



**ROCHESTER**  
Hearing  
& Speech  
Center



*2007 Annual Report*

*Communication  
for life*

## President & Board Chair Message



**Victor Montaglione**  
*Chair*



**Gregory Litz**  
*Interim President*

2007 was a defining year in Rochester Hearing and Speech Center's 86 year history of providing quality hearing and speech services in the greater Rochester community. To "define" means "to set forth the meaning" and "to clarify in character" or "the action of making definite and clear."

In that context, 2007 was a year of many significant and notable accomplishments and events of a defining nature in relation to the achievement of certain essential goals and objectives that had been set. Our over-arching Mission is "To preserve the uniquely human right to enjoy 'Communication For Life' by helping children and adults achieve dreams through innovative, caring speech and hearing services."

With the long illness and subsequent passing of Dr. Peter K. Hixson, our long-time visionary President in December 2007, RHSC had to meet the challenges inherent in this major, sad event to further define its character, spirit and resiliency. We are especially thankful for the dedication and commitment the Staff and Board of Directors displayed during a very difficult year.

In spite of these difficulties, the following major actions are solid definitions of our commitment to not only maintain but to grow quality-driven hearing and speech services for which we are known:

- Provided hearing and speech service to 17,000 clients in the Greater Rochester community.
- Continued to increase our Financial Assistance Program (FAP) reserve funds for clients who cannot afford to pay for our services.
- Developed and implemented a Summer Speech Program in partnership with HeadStart and other day cares in the inner city which was fully funded by grants and donations.
- Continued to expand our Special Education Itinerant Teacher services and TAALK (Teaching Age Appropriate Language to Kids) programs.
- Opened a new office in Webster to serve the Northeast Monroe County area as well as the Northwestern Wayne County area.
- Initiated the planning for the relocation and completed initial construction of the new Greece office with a completion date of February 2008.
- Initiated the re-design, construction and installation of 2 new hearing testing suites for the Elmwood Office.
- Significantly expanded our marketing and advertising programs to define 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.
- Re-designed our RHSC website which has become an important extension of our on-going communications efforts.
- Expanded and successfully implemented several major development and fundraising efforts resulting in almost \$250,000 to help in the funding of the Webster, Greece and Elmwood expansion and renovation projects as well as other programs.
- Voted the 2007 Democrat & Chronicle Best Hearing Aid Center category winner.

Such efforts and accomplishments during challenging times proved beyond any doubt that 2007 was truly a defining year for RHSC in continuing to implement clearly and definitively the quality services we are committed to providing to our community.



Victor Montaglione  
*Board Chair*



Gregory Litz  
*Interim President*

## Communication for life

## Speech



*RHSC speech-language pathologist  
Valorie Stotz and Maddie Burke*

Madison (a.k.a Maddie) Burke was diagnosed in August 2007 with severe apraxia. After doing many hours of research on the Internet, her mother Cindy says she realized the most important thing her daughter needed was a speech-language pathologist (SLP) who had experience with this particular disorder.

### **Enter Rochester Hearing and Speech Center.**

The Burkes live in Genesee County and were not able to find the level of services they thought Maddie required, so Cindy contacted the American Speech and Hearing Association (ASHA) for a referral in the Rochester area. RHSC was the only agency in the area with expertise in the **PROMPT** technique, (**P**rompts for **R**estructuring **O**ral **M**otor **P**honetic **T**argets).

Cindy was referred to RHSC speech-language pathologist Valorie Stotz, and Maddie currently receives speech-language therapy in her home.

The Burkes' gratitude has been extended many times to both Valorie and RHSC. "I know there is not a better SLP out there for Maddie," writes Cindy in an e-mail to Valorie. "It is very nice to be able to sit back and know that Maddie is in the best hands possible. To think how far Maddie has come in a very short period of time—I am forever grateful to you."

"They are a delightful family and a joy to work with," says Valorie. "Maddie has made significant gains in a short period of time."

"I could not be more pleased," says Cindy. "Valorie is incredible and my daughter's life is forever changed because of Rochester Hearing and Speech Center."

## Audiology



*Ray Justice and his grandchildren*

Local businessman Raymond Justice worked around loud equipment in his younger years, which may have been a contributing factor that eventually led to his hearing loss. He says most of his awareness of his problem began when he was out at business or social gatherings with plenty of background noise to distract him.

"Everyone struggles but I missed most of the conversation," says Ray. "The background noise was louder than the person speaking."

As time went on, Ray had to announce to groups before presentations that he was hard of hearing, in order for them to be aware that they would have to speak louder when asking questions.

"I avoided hearing aids for as long as I could because I was uncomfortable with the idea that I even needed them," says Ray. "Whether it is [denial of] aging, male-style macho or vanity, I told myself I did not need any help."

