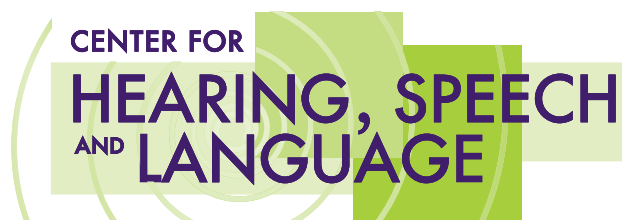


ANNUAL REPORT
2011-12



CHANGING LIVES

THE CENTER FOR HEARING, SPEECH AND LANGUAGE



The Center for Hearing, Speech and Language (CHSL) is a private, nonprofit 501(c)(3) agency providing quality hearing, speech, language and learning services for people of all ages living along Colorado's Front Range.

CHSL is unique in that our professional staff of audiologists, speech pathologists and therapists provide quality services for people of all ages, including those who are unable to pay. CHSL offers free and sliding-scale fees based



on need, family size and income levels according to Federal Poverty Guidelines. CHSL's Hearing Aid Bank is a special fund created to help low-income clients pay for hearing aids.

CHSL is supported financially by client fees, contributions and grants from corporations, individuals, public and private foundations, and nonprofit organizations including Southwest, Arapahoe and Woodmen Valley Sertoma Clubs and Pikes Peak United Way.

SERVICES AND PROGRAMS

- **Audiology:** CHSL is the only hearing aid/audiology provider targeting and serving large numbers of low income hearing impaired individuals.
- **Neurocognitive and Speech/Language Therapy Services:** After school tutoring, therapy for language concerns, hearing, language-based learning difficulties and articulation/pronunciation of speech sounds, and reading comprehension. If not addressed, gaps in early skills can negatively impact later skills.
- **KidScreen:** Hearing, vision, speech/language and developmental screenings for early identification of communication problems in order to get children help before they fall behind.
- **RISE:** (Read, Imagine, Share, Explore) Free early literacy program for at-risk preschoolers. RISE seeks to increase the ability of every child to do well in school and later in life.
- **Sound Solutions:** Industrial hearing conservation program, assists businesses in meeting OSHA and MSHA requirements with mobile hearing tests, educational sessions and sound level surveys in the workplace.

Mission Statement:

The Center for Hearing, Speech and Language enriches people's lives by providing innovative, caring and high quality services regardless of financial status.

HISTORY

CHSL was originally formed in 1918 as an informal club that offered lip-reading classes.



The organization has expanded and changed over the years and now offers full audiological services, hearing screenings in schools, speech therapy and auditory processing evaluations to continue to meet the changing needs of the community with hearing and communication disorders.

In 1970, we pioneered a nationwide hearing conservation program for businesses which generates revenue for the organization and helps those who are unable to pay.

Today, we are proud and committed to continue to provide quality hearing and speech services in Denver and Colorado Springs.

NEW EDUCATIONAL TOOLS

CHSL announced a new spokes-character Harry the Hair Cell to educate the public about noise-induced hearing loss and the importance of wearing hearing protection in noisy environments--whether outdoors, at a venue, on the job or at home. Harry represents a single hair cell in the inner ear and demonstrates how loud noises make him sick.

In conjunction, a manikin named Harmony will be visiting schools and health fairs to help kids and parents understand the impact of



the volume of MP3 players on their hearing. Harmony is wired with a sound meter that registers the decibel level of an MP3 player when the earbuds are inserted in her ears. Anyone who uses an MP3 player can find out if the volume they typically use is putting them at risk for noise induced hearing loss.



Harmony visited CHSL's charity golf tournament to educate people about the risk of noise induced hearing loss from listening to a MP3 player at harmful volume levels.

SCOPE OF SERVICES

AUDIOLOGY

Services include complete hearing tests to determine the type and severity of hearing loss, provisioning of the most up-to-date hearing aids as well as troubleshooting and repairs, and aural rehabilitation.

The Audiology Department consists of audiologists who have advanced degrees (AuD or Master's) and are certified by the American Speech-Language and Hearing Association.

