Letter from the Executive Director & Board President:

Over the past year, HSDC has worked hard every day to ensure that no matter what is happening in the world, we continue to foster inclusive, accessible communities through communication, advocacy, and education. We feel strongly that our work will provide individuals with the tools they want and need to fight the very important battles all of us face on a daily basis.

Last year the board and staff completed a strategic plan to help guide HSDC in providing those tools to our community and over the past year we have been working together to ensure those five major strategic goals give the HSDC Community access to communication. Below are a few of our accomplishments over the past year in pursuit of those goals.

1. **Integrate our service array, and be leaders in each service area.**
   We are exploring an outreach model that will allow us to serve more children with speech challenges in King County. This will allow us to better utilize the experts in our Speech and Education departments and ensure that local children with speech disorders are properly served.

2. **Ensure those we serve feel they are reflected in our organization, particularly the Deaf, with whom we have the most work to do.**
   Since the strategic plan was completed, we have added three new board members who are deaf or hard of hearing. In addition, our new Director of Education is Deaf, connecting our educational services with the Deaf and hard of hearing community.

3. **Increase the awareness, identity, and visibility of our brand.**
   In May, we launched a brand new website with the help of a team of volunteers from Microsoft. The new site is more accessible for people with disabilities and will allow us to strengthen HSDC’s brand in the community.

4. **Strengthen our ability to invest in staff and technology.**
   The Microsoft team also helped us create a client satisfaction survey that will allow us to better understand the needs of our clients, and how we can better serve them through improved use of technology.

5. **Strengthen our financial model to increase our ability to invest in growth.**
   In March, our SignOn Interpreting Services merged with the ASL Interpreter Network (ASLIN). The combined entity, now known as HSDC Interpreting Services, is the largest provider of sign language interpreting in the Puget Sound area, providing more financial support for our free and reduced-cost programs.

2017 also marked 80 years of service for HSDC. We began in 1937 as the Seattle Chapter for the Hard of Hearing, a partnership between the Seattle Lip Reading Club and the Seattle Child Hearing League. Over the past 80 years, HSDC has gone through innumerable changes and exponential growth, but we continue to prioritize the needs of the communities we serve.

HSDC is often the last stop for an individual to get the tools they need to be successful in their everyday life. With your help over this past year we were able to get even closer to our vision of an inclusive, accessible world where everyone is understood and respected.

Warren Weismann
Board President

Lindsay Klarman
Executive Director
FY2017 AGENCY BUDGET

**Revenue**
- 56% Program Service Fees
- 14% Government Contracts
- 11% Merchandise Sales
- 6% Contributions & Special Events
- 3% United Way
- 3% Grants*
- 7% Property Rentals

*Does not include a $995,390 grant award for which $157,273 was received in Fiscal Year 2017 and will be expensed in Fiscal Year 2018.

**Expenses**
- 52% Program Services Personnel
- 20% Professional Fees & Temporary Labor
- 4% Development Personnel
- 5% Management & General Personnel
- 4% Occupancy
- 10% Other (Supplies, Travel, Etc)
- 5% Depreciation
FY2017 FREE & REDUCED-COST SERVICES

ESTIMATED SUPPORT BY PROGRAM
- 13% Deaf Services: Bellingham
- 23% Parent-Infant Program (PIP)
- 22% Deaf Services: Seattle
- 15% Rosen Family Preschool
- 9% Ned Behnke Speech-Language Preschool
- 12% Deaf Services: Tacoma

ESTIMATED SOURCES OF SUPPORT
- 38% Government Contracts
- 27% Program Service Fees
- 11% Contributions
- 8% Grants
- 9% United Way
- 7% Special Events
FREE & REDUCED-COST SERVICES: $1,322,884