However as time passed, Ray became aware of the advances in hearing aid technology after receiving a promotional mailing from Rochester Hearing and Speech Center. He also had a friend who had been to RHSC who highly recommended the agency because of the friendly people and welcoming environment.

After hearing this news, Ray made an appointment as soon as he could.

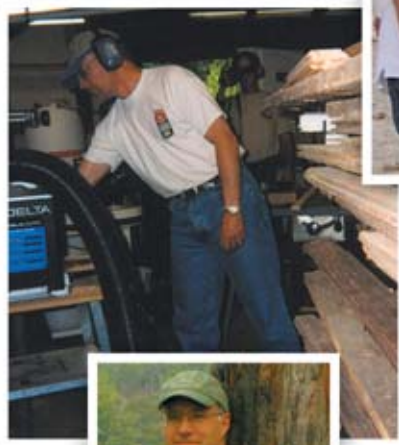
"I will always remember walking outside to test the new hearing aids and thinking that a flock of birds had just arrived, as they were not there 15 minutes earlier when I walked in," says Ray.

Within a couple of days after receiving his new hearing aids, Ray brought his 92 year-old mother in to RHSC for her first-ever hearing device.

"RHSC has equipment that works, along with very friendly, knowledgeable and patient staff," he says. "My experience with RHSC has made everything worthwhile."



**Peter K. Hixson**  
1947-2007



## A Leader Remembered

On December 2, 2007, Rochester Hearing and Speech Center President Peter K. Hixson, Ph.D., passed away at age 60 after a courageous battle with cancer. He had been president of RHSC for over 17 years.

“He was passionate about RHSC and its mission of bringing communication to life,” said AI Sigl Center President Daniel Meyers. “His commitment overflowed to his leadership work on behalf of the AI Sigl Center partners and the entire service community.”

He was a man of great intellect and varied interests, and his vision for the agency became a reality as agency staff, under his leadership, developed unique and innovative programs that took hold and grew.

Interim President Greg Litz remembers Hixson as a man of many talents, always willing to share his trust and experience to further advance the efforts of the agency.

“Upon assuming his new leadership role [as President], Peter quickly demonstrated his capabilities to deal with the variety of challenges and opportunities facing the agency,” said Litz. “It was a significant milestone in RHSC’s evolution on its journey to be the premier hearing and speech center in Rochester that it is today.”

“He was the kind of colleague you hope for: always there, always with fresh insight, always with the warm hand of friendship,” said Meyers.

Hixson’s strategic vision, toward which he worked tirelessly, was for RHSC to set national standards of practice for customers, staff, volunteers, and for the services the agency offers. It was he who created and gave life to the agency’s mission with the words “Communication for Life,” which made a commitment to help children and adults with communication difficulties achieve their dreams through innovative speech and hearing services.

“We measure a person on the basis of his good works, good deeds and good words. On these scales, Peter Hixson was a truly good man,” said James DeCaro, immediate past chair of RHSC’s Board of Directors.

## Peter K. Hixson Legacy Society Introduced

To recognize Peter’s fine leadership and many years of service to our community, RHSC has created the Peter K. Hixson Legacy Society. The new Legacy Society will ensure support of future generations of clients, both young and old, offering the highest quality audiology and speech language services regardless of a client’s ability to pay.

