THE HEARING AND SPEECH AGENCY

ANNUAL REPORT TO THE COMMUNITY

2015
Dear Friends,

It takes many individual contributions to achieve a grand purpose. Each individual donor’s gift, large and small, and each individual board and staff member’s work, taken together, achieves more than any one person could accomplish on his or her own.

Change is certain and this year we experienced change as well as amazing community involvement. Tina Montgomery retired after 28 years of service as Director of the Miriam Zadek Centralized Interpreter Referral Service. In recognition of her work to support the deaf, hard of hearing, and deafblind community, Tina was recognized by the Governor with the Kelby Brick Community Leadership Award. Tina was involved at every level - from grassroots advocacy to initiating pro bono interpreting for important family events. Tina’s work continues under the direction of Denise Gagnon Perdue, who will continue to further CIRS Interpreting’s goals of expanding the availability of interpreting services for Marylanders.

Miriam Zadek celebrated 40 years of service to HASA, both as a social worker and as a Board member. Never resting on past accomplishments, Miriam solicited a $500,000 donation to initiate the first HASA Scholarship Fund. We invite you to help this fund grow so that children in the future need never be turned away for services at Gateway School or the Clinical Services Program. The Zadek Family Education Program that was founded by Miriam held a successful seminar on caring for the caregiver, presented by Dr. Robert Wicks.

Dr. Howard Francis, Board member, facilitated a collaboration with The Johns Hopkins Listening Center to produce a series of educational videos on cochlear implantation and treatment for children who are deaf or hard of hearing. Dr. Francis also encouraged HASA’s promotion of total hearing health care.

Staff from The Center for Fluency Enhancement presented at the National Stuttering Association annual conference. HASA also provided an evidence-based behavioral intervention training program for working with children who stutter.

We merged our Development and Communications departments in order to fortify our outreach and fundraising activities and strengthen our presence in the community. Having a structure to grow our volunteer base will allow us to reach many more individuals who can access and achieve effective communication.

With continued support from our donors, volunteers, staff, and clients, we look back at 2015 with fond memories and forward to 2016 with great optimism.
HASA received its largest non-capital gift in its history in April 2015. The anonymous $500,000 donation will be used to establish a scholarship fund for students and clients who may otherwise be unable to afford tuition at Gateway School or for therapeutic services in the Clinic. The Board of Directors decided on an investment vehicle for the funds and hopes to have $25,000 each year available for new scholarships without utilizing the principal gift, providing an ongoing foundation of support for financial aid services. Since the inception of the endowment, another $56,774 has been added to the fund. Last year, HASA provided more than $300,000 in charitable care to children and adults who would otherwise be unable to receive educational and therapeutic services from HASA clinicians and educators. This gift will ensure that we will be able to help even more families communicate more effectively.

GIVING BACK TO GATEWAY

It had been a while since Shimmy stepped into Gateway School where he was a student for three years. Now 17, he returned to volunteer for Gateway’s summer program. “Volunteering is a good experience for young teenagers like me... I learned something interesting about the children who have a variety of different skills,” said Shimmy. As HASA’s volunteer program grows, so does its connection to Gateway graduates who aim to reconnect with the program and its current students. Gateway School prepares students with special communication needs for the future. As for Shimmy, he has big plans; “I’m planning to go to University R.I.T. to become a Deaf Lawyer/advocate... the deaf community in the whole United States of America needs support in... searching for jobs.” But Gateway hasn’t seen the last of him; “I’ll visit Gateway. You can call me if you want me to come help Gateway kids. That will be great for the children and me!”

American Sign Language is the fourth most used language in the United States and has its own phonology, morphology, and syntax.

While 99% of individuals over 70 went to a doctor about vision problems and 93% wear glasses, only 76% went to a doctor about hearing problems and 35% wear a hearing aid.

There are an estimated 443,000 special education teachers in the United States.

2015 marked the 25th anniversary of the signing of the Americans with Disabilities Act.

Babies communicate physically 6-8 months prior to communicating verbally.

Stuttering is most common between ages 2 and 5. Boys are twice more likely to stutter than girls but as they grow older, boys are three to four times more likely to stutter than girls.

You can damage your hearing in just under 8 minutes at a concert or event, where volumes can reach 120 decibels.

ASL experienced a 3,187% increase in college and university enrollment between 1990 and 2013, vastly exceeding the second largest increase of 329% in Arabic.

In the United States, the number one quality employers want in their employees is communication skills.

Boys in Maryland are 6.5 times more likely than girls to be diagnosed with an Autism Spectrum Disorder.

