

A PILLAR IN THE COMMUNITY

ROCHESTER HEARING AND SPEECH CENTER

ANNUAL REPORT 2008



PRESIDENT & BOARD CHAIR MESSAGE



Victor L. Montaglione
Chair



Thomas Gibbons
President

Rochester Hearing and Speech Center (RHSC) is celebrating its 87th year! A trusted provider of audiology and speech-language services, we serve nearly 17,000 clients per year from Monroe County and surrounding areas. We do so through three locations—our Elmwood Avenue location at the Al Sigi Center; our relocated Greece location on Ridge Road West; and our Webster location on Ridge Road. Our clinicians are highly skilled and educated, and work with our clients to provide them with the best care possible.

There are so many things that made 2008 another truly defining year for RHSC and for our community:

■ We initiated the re-design, construction and installation of two new hearing testing suites for our Elmwood office, as the result of a generous gift from the Louis S. and Molly B. Wolk Foundation. They are much roomier than before and allow for consultation with family members in a comfortable setting. They are state-of-the art in design and clinical use with our clients.

■ We relocated our Greece clinic to better serve our clients' needs. It offers 3,000 square feet of space; a location that is both visible and easily accessible; a comfortable, homey space for clients waiting before appointments; an updated hearing testing suite designed for client comfort and optimum clinical results, as well as a new speech-language classroom and individual/group therapy room.

■ Our Webster location opened in March of 2007 to serve Northeast Monroe County and Northwestern Wayne County, and has seen almost 500 new clients to date, far exceeding its business plan!

■ We continue to expand our Special Education Itinerant Teacher (SEIT) services and TAALK (Teaching Age Appropriate Language to Kids) program for children, ages 5 and under, and families in need.

■ We have introduced a new speech and hearing screening initiative for children called "Now Is the Time," in which we actively seek out child care centers and offer important speech and hearing screenings for children ages 3 and 4.

■ Summer 2008 saw over 200 children receive speech-language services during a six-week program at city day care and HeadStart sites, thus ensuring they did not regress in their speech abilities and that they returned to school "ready to learn" last fall! This was 100% funded through grants from Glover-Crask Charitable Trust, Joan & Harold Feinbloom Supporting Foundation, Rochester's Child, Fred & Floy Willmott Foundation, Ames-Amzalak Memorial Trust, and Wegmans.



■ We have had the good fortune to form many partnerships with local companies, firms and senior living centers. As a result we have provided community presentations to groups advising individuals about better hearing and the services available to help them. We provided almost 700 hearing screenings to individuals through partnerships with Legacy Living Centers, Valley Manor, The Gables at Brighton, Southside Medical Supply, Senator Joe Robach, the Alesi Health Fair, Cloverwood Senior Living, and more!

■ With gifts to the Annual Friends Appeal, we continue to offer the RHSC Financial Assistance Fund, reserving money for clients who cannot afford our services. Last year both the Annual Friends Appeal and our Fall WalkAbout exceeded their goals.

■ Our marketing and advertising programs continued to grow, defining both our brand identity and our niche in the community of being the premier provider of quality-driven hearing and speech services in the Greater Rochester Area. Audiology revenues were up 6% last year.

■ We successfully implemented several major development and fundraising efforts, resulting in over \$250,000 to help in the funding of the new Webster, Greece and Elmwood expansion and renovation projects, as well as for speech programs, and equipment for audiology.

■ The Peter K. Hixson Legacy Society was introduced with 17 charter members and current and future gifts in excess of \$200,000.

■ RHSC was again voted the “Best Hearing Aid Center” in Rochester through the Democrat and Chronicle’s Rochester Choice Awards.



All of these efforts and accomplishments during challenging times proved beyond any doubt that 2008 was an important year for RHSC and that RHSC is a much needed resource within our community—a true “Pillar in our Community”—committed to providing quality audiology and speech-language services for all in need!

We face challenging economic times now. We appreciate your support and your friendship. We know that together we can move forward and that together we can ensure that RHSC remains a “Pillar in Our Community” for many years to come!



