

# HSDC

Hearing, Speech & Deaf Center

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## 2016 ANNUAL REPORT



# Letter from Board Chair and Executive Director:

On behalf of the entire staff of HSDC and our Board of Directors, we are pleased to bring you HSDC's Annual Report for 2016. We are thrilled with the growth and achievements of each of our five main programs in 2016, enhancing our ability to better serve our diverse client population. We also took important steps to streamline our administrative capability and expand our fundraising, preparing HSDC for future investments that will enable us to further expand the services we provide as a Western Washington service hub for clients who are deaf, hard of hearing, or who face other communication barriers.

As we write this letter, we already know that 2017 is shaping up to be a year of further growth and achievements. This Annual Report brings you the highlights of what we accomplished in 2016, and you can expect much more during 2017. In 2016, among many other achievements, our education programs, interpreting services, and speech therapy practice expanded their offerings and added staff. We also actively enhanced the links between our programs, seeking to better serve clients such as the kids who attend our early childhood education programs. We also began the repurposing of the space previously occupied by our hearing assistive equipment store, and shifted our store manager into a role providing expert consulting to audiology patients about assistive listening equipment.



Warren Weissman and Lindsay Klarman

Across HSDC, we continued upgrading our IT capacity, started implementing an upgrade of our accounting software, and retooled our medical billing procedures. We also established a new banking relationship that will provide us with significantly enhanced services. Our Board of Directors added four new members in 2016, including two new Deaf members, as it expanded from 14 to 17 people. Our new Board members bring us additional direct experience with issues affecting our client populations, and additional skills related to overseeing nonprofit organizations.

In May 2017, HSDC will turn 80—yes, 80—years old. As we continue to grow and provide more services to more people, and as we work to enhance the sustainability of HSDC, we will celebrate by thanking everyone that makes HSDC possible—our faithful donors, our committed staff, and our deserving clients. We continue to envision an inclusive, accessible world where everyone is understood and respected, and we fervently hope that you will continue supporting our vision.

Warren Weissman,  
Board Chair

Lindsay Klarman,  
Executive Director



# THE YEAR AT GLANCE:

## New Mission & Vision:

HSDC fosters inclusive, accessible communities through communication, advocacy, and education.

HSDC envisions an inclusive, accessible world, where everyone is understood and respected.

### FREE OR REDUCED-COST CARE:

 \$1,186,844

TOTAL # SERVED:  
Over 7,300 individuals 

HEARING AIDS DONATED:  
 62 aids to 37 people 

SERVED BY AUDIOLOGY:  
1,190 individuals

DONATED SPEECH SCREENINGS:  
98 

EDUCATION CLIENTS SERVED:  
101 families & kids

PARENT-INFANT PROGRAM (PIP)  
 HOME VISITS:  
934 home visits  
48 family nights

PRESCHOOLS:  
437 classes 

SCHOLARSHIPS RECEIVED:  
8

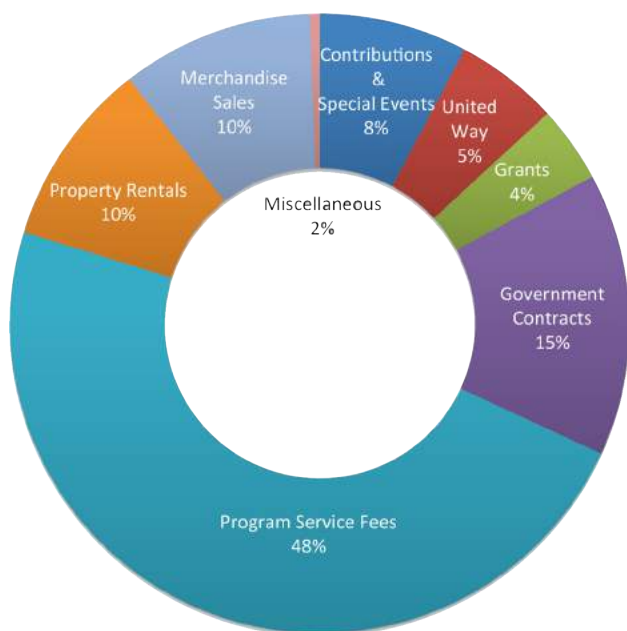
INTERPRETING SERVICES:  
 14,827 Clients  
36 hours donated

