A Message from the Executive Director

Dear Friends,

The annual report is one tool CHS uses to showcase the accomplishments of our clients and staff. As we take a look back on 2012 - 2013, we would like you to reflect on the foundation you’re helping build in the lives of children with hearing loss, of the hope we give to each client and their families and the possibilities we work together to create. We give our children the best possible future with unlimited potential for independence and success.

I continue to be inspired by the day-to-day triumphs our clients achieve with the help of talented and caring staff. In 2013, we served 5,754 clients (a 10% increase from last year) in 229 ZIP codes across Texas. But those numbers don’t tell the whole story. At CHS success is based on devoted staff, modern technology, innovative new programs and the hard work of students and their families.

This year, I’m incredibly motivated by the increased focus on educational programs both within our organization and through outreach efforts in the community. Because our clients deserve every opportunity to prosper in their future professions, their education is crucial to our mission. At CHS, we continue to see our students excelling alongside their hearing peers.

In addition to our clients’ education, we also invest in professional development. We regularly collaborate with professors and train students from top local and national universities. These key educational partnerships build a professional network of resources, ensuring success for our future clients. In this report, you’ll hear directly from some of our parents and students about several new programs for clients and fellow professionals as well as about the success of existing educational programs.

Whether you commit with your treasure or your time, be assured your support greatly impacts the lives of our CHS families and will be an investment that lasts a lifetime. We are grateful for you and we hope you know that we can’t do it without you.

Thank you,

Renée S. Davis

3636 West Dallas Street
Houston, Texas 77019
713.523.3633
www.centerhearingandspeech.org
A Look Back.

2012 – 2013 Expenses

Based on actual results, per Statement of Activities from 8/31/13 Audit Report

Based upon Statement of Functional Expenses from 8/31/13 Audit Report

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Education and Daycare</td>
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<td>Social Worker</td>
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<td>Audiology</td>
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<tr>
<td>Speech Pathology</td>
<td>$646,822</td>
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<tr>
<td>Community Relations</td>
<td>$206,245</td>
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<td>Management and General</td>
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<tr>
<td>Development</td>
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<tr>
<td>Special Events</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$3,396,303</td>
<td>100%</td>
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</tbody>
</table>

2012 – 2013 Revenues

**Based on actual results, per Statement of Activities from 8/31/13 Audit Report**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Contributions</td>
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<tr>
<td>Endowment</td>
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<tr>
<td>United Way</td>
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<tr>
<td>Earned Income</td>
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<td>27%</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td>$3,443,571</td>
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</table>
Audiology Services

- The Audiology Clinic served 1,062 children, equipping 239 with hearing aids and assistive listening devices to give them access to sound.
- The Center’s Cochlear Implant Program continued to grow, requiring facility redesign and staff cross-training.
- 4,692 children were tested and 350 children were identified with a hearing loss during free community hearing screenings throughout Greater Houston.
- The Educational Support program, which bridges the gap between on-site services and life in mainstream schools, continued to grow – our educational liaison served children in 12 school districts and six private schools.

“When my 7-year-old son was diagnosed with hearing loss, I felt lost and alone. My son’s teachers lack experience dealing with hearing loss because he is the only child with hearing loss in the entire school. After discussing my concerns with my audiologist at CHS, she enlisted support from the CHS educational liaison, Sara Norwood.

Sara has been wonderful! She comes to the school and gives presentations to Mikey’s classmates, attends our educational service meetings, provides the teachers with training and provides overall support. I am so thankful for the staff at CHS! They have given me the knowledge and support to advocate for my child. I am forever grateful!”

– Maria, Mikey’s Mom
Hope.

**Speech-Pathology Services**

- The Speech-Language Pathology Clinic provided critical therapy services to 201 children and completed 164 evaluations for children diagnosed with a hearing impairment.
- The successful Scottish Rite Masons RiteCare Infant Program served 39 children, offering weekly speech therapy to children birth to 18 months of age at no charge.
- NEW HEAR-O funds foster comprehensive care for children with multiple disabilities.
- NEW Don’t Leave Me Speechless campaign raised funds for temporary assistance for Medicaid clients.

“We call Grace our “Amazing Grace” because every day we are amazed and elated by her remarkable progress. Grace’s speech and language has improved at an incredible rate since her first cochlear implant activation and her work with CHS staff. She has been able to thrive in everything she does and we forget at times that she even has hearing loss! The Center for Hearing and Speech has given us the belief that our Amazing Grace will fulfill the hopes and dreams we had for her when she was born, and for that we are eternally grateful!”

– Daniel, Grace’s Dad

1,249 volunteers donated 11,823 hours of service to the Center in 2013, making a significant impact on the organization.
The Melinda Webb School (MWS)

- 7 graduated from the program in June 2013 to enter their neighborhood schools.
- Added focus on tutoring children K – 4th grade to address specific academic needs of each mainstreamed child.
- To maximize outcomes, changed student groupings and structure of school day.

"Keysen officially started the Melinda Webb School this August and has just flourished with his ability to comprehend and utilize speech. As each week passes, we are continually amazed at the new words and phrases that he comes home using! There are no words to describe the appreciation that we feel towards the teachers and staff at MWS! We truly feel as though we now have an extended family who is helping Keysen along his journey to hearing and speaking."

—Kimberly, Keysen’s Mom
Outreach Services

- Partnership with University of Houston Department of Communication Sciences and Disorders provides hands-on training and mentoring for aspiring professionals (see box below).
- CHS offers externships to students from universities all over the United States, like Vanderbilt, Washington University, University of North Carolina, University of North Texas, and more.
- Baylor’s LACE program provides 2nd and 3rd year residents an opportunity to visit area non-profits each week.
- Through the LoneStar LEND program, CHS educates professionals from different disciplines (public health, social work, psychology, teachers) about how to identify and work with children who have hearing loss.

“As a medical student, it’s sometimes difficult to fully appreciate the effects a medical or surgical intervention can have on a patient’s life. Having the opportunity to visit The Center for Hearing and Speech helped me appreciate the amount of work and dedication it takes to turn a cochlear implant into a functional, life-altering piece of equipment.”

– Kevin, Baylor medical student

Project T.A.L.K., a week-long summer camp for children with hearing loss, hosted 35 campers learning important social and leadership skills in a fun, enriching environment. The campers weren’t the only ones who benefited. CHS collaborates with University of Houston Department of Communication Sciences and Disorders students, providing them with hands-on training and mentoring from our expert staff.
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Please make a difference by donating your used hearing aids to CHS.

CHS recycles the hearing aids and earns funds which go towards providing hearing aids for underserved clients.

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2012 – 2013

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