2020 ANNUAL REPORT
A WORD FROM OUR PRESIDENT

As I reflect on 2020, I am extremely proud of the manner in which our team responded to the myriad of challenges we faced. The COVID-19 pandemic required us to rethink our processes to ensure we were providing the highest quality of care while maintaining the safety of our clients, staff and volunteers. As a result, we implemented a telehealth platform that allowed us to continue services and even expand the reach of those services! We were also able to move forward with a geographical expansion by adding a Dublin, Ohio location for our Audiology program! Neither of these accomplishments would have been possible without your support.

While we experienced many challenges during the course of 2020, we remained constant in our goal of improving communication for those we serve, and I am excited to share the results of our work with you in this year’s annual report.

Our mission is to unlock potential for individuals with communication challenges through all stages of life. Our vision is to be the recognized leader providing personalized service and caring attention to help the people we serve achieve their full potential.
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"I would like to take a minute to thank all of you for your generosity and kindness, I am grateful and very thankful for the gift of being able to hear better again after many years. I'm now able to hear out of my left ear again! I'm so grateful for the kindness and help that you all have shown to me. Your Staff has went above and beyond and have been a blessing...It's amazing being able to hear better again. I'm just so thankful for you all and words can't express how I feel towards all of the wonderful people at Columbus Speech and hearing"

- CSHC Audiology Client
### SPEECH

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals served</td>
<td>736</td>
</tr>
<tr>
<td>Individual therapy sessions</td>
<td>13,307</td>
</tr>
<tr>
<td>Evaluations</td>
<td>500</td>
</tr>
<tr>
<td>Autism Diagnostic Clinic evaluations</td>
<td>5</td>
</tr>
<tr>
<td>Screenings</td>
<td>2,075</td>
</tr>
<tr>
<td>Individuals served at contract sites</td>
<td>707</td>
</tr>
</tbody>
</table>

"I just wanted to retroactively thank you both again for holding my hand through what hopefully will be the most difficult, defining moment of my life. I am so glad you exist, that you both chose this career and hope you truly know what a difference you make in the lives of families. Thank you so much for everything."

-CSHC Speech client,
regarding members of our Speech staff
"Taking American Sign Language classes is something that I told myself that I would do for years, and I wish I had signed up for the classes sooner. I started with ASL I at the Columbus Speech and Hearing Center in January 2020, right before the pandemic. Unfortunately, this meant that the end of my ASL I class did endure the shift to online work that everyone else was dealing with in all other aspects of their lives. But this allowed me to be able to continue to take each ASL class that was available to me without worry about how it would fit into my schedule, make time to drive to the center etc. The virtual classes are just as valuable as the in-person classes."

- Sarah, CSHC ASL Student
"I really NEED an SSP in my life. I'm Deaf and Blind so I can’t drive myself, I can’t walk a long ways or get to the store on my own. I need help with those kind of things and an SSP helps me with that. I need a driver and they do a really good job. I can’t live without an SSP...it’s very important for Deaf and Blind people to have this kind of support...without it, our lives would not be the same."

-Shirley, Current CSHC SSP Client
VOLUNTEERS

431 volunteer hours served

31 volunteers
## Financials

<table>
<thead>
<tr>
<th>Public support:</th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way funds</td>
<td>$62,500</td>
<td>$16,250</td>
<td>$78,750</td>
</tr>
<tr>
<td>Contributions and grants</td>
<td>$555,204</td>
<td>$2,721</td>
<td>$557,925</td>
</tr>
<tr>
<td>Paycheck Protection Program income</td>
<td>$592,000</td>
<td>–</td>
<td>$592,000</td>
</tr>
<tr>
<td><strong>Total public support</strong></td>
<td><strong>$1,209,704</strong></td>
<td><strong>$18,971</strong></td>
<td><strong>$1,228,675</strong></td>
</tr>
</tbody>
</table>

| Earned revenue:                                |                           |                         |       |
| Government fees for services                   | $29,969                   | –                       | $29,969 |
| Clinic fees                                    | $1,290,578                | –                       | $1,290,578 |
| Hearing aid and ALD sales                      | $1,247,895                | –                       | $1,247,895 |
| Building rental                                | $166,523                  | –                       | $166,523 |
| Investment income                              | $1,212                    | –                       | $1,212  |
| Other income                                   | $279,199                  | –                       | $279,199 |
| **Total revenue**                              | **$3,015,376**            | –                       | **$3,015,376** |

Net assets released from restrictions $93,353 $(93,353) –

| **Total public support and revenue**           | $4,318,433                | $(74,382)               | **$4,244,051** |

| Expenses:                                      |                           |                         |       |
| Program services                               | $3,517,993                | –                       | $3,517,993 |
| Supporting services - management, general      | $416,213                  | –                       | $416,213 |
| Fundraising                                    | $128,971                  | –                       | $128,971 |
| **Total expenses**                             | **$4,063,177**            | –                       | **$4,063,177** |

| Change in net assets                           | $255,256                  | $(74,382)               | $180,874 |