DEAF SERVICES:  
3,595 Clients

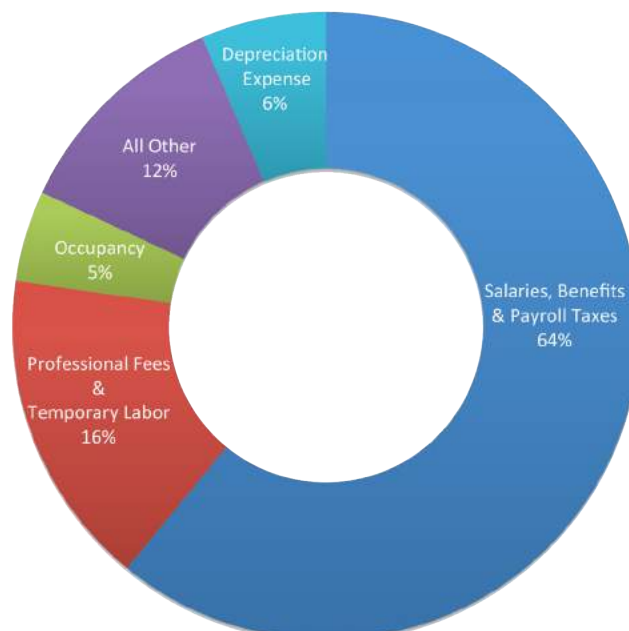
VOLUNTEERS:  
 2,657 Hours equaling  
\$57,232

## AGENCY BUDGET 2016:

FY16 Revenue



FY16 Expenses



## ONE FAMILY'S JOURNEY

Since 2012, Hearing, Speech & Deaf Center has served as our family's North Star as we navigate the world with a deaf daughter. As hearing parents with a hearing son, we were in disbelief to learn that our daughter Beatrice was born deaf. This new reality shook our world and left us fearful and uncertain about the path ahead. We were quickly swept up in referrals to early intervention programs, audiology visits, and consultations with otolaryngologists and countless other specialists. We didn't know much in these early days but we did realize that, with no access to sound, Beatrice needed an alternate language and communication strategy. Enter American Sign Language (ASL) and HSDC. We still remember our first conversation with HSDC's Director of Education after she offered to come to our home to explain the Parent-Infant Program (PIP). She was warm, friendly, and understood how overwhelmed we were.

We began our home visits with PIP Specialist Karen Philo when Beatrice was five months old. We attended our first family night around this

same time. Karen introduced our family to Deaf culture and to ASL. She was the first Deaf role model Beatrice had as a baby. She listened to and comforted us as we struggled through the process of whether or not to pursue cochlear implants for Beatrice. She visited Beatrice's daycare to introduce her teachers to Deaf culture, ASL, and best practices for a deaf-friendly classroom. Our hearing son, Finn, was nurtured and supported during Family Nights and at home visits so that he felt included. As we got closer to Beatrice's third birthday, the next challenge was figuring out what to do for preschool and gearing up for our first Individualized Education Plan (IEP). With a dearth of ASL/English bilingual preschool programs in Seattle, we were unsure of what to do next. Karen accompanied us on visits to several schools, both in Seattle and in Edmonds. She helped us to ask the right questions so that we could make an informed decision. Fortunately, just after Beatrice turned three, HSDC partnered with Seattle Public Schools to reopen Rosen Family Preschool. Beatrice joined the inaugural class at HSDC last year and for the first time was in a classroom where she was not the only deaf child. She now had deaf peers to interact with and Deaf teachers as role models.

Last summer, our family made the difficult decision to move from Seattle to Edmonds. It was tough to leave Rosen Preschool and our HSDC family, but we have not gone far. It is now our turn to give back to HSDC gratitude for all of the support we've received over the past five years. The unwavering support of the staff and volunteers at HSDC has been vital to the health and growth of our family. Most importantly, a journey that started out shrouded in fear and uncertainty is now rooted in pride and a sense of belonging. Thank you, HSDC, for being our North Star!



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With every gift you make to HSDC you ensure that HSDC fosters inclusive, accessible communities through communication, advocacy, and education. Thank you!