

2022 Impact Report July 1, 2021 - June 30, 2022

Lives Transformed



Center for
Hearing and
Communication

Connect to Life®

Letter from the President



Heather Bogdanoff Baker, Ph.D.
President
Board of Directors
Center for Hearing
and Communication

Fiscal year 2022 saw sweeping changes to the hearing health landscape driven by innovations in the delivery of health care services and the emergence of game-changing technologies.

CHC embraced this new world of opportunity with vision and a renewed commitment to what we do best, client-centered care.

Key accomplishments this year demonstrate our ongoing leadership as well as flexibility in responding to the evolving needs of consumers.

Telehealth

Teletherapy has become an important and permanent addition to our suite of services in all clinical departments. In fact, this past year we facilitated 10,241 clinical hours remotely, a level exceeding that of in-office visits. By offering a hybrid approach to services, we are truly meeting our clients where they are.

Clinical Services

With advancements in hearing technology—e.g., AI-equipped hearing aids, captioning apps, remote hearing aid programming—CHC audiologists have new tools to apply to improve hearing in more of life’s difficult listening situations.

The Education Center—a vital resource for enhancing academic performance of children with hearing loss—saw a sharp rise in demand for

services, to which CHC responded with expanded clinical offerings.

Public Education and Community Outreach

Webinars, blog posts, and e-blasts with tech tips and strategies for staying connected continued to play a vital role for older adults who were restricting their social interaction due to Covid-19.

Targeted outreach programs in New York and Florida gave at-risk children and seniors in underserved neighborhoods access to hearing care and other life-changing support services.

Lives Transformed

What does this mean to individuals and families living with the daily challenges of hearing loss? More people have the opportunity to access CHC’s world-class care than ever before—and with outcomes that are transforming lives every day.

A family in Upstate New York can now connect remotely with a CHC speech-language pathologist to begin listening and spoken language therapy for their newborn.

A preschooler, whose hearing loss was identified through CHC’s Project PATH, will get the services he needs to hear and learn before starting kindergarten.

A senior, working with a CHC audiologist remotely, has the settings of her hearing aids expertly tuned so she can hear every word at her granddaughter’s wedding.

Your Support Makes it Possible

I am pleased to report that CHC is thriving fiscally, and the development of a 3-year strategic plan will ensure its long-term relevance and viability.

CHC’s success in this changing landscape is due to the commitment, vision and hard work of my fellow Board members, senior management, and the entire CHC staff. I express heartfelt gratitude to you all.

Thank you to the philanthropic community whose generosity makes CHC’s extraordinary care possible. With less than 50% of our operational revenue coming from client services, fundraising is critical in order to fulfill our mission.

With your continued support, CHC will be here for all in need of our unique and comprehensive care, and many more lives will be transformed.

Heather B. Baker

Heather Bogdanoff Baker, Ph.D.⁽¹⁾
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Charles Winkler⁽¹⁵⁾





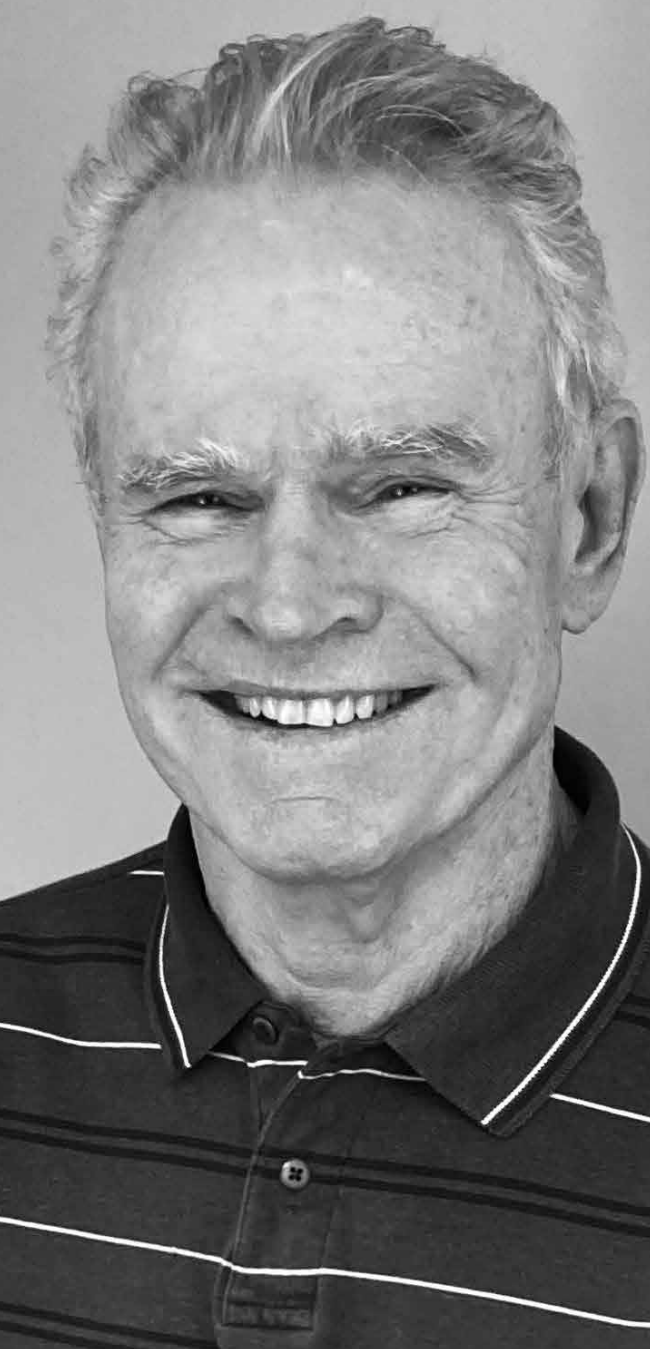
Laurie Hanin, PhD, CCC-A
Executive Director

Through a unique blend of comprehensive and clinically outstanding care, CHC improves the quality of life for people affected by hearing loss, deafness or listening challenges.

