



**2021 COMMUNITY  
IMPACT REPORT**



Front cover: MAC provided free screenings at the Mexican Consulate; Above: Petting Zoo at Fall Fest; Right: Renovation of Kellogg Child & Family Program, thanks to donors!



Above left: A client family updated the progress status of the \$95,000 goal reached by end of 2021; Above center: MAC provided free screenings at Waukesha County Fair; Right: Adult Day Services client job training at Mod Pizza; Back cover: Balloonmaking activity at Fall Fest

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Dear Friends,

In 2021, HEAR Wisconsin celebrated its 95<sup>th</sup> year of impacting the lives of Wisconsin residents. It was a year to reflect on the major milestones in HEAR Wisconsin's history, which began in 1926 with two people who saw a need and came together to make a difference. Our organization grew and led to the incorporation of the Milwaukee Hearing Society in 1944. In 1946, a formal partnership with United Way was created to help support the new children's program, ensuring children with hearing loss received the critical help they needed as early as possible, and parents and caregivers received support, tools and resources to help their children. Over several decades, new programs and services were added - sign language interpreting; assistive technology consultation; adult day services; and an audiology clinic.

July 13, 2021 marked a new historical milestone in our 95<sup>th</sup> year. We celebrated the official launch of Wisconsin's first Mobile Audiology Clinic (MAC) to address the deep need for greater access to hearing healthcare services in Wisconsin. Many of you were among the hundreds of supporters in 2020 and 2021 who generously donated time, talent, and financial support. In the first six months on the road, MAC provided hearing screenings to nearly 2,000 people. MAC has set HEAR Wisconsin on a path that will forever impact the organization, in terms of reaching into underserved communities, increasing our visibility through new community partnerships, and becoming a more sustainable and financially stable organization.

It is humbling and gratifying that 95 years later, despite many changes over the years within our organization and in the community, HEAR Wisconsin remains a strong and vital organization thanks to many past and current compassionate supporters, board members, volunteers, staff and community partners. Thank you to all who also contributed to the successful \$95,000 fundraising campaign in 2021 to honor our past, celebrate our present, and secure our future.

With deep thanks and appreciation,

A handwritten signature in blue ink that reads "Jill Van Calster".

Jill Van Calster  
President and CEO

HEAR Wisconsin is a nonprofit that helps infants, children, and adults with hearing loss by eliminating communication and language barriers through personalized services, technology, and education.

## 2021 Mission Outcomes By the Numbers Over 8,000 People Served

### Kay Eckstein Speech & Hearing Center

#### Impact Numbers

**2,143** Audiology appointments completed

**1,798** Assistive Technology Center clients served

**40%** Patients who are low income and/or from underserved communities

#### Accomplishments

- Added a third audiologist due to increased demand for Audiology services
- 70% of clients received TEPP vouchers to reduce the cost of purchasing assistive technology equipment
- Resumed in-person community engagement events to promote the speech & hearing center

*“Very thorough – from the receptionist to the Audiologist – explained what they were going to do in what steps.”*

– B.D., Audiology patient

#### Impact Numbers

**2,440** Hours of direct early intervention services

**1,980** Hours of providing resources, programming, consultation, and family support

**88%** of children served increased their language skills

**98%** of families report an increase in their parenting confidence, skills and ability to make informed decisions

#### Accomplishments

- Provided 641 hours of Teleintervention sessions and 113 hours of online toddler group sessions for added language and “social” fun
- Bilingual Service Coordinator joined the team, with fluency in Spanish
- Ensured access to all families of children with hearing loss living in Milwaukee via collaboration with Milwaukee County
- The Toddler Communication Group space, parent observation room, and the hallways were beautifully renovated, thanks to grants and donations

*“Thank you for all you did for Eli! He wouldn’t have come so far, so early, without the help of HEAR Wisconsin early intervention services.”*

– Eli’s mom



### Kellogg Child & Family Program



## CommLink Interpreting Services



## Adult Day Services Community Access for the Deaf



## Mobile Audiology Clinic (a.k.a. MAC)



### Impact Numbers

**2,898** Total interpreting jobs completed

**4,141** Total hours interpreted

**113** Partnerships formed with medical facilities, schools, community, legal and government entities

*“I was so nervous, but I saw you here waiting to interpret for me, and I felt so much better. Thank you!”*

