



THE HEARING AND SPEECH AGENCY

Improving Lives Through Communication

2008

ANNUAL REPORT



*A Special Bond with our
Students, Patients and Consumers*



THE HEARING AND SPEECH AGENCY

Improving Lives Through Communication

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A MESSAGE FROM THE BOARD CHAIRMAN AND EXECUTIVE DIRECTOR

Dear Friends,

We are proud to report that The Hearing and Speech Agency (HASA) successfully completed its 82nd year of changing lives forever. In 2008, HASA's talented staff helped more than 4,000 children and adults overcome challenges—small and large—that stood in the way of the vital human connection achieved through communication.

Our 2008 annual report celebrates the special bond between HASA staff and the children, adults and seniors with whom we work. In the report, you will read about the impact our teachers, interpreters and clinicians had on individual lives this year and about how and why they are committed to the people they serve.

On behalf of the Board of Directors and our dedicated staff, we thank our donors, our volunteers and all members of the HASA family. Your efforts and your generosity make you active participants in the rewarding work of meaningful change that happens each day at HASA.

Sincerely,

Susan H. Glasgow
Executive Director

Peter Bosworth
President of the Board

THE HEARING AND SPEECH AGENCY

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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.



CHRISTIAN DUFFIN

Christian Duffin's newborn hearing screening detected a severe hearing loss in her right ear and moderate loss in her left. Doctors' recommendations for Christian included enrollment in The Hearing and Speech Agency's Early Intervention Program, which helps babies and toddlers who have hearing loss develop the cognitive, emotional and social skills that are based on hearing and language development.

By her first birthday, Christian had a cochlear implant in her right ear and a hearing aid in her left. Her weekly sessions with Becky O'Mara, Director of HASA's Early Intervention Program, and regular meetings with other HASA children and their families became critical to Christian's language development. Her family's relationship with HASA as a reliable source of information and care became equally important.

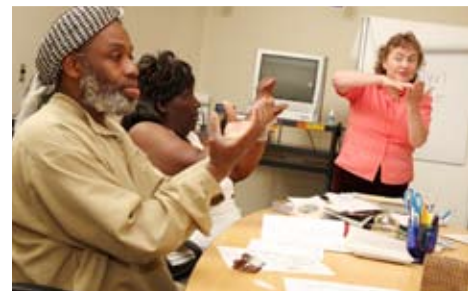
At age 5, Christian graduated from HASA's Auditory/Oral Program and was ready to be mainstreamed into the first grade at Gwynns Falls Elementary. But her family wanted her to continue at HASA's Gateway School for the next three years. By 2008, Christian was ready to be mainstreamed into the first grade at Gwynns Falls Elementary. Today, she is thriving there. "The one-on-one attention Christian received from HASA staff had a huge impact on her early development," says Christian's father Eddie. "Her new teachers say they can't imagine a school better than Gateway. Christian is at the top of her class and loving school.



PATRICK BIERS

Patrick Biers, age 8, came to Baltimore from Ohio with his parents in the summer of 2008 to undergo two weeks of treatment at a Baltimore medical center for a rare intestinal condition. As they traveled to Maryland, the family was concerned about Patrick's health, but they also wondered who would help him communicate and understand what was happening during his long hospital stay—Patrick is deaf. Fortunately, the family's concerns about communication for Patrick were allayed as soon as they arrived. Arrangements had been made for a team of five interpreters from The Hearing and Speech Agency to be available to Patrick and his family around the clock during their stay in Baltimore.

Six months after returning to Ohio, Patrick's parents still talk about the impact that HASA interpreters had on his successful treatment experience. "The interpreters were professional, as well as warm and caring, says Patrick's mother. "During two, long and difficult weeks for our family, the HASA interpreters did a great job being Patrick's voice and making sure he understood what was expected of him."





ROSE MITCHELL

Physical therapists and doctors had all but given up on 87-year-old Rose Mitchell, who barely responded to rehabilitation efforts after her stroke. Doctors and clinical staff at the hospital in Germantown, Maryland believed that brain damage was the reason. Mrs. Mitchell's daughter, Sandy, thought differently. She suspected that her mother was not responding to physical therapy because she could not hear and believed hearing aids would make a difference in her mother's recovery.

Sandy made the decision to have her mother transported by ambulance to The Hearing and Speech Agency for a non-invasive Auditory Brainstem Response test. The test concluded that Mrs. Mitchell had a bilateral, moderate to severe hearing loss. Mrs. Mitchell qualified for financial assistance and HASA was able to offer services and hearing aids to her at an affordable cost.

Sandy reported to HASA staff that her mother is responding well to therapy and consistently improving. "I feel like you helped me bring my mom back," she says. "It's not the beginning of the end. It's a new phase of life for her."

AMY BOPP

Amy Bopp's life has revolved around her deafness, starting at age 4, when German Measles caused partial hearing loss that led to a complete loss several years later. She discovered American Sign Language (ASL) in college and for the last 20 years has taught ASL at The Hearing and Speech Agency, where she coordinates The Sign Language Program for children and adults.

Amy is known for her love of technology and her willingness to "test drive" and train HASA staff and clients in new technology such as mobile communication devices, Web-captioned telephones, TTY phone services, and video relay. She signs, "Throughout my life as a deaf person, advances in communication have improved our culture, particularly in conjunction with American Sign Language. It is so easy to connect just by moving our hands."

Amy recently was appointed to the Governor's Advisory Council for the Deaf and Hard of Hearing and has served as president of the Hearing Loss Association of Greater Baltimore. This year, she also received the first Outstanding Leadership Award given by The Maryland Relay and Hamilton Relay Services.