Hearing loss can have devastating effects on all aspects of a person's life, and the need to address hearing loss is great. For over a century of continuous service, CHC is there to make a difference—the CHC difference.

Meet just a few of the people whose lives we changed—their journeys defined by empowerment and the possibility of lives transformed.

Laurie Hanin



Lives Transformed

A portrait of Charlie Dowd, a middle-aged man with short, light-colored hair, smiling warmly. He is wearing a dark blue polo shirt with thin white horizontal stripes. The background is a plain, light-colored wall.

Participating in Life Again

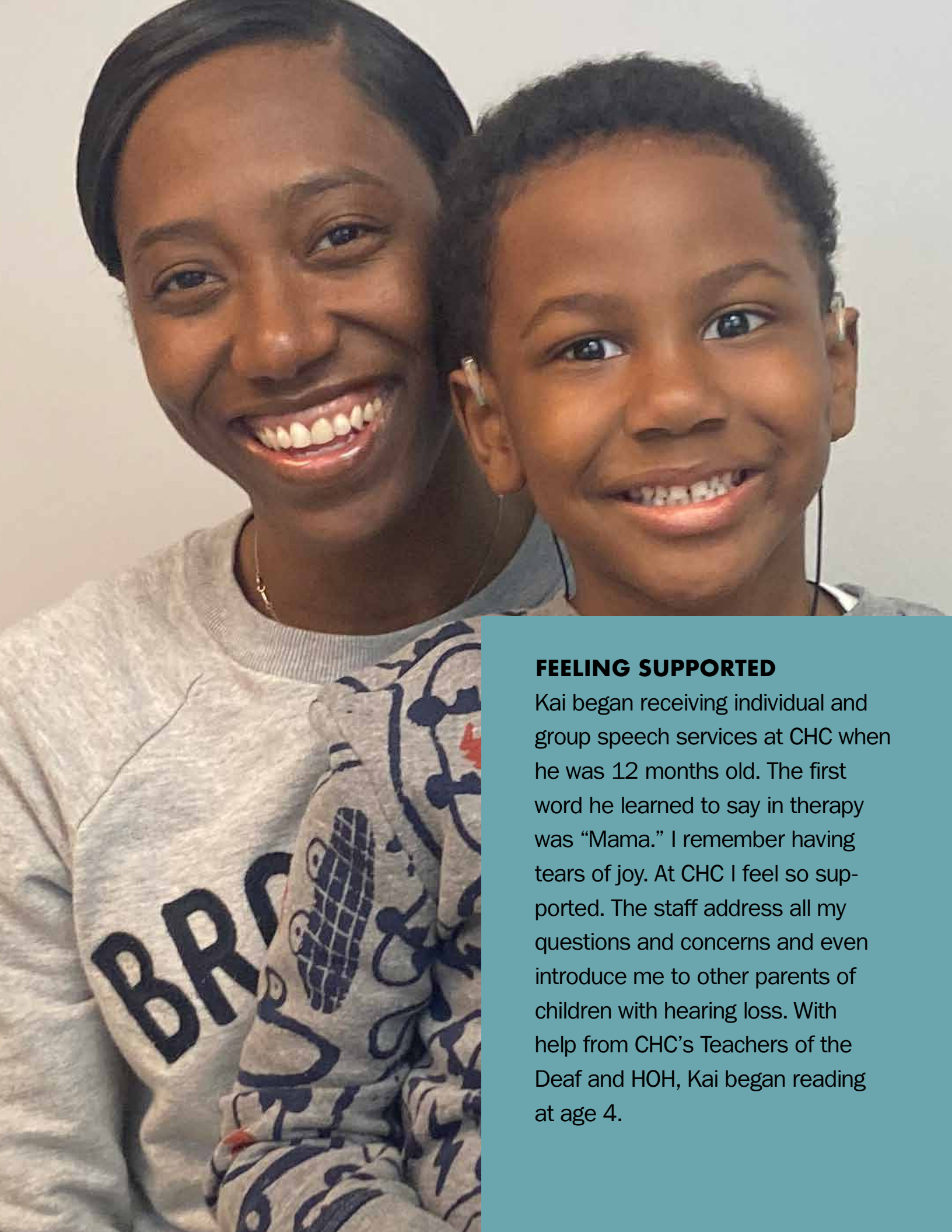
Charlie Dowd, CHC client It started with, “Would you turn that TV down?” Then I began to feel social pressure when people would say, “How many times do I have to repeat myself?” I was stressed at work when I couldn’t hear and answer my customers’ questions correctly. I knew it was time to get a hearing test.

A Hearing Aid that’s Right for Me

Before coming to CHC, I saw audiologists who were selling hearing aids from just one or two manufacturers. I didn’t feel I was getting the best product for me. When I learned about CHC, it was important they represented the major brands. My CHC audiologist took the time to ask me a lot of questions, to get a feel for what I was lacking and what I needed most from a hearing aid.

MORE HEARING, LESS STRESS

CHC has absolutely improved my quality of life. I’m able to participate all the time in everything that goes on in my life. I’m able to hear more of every conversation and enjoy every moment with our new granddaughter. And I’m less stressed at work. I don’t go anywhere without my hearing aids anymore.



