



## 2022 COMMUNITY IMPACT REPORT

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# A Note from the President and CEO

Dear Friends of HEAR Wisconsin,

I am proud to present you with the HEAR Wisconsin 2022 Community Impact Report.

It has been another year filled with significant change and unprecedented growth. The decisions we made, the partnerships we formed, and the growth we experienced were driven by the increasing need in our community to provide services to a broader base of individuals who are deaf, culturally Deaf or hard of hearing.

I continue to be in awe of HEAR Wisconsin – the staff and volunteer leadership, the patients and clients who turn to us for care, the community we serve, and the donors and friends like you, who continue to rally around and support our mission. You saw our vision in 2020 and supported the creation of Wisconsin’s first community Mobile Audiology Clinic – and you did so again in 2022 with the expansion of our Audiology Clinic.

HEAR Wisconsin’s Audiology Clinic is a relatively new service offered by our organization – having hired our first audiologist in 2018. Since that time, it has experienced exponential growth – solidifying the growing need for exceptional audiology services in a non-profit community setting.

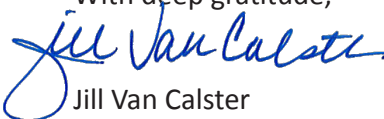
In early 2022, HEAR Wisconsin was approached by the University of Wisconsin – Milwaukee (UWM) Audiology Group regarding its plans to close its clinic doors as of June 2022. Their priority in doing so was to ensure that their patients (the majority of whom are elderly) would continue to receive services and that their graduate and undergraduate students would have a learning opportunity in a thriving community audiology clinic. HEAR Wisconsin was thrilled to partner with UWM and began seeing their patients and providing student engagement opportunities – both in our facility and on our Mobile Audiology Clinic soon after. However, to accommodate this sudden growth – expansion of our program space and a subsequent renovation project were necessary. A capital campaign was initiated and completed in 2022 raising the necessary funds to make this happen! We remain so grateful to the community for seeing the value in this partnership as well as the expansion and helping to make it a reality.

Now, more than ever, there is a growing demand for audiology services. Our vision is to ensure that we continue to provide compassionate, exceptional audiology services to everyone – regardless of their ability to pay. Unfortunately, many for-profit clinics decline to serve economically disadvantaged clients with poor or no insurance coverage. HEAR Wisconsin has become their only opportunity for services outside of large hospital institutions. And, thanks to our generous supporters, we do not turn anyone away.

We are optimistic for the future as we continue to broaden our reach in the community through continued strategic partnerships – ensuring everyone who needs hearing healthcare has access to it!

**Thank you for everything you do for HEAR Wisconsin!**

With deep gratitude,



Jill Van Calster  
President & CEO

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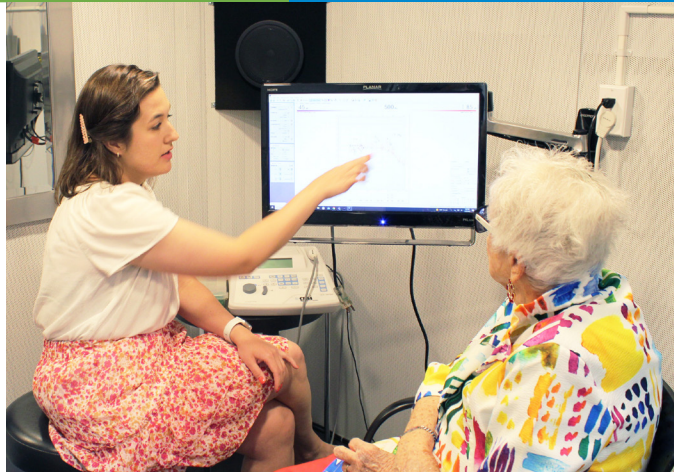
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# AUDIOLOGY CLINIC

*“I’m so happy with all the help you gave me and with my devices. I don’t notice my tinnitus as much when I have my hearing aids in. Thank you for helping me connect everything to my phone too!” –JC*

## Program Expertise

Our audiologists are licensed healthcare professionals who have graduated with a doctor of audiology degree (Au.D.). They are experts in evaluating, diagnosing, treating, and managing hearing loss in children and adults.

