

◀ **Edward B. Nitche,**
Agency Founder,
1910

100th Annual Report

Center for Hearing and Communication



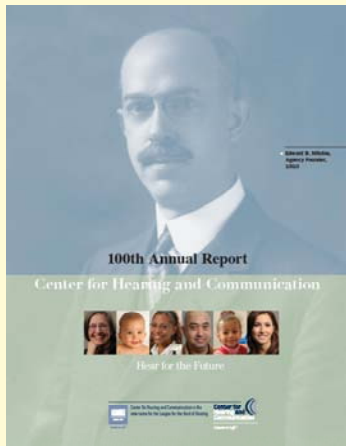
Hear for the Future



Center for Hearing and Communication is the
new name for the League for the Hard of Hearing



Connect to Life™



About the Cover

Edward B. Nitchie, a man of compassion and vision, founded the League for the Hard of Hearing (now known as the Center for Hearing and Communication) in 1910.

Born in Brooklyn, Nitchie became deaf at the age of 15. With the aid of an ear trumpet, he graduated magna cum laude from Amherst College in 1899.

Nitchie pioneered the study of lipreading (now known as speechreading), a technique for recognizing spoken words by watching the speaker's lips.

Today, at 100 years, we honor his legacy of leadership.



Jeffrey M. Cohen

President

Board of Directors

Letter from the President

On behalf of my fellow Directors on the Board, it is my pleasure to report on the accomplishments and fiscal health of our agency in the year 2009. It's a special honor to share this update with you as our esteemed agency, the Center for Hearing and Communication (CHC), celebrates 100 years of leadership and innovation in hearing healthcare.

There is no doubt that strong adverse economic winds challenged our efforts last year. Regulatory changes, reimbursement decreases, and municipal and government cuts posed further challenges. However, it is a testament to the dedication and loyalty of our staff of professionals, our wonderful clients, and our faithful donors that 2009 proved to be a remarkable year.

Our Staff

Our talented and committed staff oversaw an array of clinical and educational services unmatched in the hearing health industry. CHC's unique ability to meet all our clients' hearing and communication needs is illustrated by these 2009 highlights:

- New services and offerings introduced include the Listening Studio, Devices Center, Emotional Health and Wellness Groups, and a series of educational workshops presented by the Family Resource Center.
- The Mobile Hearing Test Unit provided hearing healthcare to 3,000 children in underserved neighborhoods throughout NYC in 2009. Since launching in 2005, Project PATH has provided hearing screenings to more than 13,000 children. The screening failure rate of 20% underscores the need for this mobile audiology outreach.
- Our Florida office, led by Dr. Kim Schur, created exceptional programs to address critical needs of elementary, middle, and high school students. Schur's team also received licensing and funding this year for a new substance abuse program aimed at middle and high school students.

Our Clients

Since 1910, over one million lives have been transformed by our unsurpassed clinical expertise and technical know-how. In a typical day at CHC, we may fit hearing aids on a 3-month old infant, teach a grandparent how to use a captioned phone, and provide auditory training so that a Baby Boomer can succeed with a cochlear implant. We welcome you and appreciate that we are a part of your life as much as you are a part of ours. A heartfelt "thank you" to our clients, past and present. You inspire us with your courage and determination.

Our Donors

With contributions as little as \$5, CHC donors literally fill the large gap that our fees for services can't cover. Revenue from operations generates only 40% of our budget. Simply put, without the generous support from individuals, families, foundations and corporations, we could not provide the scope of services available today.

- The Centennial Endowment Campaign began in December and seeks to raise \$10 million through 2012. We are enormously grateful to Shelley and Steven Einhorn for their leadership gift of \$1.2 million and eagerly anticipate the ribbon cutting ceremony to unveil the Shelley and Steven Einhorn Audiology Center at CHC.
- The Family Resource Center, made possible by the generous support of the J.C. Kellogg Foundation, continues to provide tremendous support to families of young children with hearing loss.
- The Shelley and Steven Einhorn Communication Center offers innovative therapies that foster self-achievement. Children in our renowned pediatric communication program develop speech and language skills enabling them to thrive in mainstream schools. Adults in our cochlear implant rehabilitation therapy report far greater success in resuming an active, fulfilling lifestyle.

Leading the Way for 100 Years

Today, our agency is regarded by consumers and the media as the go-to resource for information and views relating to hearing. Last year's name change (from the League for the Hard of Hearing) was accompanied by the launch of a new website which showcases our services and includes a Q&A forum called "Ask the Experts" for direct and timely access to CHC professionals.