Empowered and Less Alone

Christina Roberts, CHC mom Kai was born with normal hearing, but at the age of seven months contracted bacterial meningitis, which put him at risk for hearing loss. The results of his hearing test were devastating—a profound loss in both ears. My world was shattered.

FEELING SUPPORTED

Kai began receiving individual and group speech services at CHC when he was 12 months old. The first word he learned to say in therapy was “Mama.” I remember having tears of joy. At CHC I feel so supported. The staff address all my questions and concerns and even introduce me to other parents of children with hearing loss. With help from CHC’s Teachers of the Deaf and HOH, Kai began reading at age 4.

I Don’t Know Where I’d Be Without CHC

In a world I didn’t know much about, I now feel empowered and less alone. CHC not only teaches Kai to hear and speak, but helps me become a stronger advocate for him. I don’t know where we’d be without CHC.

A New Sense of Possibility

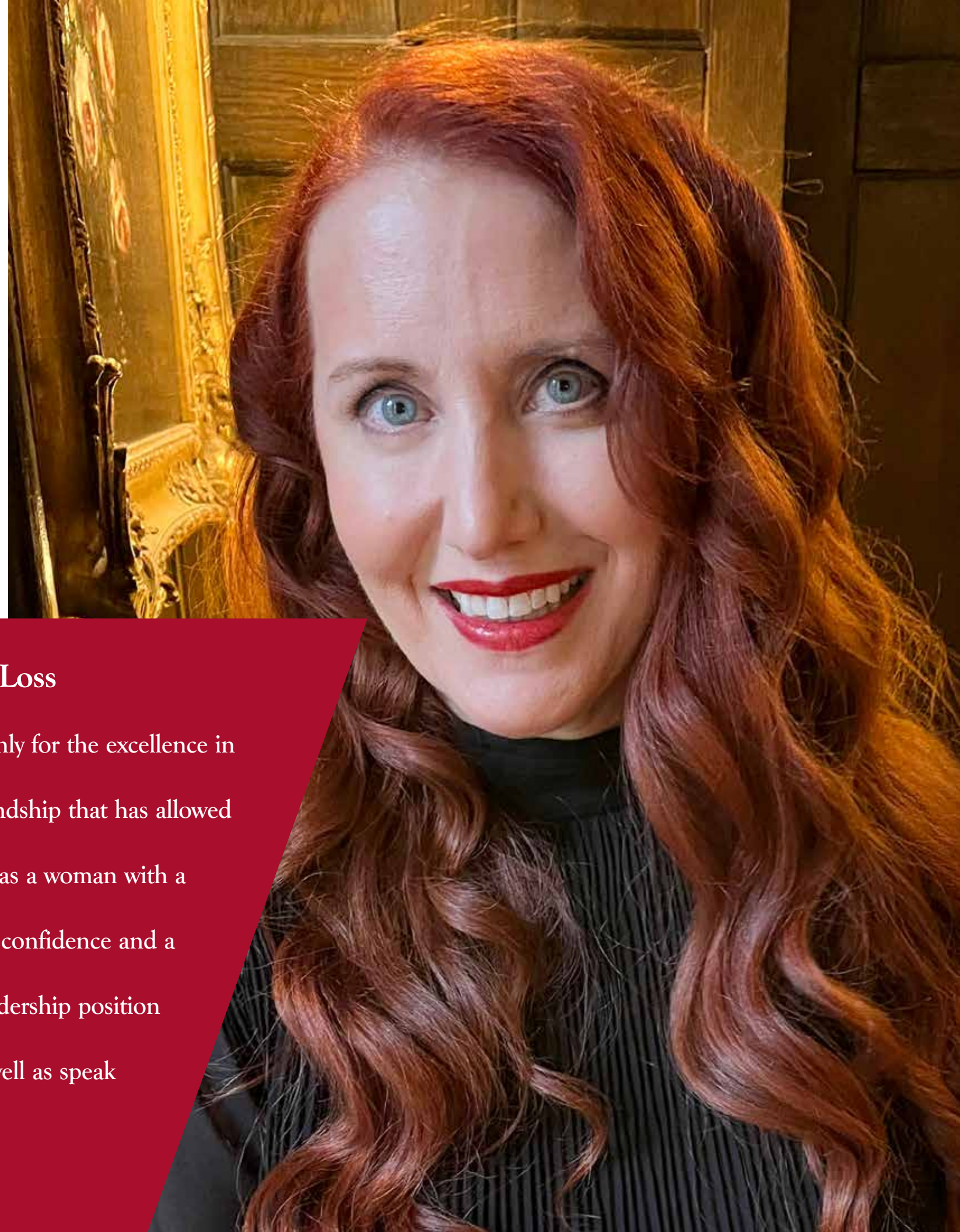
Vanessa ÁineLeigh Kelly, CHC client My hearing loss journey began at two when I was diagnosed with a profound hearing loss. Although I had hearing aids and some speech therapy through the public school, I never had a sense of how to live with hearing loss. Once I hit teenage-hood, I didn't want to be "different," so I stopped using hearing aids, even into my adult years. I was hiding my hearing loss. Having a disability, for me, was a source of trauma.

CHC HAS BEEN A LIFESAVER

I discovered CHC online looking for a psychotherapist who specialized in deaf and hard of hearing patients. In time I began using CHC's suite of services—psychotherapy, audiology, speech and language—and the experience has been lifesaving. It was only because of CHC's support that I had the courage to get a cochlear implant.