## Together, We Did MORE!

With the sudden growth precipitated by adding 1,200 new patients, a second sound booth, a space for the UWM students, and additional offices for the audiologists, expansion of our current clinic was necessary. Construction was started in late June 2022 and took eight months to complete. This included renovation of our lower level to accommodate the Assistive Technology Center which moved from the first floor. We are proud to say the clinic did not close during construction and patients received services without interruption.

## Impact Numbers

**3,506** Audiology appointments completed

**60%** Patients who are low income and/or underinsured

## Accomplishments

- Accepts patients of all ages and/or any degree of hearing loss
- Added two more audiologists due to increased demand and partnership with UWM

## Audiology Team

**Dr. Kristine Bayer, AuD., CCC-A** Audiologist,  
Director of Audiology

**Dr. Michelle Gozdecki, PASC, CCC-A, F-AAA**  
Audiologist

**Dr. Meredith Klinker, AuD., CCC-A**  
Audiologist

**Dr. Armona Nadler-Strick, AuD., CCC-A**  
Audiologist

**Dr. Stacy Ryan, AuD., CCC-A, F-AAA**  
Audiologist and UWM Professor

**Desiree Hill,**  
Care Coordinator

**Amy Benz,**  
Care Coordinator



# ASSISTIVE TECHNOLOGY CENTER

*"I just wanted to say [she] is an outstanding representative for HEAR Wisconsin. Great with attention to detail for my needs. It was a pleasure working with her. Thank you!" –LH*

## Impact Numbers

**1,438** Assistive Technology Center clients served

**75%** of clients received TEPP vouchers to reduce the cost of equipment

## Accomplishments

- Assistive Technology Center doubled the amount of speech and mobility-impaired vouchers for customers
- Online product catalog became available for easy purchase and shipping to anywhere in the U.S.

## ATC Team

### Laurie Flores

*Director, Outreach & Technology*

### Arcadia Correa

*Assistive Technology Center Associate*

### Abigail Lo

*Assistive Technology Center Associate*

### Kristina Zubic

*Assistive Technology Center Associate*

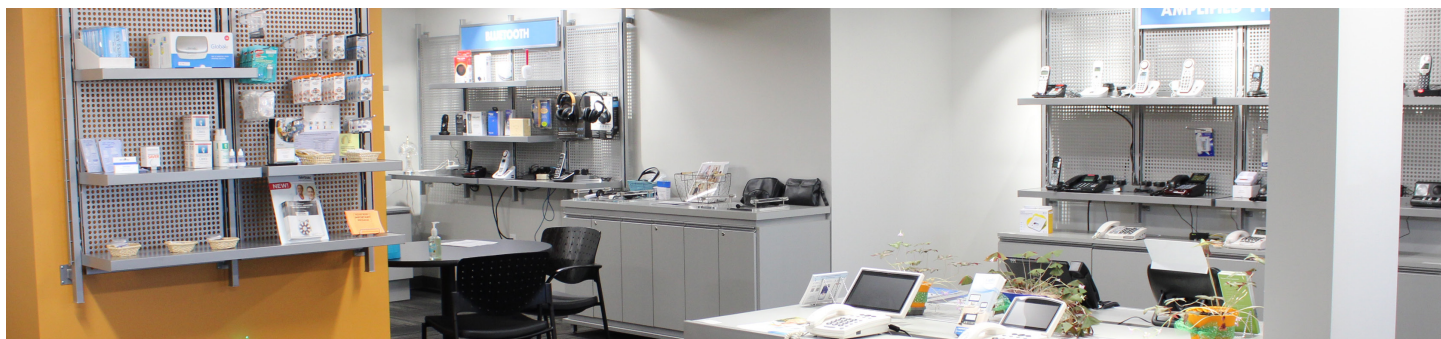


## Program Expertise

The Assistive Technology Center offers the latest assistive devices and free consultation from technology experts. We offer many products that qualify under the state-sponsored Telecommunications Equipment Purchase Program (TEPP), such as caption/amplified phones, signaling devices, iPhones, and iPads. The TEPP voucher helps an individual obtain critical equipment at low or no cost for home, work, or social environments.

