

PROVIDENCE



**SPEECH
AND
HEARING
CENTER**

**2013 COMMUNITY REPORT
PROVIDENCE SPEECH AND HEARING CENTER**

ENRICHING LIFE THROUGH
THE GIFTS OF SPEECH
AND HEARING



TABLE OF CONTENTS

- 02/ LINDA'S MESSAGE
- 03/ FAITH'S STORY
- 04/ ANGEL'S STORY
- 05/ NEW LOCATION
- 06/ EXPANDED SERVICES
- 07/ AT A GLANCE
- 09/ PROGRAMS BY THE NUMBERS
- 10/ JOHANN'S STORY
- 11/ GOLF & ANNUAL BENEFIT EVENT
- 13/ OUR SUPPORTERS
- 15/ DOTTIE'S STORY
- 16/ BOARD

ONE DONOR CAN HELP THOUSANDS OF PATIENTS IN NEED

2013 was another year of growth and change for Providence! We opened our newest location on the campus of KiDA in Irvine, which brought us to a total of seven locations, and delivered our outstanding care and services to nearly 85,000 patients! To put this in perspective, that is almost a 500% increase in patients over the last five years!

This exponential growth has fostered other changes as well. We relocated our Yorba Linda location to a new office in Fullerton that is both larger and more accessible to our North County patients. In South Orange County, we remodeled our facility in Mission Viejo, allowing us to add audiology and complement our service lines which also include speech and occupational therapy.

While growth and new facilities are exciting, it is the personal and life-changing experiences of our patients that truly inspire us! We are delighted to share just a few highlights with you in this report. None of these opportunities would be possible without the generous support of our community and committed individuals like you! With your help, we can continue to provide services to both young and old – regardless of their ability to pay. This is one of the hallmarks of Providence and carries forward the legacy of our founder, Margaret Ann Inman.

In the 49 years since our inception, Providence has delivered our mission of “Enriching Life Through the Gifts of Speech and Hearing” throughout Southern California. From the newborn with hearing loss who will develop as her typical peers, to the child who now has age-appropriate speech and language giving him the foundation to succeed in school, to the adult with restored communication allowing her the opportunity to find employment, to the senior who was once isolated and at risk for dementia due to hearing loss but is now reconnected to his family and friends – Providence serves the whole family and the entire community!

We invite you to read this annual report and to visit us at one of our centers or events during 2014. Thank you for your help in making our work possible!

Sincerely,



Linda H. Smith, RN, BSN, PHN
Chief Executive Officer



A SPECIAL MESSAGE



FAITH

In December 2010, Faith was born to a completely deaf mother, and since she was born outside of California, she wasn't subject to a mandatory newborn hearing screening. For two years, Faith's mother taught her to communicate using sign language. Shortly after Faith's second birthday, she and her mom moved to California to be closer to family. Faith's grandmother, Denise, who has a great deal of experience with deaf children, knew right away that Faith's hearing needed to be tested, and the only place Denise trusted for audiology and speech services was Providence Speech and Hearing Center.

In April 2013, Faith came in for her hearing test. She didn't pass. A month later, she came back for a hearing aid evaluation and began Talk2 group speech classes. Faith is a beautiful, outgoing, and friendly little girl with a magnetic personality. Her smile lights up the room! When asked to select her ear molds, she picked the sparkly glitter ones to go with her pretty pink hearing aids. After being fit with hearing aids, she began excelling in Talk2 and articulating her needs. Her spoken vocabulary has increased dramatically, she is overcoming her delayed speech, and thanks to early intervention, she is preparing to learn and succeed in school.

Her spoken vocabulary has increased dramatically.

“Providence is an angel here on Earth.”

Twelve-year-old Angel has been receiving audiology care and speech therapy at Providence for several years. Since more traditional hearing aids aren't an option for him, he was recently successfully fit with a BAHA (bone anchored hearing aid) hearing device, and it has changed the world for him in terms of his communication skills. His abilities to speak, hold a conversation, and sign have improved.

Since Angel began coming to Providence for hearing and speech services, his mother has been overwhelmed with the level of care the staff provides for her son. He has made extraordinary progress, and he is now doing things he could never do before.

She explained, “It's been a big, wonderful, total life change. Everything has changed, and Angel has become a really happy boy. My son wouldn't have had the opportunity to communicate with other people, friends, and family members without Providence. It's so good a center like this exists to help children with their disabilities. Providence is an angel here on Earth.”



ANGEL



New location at KiDA in Irvine!

