

WE REVOLVE AROUND Y@U

THE HEARING AND SPEECH AGENCY | *Improving Lives Through Communication*



ANNUAL REPORT 2007



THE HEARING AND SPEECH AGENCY
Improving Lives Through Communication

The Hearing and Speech Agency
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A MESSAGE FROM THE BOARD CHAIRMAN AND EXECUTIVE DIRECTOR

At The Hearing and Speech Agency, we pride ourselves in providing services that revolve around our clients' and students' individualized needs. Our warm, caring, and personal approach in everything we do made 2007 a year of remarkable accomplishments and a year of strategic planning for the future. We are grateful for the support of our donors, volunteers, and our talented professional staff who together have influenced and made much of our work possible.

For those of you who don't know, communication challenges are ever-apparent in the United States and in our own neighborhoods. One in every 150 children is being diagnosed with autism; more than 12,000 babies are born each year with a significant hearing loss; speech and language disorders impact education for a significant number of children that is anticipated to continue to increase in the future, and hearing loss affects one in three adults older than 60. Your support is instrumental in helping HASA provide the programs and services needed to improve lives through improving communication abilities.

Individuals, corporations and foundations all made their mark on helping as did those who attended our Vibe '07 fundraising special event. Our event honored Miriam Zadek as our Communicator of the Year in recognition of her tremendous achievement in improving the lives of deaf individuals and others with communication needs. Miriam founded our Centralized Interpreter Referral Service which will forever positively impact the lives of Marylanders as long as sign language or oral interpreting is needed.

We want to express our deepest gratitude to our donors who made it possible for The Hearing and Speech Agency to continue charting our course in making a difference in the lives of those with communication challenges. Thank you!

Best regards,

Susan H. Glasgow
Executive Director

Peter Bosworth
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CASE STUDY: JODI'S STORY



Jodi managed to complete her education, but did not gain the confidence she had hoped for while in college. Following graduation, Jodi began a career working in a medical practice that required strong communication skills with direct patient contact. This meant face to face interaction as well as phone calls to physicians, pharmacies and patients. Her frustration increased as the demand on her speaking ability became central to her career advancement. Jodi realized it was time to seek help for her speech.

Jodi Lessans knew as a young girl that when she spoke her speech was different than that of her classmates. She knew she liked to talk about the same things that her friends talked about, but even though she wanted to... speaking was a struggle. So, Jodi, like many other children who stutter, began her long process in therapy. Jodi remembers that she worked with about fifteen therapists inside and outside of school. Each one attempted to make speaking an easier task. Jodi can still recall each one by name. Working with each new therapist enabled Jodi to experience periods of fluent speech, but there were no permanent changes. After moving from high school to college, Jodi went through a number of years where she received no therapy for her speech.

Jodi learned about the Center for Fluency, at The Hearing and Speech Agency, through her friend Heather Eisgrau, a teacher at HASA's Bosworth Auditory/Oral Center. Jodi made contact with the Center director, John Sloan, to determine what programs were available to assist her with her speech. Jodi was pleased to discover that the focus of the treatment program would be to help her to become the best communicator that she could be. This involved learning the strategies that have helped her to control her stuttering, maintaining a regular practice schedule and participating in a support group for adults who stutter. As a result of this process Jodi stated that she began to see herself as an effective communicator, a goal that she

achieved, even though she continues to work on her stuttering.

Recently Jodi accepted an invitation to speak to a class of speech-language pathology majors at Loyola College. She successfully related her life experiences to the future clinicians and helped them to understand that their role is to help their clients discover that success in communicating is more than just the number of fluent words you can say; confidence comes when you communicate your ideas...which she did effectively with the group. Jodi also convinced her new employer, Toyota Financial Services, to distribute information about stuttering awareness to all of her coworkers, in recognition of Stuttering Awareness Week, proving again her ability to communicate her message.

Jodi, like many other adults who stutter, realizes that her confidence is based on recognizing talents while living with a disability. Overcoming stuttering and maintenance of fluent speech can be a lifelong process. Thanks to her efforts and the services offered through The Center for Fluency, Jodi sees only success in her future. "A good day is a happy day" declares Jodi and now most of her days are happy days.