## Together, We Did MORE!

The Assistive Technology Center, due to the Audiology Clinic expansion, relocated to the newly renovated lower level of HEAR Wisconsin. The staff helped over 1,000 clients navigate and utilize the TEPP's voucher system to provide additional cost savings for those who needed financial assistance. The program's associates are fluent in Spanish or American Sign Language, making the program very accessible and inclusive for clients.







# MOBILE AUDIOLOGY CLINIC

*“Your audiologist is our favorite doctor we see. We love to see her because she is so caring and patient, when working with us!  
– A relative assisting a senior on the MAC*

## Program Expertise

Wisconsin’s first community Mobile Audiology Clinic (MAC) increases coverage and access to hearing healthcare services, especially for low income and underserved populations. We bring the hearing conservation coordinator, audiologists and equipment right to you!

## Together, We Did MORE!

MAC formed over 100 community partnerships throughout Wisconsin since its launch in July 2021 to provide free hearing screenings as well as low-cost hearing healthcare services at schools, senior living communities, homeless shelters, neighborhood associations, health fairs, and more. MAC also provided fee-for-service hearing conservation services to companies that are required to meet Occupational Safety and Health Administration (OSHA) guidelines for employees who work in high noise level environments. MAC would not have been possible without our generous supporters who saw our vision in 2020 and helped make this dream a reality.

## Impact Numbers

- 2,073** Children and adults received hearing screenings
- 290** Seniors received full audiology services
- 100+** Partnerships with schools, senior centers, community fairs, nonprofits, and businesses

## Accomplishments

- Daily utilization has gone from 30% in 2021 to 95% by the end of 2022
- MAC visited and screened many economically disadvantaged and diverse populations
- MAC served people in 18 counties
- 2,177 employees received OSHA hearing conservation services

## MAC Team

### Gary Kiltz

*Hearing Conservation Coordinator*

### Rotating Audiologists

*from the Audiology Clinic*

### Laurie Flores

*Director, Outreach & Technology*



# KELLOGG CHILD & FAMILY PROGRAM

*"It's been amazing watching her grow and learn through your outstanding program! We are so thankful for all that she has learned! You are all incredible teachers!" – The family of MP*



## Impact Numbers

- 2,611** Hours of direct early intervention services
- 91%** Children in services, increased their language skills
- 98%** Parents reported an increase in parenting confidence and skills after six months of service
- 48%** Families are low income or from underserved communities

## Accomplishments

- Hearing-loss-specific-therapy is nurtured by professionals who are Certified Listening & Spoken Language Specialists; fluent in American Sign Language and/or are deaf/culturally Deaf adults.
- All families had access to in-person, virtual, or a hybrid of both services
- United Way Diaper Hub –provided an average of 1,000 diapers and wipes per month to families

## Kellogg Team

**Amy Peters Laliros**, M.A., CCC-A, LSLS CERT. AVT

*Director of Kellogg Child & Family Program*

**Sydney Champion Elliot**, M.S., CCC-SLP

*Speech-Language Pathologist*

**Elizabeth Miller**, M.S., CCC-SLP

*Speech-Language Pathologist*

**Deborah Kravit**, M.S., CCC-SLP, LSLS CERT. AVED

*Speech-Language Pathologist*

**Andy Altmann**, MSW

*Program Assistant/Deaf ASL Specialist*

**Lizabeth Baish**,

*Program Coordinator*

## Program Expertise

The Kellogg Child & Family Program team of certified and licensed therapists provide early intervention and evidence-based specialized services to families with children who are deaf, culturally Deaf, or hard of hearing, as well as culturally Deaf parents with children who are hearing. Through coaching, parents learn how to encourage their child's development in communication, auditory, language, cognitive, speech and social skills so they can be on par with their hearing peers as they enter kindergarten.