Amidst the changing landscape of hearing healthcare, we maintain our clear sense of purpose by focusing on the enduring aspects of our work. It's hard to imagine the obstacles that Edward B. Nitchie faced when he founded our organization 100 years ago to achieve a better quality of life experience for people with hearing loss. That same vision and sense of compassion still drives us today as we stalwartly face our second century of service. By offering the highest level of clinical expertise and care, we empower individuals to achieve their full potential. Our mission remains: to assure a world without limits for people with hearing loss.

With many thanks for your continued support,



The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2009. We salute the following supporters:

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\$1 million or more

The Einhorn Family Foundation

\$100,000 to \$999,999

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\$50,000 to \$99,999

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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.

Public Sector

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 City Office of the Manhattan Borough President
New York State Department of Health
New York State Department of Education
New York State Office of Mental Health

Florida

Broward County Children's Services Administration Division
Broward County Human Services Division
Children's Services Council, Broward County
City of Lauderdale Lakes
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Department of Education Vocational Rehabilitation
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Ruth R. Green
Executive Director Emerita

Center for Hearing and Communication

Statement of Activities *(estimated)*

Year ended December, 31, 2009

Revenues:	
Patient service revenue	\$ 1,190,000
Hearing aid sales	474,000
Total fee for service	1,664,000
Government grants and contracts	962,000
Broward County grants and contracts	783,000
Foundation and Corporate grants	504,000
Contributions	1,674,000
Special events income	390,000
Total public support	4,313,000
Total investment earnings	81,000
Total revenue from operations	6,058,000
Expenses:	
Program services	4,499,000
Management and general	579,000
Fundraising	544,000
Total expenses	5,622,000
Total change in net assets	436,000
Net assets, beginning of year	4,472,000
Net assets, end of year	\$ 4,908,000

*The Audited Financial Statements are on file at the State of New York,
Office of the Attorney General, Charities Bureau, 120 Broadway, New York, NY 10271.
Copies are available from the Center for Hearing and Communication,
50 Broadway, New York, NY 10004.*

The Center for Hearing and Communication's mission is to improve the quality of life for infants, children and adults with all degrees of hearing loss.

We accomplish our mission by providing hearing rehabilitation and human services for people who are hard of hearing, deaf, or deafblind and their families, regardless of age, ability to pay, or mode of communication, and by striving to empower consumers to achieve their potential.

Our leadership is exemplified by adhering to the highest clinical standards, conducting extensive hearing conservation and public education programs about hearing, and developing best practice models for disciplines that relate to hearing and communication.

New York

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New York, NY 10004
917-305-7700 (Voice)
917-305-7999 (TTY)
917-305-7888 (Fax)
info@CHC hearing.org

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954-601-1930 (Voice)
954-601-1938 (TTY)
954-601-1399 (Fax)
fl@CHC hearing.org

www.CHC hearing.org

Visit us on Facebook

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 out patient clinic treatment program.

Florida Department of Children
and Families.

CHC-FL is certified by the Broward County
Department of Human Services.

Member Agency

Council of Senior Centers and Services

United Way

United Way of Broward County, Florida

Shelley and Steven Einhorn Audiology and Communication Centers

▶ Audiology Center

- Hearing Evaluation
- Pediatric Diagnostic Services including Auditory Brainstem Response (ABR)
- Hearing Aid Consultation and Evaluation (Infants, Children and Adults)
- FM Systems Evaluation
- Listening Studio
- Tinnitus & Hyperacusis Center (Tinnitus Retraining Therapy)
- Free Hearing Screenings
- Auditory Processing Disorder (APD) Evaluation

▶ Communication Center

- Communication Evaluation
- Auditory-Oral Therapy Program
- Pre and Post Cochlear Implant Evaluation & Therapy for Children and Adults
- Parent Counseling
- FAST6 (Targeted Short-Term Therapy)
- Speechreading Therapy
- Auditory Training for Adults
- Speech & Language Therapy for Adults
- English as a Second Language

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

Otology

- ▶ Board Certified Otologists

Emotional Health & Wellness Center

- ▶ On-Going Individual, Couple, Family and Group Psychotherapy
- ▶ Psychiatric Evaluations
- ▶ Medication Consultation and Maintenance
- ▶ Crisis Intervention
- ▶ Psychological and Educational Evaluations
- ▶ Information, Referral and Advocacy

Public Education

- ▶ Marjorie Carr Adams Center for Information on Hearing & Deafness
- ▶ Center for Healthcare Access

Community Outreach

- ▶ Mobile Audiological Testing Unit
- ▶ Project PATH (Preschool Access to Hearing)
- ▶ Cochlear Implant Support Group
- ▶ NF2 Support Group

Family Resource Center

- ▶ Parent Information Center
- ▶ Educational Workshops
- ▶ Parent Support Groups
- ▶ Turning Points (Adolescent Workshop)