In January 2013, Providence expanded to its seventh site – in Irvine! Providence joined forces with KiDA, the Kids Institute for Development and Advancement, a multidisciplinary center for children with autism spectrum disorder (ASD) to create Providence @ KiDA. This wonderful opportunity has allowed Providence to provide outpatient speech services onsite for all patients, not just those with autism.

“The addition of Providence speech-language services at KiDA enhances the partnership between our organizations by offering patients with autism an array of care and services under one roof,” said Linda H. Smith, CEO of Providence. “We are excited to continue growing this location and offering our services to the community of Irvine and central Orange County.”

In its first year, the demand for speech-language services at this location has increased significantly, allowing Providence to hire three additional clinicians for the site. To better serve the clientele, Providence has initiated a new program for children ages 12 to 36 months who demonstrate traits of ASD, and need an introduction to a social communication environment. The primary goals of the program are to improve the children’s overall communication skills, including social interaction, and to educate the children’s families so they can provide a supportive home environment for their speech, language, and social needs. The program includes individual and small group sessions, as well as parent participation. For more information, call Providence at KiDA at (949) 382-7950.



Expanded services in South Orange County

In October 2013, Providence Speech and Hearing Center expanded services at its Mission Viejo location. In addition to the great speech and occupational therapy services already offered, the office recently added advanced audiology services for children and adults.

Since the beginning, Providence has been committed to serving ALL patients in need, no matter their financial situation. Our donors allow us to keep that commitment. In preparation for the influx of new patients who are becoming eligible for Medi-Cal as a result of the Affordable Care Act, we have made some changes to our service model; in particular, we added more service delivery locations and outlets to better serve these patients.

In 2011, the acquisition of Newport Language and Speech Centers allowed us to expand to an additional four locations, and we’ve since added two more sites – bringing our total number of clinics today to seven.

Over the past 18 months, we have expanded audiology services from only one site to now four of our clinics, including the latest expansion in Mission Viejo, which was made possible by a donated audiology booth from UCI and Arnold Starr, MD. Additionally, to better accommodate our increasing patient load and their families, we expanded and renovated our lobby in Orange, as well as our entire Mission Viejo clinic, and we relocated the Cerritos and Fullerton offices.

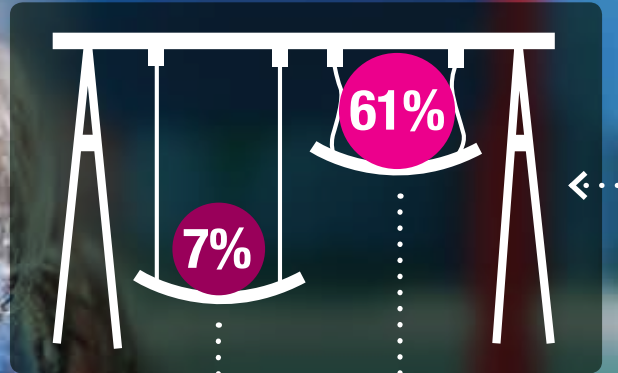
“Much of this work has been done with the help of community supporters and donations, and we couldn’t be more grateful,” said Linda H. Smith, CEO of Providence. “Without these amazing donors, we would have to limit the number of low income patients we serve each year. These patients have no other option for care, and we refuse to let that happen!”

2013 PROVIDENCE AT A GLANCE

Thanks to the unwavering support of our donors and their belief in our mission:

- We continue to keep up with the high demand for our services and have not had to cap the number of low income patients we serve.
- We have access to the latest technology for communicative disorders to help maintain our work as a Center of Excellence that defines quality care.
- We remain financially viable, which helps us recruit and retain the highest quality employees.

TOTAL APPOINTMENTS
IN 2013



944
Total number of free or reduced cost hearing aids for low income children, adults, and seniors
11% increase over 847 in 2012

12,090*
8% INCREASE OVER 2012
*Number reflects unique patients who may have received multiple services.