CASE STUDY: RODNEY'S STORY

Rodney Toulson is an 11-year-old diagnosed with autism whose life and outlook for the future has greatly improved because of his time at The Hearing and Speech Agency's Gateway School. His father, Rodney Toulson, Sr. explains that he realized early that his son wasn't reaching any of the development benchmarks that his three daughters had exhibited. In the beginning, the pediatrician told him that boys were just slower and that little Rodney would catch up. However, at 2 years 9 months, Rodney was diagnosed with severe autistic spectrum disorder. After a couple years with limited improvement at other places, Rodney enrolled his son in Gateway School.

"Rodney's growth and development has been miraculous!" declares his father; "He now reads, writes and initiates conversations. In fact, if you didn't know he was autistic,

you might not realize it." He attributes this dramatic change to the countless hours of The Hearing and Speech Agency's first-class speech and occupational therapy, and an excellent educational program with dedicated, compassionate, and loving staff. "People told me that I would never find a place that could offer Rodney all the different services that he needed. I told them they were wrong. Then I found Gateway School, a program of The Hearing and Speech Agency," explains Rodney, Sr.

Autism is a complex developmental disability that typically appears during the first three years of life and is the result of a neurological disorder that affects the normal functioning of the brain, impacting development in the areas of social interaction and communication skills. The demands of raising a child with autism can be overwhelming and discouraging.



With the assistance of The Hearing and Speech Agency, the Toulson family is confident that Rodney has a bright and hopeful future. Because of all the help and support they've received from The Hearing and Speech Agency, they hope to be able to help others have access to the same quality care that they've received.

CASE STUDY: MA'LOND'S STORY



"Auditory neuropathy" was just a medical diagnosis to Tammy Montgomery, Ma'Lond's mother. The diagnosis was made with the use of highly technical equipment with a lot of initials such as ABR and OAE which became frequently used initials in Tammy's search for help. Regardless of the diagnostic label, what Tammy knew was that her daughter **couldn't** speak words that would help her understand what Ma'Lond was thinking. She also knew that

after months of trying to help her daughter learn to speak using sound with the use of hearing aids, it wasn't working very well. Ma'Lond could use a handful of signs to communicate her needs and could verbalize a few vowel sounds. Despite slow progress, Tammy knew in her heart that Ma'Lond was capable of so much more. She knew that there were different thoughts on how best to help children with auditory neuropathy. All Tammy wanted was what was going to be best for her daughter. Tammy might not have been familiar with the initial diagnostic tests, but she became an expert in searching for help.

One day Tammy attended a workshop on cochlear implants that was being presented at The Hearing and Speech Agency by Dr. John Niparko from Johns Hopkins Hospital. Dr. Niparko explained the surgical procedure and gave information about how cochlear implants help many children who are deaf. Tammy also heard about the Auditory/Oral

Center at The Hearing and Speech Agency. For the first time, Ma'Lond's mother was filled with hope for her daughter's future.

Today, Ma'Lond has had her cochlear implant for over a year. This device along with well coordinated therapy, The Hearing and Speech Agency's auditory/oral school program, and Tammy's perseverance in getting help for her daughter, Ma'Lond has a whole new world of opportunities. Ma'Lond is an animated member of Miss Heather's preschool class. She can pronounce speech sounds and can use most **sounds** in words and simple sentences. Ma'Lond can count to 15, identify shapes and label colors. She is delighted to be able to call her friends by name and can tell everyone in circle time if she is happy, sad, or excited. But most importantly, thanks to The Hearing and Speech Agency, Ma'Lond and her mom can now talk to each other about what they are thinking. Communication through speaking has become an integral part of their lives.

CASE STUDY: ANA'S STORY

Since her father's death a year ago, Margalit thought her mother Ana was becoming too isolated. She wouldn't go to synagogue or senior groups anymore. She turned down opportunities to go to the mall with friends and Margalit was doing all of Ana's food shopping. In fact, her mother's appetite was declining rapidly as well and she hardly responded when one of the grandchildren would call her. Margalit thought she was seeing a classic case of grieving gone awry. She finally forced the issue and took Ana to see a doctor.

The doctor took her aside and asked her quietly if she had noticed that Ana didn't seem to be responding as well as she had in the past. Margalit was prepared to hear that her mother was suffering from depression but was surprised when the doctor suggested that hearing loss might be the problem. He referred her to The Hearing and Speech Agency where he knew she could receive

excellent services on a sliding scale. Margalit made the call and took her mother on the appointed day.

