



# 2008 Annual Report

## Message from the President

**Dawn Gleason, Au.D.**

At Columbus Speech & Hearing Center we believe that communication is what connects people to each other and to the world around them. We also believe that people with disabilities have the right to lead meaningful and independent lives. To this end, we continuously evaluate our programs and services to assure they remain relevant and continue to meet the needs of our clients. New programs are added in response to the changing needs in our community.

A good example of this is our Sound It Out program. Research shows that young children who have speech/language delays are likely to become poor readers later in life, which increases their chance for academic failure. Sound It Out, which began in 2008 with support from Honda and the Ingram White Castle Foundation, promotes emergent literacy skills to help 4 and 5 year olds develop the skills they need to become competent readers. The pilot project was implemented at Northside and Eastside Child Care Centers. Fifty children received services and 94% of them showed improvement. In addition, their preschool teachers received training to help them facilitate language and literacy development through daily classroom activities. We're excited to expand the program in 2009, thanks to funding from Discover Financial Services.

In addition to being responsive to the needs of those we serve, we are committed to providing the highest quality of care and service. We are proud to have received the Ohio Association of Non-profit Organization's Standards for Excellence certification, which promotes ethics and accountability in nonprofits across the state. Our Comprehensive Program for the Deaf and Deaf-Blind Outreach Program earned a 3-year reaccreditation from the Commission for the Accreditation of Rehabilitation Facilities and our preschool programs received Action for Children's Step Up to Quality award.

Accomplishments can be measured in many ways as this annual report outlines. Perhaps the most important measure of our work is the impact it has on our clients and their families.

*"Thanks so much for your services - they have made the difference in me continuing to work or seeking disability retirement."*

*"Words cannot begin to express our true feelings about the Columbus Speech & Hearing Center and the life-altering contributions you have made to our two young children."*

*"Hearing Aids were a tremendous emotional issue for my mother and the audiologist gently worked her through the whole process. Mom is pleased with both the new hearing aids and wonderful care that she received. Thanks from our entire family!"*

We often say that we change people's lives. Clearly we do.



## 2008 Highlights

- Speech/OT provided over 70,000 half-hour units of therapy.
- The Comprehensive Program for the Deaf helped 396 people maintain or obtain employment.
- 583 people were fit with hearing aids, including 128 low-income seniors who received hearing aids at no-charge.
- The SPOT Shop (speech/OT equipment lending library) opened.
- The Audiology Department began offering a tinnitus program using the Neuromonics device.
- Sound It Out, a pre-literacy program for 4 and 5 years olds, began. 50 children were served.
- Columbus Speech & Hearing Center received the Ohio Association of Nonprofit Organization's Standards of Excellence award.

## Board of Directors

Timothy Schlotterer, Chair	GBQ Partners LLC
Roland Tokarski, Secretary	The Quandel Group, Inc.
Steven Murlin, Treasurer	The Stewart Group/Smith Barney, Inc.
Dan Hamilton, Member-At-Large	Burgess & Niple, Inc.
Lynda Wolfe, Member-At-Large	Nationwide Children's Hospital
Sharon Hall, Immediate Past Chair	Grange Insurance Companies
Christopher Allison	Merrill Lynch
J. Lee Bailey	Bailey & Bailey Communications
Joel Brown	State Auto Insurance
Molly Crabtree	Porter Wright
Gary Dowdy	Attevo, Inc.
Jacklyn Ford	Vorys, Sater, Seymour and Pease LLP
Edward Kane	Huntington Bancshares Inc.
Michael Louge	OhioHealth
Brian Mannion	Nationwide Mutual Insurance Co.
Tammi Nance-Spayde	Online Computer Library Center, Inc.
Paul Phillips, III	KPMG
William Randolph	Community Representative
Mark Sull	Limited Brands
Larry Case, Counselor	Huntington National Bank