Beginning net assets $1,452,364 $93,353 $1,545,717

Ending net assets $1,707,620 $18,971 $1,726,591
FINANCIALS

PERCENTAGE OF TOTAL EXPENSES

Program Services 87%
Management and General 10%
Fundraising 3%
<table>
<thead>
<tr>
<th>William C. Leiter</th>
<th>Russell J. Meyer</th>
</tr>
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<tbody>
<tr>
<td>Brian Bell</td>
<td>Bennett J. Forquer</td>
</tr>
<tr>
<td>Frank W. Carsonie</td>
<td>Bill &amp; Marci Ingram</td>
</tr>
<tr>
<td>Alvin Asiamah</td>
<td>Bradley Parish</td>
</tr>
<tr>
<td>Barbara &amp; Robert Kelley</td>
<td>Matthew Ritterspach</td>
</tr>
<tr>
<td>Stephen R. Kleinman</td>
<td>Robert K. Rupp</td>
</tr>
<tr>
<td>Brian L. Mannion</td>
<td>Jim W. Smith</td>
</tr>
<tr>
<td>Karen Deeter</td>
<td>Jeffrey Merzel</td>
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<tr>
<td>James O. Dye</td>
<td>Martin J. Mostyn</td>
</tr>
<tr>
<td>Justice Hutchinson</td>
<td>Thomas G. Robertson</td>
</tr>
<tr>
<td>Nancy J. Kingsley</td>
<td>W. Joseph Schleppi</td>
</tr>
<tr>
<td>Beverly A. Martin</td>
<td>Pamela S. Smith</td>
</tr>
<tr>
<td>Anonymous</td>
<td>Keith P. Hartzell</td>
</tr>
<tr>
<td>Mark Colucy</td>
<td>Julie A. Johnson</td>
</tr>
<tr>
<td>Maureen A. DiDomenico</td>
<td>Tammy Sheehan</td>
</tr>
<tr>
<td>Christina L. Adams</td>
<td>Darrin T. Bean</td>
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<tr>
<td>Cheryl Adkins</td>
<td>Jessie Bedard</td>
</tr>
<tr>
<td>Kofi A. Agyei</td>
<td>Matthew J. Bethel</td>
</tr>
<tr>
<td>Julie Ails</td>
<td>Melinda Biler</td>
</tr>
<tr>
<td>Maria Aunor</td>
<td>Ann Bishop</td>
</tr>
<tr>
<td>Mallikarjuna G. Badami</td>
<td>Jeffrey I. Blamer</td>
</tr>
<tr>
<td>Laura Baird</td>
<td>Robert O. Boateng</td>
</tr>
<tr>
<td>Patricia Baldwin</td>
<td>Katherine Breiland</td>
</tr>
<tr>
<td>Lynnette Barron</td>
<td>Elizabeth A. Bridges</td>
</tr>
</tbody>
</table>

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Leona Cibrowski
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## CORPORATE, FOUNDATION, GOVERNMENT DONORS

### A Picture’s Worth a Thousand Words

<table>
<thead>
<tr>
<th>Amount</th>
<th>Company Name</th>
</tr>
</thead>
</table>
| $1,000+ | Acoustic Ceiling & Partition  
Advizex  
Archall Architectural Alliance, Ltd.  
BakerHostetler  
Benesch  
Bricker & Eckler  
CareSource Foundation  
The City of Columbus  
COMDOC/Xerox  
EasyIT  
Elford, Inc.  
Franklin County Board of Commissioners  
Franklin County Office on Aging  
Fuel Medical Group, LLC  
GBQ Partners LLC  
GFS Chemicals, Inc.  
Grange Insurance Companies  
HMB | Ingram-White Castle Foundation  
Ketchum & Walton  
Leo Yassenoff Foundation Fund  
Nationwide  
Nationwide Foundation  
NiSource: NiPAC Charity Match Program  
Ohio Children’s Foundation  
OPOC.us  
The Columbus Foundation  
The Harry C. Moores Foundation  
The Joseph Group  
The Kroger Company  
The Scotts Miracle Gro Company  
The Siemer Family Foundation  
TSG Advice  
United Way of Central Ohio  
US Bank  
Washington Prime Group, L.P.  
White Castle Management Co. |

### Dream Maker

<table>
<thead>
<tr>
<th>Amount</th>
<th>Company Name</th>
</tr>
</thead>
</table>
| $500+ | Electric Power & Design  
Facebook Payments Inc.  
The Fifth Third Bank of Columbus | Heartland BancCorp  
JP Morgan Chase Foundation  
LRT Restoration Technologies |

### Start of Something Big

<table>
<thead>
<tr>
<th>Amount</th>
<th>Company Name</th>
</tr>
</thead>
</table>
| $100+ | Amazon Smile Foundation  
Buffalo Wild Wings  
Burgess Senior Living Management  
Fidelity Charitable Gift Fund | Giant Eagle - Apples for the Students  
IBM Employee Services Center  
New Albany Lions Club, Inc. |