HIGHLIGHTS



JOHN SLOAN

John Sloan is the Director of HASA's Center for Fluency Enhancement, which serves children and adults whose stuttering interrupts the easy flow of communication—and often interrupts their lives as well. John, a speech-language pathologist with 30 years of experience, believes strongly in the Center's philosophy. "We empower clients and their families," he explains, "so that they have the skills to overcome the challenges associated with stuttering."

John has seen this approach change lives forever. "We provide early intervention for young children, we work with teens, often bringing them together with other teens who stutter so that they can overcome isolation and build confidence. We work with adults from all walks of life. It's amazing the impact this work can have on individual lives. It's very rewarding to see."

This year, John Sloan was the recipient of the William G. Hardy Award, an annual award given by the Maryland Speech-Language-Hearing Association, for clinical achievements in the profession of speech-language pathology or audiology.



JAMES HOLLEY

Every day for 24 years, James Holley ("Mr. James") has served as an Instructional Assistant at the Gateway School, working with teachers and students to support Gateway's learning environment. "James is a very inspiring person," says Susan Glasgow, Executive Director. "He is generous and very encouraging to the students. Every student who passes through Gateway learns something positive from James."

James has taught Gateway children how to tie their shoes, how to ride a bike, he's worked with them on their handwriting and helped give them the confidence they need to be successful in social situations.

This year, James Holley won the "Inspiring Dreams, Changing Lives" Award from the Maryland Association of Nonpublic Special Education Facilities (MANSEF). The award is presented annually to an individual associated with a MANSEF member school, who has demonstrated inspirational commitment to changing children's lives for the better.

- HASA provided more than 4,100 infants, children and adults with speech-language therapy, audiology, auditory/oral education, special education, sign language or oral interpreting services.
- HASA provided pediatric audiology services to more than 900 children.
- HASA's adult audiology program assisted 173 low-income seniors.
- HASA's Ben and Zelda Cohen Gateway School provided individualized instruction and therapy to 54 children with special needs.
- HASA initiated a public/private partnership with Baltimore City Public Schools to enroll preschool children in our Auditory/Oral Program, helping 7 children with hearing loss learn to communicate.
- The Miriam Zadek Centralized Interpreter Referral Service (CIRS) provided more than 59,868 hours of interpreting to deaf and hearing consumers.
- CIRS became an approved RID (Registry of Interpreters for the Deaf) Certification Maintenance Program sponsor.
- CIRS initiated Story Telling Night, a program for the American Sign Language community that gives them a creative way to come together for connection and ASL practice.

WE GRATEFULLY ACKNOWLEDGE ALL THOSE WHO, THROUGH THEIR GENEROUS GIFTS, HELP ADVANCE THE EFFORTS OF THE HEARING AND SPEECH AGENCY. LISTED BELOW ARE DONORS WHO MADE CONTRIBUTIONS BETWEEN JULY 1, 2007 AND JUNE 30, 2008.

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

STATISTICAL AND FINANCIAL SYNOPSIS

The Hearing and Speech Agency (HASA) is dedicated to improving the lives of children and adults by meeting their communication needs. HASA is a service provider, information center and advocate for people with deafness, hearing loss, speech/language disabilities and other communication differences. HASA has provided quality care for individuals, their families and the community since 1926.

SERVICE STATISTICS

Centralized Interpreter Referral Service	2006	2007	2008
Deaf Individuals Served	2,561	1,880	1,859
Hours of Interpreting Provided	51,937	65,476	59,868
Students of American Sign Language Classes	114	147	163

Residences of clients: Anne Arundel County 9% ; Baltimore City 31% ; Baltimore County 28% ; Carroll County 1% ; Harford County 2% ; Howard County 10% ; Other Counties 6% ; Out of State 1% ; Unknown 12 %

Gateway School	2006	2007	2008
Enrollment	51	52	54
Speech-Language Therapy Sessions	10,723	9,724	8,932
Occupational Therapy Sessions	2,130	3,146	3,652
Physical Therapy Sessions	215	388	616
Counseling Sessions	783	667	957

Residences of students: Baltimore City 88% ; Baltimore County 8% ; Carroll County 2% ; Howard County 2%

The Auditory/Oral Center	2006	2007	2008
Infants & Toddlers	5	5	7
Preschool Enrollment	7	7	7

Residences of clients: Baltimore City 43 % ; Baltimore County 43% , Foreign 14% . Client ages: 0-3 years, 7 ; 3-5 years, 7

Clinical Services	2006	2007	2008
Clients Served	1,944	2,143	2,189
Audiology Evaluations/Fittings	1,925	1,793	1,873
Occupational Therapy Evaluations	21	16	26
Occupational Therapy Sessions	866	424	377
Speech-Language Evaluations	825	891	982
Speech-Language Therapy Sessions	8,784	9,664	9,902

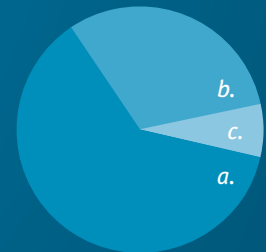
Residences of clients: Anne Arundel County ≤1% ; Baltimore City 68% ; Baltimore County 23% ; Carroll County ≤1% ; Harford County ≤1% ; Howard County 2% ; Other Counties & Unknown 4% . Client ages: 0-3 years, 788; 3-5 years, 417; 6-21 years, 610; 21-59 years, 154; 60+ years, 212; unknown 8

FINANCES

The Hearing and Speech Agency's 2008 fiscal year was July 1, 2007 to June 30, 2008. 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 \$2,207,095 on June 30, 2008.

Total Revenue
\$8,264,600

- a. Government 62%
- b. Program Services 31%
- c. Contributions 7%



Total Expenses
\$8,121,500

- a. Program Services 88%
- b. Management and General 9%
- c. Fund Raising 3%