## Management Team

**Karen Deeter**  
Operations

**Dawn Gleason**  
President & CEO

**Karen Mitchell**  
Audiology & Hearing Aid Services

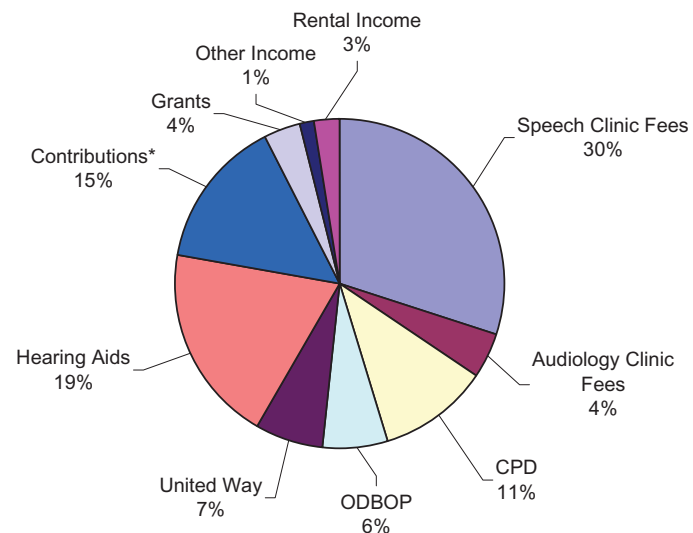
**Pat Ryan**  
Finance

**Joanne Shannon**  
Comprehensive Program for the Deaf

**Lyna Smith**  
Speech & Occupational Therapy Services

# FINANCIALS

## 2008 Revenue

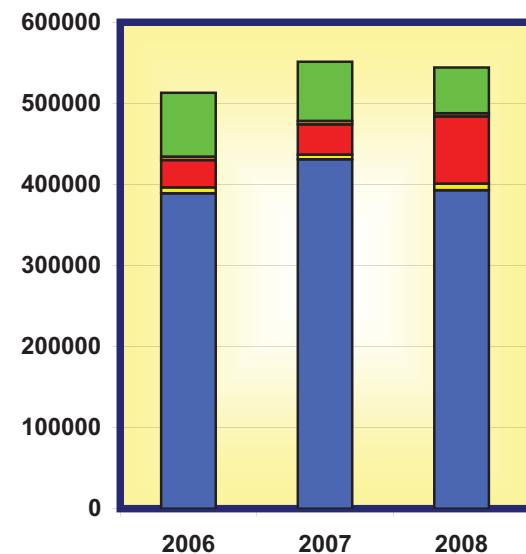


Speech Clinic Fees	\$ 1,664,186
Audiology Clinic Fees	\$ 247,359
CPD	\$ 606,118
ODBOP	\$ 352,784
United Way	\$ 369,371
Hearing Aids	\$ 1,078,182
Contributions*	\$ 807,724
Grants	\$ 202,074
Other Income	\$ 76,841
Rental Income	\$ 142,787
<b>Total Revenue</b>	<b>\$ 5,547,426</b>

\*Excludes In-Kind Contributions of \$169,140



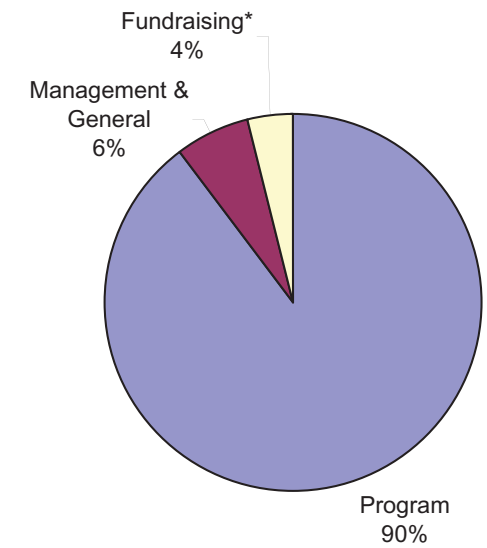
## Mission Work



- Deaf-Blind Outreach
- Talk
- Aging Grant
- Sliding Fee
- Medicaid/BCMh



## 2008 Expenses



Program	\$ 5,147,920
Management & General	\$ 353,694
Fundraising*	\$ 229,616
<b>Total Expenses</b>	<b>\$ 5,731,230</b>

\*Excludes In-Kind Services Donated of \$169,140