TOTAL CLIENTS SERVED: 6,242

REDUCED-COST HEARING AIDS PROVIDED: 48

NUMBER OF PEOPLE RECEIVING REDUCED-COST HEARING AIDS: 28

AUDIOLGY CLIENTS SERVED: 1,120

SPEECH SCREENINGS: 87

EDUCATION CLIENTS SERVED: 220

PARENT-INFANT PROGRAM (PIP) HOME VISITS: 718

SCHOLARSHIPS PROVIDED: 11

PRESCHOOL CLASSES: 437

SCHOLARSHIPS VALUE: $26,579

INTERPRETING SERVICES CLIENTS: 1,067

HOURS OF INTERPRETING PROVIDED: 19,441

DEAF & HARD OF HEARING SERVICES CLIENTS: 3,369

VOLUNTEER HOURS: 2,065
IN MEMORIAM: JANE WILLIAMS

Jane Williams, who was affectionately known as Janie, is one of the most admired figures in the history of Hearing, Speech & Deaf Center. She first worked with HSDC in the 1990s to help lead a successful capital campaign, bringing with her thirty years of experience in the nonprofit and fundraising worlds. HSDC board member Laurie Rosen-Ritt, who co-chaired the campaign, remembers that “Janie was one of the busiest people in the world, yet she always answered when anyone in the community came calling. She made things better wherever she went, and HSDC was lucky to be one of those places.”

Janie eventually joined HSDC’s Board of Directors herself, believing that when a volunteer matches their passion with the mission of an organization, “magic things can happen”. As an individual who was hard of hearing, as well as a longtime client, Janie knew the importance of the agency’s work in the community. Her enthusiasm was infectious. HSDC staff who worked with Janie throughout the years remember her as charming, friendly, and vibrant.

A lifelong philanthropist, Janie touched many lives before her passing in 2017, including her surviving husband, two children, and four grandchildren. We are grateful to have been a recipient of her generosity, and her influence on HSDC will be felt for many years to come. Says Executive Director Lindsay Klarman: “Janie was a champion who helped make sure all children had equal access to education, seniors got equal access to sound, and the community as a whole worked together for the greater good. I will miss her smile and warmth—her legacy lives on in the individuals and families we are able to help every day.”
GREATER THAN $50,000
United Way of King County

$50,000 - $15,001
Community Foundation for Southwest Washington
Mike & Susan Redmond
Rosenfield Family Charitable Foundation Trust
Laurie Rosen-Ritt & Steve Ritt

$15,000 - $10,001
Robert Donovan
Elizabeth & Richard Hedreen
Safeco Insurance Foundation
The Anderson Foundation
United Way of Snohomish County
$10,000 - $5,001

Andeavor
Jan & Kenneth Block
Costco Wholesale
DV & Ida J. McEachern Charitable Trust
Greater Tacoma Community Foundation
Microsoft Matching Gifts Program
Nordstrom, Inc.
Donald & Jo Anne Rosen
Leslie & Alan Rosen
Stocker Foundation
The Seattle Foundation
United Way of Pierce County
$5,000 - $2,501

Pam Anderson & Ed Odom

CenturyLink

Forest Foundation

Howard Klarman

Living Care Lifestyles

Norman Archibald Charitable Foundation

The Glaser Foundation

Umpqua Bank

Whatcom Community Foundation
$2,500 - $1,001

Aegis on Madison
Danielle Allsop & Larry Angel
Boeing Employee’s Credit Union
Community Food Co-op
The Gramer Family
Kelly Foundation of Washington
Colleen & Josh Labelle
Roger & Diane Mauldin
Russell Jones Real Estate
Schultz Family Foundation
Washington State Combined Fund Drive
Warren Weissman
$1,000 - $501

Brian C. Baker
Anne Baldwin
Lynn & Howard Behar
Ehrlich Donnan Foundation
Mark and Jean Gabarra
William & Mimi Gates
Echo Greenlee & Benjamin Abrams
Jennifer Guadagno
Bea Jackson
Meeta Jain
Jan-Pro
Hubert Keene
Dr. Adrian KC Lee & Karen La
Hannah Lidman & Daniel Shovitz
Steve & Cathy Malshuk
Molly McCarthy & Max Stevens
Microsoft Corporation
Perkins Coie
Quota International of Tacoma, Inc.
Anna Robinson
Jonathan Rosen
Chris & Molly Sano
Seattle Police Employees Charity Fund
Sorenson Communications
Helen Stusser
Suquamish Clearwater Casino Resort
Donald & Gloria Swisher
Andrew C. Thompson
University of Washington Department of Linguistics
$500 - $251