No Longer Hiding My Hearing Loss

I am profoundly grateful to CHC, not only for the excellence in care, but the depth of empathy and friendship that has allowed me to completely transform my identity as a woman with a disability. CHC has given me a sense of confidence and a sense of possibility. I now serve in a leadership position in my company's disability network, as well as speak publicly on disability.



I Found a Real Ally

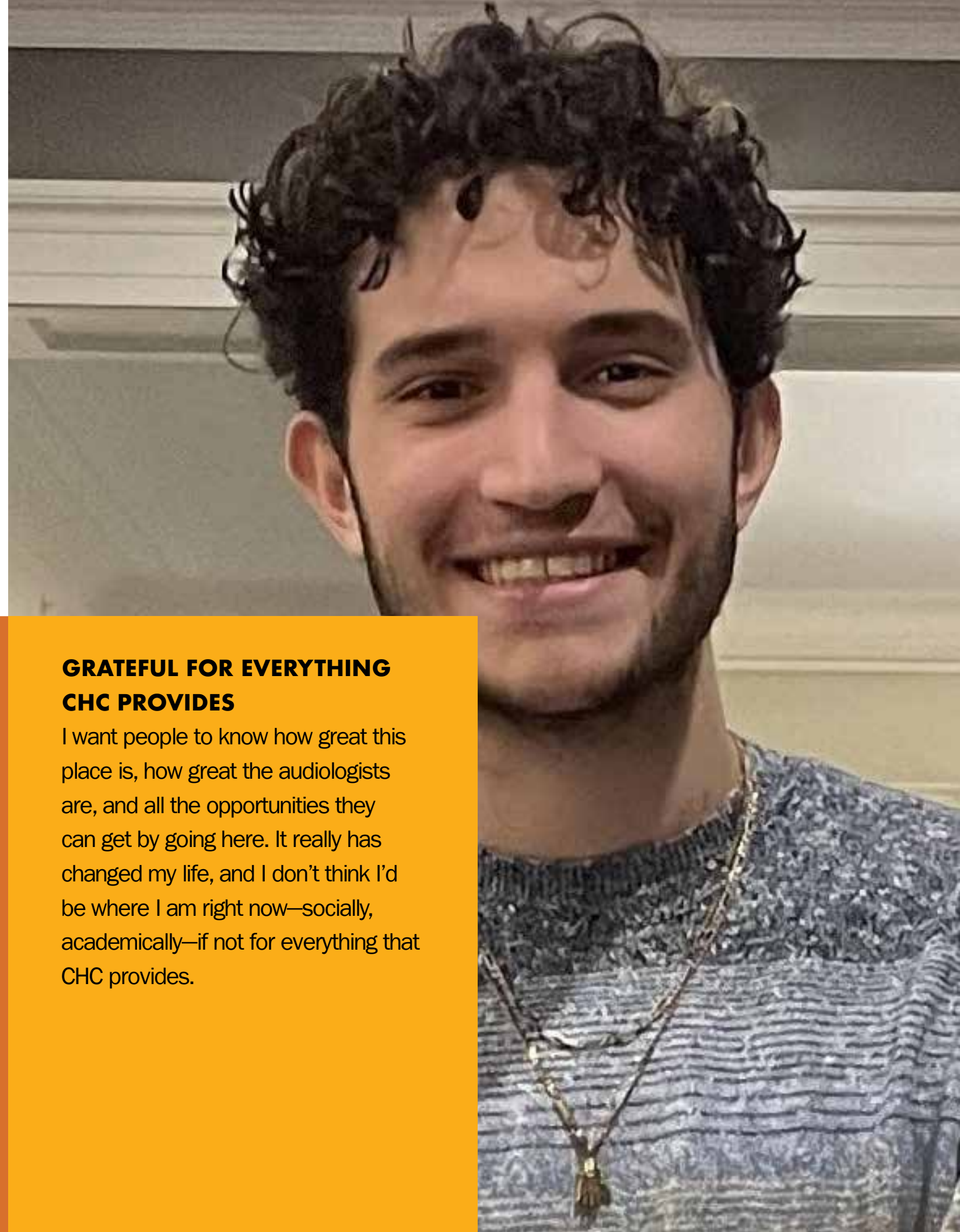
Harry Flores, sophomore at Brown At six we found out I had a hearing loss. I got hearing aids, but it was really difficult to wear them. They were uncomfortable and also kind of painful. While it's cool to hear everything, it's also overwhelming. My audiologist back then didn't seem to understand the issue and could only suggest we give it more time. So I continued to wear my hearing aids for just an hour at a time.

CHC was a Game Changer

Meeting my CHC audiologist was a game changer. She's a real ally who cares whether I'm doing well with my hearing aids. She had me describe what was uncomfortable, what sounds I was having a hard time hearing and what sounds I was hearing too much of. Then she figured out solutions. I began wearing my hearing aids more and was able to have conversations with a group of friends, something I really couldn't do before.

GRATEFUL FOR EVERYTHING CHC PROVIDES

I want people to know how great this place is, how great the audiologists are, and all the opportunities they can get by going here. It really has changed my life, and I don't think I'd be where I am right now—socially, academically—if not for everything that CHC provides.





A Brighter Future

Aidan Herlihy, college freshman Aidan was born Deaf. At age five, his parents were desperately seeking resources to address issues related to his emotional and mental development. He couldn't express himself, which created even greater challenges.

FOSTERING LEARNING AND SOCIAL SKILLS

We enrolled Aidan in CHC's Maximizing Out-of-School Time program for Deaf and Hard of Hearing children in Broward County, Florida. Aidan participated in the program for 13 years, engaging in activities to boost academic achievement, foster social and physical development, and strengthen relationships with adults and peers in school and in the community.