## Together We Did MORE!

Thanks to donors and funders, including the United Way of Greater Milwaukee and Waukesha County, over 75 families received ongoing home visits for education and therapy services with an option to have their child participate in a Toddler Communication Group (TCG) for further language and social-emotional development. Each TCG includes speech-language therapists as well as a deaf person who utilizes Listening and Spoken Language or is culturally Deaf and uses American Sign Language.





# ADULT DAY SERVICES COMMUNITY ACCESS FOR THE DEAF

*"Thank you so much, JW is enjoying being able to communicate and socialize with other Deaf peers through the fun activities and outings each week!"*  
*–JW's mother*



## Program Expertise

Adult Day Services Community Access for the Deaf addresses the special needs of adults with intellectual and/or developmental disabilities who also have hearing loss. Staff help these individuals improve their independent living, communication, employment, and social skills through small group activities, job training, field trips and more.

### Impact Numbers

- 21** Clients were served
- 7** Adults started job skills at two separate businesses
- 3** New adults started attending Monday day program

### Accomplishments

- Services included home visits and group classes twice a week with community outings 2 times a month
- Staff training in group homes, for guardians, caregivers, or work-site staff is provided for those who work directly with our clients

### ADS Team

**Ruth Stuhr**  
*Program Coordinator*  
**Volunteers** accompany on special outings



# COMMLINK INTERPRETING

*"CommLink supplied an interpreter for a Deaf student in a public school. Initially, he was reading at a 2nd grade level. At the end of the year, [with the] interpreter, he progressed to a 4th grade level!"* – JH

## Program Expertise

CommLink interpreters work everyday to provide professional services to clients for medical appointments, business meetings, legal proceedings, and special events. We strive each day to positively impact the lives of each person we work with. Our interpreters are licensed professionals with years of education and experience.

### Impact Numbers

- 1,835** Interpreter jobs completed
- 108** Partnerships formed with medical facilities, schools, community, legal and government entities

### Accomplishments

- 17 freelance licensed interpreters available, with several holding additional required certificates
- 2,800 total hours interpreted