*– A job interview candidate*

### Accomplishments

- 20 freelance licensed interpreters available, with several holding additional required certificates to interpret in specific settings
- After a challenging 2020 with numerous jobs canceled or not scheduled, interpreting jobs are on a steady increase again

### Impact Numbers

**1,872** Hours of direct services provided

**19** Clients served

**37%** Clients received job skills training and supportive employment

*“Being Deaf and diagnosed with Autism, Danny was initially very isolated, but since working with DVR and participating in HEAR Wisconsin’s program, he has thrived and is now working at Mod Pizza and Ikes Gourmet Bakery at Eisenhower Center.”*

*– Ruth, Job Coach*

### Accomplishments

- Smartboard was donated to help increase use of technology to engage clients in activities, including learning independence skills
- Resumed monthly community outings
- Monthly Deaf bowling league started

### Impact Numbers

**1,923** Children and adults received free hearing screenings

**21%** People screened were referred for full evaluations to address their hearing issues

**40** Partnerships formed with schools, senior centers, community fairs, nonprofits, and businesses

*“Thanks so much for coming out and being so helpful, friendly, and accessible. All of our clients and staff appreciated this service!”*

*– Samantha Mischker, Guest House of Milwaukee*

### Accomplishments

- Screened diverse populations:
  - 27% African American/Black
  - 11% Hispanic/Latino
  - 8% Native American
  - 3% Multi-racial
  - 2% Asian American
- 48 seniors received full hearing healthcare and/or hearing aid services
- 113 employees received OSHA hearing conservation services



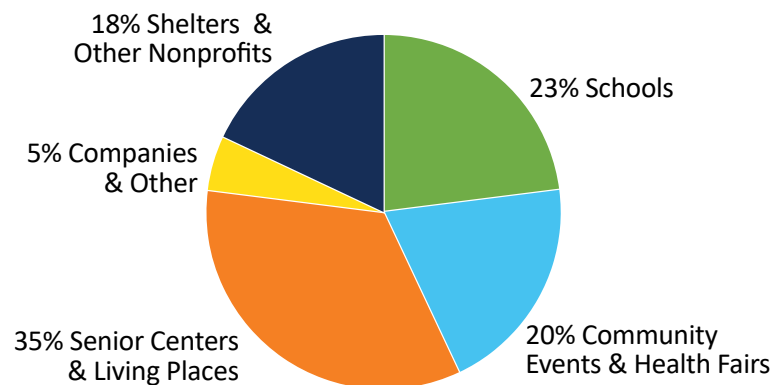
## The Need is Greater than Expected

HEAR Wisconsin's Mobile Audiology Clinic (MAC) is providing a great community service! MAC screened nearly 2,000 Wisconsin residents, provided full hearing healthcare services for 48 seniors, and provided OSHA tests for 113 employees. The overall need is much greater than we had initially expected as evidenced by the growing number of school children we have screened in the first six months.

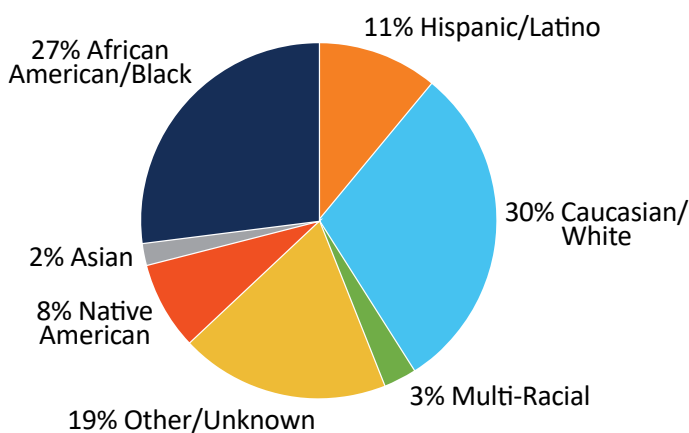
### 1 HOW MANY LOCATIONS HAVE WE ALREADY SERVED?

MAC has traveled to over 40 sites, including senior centers, schools, community fairs, shelters, manufacturers, and more. These include Clinton Rose Senior Center, Luther Manor, Auer Community School, West Allis/West Milwaukee School District, Beloit Area Community Health Center, Consulate of Mexico, Friedens Community Ministries, and Law Tanning. Upcoming sites include Trinity Woods, Lumin Schools, Richland School District, Special Olympics Wisconsin, and L&N Metalworks.