Patricia L. Barber
Carl & Renee Behnke
Judith Block
Denis R. Bryant
Karen J. Carlson & Michael Collins
Cynthia & Michael Coleman
Richard Fairman
Foley & Mansfield Charitable Foundation
Dr. Edward C. Gomez
Mr. Seth Greene
James & Mary Alice Hanken
Jessica & Todd Jacobs
Myrn-Ellen & Dr. Walter Krengel
Stacey Krynsky
Robert & Barbara Leingang
Lewis & Rasmussen Family Fund
Andrew Meltzoff
M. Gregory & Allison Mollner
Jennifer Myers
Out on a Limb Tree Company
Michelle Coleman-Papineau
Jane Repensek
James Rooney
Barbara Rosen
Sarah Rosen
The Carson Family
Irina Spiridonova
Richard & Diane Sugimura
Betsy & Aya Tsukimura
Gary Volchok
Nancy & Craig Abramson  
Peter D. Ackroyd  
David Alles  
Amazon.com  
Ameriprise Financial Inc  
Barbara Bernstein  
Richard Blacharski  
Belinda Bradley  
Rechele Brooks  
Richard & Marg Brown  
Jay & Suzanne Canson  
Joni & Paul Cervenka  
Shannon & Paul Chapman  
Denise M. Clark  
Sara Clayton  
Pearce Cobarr  
David & Sharon Corina  
Bruce Crawford  
Anne Danahy  
Samuel Davidson  
Dia G. Dissmore  
Jean & Bill Divane  
Art & Doreen Dreeben  
Michael Edmonds  
Lance & Joan Forshay  
Charles Gadzik  
Mrs. Eileen Glasser Wesley  
Lorilee Haggerty  
The Hancher Family  
Premier Northwest Homes, Inc.  
megan Herndon  
Wendy Holman  
John Huddleston  
Mr. & Mrs. Gerald & Sandra Hughes  
Richard Jacobs & Julia Petersen  
Michelle Kaufman  
Eloise Matheny Kinne  
Lindsay & Joe Klarman  
Dr. Brian LaMacchia  
Don Lawrence & Cara Tyler  
Emily & Bryan Leary  
Thomas & Jean Lee  
Byung Kun Lee  
Thomas Lennon  
Patty Liang  
The Lomaka Family  
Renee & Michael Look  
Jennifer & Jay Luce  
Keith MacKenzie  
Dao Mai  
Chanda Mak  
Levecke Mas  
Evy McElmeel  
Nathan Merrells & Dave Lenox  
Jody Mizrahi  
Evy McElmeel  
Nathan Merrells & Dave Lenox  
Jody Mizrahi  
Sarah Morris  
Theresa Naujack  
Jenny & Jeremy Nelson  
Lois H. North  
Overlake Park Presbyterian Women's Association  
Hanna Richheimer  
R. G. Rodgers  
Stephanie Rosenthal  
Robert L. Roth & John Berg  
Beau Sadick & Stephanie Bruell  
Shari and Jonathan Schwartz  
Ross R. Sharp  
Patricia Sheffels  
John Smith  
Starbucks Coffee Company  
Trent Steffen & David Weeks  
Katie Sullivan  
Sarah Swenson  
Mrs. Xantha Toms  
Leslie Traulsen  
Karen Utter  
James Wright  
Erik Zaugg
$100 - $51

Ashley Arrington & John Edwar
Isabelle Banville & Johnny Le Benjamin Barrett
David Born
Karen Bosley & Marilyn Smith Mike Brewer
Jared Brown
Katherine Butts-Bernunzio Amanda Catala
Anna Cavender Craig & Matt Chapman
Debra Chaput
Katie & Sean Coleman
Donna Dughi
Patrick Dwyer
Christine Gardiner
James R. Gibbons
Courtney & James Goodheart
Barry Goren
Ward Groves Rachael Grubaugh
Sanh C. Ha Nancy & Wayne Hanby
Michael Harms Colette Hull
Marnie Jordan
Susan Krzyzanowski
Lake Washington School District
Ms. Jenny Lay-Flurrie
Abe Lillard
The McHenry-Dirks Family
Natalie & Paul McNabb
Mac McNabb
Cherylyn & Russ McRae
John Milne
Anthony Neupert
Karina Newell
Mary Nicholas
Maryann & Don Obara
Karen R. Philo-House & James House
Mike Ramey
Crystal Renner & Mahon Kelly
Carrie Renner
Mary Rush
Patricia A. Scott
Eleanor Martinez Smith
Susan Tapert
Jon E. Tipper
United Way of Greater Philadelphia and Southern New Jersey
Jeff Webb
David G. Webster
Valerie Wilkerson
Tiffany Williams
Anne Winskie
Alysha Yagoda
Louis Yardumian