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The Johns Hopkins Listening Center and The Hearing and Speech Agency (HASA) collaborated to create two videos about early intervention and cochlear implantation in children. The video series launched in May to begin Better Hearing and Speech Month. The Johns Hopkins’ video introduced the viewer to several families who chose cochlear implantation, while HASA focused its video on the Listening and Spoken Language approach and the importance of early identification and treatment. The National Institutes of Health (NIH) has found that 2 to 3 of every 1,000 newborns in the U.S. have some level of hearing loss in one or both ears. Research has shown that children are better equipped to build communication and language skills when hearing loss is identified and intervention services are utilized early in the child’s life. Early identification and treatment for these children leads to improved language, literacy and communication skills.

**Making Music Accessible**

If you visited the Joseph Meyerhoff Symphony Hall in April to see the Baltimore Symphony Orchestra (BSO) perform, you may have seen a strange blue sign with an ear and the letter ‘T’ on it with HASA representatives next to it eagerly talking to patrons. During the month of April, the BSO and HASA collaborated to test a temporarily-installed hearing loop system on the Orchestra level of the Meyerhoff. Thanks to a very generous patron and several additional donors, the BSO installed a permanent system to the Orchestra and Grand tier levels in September. The installation of the hearing loop by the BSO is a tremendous step. Individuals with hearing aids or cochlear implants can connect to the hearing loop sound system containing a strand of copper wire that radiates electromagnetic signals for the telecoil receiver in most hearing aids and cochlear implants to pick up. This reduces background noise, competing sounds, and acoustic distortions, which in turn creates better sound clarity. Whether or not a hearing aid is telecoil-capable is a question that can be answered by your audiologist. HASA was proud to work with the BSO to be part of making music accessible through technology.

**The Gift of Communicating**

Every year during the last week of September, HASA celebrates the International Week of the Deaf (IWD). Known for its call for awareness of, and advocacy for, the Deaf community, the IWD is celebrated with activities and events around the world that educate and involve the wider public. During the 2014 IWD, HASA screened the Alexander Genievsy film, *The Gift*. The film was well-received by audience members, both hearing and deaf, who regarded the message as inspirational. It’s about “the gift of being hearing [versus] the gift of being deaf,” said ASL Coordinator Amy Bopp. Screening *The Gift* for a diversified audience opened the opportunity for audience members to ask questions about Deaf culture and enabled members of the Deaf community to educate others. In fact, people had a chance to meet the director after the screening. Alex, a long-time friend of The Hearing and Speech Agency, was happy to engage with curious audience members. Such a compelling story allowed for compelling conversation. Be sure to watch it!

**Interpreting Hours by Quarter**

- **12,784:** JUL’14 - SEP’14
- **14,530:** OCT’14 - DEC’14
- **12,937:** JAN’15 - MAR’15
- **12,979:** APR’15 - JUN’15

**County Distribution - Gateway School**

- Baltimore City: 60%
- Baltimore County: 21%
- Harford County: 7%
- Anne Arundel County: 5%
- Carroll County: 5%
- Montgomery County: 5%
- Howard County: 1%
Beth W. is a common sight around The Hearing and Speech Agency these days. A retired school teacher, Beth is continuing her own education by taking American Sign Language (ASL) classes taught throughout the year at HASA. An avid learner and community activist, her desire to learn is what influenced HASA to create the Signing for Seniors ASL class in 2015. Signing for Seniors students develop a vocabulary of useful topics such as health, weather, and finances. They also learn to make complaints and give compliments. “I’m just going to keep trying and keep learning,” says Beth with a smile. The Signing for Seniors class is offered every semester at HASA along with ASL levels 1-5 and a Children’s sign language course. Visit hasa.org/schedule to register for classes.

Founded in February 2015, Daisy Troop 707 consists of five girls, ages 6-11. Troops for children with special needs are uncommon. In fact, this is the only Daisy Troop in the council that is made up exclusively of girls with special needs. Members of the troop have 1:1 support so that they can actively participate in the curriculum: there is a breathing apparatus for two members, individualized instructional supports to meet goals and additional time allowed to achieve badges. The troop collected three petals in Girl Scout Law and earned three badges in the Daisy Flower Garden Journey. The first badge (Watering Can Award) was earned by planting flowers in a mini-garden. Weeding a community garden garnered them a Honey Bee Award. They learned about bugs and created a worm composting bin in pursuit of the Amazing Daisy Award.

The most important thing you can do for your hearing health is to get a baseline hearing screening. This was the message conveyed by HASA audiologist Dr. Julie Norin at a Lunch & Learn event at The Village of Cross Keys on May 20, 2015. The event was well-attended, with over 30 attendees who actively engaged with Dr. Norin about their hearing health. Dr. Norin had the attendees repeat, “We all need a baseline hearing evaluation!” as she reviewed the causes and signs of age-related hearing loss. Events like this one help the organization raise awareness about hearing loss and improve communication access for those who are hard of hearing. For more information or to schedule a baseline hearing screening, please call (410) 318-6780.