Excelling in Every Way

As a result of services and family support, Aidan has learned to communicate with American Sign Language, developed friendships, worked his first job, and is now attending college. He is excelling, and the staff at CHC-FL couldn't be prouder.

Transforming Young Lives in Florida

CHC has long served as a community leader in Broward County, providing access to quality hearing health care and transformative educational programming to at-risk children.



Tracy Perez, Psy.D.,
Regional Executive Director
CHC-FL



Community service learning.



Supporting social and physical development.



Employability skills training.



Enrichment activities.

Programs and Services at a Glance

CHC's commitment to hearing health care of the highest caliber forms the foundation on which our six centers of excellence serve the diverse needs of people with hearing loss.

AUDIOLOGY

Expert hearing testing, custom hearing protection, tinnitus therapy and auditory processing evaluation

HEARING TECHNOLOGY

Custom hearing solutions for maximum access to hearing and effective communication

SPEECH & LANGUAGE

Specialists address listening, speech, language, and social-emotional needs of all ages

EMOTIONAL HEALTH

Psychotherapy in a safe, caring, accessible environment

COMMUNITY OUTREACH

Public education and services for children and seniors in underserved neighborhoods

EDUCATION & FAMILY PROGRAMS

Guidance and support to enhance the academic experience and inform and empower parents



Ellen LaFargue

AuD, CCC-A
Director
Shelley and Steven
Einhorn Audiology Center



Terrence Williams

H.I.S.
Assistant Director
Berelson Hearing
Technology Center



Camille Mihalik

MA, CCC-SLP, TLSSD
Director
Shelley and Steven
Einhorn Communication Center



Jeff Wax

LCSW-R
Director
Baker Family Emotional Health
and Wellness Center



Carolyn Stern

MBA
Director
Outreach and Strategic
Initiatives



Dana Selznick

MA, MED
Director
Education and Family
Programming Center

Your Support Makes it Possible

Philanthropic support is essential to fulfilling our mission of providing high-quality, comprehensive services to empower people affected by hearing loss, deafness or listening challenges. On behalf of CHC's Board of Directors, staff and clients, thank you for your generosity.



Nancy Nadler, M.Ed., M.A.
Deputy Executive Director

Transforming Lives

Change a Life, Change the World

An intimate dinner in support of the programs and services at CHC that change lives every day.



Chris and Sheryl Albanese with Laurie Hanin



**Co-Chairs
Helene Rosenthal,
Heather Bogdanoff Baker, Shari
Brasner, Daily
Lambert**



**Charlie Winkler and
Helene Rosenthal**



**Zachary Cohen,
CHC alumnus**

We are here to celebrate the work that the people at CHC are doing for people like me—they've been there with me every step of the way, at every major life transition I've had. It's very clear now that I would not be where I am without the people at CHC.

Zach Cohen

CHC Supporters Swing into Action

The ZenFi Networks
2021 Charity Golf Outing
Benefiting the Center for
Hearing and Communication
July 13, 2021
Montclair Golf Club, West Orange, NJ



Victoria Lamberth and guests



John and Victoria Lamberth

Comedy Night

36th Annual Comedy Night
SVA Theatre, NYC
Tuesday, June 7, 2022

Honoring
Patricia McCann,
Radio Personality and CHC Board Member



Patricia McCann,
Honoree
Radio Personality and
CHC Board Member

George Oberlander Jr.
Comedy Night
Co-Chair



Dave Price,
Host
Weather Anchor
WNBC 4-NYC

The Comedians

Doug Smith Jason Salmon Erin Magire Ian Lara Alvin Kuai



Statement of Activity

Center for Hearing and Communication

Year Ended June 30, 2022

REVENUE:

FEES FOR SERVICES:

Patient Services Revenue	\$ 1,121,430
Net Hearing Aid Sales	547,166

TOTAL FEE FOR SERVICES 1,668,596

Government Grants and Contracts	1,538,110
Foundation and Corporate Grants	1,264,017
Contributions - Operational Support	290,050
Special Event Income	1,326,460

TOTAL PUBLIC SUPPORT 4,418,637

Investment Income	90,001
Realized and Unrealized Gain (Loss) on Investments	(668,830)
Other Income	13,462

TOTAL REVENUE 5,521,866

EXPENSES:

Program Services	5,085,317
Management and General	541,492
Fundraising	624,496

Total Expenses 6,251,305

Net Change in Assets (729,439)