### CommLink Team

**Desiree Hill**  
*Care Coordinator*  
**Freelance Interpreters**

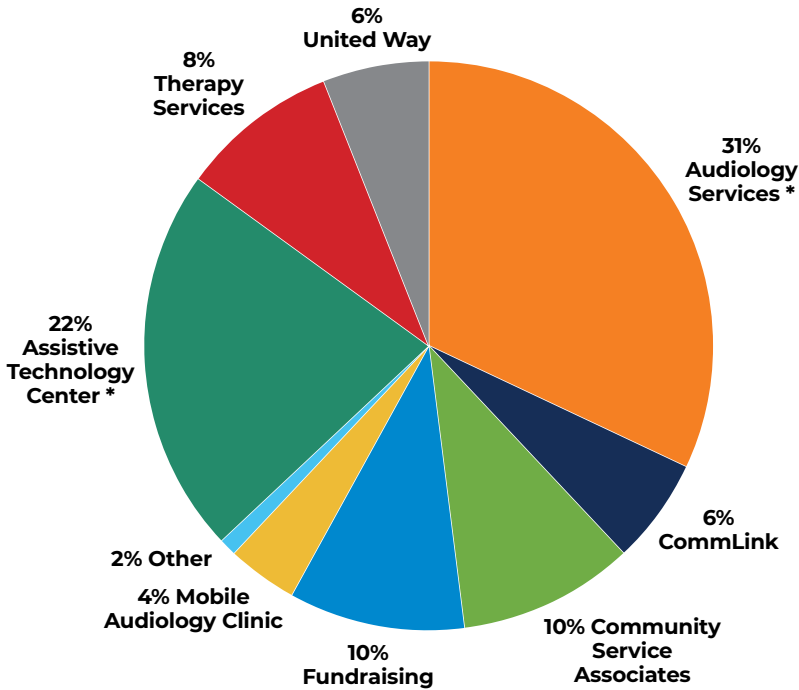
# FINANCIAL REVIEW

## STATEMENT OF ACTIVITIES

Year Ending December 31, 2022

### REVENUE

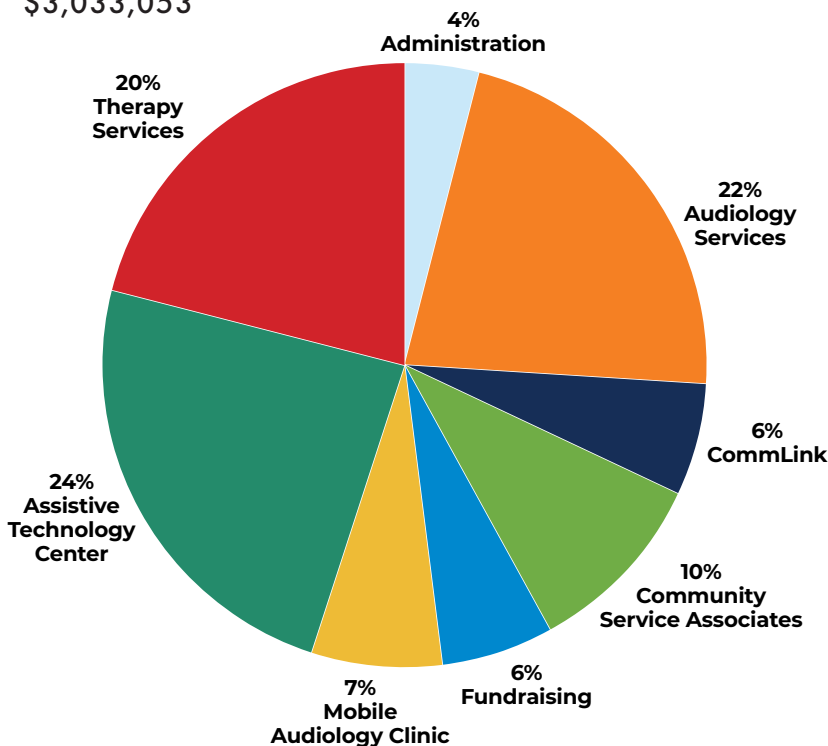
\$2,866,322



Assistive Technology Center *	\$629,124
Audiology *	\$897,553
CommLink	\$177,895
Community Service Associates (CSA)	\$294,897
Fundraising	\$286,829
Mobile Audiology Clinic	\$121,167
Other	\$50,264
Therapy and Education	\$236,216
United Way	\$172,377
	<b>\$2,866,322</b>

### EXPENSES

\$3,033,053



Administration	\$112,747
Assistive Technology Center	\$729,238
Audiology	\$678,125
CommLink	\$196,664
Community Service Associates (CSA)	\$294,897
Fundraising	\$193,486
Mobile Audiology Clinic	\$216,973
Therapy and Education	\$610,923
	<b>\$3,033,053</b>

\* Revenues in Audiology and Assistive Technology Center are higher due to special fundraising for the renovations of the two programs.

— Endowment loss not reflected in above revenue.



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**WITH GRATEFUL HEARTS**

**Thank you for partnering with us to impact lives in  
the community and advance our mission!**



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West Allis, WI 53227  
Phone: 414-604-2200  
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**History** — HEAR Wisconsin, because of supporters like you, grew from a small humble support group in 1926 to a robust organization offering comprehensive services for people of all ages with all degrees of hearing loss or deafness. Incorporated in 1944 as Milwaukee Hearing Society, HEAR Wisconsin continues to connect deaf, culturally Deaf and the hard of hearing to vital services and resources throughout Wisconsin.

*HEAR Wisconsin is headquartered in the Kay Eckstein Speech & Hearing Center, in honor of the late Kay Eckstein and her philanthropic family. Her desire to help people with hearing loss led to a most commemorative gift to make this fully owned facility a resource to all who enter it.*



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