



2020 ANNUAL REPORT





ABOUT US



James O. Dye
President & CEO

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.



BOARD OF DIRECTORS

Bob Rupp, Chair
BakerHostetler, LLC

Ben Forquer, Vice Chair
GBQ Partners

Steve Kleinman, Secretary
Bricker & Eckler

Russ Meyer, Treasurer
White Castle System, Inc.

Brian Bell, Past Chair
Nationwide

Alvin Asiamah
TSG Advice

Leigh Anne Williams
Porter Wright Morris & Arthur

Frank Carsonie
Benesch

Scott Cubberly
Equity

Barbara Kelley
Safelite Solutions

Mark Kovacevich
Improving

Jeffrey Merzel
AEP Energy

Matt Ritterspach
Grange Insurance

Tammy Sheehan
Huntington Bank

Jim Smith
Elford, Inc.

Cheryl VanPatten
Washington Prime Group

Travis Upton
The Joseph Group

LEADERSHIP TEAM

James O. Dye, President & CEO

Karen Deeter, Director of Operations

David Weaver, M.A., CCC-SLP, Director of Clinical Services

Chelsey Craig, Director of Development & Major Gifts

Julia Felts, Program Manager



AUDIOLOGY

2,183

individuals served

98

hearing evaluations provided through the
Senior Options program

92

hearing aids provided through the
Senior Options program

372

appointments through the
Senior Options Program

"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

736

individuals served

13,307

individual therapy
sessions

500

evaluations

5

Autism Diagnostic
Clinic evaluations

2,075

screenings

707

individuals served
at contract sites

"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



ASL CLASSES

Even among all the challenges of 2020, CSHC's ASL Class program continued strong! Shifting from in-person to all-virtual classes opened the door for friends across the country to learn sign language together. The Center had students from participating Colorado, North Carolina, and various cities in Ohio (Cleveland, Cincinnati, Granville, and more).