CHSL dispensed 444 full-fee hearing aids to 247 individuals. A total of 174 aids were dispensed to 104 individuals through our financial assistance program. A total of 1,341 unduplicated clients were served in the audiology department which represents approximately 5,005 individual client visits. Over 400 individuals received some type of charitable services out of the total unduplicated clients.



HEARING CONSERVATION/INDUSTRY HEARING TESTING

Sound Solutions, a division of CHSL, helps hundreds of businesses comply with OSHA and MSHA regulations to protect workers from hearing loss by providing on-site hearing testing and sound monitoring.

Our technicians are certified by the Council for Accreditation in Occupational Hearing Conservation.

Last fiscal year, 12,403 workers received industrial hearing screenings. The net income helps offset the cost of operations and the charitable programs CHSL offers.



SPEECH, LANGUAGE & LEARNING

Out of the total number of people served, the mass majority were in the 0-12 age group and 57% of the individuals were of ethnic backgrounds.

A total of 5,634 children were served in the community through our KidScreen program which screens children for vision, hearing, and speech/language disorders at 117 unduplicated sites, including day care centers, preschools and schools. The KidScreen Team completed 218 site visits. As a result of the screenings, 295 children were referred for hearing issues, 588 children for vision referrals, and 214 children for various speech/development concerns. In addition, 887 parents and/or teachers received consultations regarding these children. Volunteers provided over 60 hours of service.



Approximately 231 unduplicated children—equating to 1,603 sessions—participated in our RISE program, which is a pre- and early-literacy program for at-risk children. Volunteers worked 1,397 hours for the RISE program.

A total of 158 children and/or adults received either individual or group therapy, were tested by the speech pathology department for speech evaluations, or received services for auditory processing, Fast ForWord or Interactive Metronome.



Fast ForWord was provided to students at five local elementary schools. There were 467 students registered with 88% (469) completion. Funds for this program are generated through Supplemental Education Services through the Federal No Child Left Behind Law. In addition, we served 70 students at a contracted site. The total number of children in the program was 62 with 89% completion.

Of the total therapy clients, 28% received financial assistance.

GENERAL AND ADMINISTRATION

The Center for Hearing, Speech and Language's fundraising, general and administrative expenses in 2011/2012 were 17.0% of the total budget. Support service expenses, which are general in nature and cannot be specifically identified as benefiting only one program, are included. Salaries, taxes, and employee benefits for

the Director of Finance, Administrative Assistant, Contract Accountant, and a portion of the Marketing Manager, Receptionist, and Executive Director are included. Also, expenses related to the execution of these positions and all expenses for the physical facility are part of general and administrative expenses.

CHSL CONTRIBUTORS

Grant contributions awarded by foundations and corporations during our 2010/2011 fiscal year included:

A.V. Hunter Trust
Bloedorn Foundation
City of Thornton Assistance Funds
Da Vita Community Fund
Daniels Fund
Denver Foundation
ECA Foundation
Helen K. & Arthur E. Johnson MacCourt Fund
Rose Community Foundation
Schramm Foundation
Sertoma, Inc.
Southwest Sertoma
Target Literacy
Timothy and Bernadette Foundation

Venoco Community Partnerships
Walmart Community giving

FUNDRAISING ACTIVITIES

Fundraising activities during our fiscal year included ongoing solicitation of prior corporate, foundation and individual donors. We have instituted a new workplace giving program through Caring Connections.

Fundraising events included the 15th Annual Southwest Sertoma Charity Golf Tournament with the net amount raised \$18,000.