78%
AGES 0 – 21
(9,431 PEDIATRIC PATIENTS)

84,863
(7% increase over 79,241 in 2012)

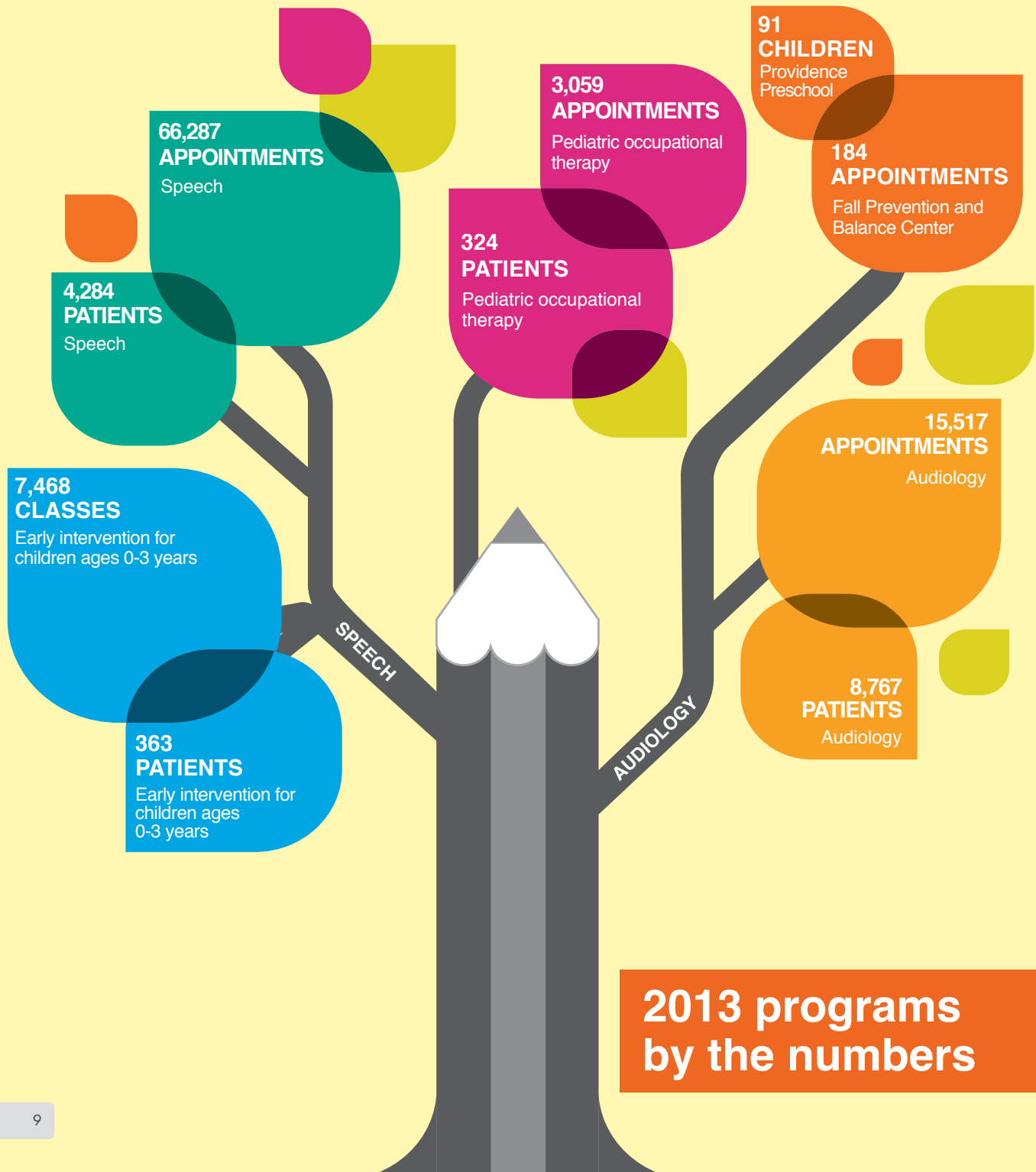
TOTAL PATIENTS
IN 2013



PATIENT ETHNICITY

American Indian/Alaskan	0.5%
Asian	10%
Black or African American	2%
Hispanic/Latino	53%
Other	8%
Pacific Islander	0.5%
White/Caucasian	26%

51,452 (61%)
for low income children, adults, and seniors



2013 programs by the numbers



In January 2013, when Johann was nearly 2 ½ years old, he came to Providence Speech and Hearing Center with age-appropriate receptive language skills, but spoke only four words (mama, papa, agua, and más). He did not imitate sounds or words; he communicated by pointing, reaching, and making facial expressions and eye contact. He was diagnosed with expressive language delay due to severe hearing loss in his right ear (he wears a behind-the-ear hearing aid).

Johann has improved his speech and language skills. His spoken vocabulary has increased to more than 100 words, and he now regularly speaks in two- to three-word phrases. His mother says he uses words to ask for things he wants and that group therapy is also helping him improve his social skills. He is more comfortable interacting with children and his cousins at family fiestas. Johann is making tremendous progress, and his family looks forward to his improving future outlook!