Jennifer Lewis, Mary Lewis-Consler, Joe Robach and Greg Litz



Victor L. Montagnone

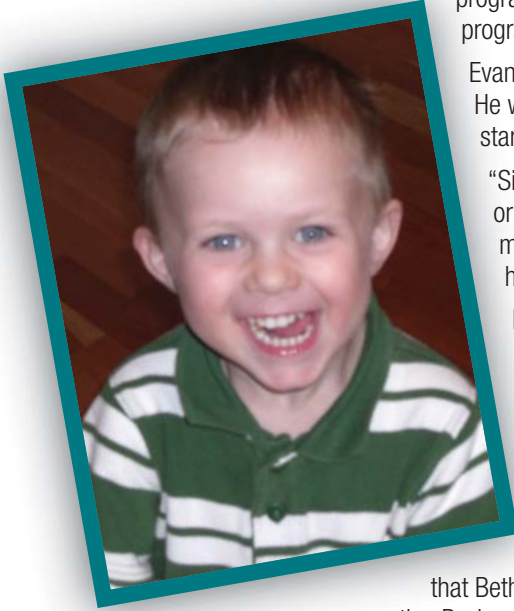
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Thomas Gibbons

Thomas Gibbons
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SPEECH

After Evan Young's parents enrolled him in Early Intervention (EI) services, hearing tests were performed to make sure that everything was working as it should be. After some conflicting test results which indicated he had fluid in his ears, Brianne Young's father, Bill Clark, was referred to RHSC Vice President of Clinical Services, Larry Medwetsky, Ph.D. After speaking with Dr. Medwetsky, Bill was put in touch with speech therapist Beth McClellan to talk about RHSC's EI program, as well as a group therapy program for 2 year-olds called TAALK (Teaching Age Appropriate Language to Kids). The program sounded like the answer for Evan, and Brianne enrolled Evan in the program.



Evan Young

Evan's receptive skills were excellent; he was just lacking the motivation to talk. He was using about four signs consistently, and used only 4-5 words when he started in the RHSC programs.

"Since being with Beth, there has never been another question about whether or not Evan has a hearing problem or fluid in his ears," says Brianne. "He has made so much progress in such a short amount of time that we realized his hearing was never the issue."

Evan's parents feel that working with Beth and the TAALK program has truly been a blessing for their family. "Beth is a phenomenal speech therapist and has taught my husband and me how to really work with Evan, and elicit the speech and sounds that we want, to help him learn new words and become more intelligible," says Brianne. "We love that Beth and the TAALK therapists are in constant communication and that they are all on the same page working with Evan and with us."

Brianne says that Evan took to Beth right away, due to her easy-going nature with him along with her underlying push to work harder while having fun. She indicates that Beth's presence and guidance has made all the difference with Evan over the past six months. During their first session, Beth was able to encourage him to talk while using his signs at the same time, which was something the Youngs had been working on for weeks before that. "Her positive reinforcement during sessions has really made a difference," says Brianne. "Evan thrives on this."

Since December 2008, Evan's vocabulary has grown by leaps and bounds. He has over 100 words that he uses consistently, and he is able to use at least 2-3 word sentences, sometimes even telling a "story". He began to understand that talking and communicating was much easier than pointing and grunting and involving those around him in a guessing game.

"If someone asked me about RHSC and how it has been for Evan, I would strongly encourage them to seek out Beth and get into this program," says Brianne. "We can't say enough about the program and how much it has helped us and Evan. I am so grateful that there was an opening and that we were able to start so quickly. My husband and I will be forever grateful to Beth and the TAALK therapists for all they have done and continue to do for Evan."

AUDIOLOGY

Bob Martin spent much of his life in the broadcasting field, mostly in the Finger Lakes region; first as an announcer and disc jockey during the 60s, then as a newscaster, and eventually as a radio station owner for many years in Geneva, NY. Although he says there is no certainty as to what contributed to his eventual hearing loss, he always felt that all the years of wearing headphones and listening to loud music had an effect on his hearing.

"I realized that I could not function like I always had in my normal everyday life," says Bob. "I couldn't hear people when they were in another room, or if they were not directly facing me."