DIVERSIFICATION OF FUNDING
HEARING & SPEECH CLIENTS

<table>
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<tr>
<th>Service</th>
<th>Audiology (A)</th>
<th>Speech (S)</th>
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<tr>
<td>Private Full Fee</td>
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<td>Reduced Fee</td>
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<tr>
<td>Gateway</td>
<td>A - 0%</td>
<td>S - 5%</td>
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THERAPEUTIC SESSIONS - GATEWAY SCHOOL
Enrollment: 45

- 5,825: Speech-Language Therapy
- 2,125: Occupational Therapy
- 1,348: Counseling
- 275: Physical Therapy
- 106: Audiology
THANK YOU TO OUR DONORS

$50,000 or more
Anonymous*
Charles T. Bauer Foundation
The Francis Georgelet Charitable Lead Trusts

$10,000-$49,999
Anonymous*
Ben and Zelda G. Cohen Charitable Foundation
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The Rite Aid Foundation
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$1,000-$4,999
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Tom and Gail Huber*
The Johns Hopkins Listening Center*
Bryce M. Lingo*
Drs. Robert and Gail Liss
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Ms. Barbara Zadek and Mr. Thomas Moses*

$500-$999
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Eastern Savings Bank
Exelon Corporation
Grant & Associates*
Hearing Loss Association of Greater Baltimore
Hearing Loss Association of America
Northrop Grumman Corporation
Michele and Jon Pearlstein*
Olga and George Politos*
M. Sigmund and Barbara K. Shapiro Philanthropic Fund
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Target Field Trip Grants Program
Martin and Steven Thaler-Schmidt*
WMAR-ABC2
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Anonymous+
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Jerry and Carrie Thornbery
Kimberly Walton*
Nancy and Tom Waxter, Jr.
Myron L. Weisfeldt

$1-$249
Shawnna Abrams
Miriam Alexander and Josh Hurwitz
Amazon Smile Foundation
Anonymous (6)
ARINC
Anne D. Bailliere
Miriam Balsam
Dr. Susan Denman and Dr. Simeon Bardin
Carl Barsky
Benita Batchelor
Rheeda Becker
Naomi E. Berkenbilt and James Stetina
Rachel Berkenbilt
Bernard and Judith Berkowitz
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Diane Brocato
Melanie Carrera
Warren Cherry
Church of Good Shepherd
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Mr. and Mrs. Paul R. Cooper
Mr. and Mrs. Stephen Cooper
Mr. and Mrs. Mackey Cronin
Nelson Cropper
The Honorable and Mrs. Thomas Curtis
Eileen Cuttille*
Mr. and Mrs. Stanley J. Davis
Sherry Delaney

ASL EDUCATION ENROLLMENT

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<td>ASL 5</td>
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<tr>
<td>90</td>
<td>Children’s ASL</td>
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COUNTY DISTRIBUTION - HEARING & SPEECH CLIENTS

Baltimore City: 72%
Baltimore County: 18%
Other Counties: 9%
Out-of-State: 1%
LISTENING & SPOKEN LANGUAGE OUTCOMES

- 100% increased their spoken vocabulary and overall spoken language
- 100% made progress in pragmatic or social language skills
- 86% were able to understand language spoken to them and follow age-appropriate directions with no visual cues
- 86% were able to speak more intelligibly
- 92% increased their spoken vocabulary
- 83% progressed in social interactions with others
- 92% began to vocalize and use sounds to communicate needs and wants
- 75% began to follow simple directions without visual cues
- 75% began to understand language spoken to them

AGE DISTRIBUTION

HEARING & SPEECH CLIENTS

- 0 - 5 years (37%)
- 5 - 21 years (33%)
- 21 - 60 years (9%)
- 60+ years (21%)
**REVENUES**

- Contributions: 53,249 (68%)
- Government & Agencies: 44% (9%)
- Programs & Services: 43% (48%)
- Investment: less than 1%

**TOTAL REVENUE:** $8,457,149

**EXPENSES**

- Administrative Costs: 1% (11%)
- Programs & Services: 88%
- Fundraising: 1%

**TOTAL EXPENSES:** $7,941,032

**SERVICES**

**CLIENT TOTAL:**
- CIRS: 53,249 (68%)
- Speech-Language: 12,084 (15%)
- Audiology: 7,320 (9%)

**APPOINMENT HOURS TOTAL:**
- CIRS: 2,679 (3%)
- ASL Classes: 2,071 (3%)
- Audiology: 935 (1%)
- Occupational Therapy: 5%