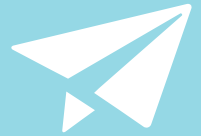




2014 COMMUNITY REPORT



Soaring into our
50th Anniversary





A SPECIAL MESSAGE

Thank you for supporting Providence Speech and Hearing Center for another record-breaking year! 2014 marked our 49th year of providing critical communication services to the Southern California community. We are thrilled to share those results with you as well as how we are poised to “soar” into our 50th Anniversary.


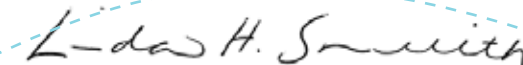
From our humble beginnings in a single room at St. Joseph Hospital to now 7 locations providing nearly 100,000 appointments each year, Providence has impacted more than 200,000 lives by providing 1,500,000 appointments over the last 49 years! We remain incredibly grateful to you, our supporters and partners, for joining us in making this life-changing work a reality.

Providence continues to expand and add new services and programs to meet the increasing demand and needs of our patients and providers. In this report, you will read about innovative, outcomes-based programs that help young children prepare to succeed in school. You will also read how Providence provides children and teens the opportunity to obtain the equipment and services they need to excel not only in school but as they move forward in life! Providence offers multiple programs and tools that help adults gain back their independence. These are the stories of the patients we are so privileged to serve and what motivated our founder, Margaret Anne Inman, to start the Center in 1965.

Come celebrate with us! Throughout 2015, we have planned numerous educational opportunities, activities and tours plus our two annual fundraising events. For more information, please visit our website at www.pshc.org/news-and-events or give us a call at 714-639-4990.

Thank you for being an important part of our first 50 years! Won't you join us as we “soar” into the next 50?

Sincerely,



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

2014 PROGRAMS BY THE NUMBERS

Fall Prevention
& Balance Center
274 APPOINTMENTS
267 PATIENTS

Pediatric
Occupational Therapy
5,195 APPOINTMENTS
475 PATIENTS

Audiology
17,722 APPOINTMENTS
9,242 PATIENTS

Providence
Preschool
80 CHILDREN

Early Intervention for
ages 0-3
10,041 SESSIONS
439 PATIENTS

Speech
74,419 APPOINTMENTS
4,306 PATIENTS

Adelynn

In the fall of 2012, Adelynn's parents learned of their then 3-year-old daughter's diagnosis of progressive sensory-neural hearing loss. She needed a hearing aid. Shortly thereafter, "Addie" came to Providence for her hearing aid fitting.

Addie's mother, Amanda, said, "As we approached her hearing aid fitting, I realized something—I needed to make this fun, special. From there on her hearing aid was her **super power**, she was a super hero, and she was in control of the color choices. You know what? She has never complained about her hearing aid. She is proud of it and shows it off. Hearing aid decorations have quickly outnumbered her jewelry, and it truly has become an extension of her creative person."

In 2013, Addie began speech therapy twice a week and was fit with a second hearing aid at Providence. After making excellent progress toward her goals, she now comes for speech just once a week. Each week, she's excited to come in and show off her latest hearing aid charms and tell her speech-language pathologist all about what's going on in her kindergarten class – with perfect articulation!



"...her hearing aid was her super power, she was a super hero..."

Enriching Lives Through Early Intervention Programs



Last year, 439 children participated in early intervention programs at Providence, and most have gone on to avoid or greatly reduce their need for special education once they enter school. Providence works tirelessly to respond to and resolve the speech, language and hearing barriers that exist for all those in need, particularly children ages 0-5 years. Research shows that children must be able to hear before they can speak and must have spoken language in order to learn to read and write. One of our goals is to help children overcome communication disorders and delays as early as possible to give them the best chance for educational and lifelong success.

Research has proven that high quality early childhood intervention programs are vital and successful. In long-term cost savings, early intervention can generate a return of up to \$17.07 for each dollar spent on these programs. These savings are found in areas such as reduced need for special education and juvenile justice costs and increased productivity and future tax revenues.

The overall outcome is that these children's ENTIRE lives are improved as a result of early intervention. Thanks to donor support, we are working together to enrich lives of those in need in Southern California and strengthen educational success and the workforce.