Thanks to the highly qualified audiologist, a diagnosis and treatment plan was formulated quickly. In order to help with the cost of expensive hearing aids, the caring staff member helped Ana take advantage of the "Hear Now" program which helps low-income people receive hearing aids at a fraction of the cost. HASA staff helped Ana fill in the significant amount of paperwork so that she would not experience any delays in receiving her assistive hearing devices. In fact, thanks to the contributions of kind donors, Ana was able to walk away that day with loaner hearing aids. There was an almost immediate change in Ana's demeanor. She **no longer** seemed dispirited or disconnected. She began to initiate contact with old friends and began to rejoin former activities. Margalit is



relieved and happy to have her mother back to her former happy self.

Hearing loss can be subtle and mistaken for other problems like depression. It is isolating and embarrassing for some elderly. The Hearing and Speech Agency is committed to seeking ways to serve the elderly population even more in the years to come.

VOLUNTEER CORNER: Thank you to each and every volunteer who has shared their time and talents with The Hearing and Speech Agency to help us fulfill our mission. Your contributions are making a difference in the lives of children, adults and families in our community.

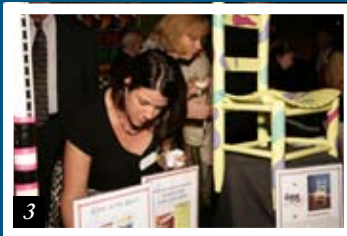
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VIBE 2007 "A NIGHT OF MAGIC"

The second annual fundraiser for The Hearing and Speech Agency – Vibe '07 – was held at The American Visionary Art Museum, where more than 300 of our generous supporters were in attendance. We paid tribute to our long-time friend, Miriam Zadek, for her 32-year, unwavering commitment to The Hearing and Speech Agency. Bob Turk from WJZ-TV, who has overcome significant challenges with hearing loss, served as emcee for the second consecutive year. And, our very own board member, Dale Adkins, performed a skit with Bob that mirrored Johnny Carson's "Karnac the Magnificent." It was a crowd-pleaser that jump-started a successful live auction. More than \$50,000 was raised for The Hearing and Speech Agency's programs and services.



1. Miriam Zadek, Babette Dalsheimer 2. Dick Horne, Larry Cooper, Sandye Manekin Sirota 3. Cindi Caplan
4. Jeri Hessian, Matthew Furman 5. Susan Glasgow, Annette Cooper, Sen. Lisa Gladden, Jessie Gladden

HIGHLIGHTS

- HASA provided more than 4,000 infants, children and adults with speech therapy, audiology, auditory/oral education, special education, sign language or oral interpreting services.
- HASA's Center for Fluency Enhancement's speech-language pathologists helped 78 individuals with stuttering disorders.
- HASA's adult audiology program assisted 173 low income seniors in obtaining hearing aids.
- HASA's Ben and Zelda Cohen Gateway School provided individualized instruction and therapy to 52 children with special needs.
- HASA's Auditory/Oral Center helped 5 infants and toddlers and 7 preschool age children with deafness learn to listen and communicate with amplification or following cochlear implants.
- The Miriam Zadek Centralized Interpreter Referral Service provided over 65,000 hours of interpreting to deaf and hearing consumers.

We gratefully acknowledge all those who, through their generous gifts, help advance the efforts of The Hearing and Speech Agency. We would also like to say a special thanks to Senator Lisa A. Gladden for her continued support for the citizens in the state of Maryland. Listed below are donors who made contributions between July 1, 2006 and June 30, 2007.