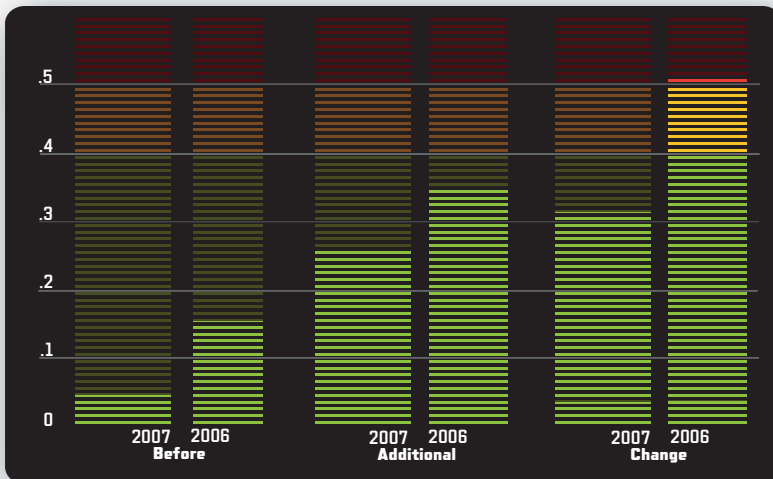
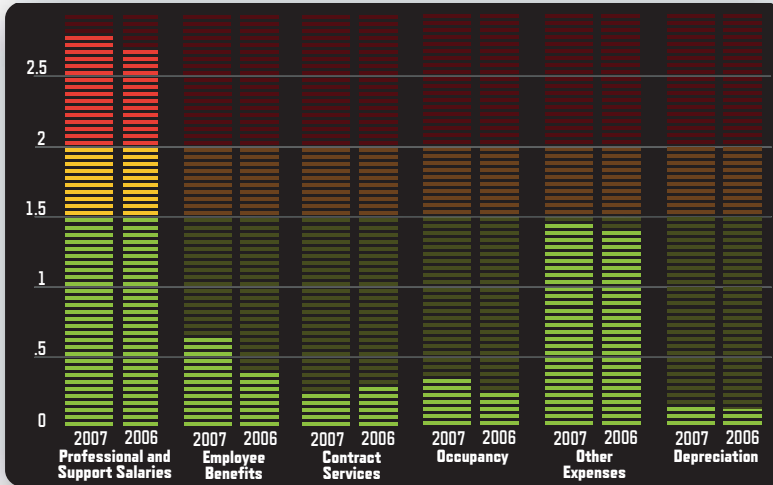
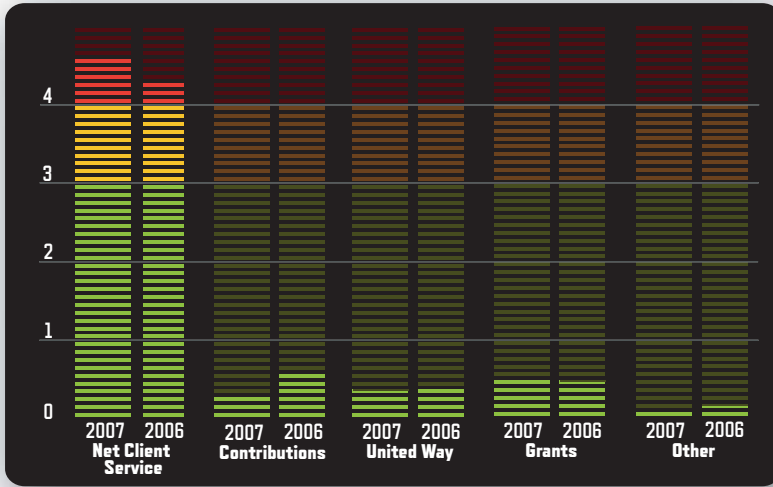
The Legacy Society will be formally introduced at the President’s Reception scheduled for May 21 at the Century Club. Charter members will be introduced and recognized. They will join a caring, forward thinking and thoughtful group of RHSC friends and associates who want to make sure the agency is here next month, next year, and throughout future decades and centuries.

We will continue to be the leading hearing and speech center in the Rochester community, offering the best qualified staff and services. RHSC plans for those who need services now, and those who will come in the future. If you have made provisions for RHSC, or would be interested in doing so, please contact [Mary Conslor](#) at [585.271.0680](tel:585.271.0680), ext. [286](#).



*Communication  
for life*

# Financials



Audited Financials  
for Year Ended  
**December 31,**

**2007**

**2006**

## REVENUE

Net Client Service	4,605,040	4,254,588
Contributions	250,184*	307,455
United Way	350,575	379,000
Grants	448,848	427,360
Other	65,800	150,167

**TOTAL REVENUE \$5,720,447 \$5,518,570**

## EXPENSES

Professional and Support Salaries	2,831,626	2,778,496
Employee Benefits	606,468	446,578
Contract Services	238,693	277,331
Occupancy	334,949	292,407
Other Expenses	1,498,126	1,417,131
Depreciation	163,757	151,694

**TOTAL EXPENSES \$5,673,619 \$5,363,637**

## CHANGE IN NET ASSETS

Surplus (deficit)	\$46,828	\$154,933
Reduction in pension liability	\$259,768	\$352,088

**TOTAL CHANGE \$306,595 \$507,021**

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\*Decrease reflects completion of distributions from AI SigI Center capital campaign.



**Bells of Distinction \$10,000 +**

Al Sigi Center Partnership Foundation  
Al Sigi Center Sports Committee  
Daisy Marquis Jones Foundation  
Davenport-Hatch Foundation, Inc.  
Halcyon Hill Foundation, Inc.  
Mr. and Mrs. Mark Hargrave  
Killian J. and Caroline F. Schmitt  
Foundation, Inc.  
Louis S. and Molly B. Wolk Foundation  
United Way of Greater Rochester

**Liberty Bell \$5,000 +**

Dorothea Haus Ross Foundation  
Fred and Floy Willmott Foundation  
The John F. Wegman Fund at  
Rochester Area Community  
Foundation  
Mr. and Mrs. Kenper Miller  
The Net

**Platinum Bell \$2,500 +**

Ames-Amzalak Memorial Trust in  
memory of Henry Ames, Simon  
Amzalak, and Dan Amzalak  
Preferred Care  
Fred and Floy Willmott Foundation  
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**ROCHESTER**  
Hearing  
& Speech  
Center



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