April 1, 2011 through March 31, 2012

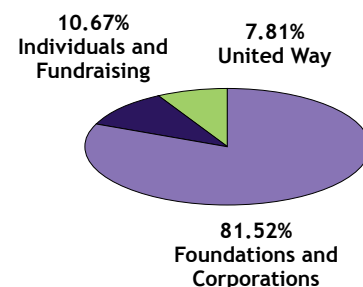
Albertson's	Margaret Fuller
America's Charities	Martha Overturf
Andy Hoover	McGraw-Hill Companies
Barbara Benach	Meghan Adams
Bob Tyler	Michael Benskin
Carol Dettmann	Michael Powers
Cartridges for Kids	Michelle Patrick
Charitable Auto Resource	Mountain States Employers Council
Christian Crosby	Nancy Schulein
Colorado Bright Beginnings	Network For Good
Community First	Noel Sankey
Darlene Holben	Paul Bortz
Dennis Howell	Pauline Casey
Dianne Reitan	Richard Harris
Dolores Melicher	Richard Hopper
Dora Campos	Robert Hjelmstad
Ebates	Shawndra and Simon
Gail Seto	Budgen Hayes
George Tyler	Stephen Fischer
Geraldine Heedt	Sue Cole
Jim Groebe	Therese Reilly
Joan Brush	Tim Tyler
John Elderedge	Truist Comprehensive Distribution
Kalese Wagner	Vickie Pacheco
Karen and Gary Potter	Virginia Wagner
Kiane Howie	William Castle
Kristine Spano	William Sinclair
Lenore Fleck	Wooden Shoe Preschool
Linda Weisse	Woodman Valley
Lorinda Riddle	
Madge Morgan	

We sincerely apologize if your name was accidentally missed or spelled incorrectly.

FINANCIALS

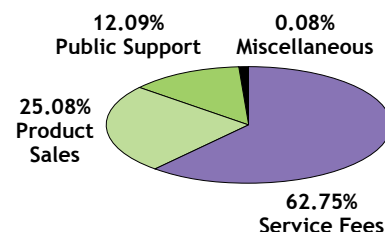
Sources of Contributions

United Way	\$ 13,691
Foundations and Corporations	\$ 142,940
Individuals and Fundraising	\$ 18,712
Total	\$ 175,343



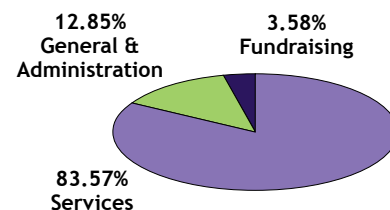
Income

Service Fees	\$ 909,987
Product Sales	\$ 363,661
Public Support	\$ 175,343
Miscellaneous Income	\$ 1,159
Total	\$ 1,450,150



Expenses

Services	\$ 1,157,863
General & Administration	\$ 177,993
Fundraising	\$ 49,665
Total	\$ 1,385,451



BOARD OF DIRECTORS

- | | |
|---------------------------------|----------------------------------|
| • Carolyn Mulligan, President | • Noel E. Sankey |
| • Kristen Weise, Vice President | • Wilfried Streicher |
| • Jim Groebe, Treasurer | • Tim Tyler |
| • Chris Bottcher, Secretary | • Jill Wayne, Executive Director |
| • Meghan Adams | |
| • Michael Beaver | Colorado Springs |
| • Pauline Casey | Advisory Board |
| • John Dahle | • Larry W. Cole, MD |
| • Dennis Howell | • John Rigger |
| • Michael McKee | • Larry Shaffer |
| • Christie Nudelman | • Brad Sharp |
| • Susan Oakes | • Tom Trainer |

CHIEF PERSONNEL

- Jill Wayne, Executive Director
- Maeline Barnstable, KidScreen
- Linda Clayton, Director of Finance
- Nathan Hall, Director of Industry
- Lee Ann Lizzul, Director, Colorado Springs Office
- Beth O'Brien, Director of Neurocognitive Services
- Gail Seto, RISE
- Betty Sweetman, Director of Audiology

DENVER OFFICE

Monday-Thursday:
8:30 am – 5:00 pm
Friday: 8:30 am – 4:00 pm
4280 Hale Parkway
Denver, CO 80220-3724
TEL.: 303-322-1871 V/TDD
FAX: 303-399-3411

COLORADO SPRINGS OFFICE

Monday-Thursday:
9:00 am – 5:00 pm
1329 N. Academy Boulevard
Colorado Springs, CO 80909
TEL.: 719-597-3390 V/TDD
FAX: 719-597-3470

SOUND SOLUTIONS INDUSTRY HEARING TESTING

TEL: 303-399-3410
FAX: 303-399-3411