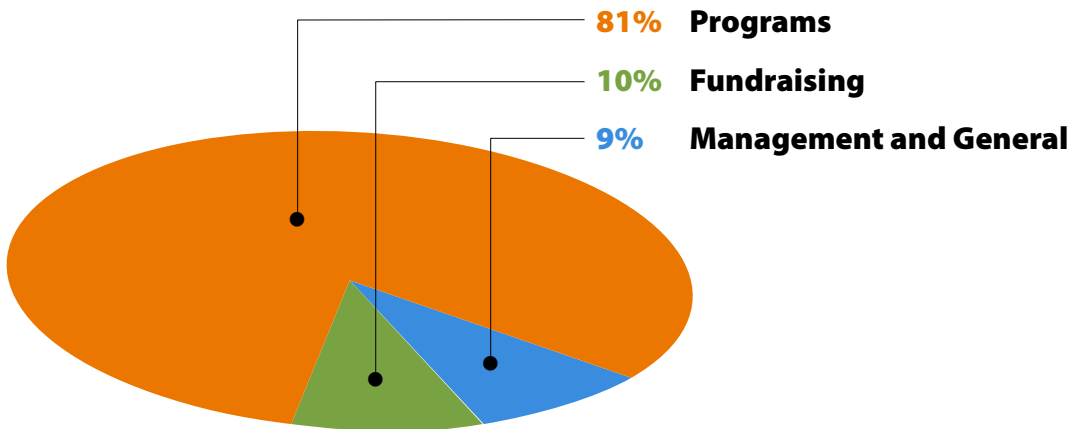
Net Assets, beginning of year 6,348,879

Net Assets, end of year \$ 5,619,440

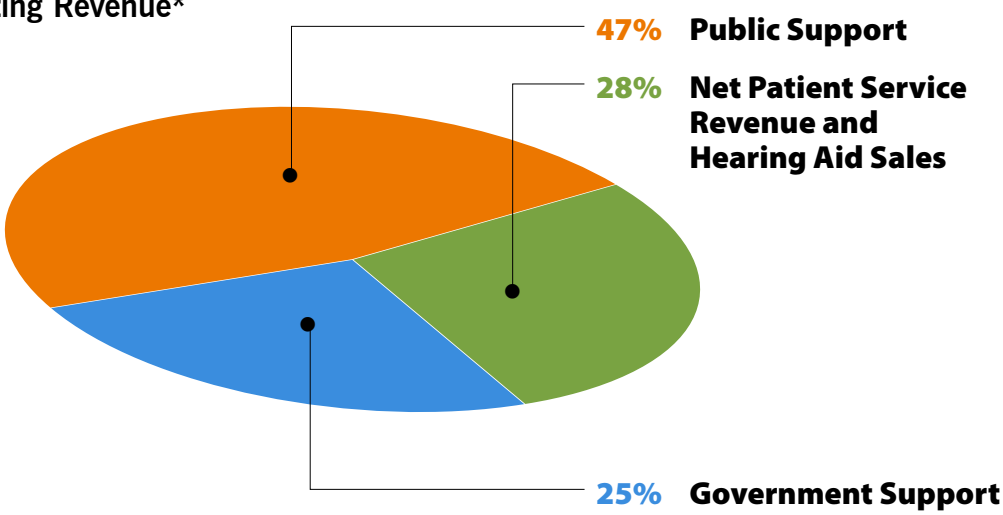
Financial Overview

During the fiscal year ending June 30, 2022, 81% of revenue 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 72% of operating revenue while patient services generated 28%.

Expense Classifications



Operating Revenue*



* Reflects revenue in New York and Florida. In New York alone, 65% of revenue was raised from individuals, foundations and corporations.

Private Sector Donors

\$100,000 - \$999,000

H & F Baker Foundation
The J. Baker Foundation
Chervenak-Nunnalle Foundation
Oberkotter Foundation
The Orlin Family Foundation
Eleanor Schwartz Charitable Foundation

\$50,000 - \$99,999

Anonymous
The Theodore H. Barth Foundation, Inc.
Lambert Family Foundation
The Virginia and Warren Schwerin Foundation, Inc.
The Edith Glick Shoolman Children's Foundation

\$25,000 - \$49,999

Timothy & Michele Barakett Foundation
Mr. Phill and Dr. Elizabeth Gross
Hudson Bay Capital Management
Laurie Kayden Foundation
Marble Fund, Inc.
Henry Nias Foundation, Inc.
O’Kane Family Foundation
Popick Family Foundation
The Umberto Romano and Clorinda Romano Foundation, Inc.
Mr. and Mrs. Charles H. Winkler

\$5,000 - \$24,999

Joseph and Beulah Adasko Philanthropic Fund
Mr. and Mrs. Christopher V. Albanese
American Express Foundation
Dr. Felix J. Baker and Dr. Heather J. Bogdanoff Baker
The Bernheim Foundation, Inc.
The Blau Family Fund
Ms. Kate Bloch
Bloomberg
Mr. and Mrs. Robi Blumenstein
The Thomas and Agnes Carvel Foundation
Mr. Matt Ciarmella - Penta Communications
Mr. Jeffrey M. Cohen and Dr. Shari E. Brasner
Filomen M. D'Agostino Foundation Corp.
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Mr. and Mrs. Pedro Escudero
Barry G. Felder, Esq.
Ms. Sharon Wee and Mr. Tracy Fu
Ms. Erin S. Geld
Mr. James S. Gold
The Marc Haas Foundation
Mr. and Mrs. Jimmy Haber
Dr. Jill H. Harkavy-Friedman and Dr. Howard Friedman
Hearing Loss Association of America - Manhattan Chapter
Hylan Datacom & Electrical LLC
inRange Solutions
JoeMax Telecom
Mr. Lowell Kraff and Dr. Caryn Kraff
Mr. and Mrs. Ronald Kramer
Sidney and Judith Kranes Charitable Trust

Mr. and Mrs. John and Victoria Lamberth
Mr. Jamie Magid
Marble Collegiate Church
Ms. Jessica Marchand and Mr. Damien Carru
The Charles A. Mastronardi Foundation
Ms. Linda B. McKean
Mr. Kevin O’Kane
Ms. Meg O’Kane
Mr. Hugh O’Kane, Sr.
Mr. and Mrs. Steven R. Peikin
Mr. Felix Petrillo - MFM Construction
Jessie Ridley Foundation, Inc.
Mr. and Mrs. Osmin Rivera
Mr. and Mrs. Jim and Helene Rosenthal
Ruth & Samuel J. Rosenwasser Charitable Trust
Mr. Nick G. Scandalios
Bela and Catherine Schick Foundation Inc.
Charles & Mildred Schnurmacher Foundation, Inc.
Mr. and Mrs. Yaron and Cynthia Schwartz
Mr. and Mrs. John M. Scopaz
Mrs. Barbara Shapiro
Sitetracker
Sudarsky Family Foundation
The Lester M. & Sally Entin Foundation
The Hyde and Watson Foundation
Neil and Virginia Weiss Foundation
Mr. and Mrs. Ed Wentzheimer
Ms. Bernice Wollman
ZenFi Networks