30

courses offered

183

students who participated
in a class

"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



SSP PROGRAM

252
service hours

"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





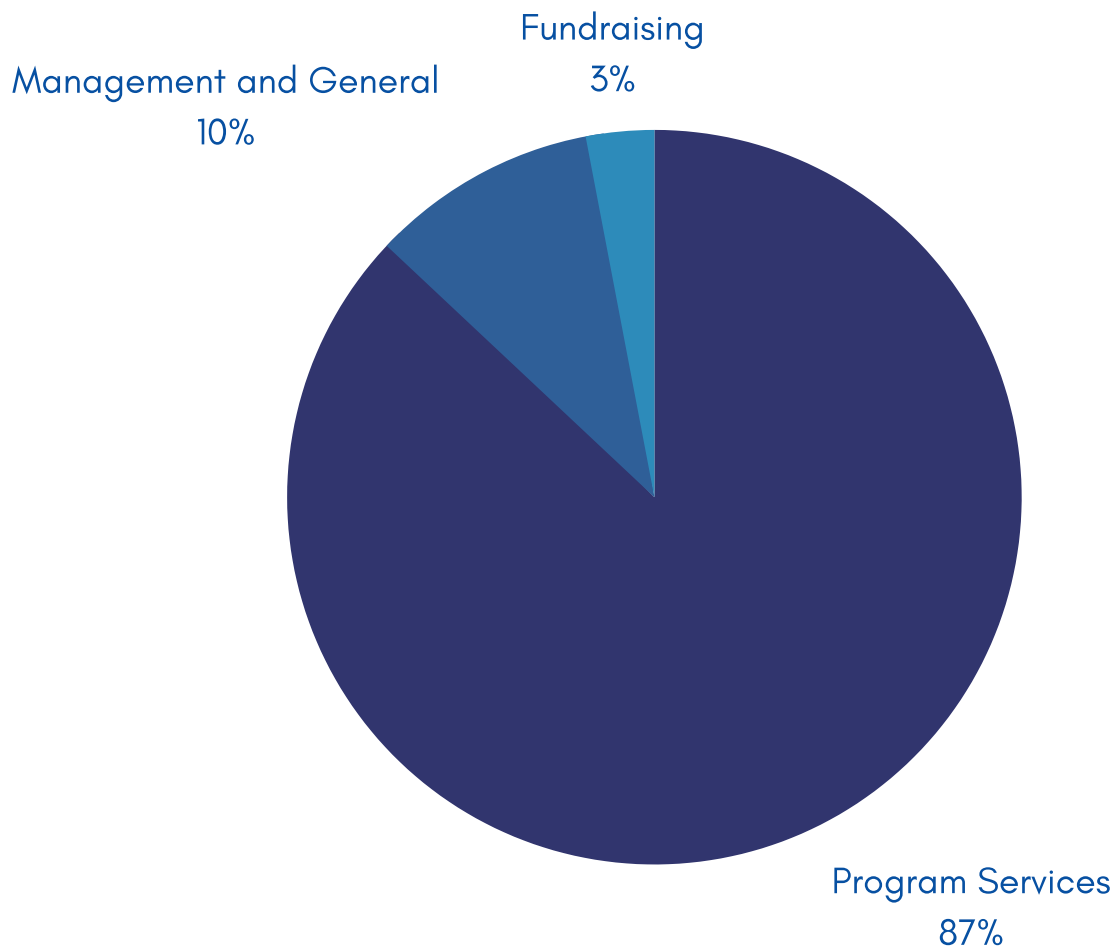
FINANCIALS

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





INDIVIDUAL DONORS

William C. Leiter

Russell J. Meyer

Brian Bell
Frank W. Carsonie

Bennett J. Forquer
Bill & Marci Ingram

Cheryl VanPatten
Alan R. Weiler

Alvin Asiamah
Barbara & Robert Kelley
Stephen R. Kleinman
Brian L. Mannion

Bradley Parish
Matthew Ritterspach
Robert K. Rupp
Jim W. Smith

Travis & Shannon Upton
Vinson M. Yates

Karen Deeter
James O. Dye
Justice Hutchinson
Nancy J. Kingsley
Beverly A. Martin

Jeffrey Merzel
Martin J. Mostyn
Thomas G. Robertson
W. Joseph Schleppi
Pamela S. Smith

Dane Snyder
Joni & Nicholas Stanutz
Robert J. Weiler
Steve M. Weiler

Anonymous
Mark Colucy
Maureen A. DiDomenico

Keith P. Hartzell
Julie A. Johnson
Tammy Sheehan

Janet E. Winterstein
Barbara Young

Christina L. Adams
Cheryl Adkins
Kofi A. Agyei
Julie Aills
Maria Aunor
Mallikarjuna G. Badami
Laura Baird
Patricia Baldwin
Lynnette Barron

Darrin T. Bean
Jessie Bedard
Matthew J. Bethel
Melinda Biler
Ann Bishop
Jeffrey I. Blamer
Robert O. Boateng
Katherine Breiland
Elizabeth A. Bridges

Philip Brunney, Sr.
Walter C. Buchsieb
Katie Burgess
Carmen Bygg
Stephen Cartwright
Larry & Nancy D. Case
Phyllis Caudill
Brandon C. Chapman
Jennifer Chrysler



INDIVIDUAL DONORS

Leona Cibrowski
Amanda Cifuentes
Carla I. Cornelious
Carolyn Craig
Chelsey Craig
David H. Crane
Jill L. Crumbacher
Susan Dabo
Terry Daniels
Cheryl Day
Patricia Dean
Randy Dean
Robert A. Dehays
James S. Denbow
Sarah Denman
Julie Dolan
John Doyle
Victoria M. Dudding
Keri Dunn
Janai Duronio
James R. Ehret
Jennifer Erbse
Julia Felts
Jamie Fields
Ronak Fields
Annie Foertmeyer
Randolph J. Fortener
Mary J. Fortney
Donna L. Foster-Sillanpaa

