommer Foundation
Adam S. Tom
Benjamin & Ruby Tom
Deidre Von Rock Ricci
Trevor Whelan & Dara Mulligan
Michelle Yook
Sophie Ziegler & Jonathan Schwartz

\$250-\$499

Advanced Bionics
Apple Matching Gifts Program
David & Geraldine Berg
Jessica Brockman & Will Coster
Elizabeth L. Colton
Community Thrift Store
John L. Darby
Daniel Fleming
James Gehring
Harlee Goldstein
Google Matching Gifts Program
Holland Gray
Marian & Roger Gray
H&L Partners
Jack & Genevieve Hoffman
Audrey Kavka & August Moretti
Rich & Shirley Kettell
Grace Knight
Wayne & Lorraine Lesser
Lions Club of Rossmoor
Anthony & Despina Mancini

Carol Most-Walker & Stephen Walker
Raquel Newman
Sean O'Boyle
Pacific Gas & Electric Company
George & Nancy Pannos
Patxi's Pizza Marina
May Y. Pon & John E. Barry
Pete & Noni Richen
Jaclyn Rusch
Michael Schaefer
Brian Schindler
Alan Scott
Elizabeth Semel & James Thomson
United Way of the Bay Area

up to \$249

Maria Abella
Hui Nie 'Mimi' Ali
AmazonSmile Foundation
Barbara Anger
Anonymous (12)
Susan Apolonio
Terje Arnesen
Alice Bajwa
Ron Bannerman
Bruce & Rita Barichievich
Yevgeniv and Olga Barkalov
Nancy W. Bates
Ellen Peskin Baum
John & Mary Lynn Bell
Reed & Anne Bement
Darleen Beno
Ira & Jane Berk
Jeanne Billeci
Gwyneth Borden
Otto Borsich
Germaine Bosch
James & Diane Breivis
Rita Bruns
Rinda Burleigh
Georgia Busse
Suzanne Bussiere
John K. Callander
Peter Callander & Lynn Callander
Sara K. Callander Stephens
Ruth Carsch
Gerald N. Caudle
Graziano & Diana Cerchiai
Robert Cirese
Anne Coffey
Elizabeth Cognata
Keith Cohn & Anne Montgomery
David & Rose Anne Colt
Dara Combes
Robert & Laura Comyns
A. Crawford Cooley
Sharon Cottrell
Brooks & Christine Crawford
Elaine A. Curry
Curry Senior Center
Robert A. Davies, Jr. & Lenore Davies

Joyce Davis
Allen & Joan Dekelbourn
Maria Devera
Diamond Pain Relief & Wellness Center
Frances Dillingham
Valerie K. Erickson
eScrip
Tricia Evans Woodley
Megan Everson
Carol & David Fanning
Yolanda Fong
Vicente Franco
Michael & Sabina Frank
Walter Frey
Leslie Friedman
Wendy Fukamaki
Virginia Ganley
Susan A. Garbuio & William B. Nern, Jr.
Mrs. Irvin B. Gardner
Steve Gazzera
Gee Tuck Sam Tuck Benevolent Association
Jacquelyn Georgeson
William Gilbert
Yvonne Goh
Michael Gold
Cathy Goldstein
Paulette E. Goodrich
Goodshop
Ruth B. Green
Mark & Martha M. Greenough
Lawrence Grodi
Belinda Hahn & Ivan El-Sayed
James Hall, Jr.
Margo Hasselman & Joshua Greenough
Kelly J. Hayden & Michele M. Modena
Kathy Henderson
Elaine Hilp
Catherine Hobbs
Jennifer & Tom Hodgins
Bonnie & Gerald Holl
A. Joan Holstius
Vincent Hom
Lorraine Honig
Heather Hoover
Hai Yan Hua
Michael Hudson
Susan & Edward Hurley
Jacinta & Neil Hurley
Ricardo Imeri
Robert D. Irwin
Ralph & Judith Jacobson
Zhong Wen Jiang
Adrienne Jonas
Bernard Jones
Shirley Jones
Rita Jovick
Douglas Kadlecik
Eugene & Margaret Karandy
Margarita & Mikhail Khavul
Casey Kho
Sian Kho
Myron Ko
Irene Kosaris

Sumangala Kote
Neil Kran & Meryl Schneider
Roseanne Krauter
Richard Krohn
George & Barbara S. Krusi
Jane & Victor Lampe
Teinkein Lee
Denis Lee
Lee Leibrock
Dennis & Laura Leuer
Man-Kit Leung
Lawrence Lipkind
Ron Lissak
Local Independent Charities of America
John Lopez
Jodie & Jonathan Louie
Reeba Lynn
Williamina Macrae
Jessie Mah
Rungthiwa Mann
Emily Marcus
Laurence Martin
Erica Matthews
A. Bernard McCarthy
Margaret McCaul
Kirke & Donata Mechem
Dorothy Meyer
Edward & Phyllis Miller
Olivia Milward
Jean & Robert Moorhead
Chris Morris & Laura Krause
Bruce & Lynne Munro
Henry C. Nebeling
Blair & Randy Newsome
Lai Kit Ng
Steven & Louise Noroian
Kirsten Nusser
Felix Pagatpatan
Wen Zhen Pan
Peggy Patrick-Wingate & Monroe Wingate
PayPal Giving Fund
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Rainbow Grocery Cooperative
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Anthony & Jo Anne Rantz
Darryl Raszl
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Martha Santurio
Josephine Schallehn
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Matthew Schwartz
Rita Semel
Biruta Sereda
Sharon Seto
Carola Sullam Shepard
Wilbert Silva

Joseph & Mary Sinnott
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Alan & Naomi Spiegelman
Nancy Stanton
Laraine Stein
David Steinhart
Timothy Stotz
Ken Sugarman & Robin Goldfaden
Peter Svirsky
Sara J. Swee
Milagros Sypaco
Target Take Charge of Education
Margaret Taub
Michael B. Teitz & Mary C. Comerio
Reyna Tenorio
Anne Tick
Robert Titlow
Michele Tudisco
United Way California Capital Region
Jacqueline Ventura
Emily Wachs
Sheila Wander
Grant Weaver
Wells Fargo Bank
Robert West
Priscilla Wheeler
Nelson Whynott
Allen Willard
Marilyn Wylder
Xiaopeng Xu
Paulynn Yoshida
David W. Young
David Zanoni
William & Nancy Zinn

In-Kind Donations

Masha Archer
Bi-Rite Creamery & Market
James Canty
Charles & Paola Casey
Caymus Vineyards
Laurie Chase
Diamond Pain Relief & Wellness Center
Thomas & Debra Engel
Jessie Johnson
Sarah & James Jones
Helen Sloss Luey & Leon James Luey
Karen Kennedy & Dan Frandy
Jan Minar & Jim Nelson
New Conservatory Theatre Center
Peggy & Peter Noonan
Margaret O'Leary
O'Leary Plumbing
Martha & Carroll Peterson
San Francisco Zoo
Gladys Thacher
Thriveability Yoga
Trader Joe's
Martha Wiseman

Recognition includes contributions and events between July 1, 2015 and June 30, 2016.



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