\$1,000 - \$4,999

Mr. Joseph Alberts - TW Cable
Alcova Capital
Anonymous
Mr. and Mrs. Stephen Ascher
Barash, Friedman, Friedberg & Adasko
Mr. and Mrs. Bradley S. Bedell
Dr. Ellen S. Berelson and Mr. Lawrence Franks
The John N. Blackman Sr. Foundation
Ellen and Ronald Block Family Foundation
Dr. and Mrs. Bruce M. Bogdanoff
Bristol-Myers Squibb Foundation
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Ms. Joan Colello
Ms. Ashley DeCabia
City of Deerfield Beach
Mr. and Mrs. Michael Delugg
Ms. Lisa L. Duckett - Raycap Inc.
Ms. Senia Feiner
Melissa and Jordan Zappala
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Ms. Melissa Frey
Mr. and Mrs. Kenneth Geld
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Max & Rosa Gold Foundation, Inc.
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Mrs. Young Soon Han
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High Point Solutions
Ms. Shelley Holm
iMiller Public Relations
Intersection Media
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Mr. and Mrs. Scott Jacobs
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Ms. Kimberly Kravis
Dr. Michael R. Kurman and Dr. Barbara L. Kurman
Mr. and Mrs. Joseph R. LaBato
Town of Lauderdale by the Sea
Mrs. Laurie Lauterbach
The Anne Claire Lester Foundation, Inc.
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Ms. Joyce Miller
Oaktree Capital Management
Mr. Mike Patel - Tectonic
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\$500 - \$999

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Mr. and Mrs. Charlie Alter
Mr. Gerry Berkowitz and Ms. Amy Wollman
Mr. James D. Blinn and Mrs. Ming Y. Blinn
Michael and Deborah Braunstein
Charity Fund
Frank Brosens and Deenie Brosens Foundation
Mr. Richard Browne
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Ms. Michelle Carroll
Mr. Nicholas Chu and Dr. Vivian Fuh
Competitive Telecoms Group, Inc.
Coral Springs High School
Mr. and Mrs. Peter Daniele
Mr. Matthew DeMartino
Mr. Kevin Eerkes
Mr. and Mrs. Bruce Feffer
Mr. and Mrs. Bernard Feinberg
Mr. and Mrs. Lawrence Fischer
Ms. Allison Goldfarb Libretto
Ms. Nicole Greene
Ms. Pamela Han
Mr. and Mrs. Elliott S. Hearst
Mr. and Mrs. Stephen C. Helfgott
Mariusz Herman
Mr. Lance L. Hirt and Mrs. Rivkie Penstein-Hirt

Mr. and Mrs. Robert S. Kirsch
Ms. Lucie M. Kwon-Cho
LPE Engineering P.C.
Morgan Stanley & Company, Incorporated
NC & BC Foundation Inc.
Ronald L. Nurnberg, Esq.
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Mr. and Mrs. James O’Connor
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Mr. and Mrs. Rick Plummer
Mr. and Mrs. John A. Pope Jr.
Mrs. Roberta Probbber
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Ms. Roslyn Scharf
Mr. Joel S. Schlesinger
Mr. and Mrs. Harold Schur
Dr. and Mrs. Jeffrey M. Schwartz
Ms. Kathryn A. Schwerin
Mr. Derek Daunais and Ms. Lauren R. Scopaz
Ms. Jennifer Selig
Mr. Joseph Silver
Stetcher Family Foundation
Mr. and Mrs. Alan Tantleff
Mr. Jonathan Taylor and Dr. Mary Sano
Mr. Tim Toolan
Mr. Peter F. Vallone
Ms. Mona Wollman

Public Support Programs and Services*

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
Broward County – Children’s Services
Children’s Services Council of Broward County
Community Foundation of Broward, Inc.
Florida Telecommunications Relay, Inc.
United Way of Broward County

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

Member Agency

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

New York Services

**Shelley and Steven Einhorn
Audiology and Communica-
tion Centers**

Audiology

Pediatric & Adult Hearing Evaluation
Pediatric & Adult Hearing Aid Consultation & Evaluation
Auditory Brainstem Response (ABR) Evaluation
Cortical Auditory Evoked Potential (CAEP) Testing
Tinnitus & Hyperacusis Center
Auditory Processing Disorder (APD) Evaluation
Mobile Hearing Test Unit
FM Systems Evaluation
Listening Studio
Free Hearing Screening

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
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

**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

Educational Center

Special Instruction
Individual Academic Support
Academic Groups
IEP Support
School In-Services
Developmental Evaluation
CPSE Evaluations

**Center for Hearing
and Healthy Aging**

Communicate with Success Program
Mobile Hearing Services
Public Education & Community Outreach

Community Outreach

Mobile Hearing Test Unit
Project PATH (Preschool Access to Hearing)
Hear Me Out – Young Professionals Group
Noise Center

Family Resource Center

Educational Workshops & School-Age Programming
Mentor Program
Parent Meetings
Muriel and Murry Kalik Connection Center

**Marjorie Carr Adams
Center for Information
on Hearing and Deafness**

Public Information
Educational Materials
Community Training

Florida Services

Audiology

Pediatric & Adult Hearing Evaluation
Pediatric & Adult Hearing Aid Consultation & Evaluation
FM Systems Evaluation
Free Hearing Screening