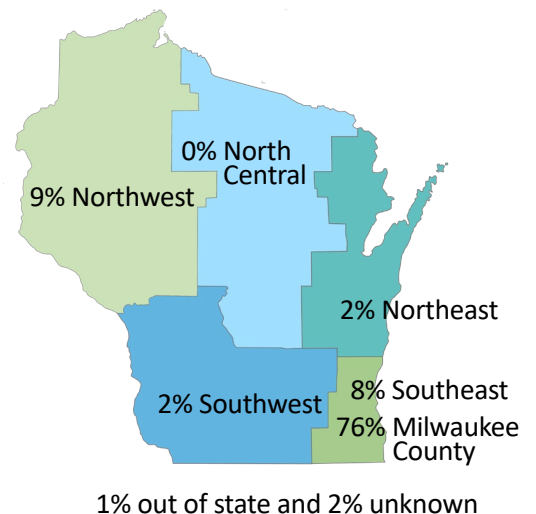
### 2 TYPES OF COMMUNITY PARTNERS WE SERVED



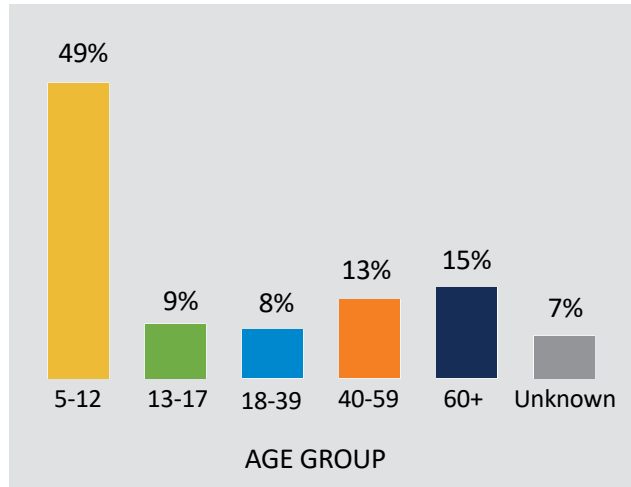
### 3 WHO DID WE SCREEN?



### 4 WHERE ARE THEY FROM?



## 5 WHAT ARE THEIR AGES?



## 6 WHAT WERE THE SCREENING RESULTS?

**21%**  
referred

Each person received a written result, with listed recommended actions to take if being "referred" for a full hearing evaluation.

### AGE OF PEOPLE WHO WERE "REFERRED"

**85%** 18 & over  
**15%** 17 & under

## 7 NEXT STEP... SUSTAINABILITY OSHA Hearing Conservation Services

**We can use your help! Connect us with Wisconsin businesses, such as manufacturing, printing or construction companies.**

Securing business clients in need of OSHA hearing services is part of our long-term sustainability goal. Earned revenues keeps MAC serving Wisconsin communities with free hearing screenings and affordable hearing healthcare services in underserved areas.

If you know businesses that are required to provide OSHA hearing conservation for employees working in environments with high noise levels (85 db or higher), the MAC Team would appreciate an introduction to discuss how we can help.

*Welcome, Gary!*

Gary Kiltz is our new Hearing Conservation Coordinator. He will work closely with companies to provide hearing conservation services.

Gary can be reached at 414-973-1076 or [gkiltz@hearwi.org](mailto:gkiltz@hearwi.org)



*"We used HEAR Wisconsin to assist us with our OSHA hearing conservation program. I could not be happier with what we received. Their mobile audiology truck is top notch. They were efficient, punctual, less expensive than previous vendors, and knowledgeable. All that and all the proceeds go to a good cause!"*