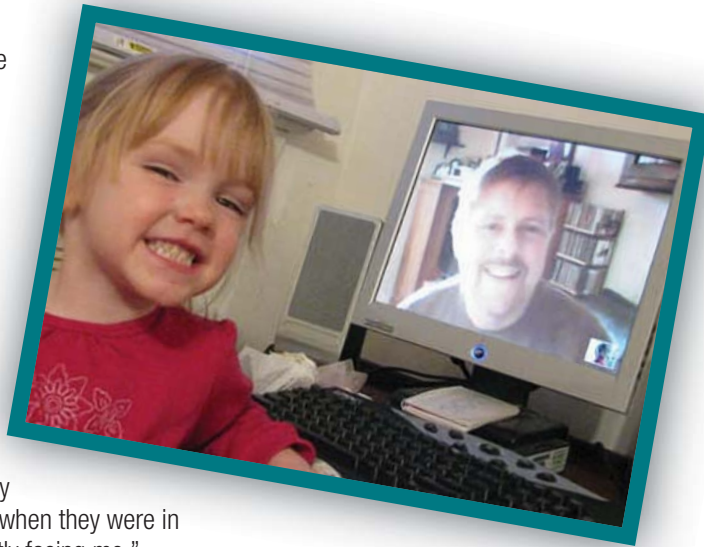
Bob's hearing issues became annoying to his friends and family, and especially to him.

After getting hearing evaluations at RHSC several times over the past six years, Bob decided he had to do something. He went back to RHSC audiologist Jennifer Popovich, and told her he was finally ready to take the plunge.

Now a hearing aid wearer for almost a year, Bob has noticed an immense change. He indicates an immediate improvement in being able to hear people when they speak, and hears other sounds he had been missing out on.

"I have several antique clocks in my home," says Bob, "and all of a sudden, I could hear them ticking again! I hadn't even realized I wasn't hearing them."