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 Ms. Jacqueline Martin
 Mr. Paul Thomas Martin
 Maryland Jockey Club
 Medical Skin Therapeutics
 Mr. and Mrs. John M. Mulcahy
 Estate of Kenneth M. Otto
 Mr. Greg Otto
 Patuxent Publishing, Columbia Office
 Mrs. Marlena Poniatowski
 Radcliffe Jewelers
 Ripken Baseball, Inc.
 Mr. Sam Robinson
 Ms. Lisbeth Sandoy
 Ms. Diane Schweber
 Mr. Herbert Seidman
 Rabbi and Mrs. Mordechai Shuchatowitz
 Mr. David Simon
 Ms. Sandye Sirota
 Mr. John M. Sloan
 Stauffer's Biscuit Company, Inc.
 Ms. Mary P. Stewart
 Ms. Susan Sunderland
 Dr. Alan Sweatman
 Mr. Robert M. Taubman
 Mr. Martin Thaler
 Ms. Allisun D. Thompson
 The Towne Stripper
 Ms. Carolyn D. Turner
 Victoria and Albert Hair
 Vitamin
 Dr. Stuart H. Walker
 The Wine Source
 Ms. Karen Wishnow
 Mr. John Woodward

Every effort was made to ensure accuracy of this list. If any omissions or inaccuracies exist, please except our sincerest apology and advise us by contacting our development office. Thank you.

The Hearing and Speech Agency does not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, mental or physical disability, marital status, political affiliation or any other classification protected by law.

STATISTICAL AND FINANCIAL SYNOPSIS

Founded in 1926, The Hearing and Speech Agency is a private, nonprofit organization dedicated to meeting the speech, language and hearing needs of Maryland's children and adults. The Hearing and Speech Agency is a direct service provider, information resource center, and advocate for people of all ages who are deaf, hard of hearing, or who have speech and language disabilities.

SERVICE STATISTICS

Centralized Interpreter Referral Service	2005	2006	2007
Deaf Individuals Served	2,416	2,561	1,880
Hours of Interpreting Provided	55,888	51,937	65,476
Students of American Sign Language Classes	94	114	147

Residences of clients: Anne Arundel County 6%; Baltimore City 34%; Baltimore County 27%; Carroll County 1%; Harford County 2%; Howard County 9%; Other Counties 6%; Out of State 1%; Unknown 14%

Gateway School	2005	2006	2007
Enrollment	51	51	52
Speech-Language Therapy Sessions	9,020	10,723	9,724
Occupational Therapy Sessions	1,620	2,130	3,146
Physical Therapy Sessions	360	215	388
Counseling Sessions	580	783	667

Residences of students: Baltimore City 89%; Baltimore County 9%; Howard County 2%

The Auditory/Oral Center	2005	2006	2007
Infants and Toddlers	3	5	5
Preschool Enrollment	6	7	7

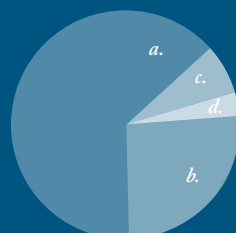
Residences of clients: Baltimore City 75%; Baltimore County 25%. Client ages: 0-3 years, 5; 3-5 years, 7

Clinical Services	2005	2006	2007
Clients Served	1,989	1,944	2,143
Audiology Evaluations/Fittings	1,505	1,925	1,793
Occupational Therapy Evaluations	26	21	16
Occupational Therapy Sessions	653	866	424
Speech-Language Evaluations	946	825	891
Speech-Language Therapy Sessions	8,392	8,784	9,664

Residences of clients: Anne Arundel County ≤1%; Baltimore City 69%; Baltimore County 25%; Carroll County ≤1%; Harford County ≤1%; Howard County ≤1%; Other Counties 4%. Client ages: 0-3 years, 764; 3-5 years, 516; 6-21 years, 546; 21-64 years, 100; 60+ years, 203; unknown 14

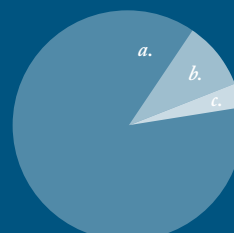
FINANCES

The Hearing and Speech Agency's fiscal year is July 1, 2006–June 30, 2007. A capital campaign was initiated in 2001 and continues to help retire the debt for the new facility at Seton Business Park and helps sustain the organization and its mission. Funds from the campaign are reflected in contributions and government revenue. A loan payable consisting of an Industrial Revenue Bond had a loan balance of \$2,346,836 on June 30, 2007.



TOTAL REVENUE
\$8,288,400

- a. Government 65%
- b. Program Services 27%
- c. Contributions 6%
- d. United Way and Investments 2%



TOTAL EXPENSES
\$8,110,600

- a. Program Services 88%
- b. Management and General Expenses 10%
- c. Fund Raising 2%