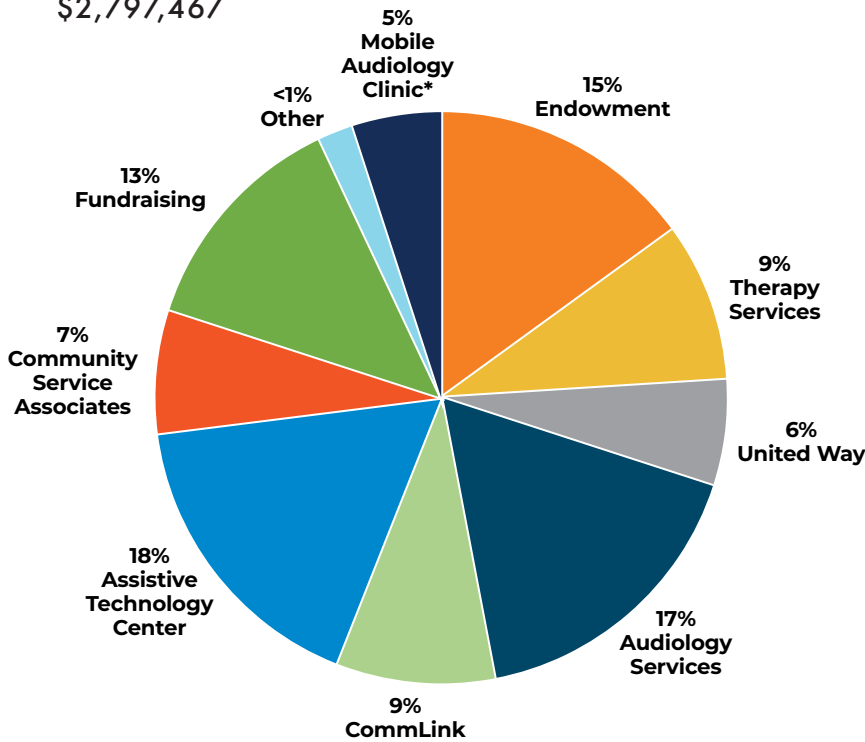
*Steve Nickolaus, Safety Director, Law Tanning Co., LLC*

# FINANCIAL REVIEW

## STATEMENT OF ACTIVITIES Year Ending December 31, 2021

### REVENUE

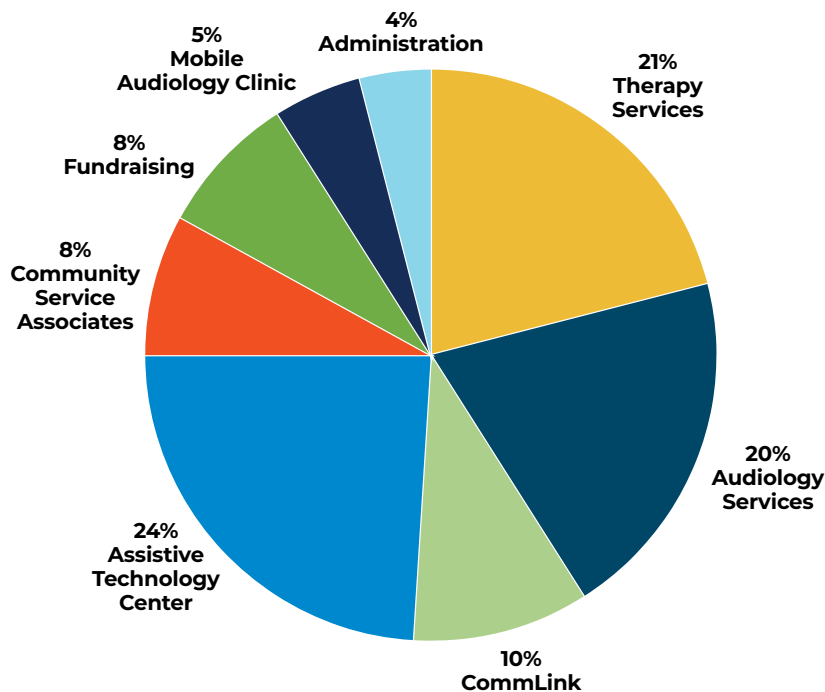
\$2,797,467



Audiology	\$463,819
CommLink	\$265,216
Community Service Associates (CSA)	\$203,318
Endowment	\$428,612
Fundraising	\$371,558
Mobile Audiology Clinic*	\$147,361
Other	\$6,391
Assistive Technology Center	\$489,603
Therapy and Education	\$249,212
United Way	\$172,377
	\$2,797,467

### EXPENSES

\$2,596,204



Administration	\$98,547
Audiology	\$517,965
CommLink	\$263,297
Community Service Associates (CSA)	\$203,318
Fundraising	\$199,927
Mobile Audiology Clinic	\$139,283
Assistive Technology Center	\$624,461
Therapy and Education	\$549,406
	\$2,596,204

\* Special fundraising campaign to operate the Mobile Audiology Clinic in its 2nd year until it becomes a fully sustainable operation in 2023



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Lives!