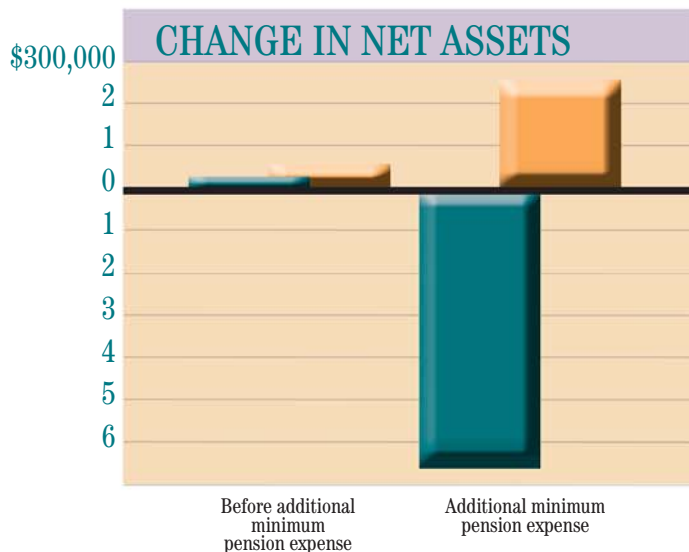
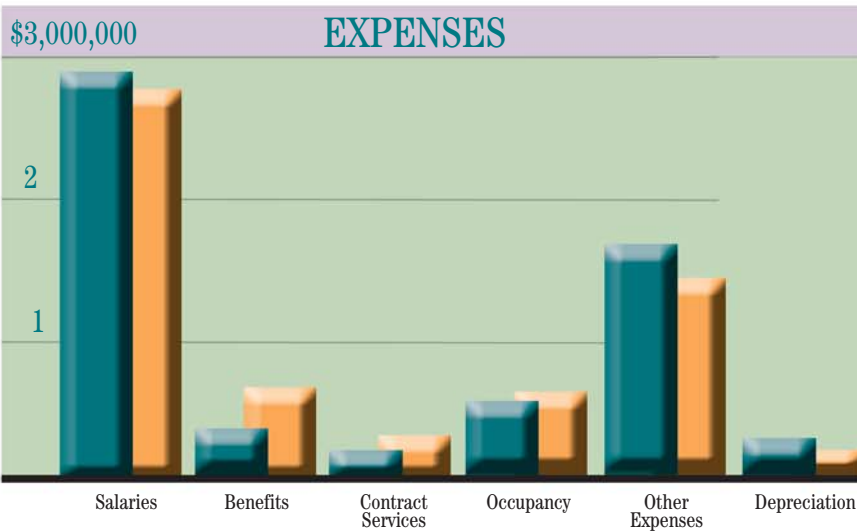
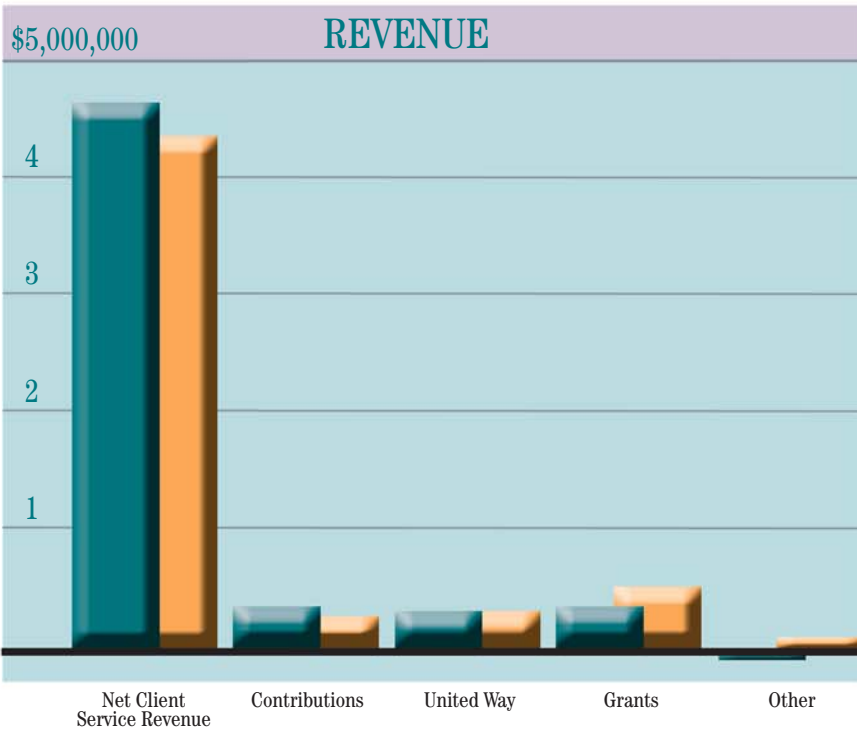
"Life is much better for me now," says Bob. "Jennifer was terrific to work with from the beginning. I have already recommended RHSC to a friend!"



Bob Martin's granddaughter, Riley Mahoney, talks to him over the web from her home in Long Island. Before Bob got hearing aids, this was near impossible to do.



FINANCIALS



Audited Financials
for Year
Ended December 31,

2008

2007

REVENUE

Net Client Service Revenue	4,715,028	4,605,040
Contributions	352,631	250,184
United Way	350,575	350,575
Grants	352,336	448,848
Other	(6,657)	65,800

TOTAL REVENUE **\$5,763,913** **\$5,720,447**

EXPENSES

Professional and Support Salaries	2,951,163	2,831,626
Employee Benefits	394,008	606,468
Contract Services	181,704	238,693
Occupancy	320,300	334,949
Other Expenses	1,659,899	1,498,126
Depreciation	232,769	163,757

Total **\$5,739,843** **\$5,673,619**

CHANGE IN NET ASSETS

Before additional minimum pension expense	24,070	46,828
Additional minimum pension expense	(661,801)	259,768

Total Change **(\$637,731)** **\$306,596**

THANK YOU

Rochester Hearing
and Speech Center



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Al Sigi Center Sports Committee
Daisy Marquis Jones Foundation
Estate of Rita C. Duffy
Glover-Crask Charitable Trust
Joan and Harold Feinbloom
Supporting Foundation
Rochester's Child
Louis S. and Molly B. Wolk Foundation

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