Since beginning the Talk2 Early Intervention Group Therapy speech and language program twice a week in January 2013,

He is more comfortable interacting with children and his cousins at family fiestas.



Bruce and Joan May



Andy Stocks, Rusty Brown, Eric Brown, and Eddie Brown



Tammy Stegmaier and Lewis Jaffe



The Word Family: John, Jarrod, Jessica, and Dawn



Tim Wickers, Mike Dixon, and Richard Van Dyke

ANNUAL FUNDRAISING EVENTS

29th Annual Golf Classic

After months of planning and preparation, Providence hosted its annual golf event at Tustin Ranch Golf Club on June 10. Thanks to the 145 participating golfers, 75 volunteers, and so many corporate partners and individual donors, the event broke an all-time record raising more than \$215,000, making it the most successful tournament yet!

48th Annual Benefit Event – Surf City

On November 9, the Hyatt Regency Huntington Beach Resort and Spa became the perfect backdrop for “Surf City,” the 2013 Annual Benefit Event. During the themed celebration, Providence reminded its donors of the life-altering impact they have on the community and the difference they are making in people’s lives.



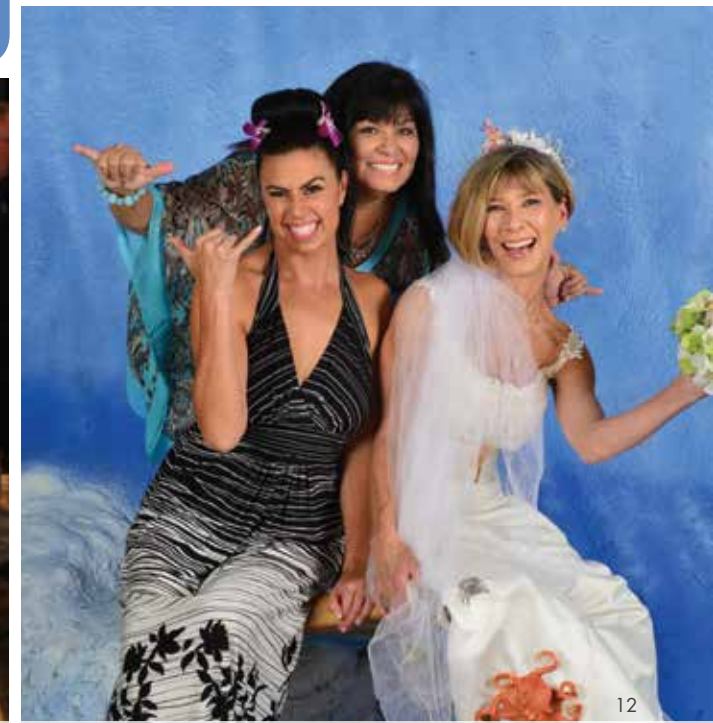
Jim Ardary, Becky Ramsey, and Mark Ramsey



Golf Chairmen: Jason DeAngelo and Kevin Timone, with Providence CEO Linda Smith



Linda Smith and Bruce May



Annual Benefit Event Co-chairs: Jo-E Immel, Robbie Nicoli, and Joan May

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We are so grateful to have such a dynamic and diverse support group of donors. Thanks to all for an exceptionally successful year and continued support. Cheers!

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Thanks to a grant, Dottie was fitted with the hearing aids she needed, which made it possible for her to return to school and be in a classroom setting.

DOTTIE

Dottie's education was interrupted by polio when she was nine, but throughout the years, she never lost sight of her goal to return to and finish school. A decade ago, she came to Providence with mild hearing loss. Thanks to a grant, Dottie was fitted with the hearing aids she needed, which made it possible for her to return to school and be in a classroom setting. Her particular hearing loss made it difficult for her to distinguish speech, especially from a distance. With a lot of hard work and perseverance, Dottie earned her high school diploma at the age of 77! Congratulations, Dottie!

After graduation, she noticed her hearing had started to worsen. She returned to Providence for another hearing evaluation and learned that it had indeed gotten more severe. After 10 years with her first pair, she would need new hearing aids. Once again, Providence was able to provide grant support to help her purchase a new pair. Dottie is determined to stay active! She continues to take classes, like lip reading and quilting, and she enjoys water sports as well as the occasional trip to the shooting range – where she wears ear plugs to help protect her hearing!

THANK YOU TO OUR 2013 BOARD

Whether you are new to Providence or have been a long-time supporter, we are so grateful to have such a heartfelt, driven, creative group. Our accomplishments over the year would not be possible without you.

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*In memoriam

PROVIDENCE



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