Hearing Technology

Hearing Aid & FM Dispensing
Hearing Aid & FM Sales & Repair
Pediatric Hearing Aid Services
Assistive Device Consultation
Custom Hearing Protection
Custom Earmolds

Social Services

Individual, Couple, Family & Group Psychotherapy
Psychological Evaluation
Case Management
Crisis Intervention
Information, Referral & Advocacy
Men’s Deaf and Hard of Hearing Support Group
Adult Hearing Loss Support Group
Family Building Events
Educational Workshops

Education

M.O.S.T. Maximizing Out of School Time - Elementary After-School & Summer Program
Youth Force - Middle School Year-Round Program
Supported Training and Employment Program (S.T.E.P.) - High School Year-Round Program
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

* Many services are available through telehealth.

When we practice kindness, communication has no limits.

Tips for Communicating with Anyone Who has a Hearing Loss

Speak up and articulate, but don't shout.

Pause in between sentences.

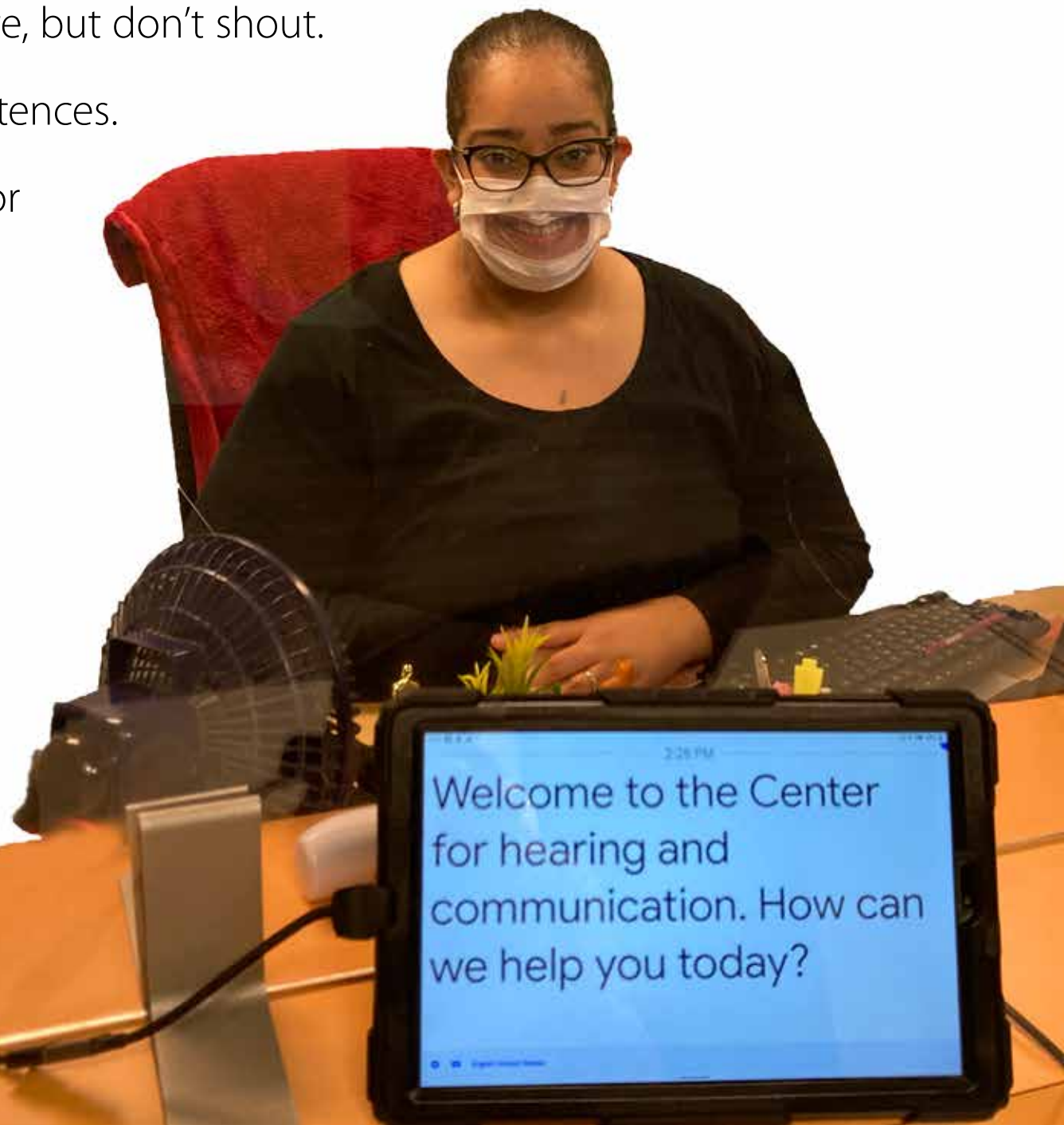
Turn down the noise or
find a quiet space.

Write it down or use a
speech-to-text app.

Gesture and point.

Purchase and wear
a clear mask.

Be kind and patient.
It will go a long way!



New York

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6th Floor
New York, NY 10004
(917) 305-7700 (Voice)
(917) 305-7999 (TTY)
(917) 305-7888 (Fax)

info@chchearing.org

www.chchearing.org

Florida

2900 W. Cypress Creek Rd.
Suite 3
Ft. Lauderdale, FL 33309
(954) 601-1930 (Voice)
(954) 601-1938 (TTY)
(954) 601-1399 (Fax)

flreception@chchearing.org

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