Cevin G. Fuller
Shelley L. Gabriel
Samantha A. Garner
John B. Garrett
Mimi T. Gelacek
Shivani Gupta
Philip J. Halupnik
Mike Hannon
Akintola Harrison
Cheryl Harrison
Kathy Harter
Robert L. Hartley
Steve Hartshorn
Edward L. Hayman
Charles Hickman
Amanda Hoban
Krista L. Holcombe
Brian J. Hollaway
Matthew D. Holmgren
Ann Holzapfel
Thomas Howard
Diana Hughes
Carolyn Jacob
John Jaminet
James Jewell
Gary W. Jones
James Joyce
John Julian
David Kandel

Glenn Karr
Robert Kelley
Stefanie Kesler
Robin Kidwell
Ryan J. Kiger
Shannon Kinsella
Erin Kirk
Emily Kirkendall
Alisha Knight
Susan Kramer
Kendall Krieg
Raymond H. Lacey
Virginia E. Larese
Joan Lawrence
Michael Lemaster
Joshua Lockhart
Michael Loomis
Brandon Loveless
Cheryl Lubow
Karen L. Macioce
Barbara MacIvor
Dennis Matko
Hayley Major
Leslie L. Martin
Donald Maurer
Lora K. McConnell
Michael H. McCoy
Thomas Merritt
Jonathan M. Merti



INDIVIDUAL DONORS

Thomas Mickelson
Maura Miller
Lori L. Montella
Amanda Moore
Richard S. Mulligan
Mineharu Nakayama
Lisa Naoom
Penny Napoli
Kimberly Nesser
Vicki Nichols
Anita Nuckols
Owen O'Grady
Margaret O'Shaughnessy
Brian N. Paulus
Erica Pennell
Anthony J. Perito
Joanne Petersen
Parr P. Peterson
Suzanne Pfeiffer
Denise Pleska
Heather Pliskin
Ann Powell
Eva Raymond
Kristine Regula-Ness
Faith Rinklin
Andrew Roecker
Jeffrey D. Roth
Stan Rozdeba
Joe W. Ryan
Pat C. Ryan

Lisa R. Samblanet
Gerard Schlembach
Samantha Secrist
Jonathan M. Shane
DJ Sickler
Diane Slavik
Jacob Smith
Leslie Smith
Kathleen K. Snapp
Craig Snyder
Donna Snyder
Gayle Stanford
Rebecca Stapp
Natalie Stephenson
Greg Stewart
Jeffrey D. Stewart
Kirsten Stoner
Kelly Story
Elizabeth Stout
Sherry L. Streitenberger
Catherine Stroupe
Charles F. Stroupe
Henry Tang
Jonathon A. Taylor
Polly Teeters
William R. Teets
Leslie H. Terrell
Justin W. Thompson
Shiloh Todorov
Rachel Tolentino

Denise Toms
Bob & Lori Trefzger
Raymond R. Turner
James Vitak
Kenneth Wade
Andrew A. Wasto
Randy Wax
Duane & Davy Weaver
Kelsey Westrick
Ann C. Wheat
Elizabeth Whetstone
Danielle M. Whitehead
Christopher Wilcox
Lara Wiley
Lori M. Williams
Wayne A. Williams
Michael A. Winter
Jennifer Withee
Jennifer N. Wojdyla-Radde
Lynda K. Wolfe
James Wymer
Daniel J. Wyse
Edwin John Yang



CORPORATE, FOUNDATION, GOVERNMENT DONORS

A Picture's Worth a Thousand Words

\$1,000+

Acoustic Ceiling & Partition
Advizex
Archall Architectural Alliance, Ltd.
BakerHostetler
Benesch
Bricker & Eckler
CareSource Foundation
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

\$500+

Electric Power & Design
Facebook Payments Inc.
Fifth Third Bank of Columbus

Heartland BancCorp
JP Morgan Chase Foundation
LRT Restoration Technologies

Start of Something Big

\$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.