A unique approach to early intervention began in 2009

when Providence worked with a multi-disciplinary group of community members and led the development of **Building Blocks of Communication™** (BBC). BBC is an innovative way to respond to the needs of children ages 0-5 with mild to moderate speech and language delays, particularly children from low socio-economic backgrounds whose parents could not afford to pay for private speech therapy services. BBC is a train-the-trainer approach; paraprofessionals with experience in early childhood education are trained to **teach parents how to facilitate language development in their child's home environment and primary language.**

Research shows that children whose parents are involved and helping them daily in a natural setting are more likely to overcome or greatly improve in their developmental delays. BBC teaches specific language strategies that parents can utilize in their child's daily routine, such as during play and book sharing, to promote/encourage language development.

Providence is proud to announce that, last year, we launched **BBC Online**. Making BBC available to paraprofessionals online allows them to obtain BBC certification online, re-certify annually, participate in online question and answer forums with speech-language pathologists, obtain documentation to provide to parents, and ultimately serve more children than ever before. For more information on this program, visit www.pshc.org/bbc.



“One of our goals is to help children overcome communication disorders and delays as early as possible...”



“...every time she spoke, he turned to look at her.”

Deacon

Deacon is an adorable and curious toddler who was born without an external ear on his right side (unilateral microtia). The Center for Early Intervention on Deafness reports that children with unilateral hearing loss (loss of hearing in just one ear) who are not fitted with a hearing aid experience significantly greater educational hurdles. On average, these children rank much lower in language, math, social, and reading comprehension skills compared to their normal hearing peers. In April, at age 9 months, he came to Providence, and thanks to donor support, was fit with a unilateral bone anchored hearing aid (BAHA).

From the moment his audiologist put the BAHA on him, it was clear he was hearing new sounds and voices “in stereo.” At the fitting, he immediately started responding to sounds on his right side and turning his head in that direction. His mother was sitting to his right, and every time she spoke, he turned to look at her. Deacon was sitting on his father’s lap, and when he spoke, Deacon looked over his right shoulder to face his dad.

Now Deacon, the youngest of four children, will be able to keep up with his siblings and peers. Soon, he will begin Talk2 Speech Therapy, which will improve his educational outlook even more.




Wendy

“...[she] looks forward to a bright future.”


Wendy, now 12 and a half years old, was fit with hearing aids at Providence in 2012 and started speech therapy shortly thereafter. She’s a smart, cooperative and pleasant young lady who works hard in school. But Wendy, like many hearing-impaired students, struggled in class. If she looked away to take notes, she couldn’t hear what her teacher was saying! (Imagine how frustrating it would be if you were wearing noise-canceling headphones during an important meeting.)

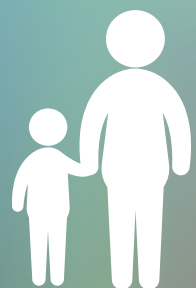
To overcome this challenge, she needed a special piece of equipment to wirelessly stream sound directly to her hearing aids—but it was not covered by Medi-Cal and it was financially out of reach for her family. Thanks to the generosity of a special donor, however, Wendy now has the device she needs to keep up her good grades and looks forward to a bright future.

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

 **Continued Growth.** We are committed to keeping up with the high demand for our services by putting plans in place that afford us the opportunity to serve everyone who walks through our doors.

 **Innovation.** Our commitment to being the *Center of Excellence* is maintained by our access to the latest technological advancements for communicative disorders and leading cutting-edge research.

 **Profitability.** Remaining financially viable is key in recruiting and retaining the highest quality of staff and providing the best technology to ultimately change the future for our patients.



12,506*

TOTAL PATIENTS IN 2014

*number reflects unique patients, who may have received multiple services

76%

9,536 WERE PEDIATRIC PATIENTS (AGES 0-21)

3%

INCREASE OVER 2013

PATIENT ETHNICITIES

- 48% Hispanic/Latin American
- 26% Caucasian
- 12% Asian
- 9% Other
- 3% African American
- 1% Native American/Alaskan
- 1% Pacific Islander



1,190

FREE OR REDUCED COST HEARING AIDS SUPPLIED TO LOW INCOME CHILDREN, ADULTS AND SENIORS

26%

increase over 2013

97,336

TOTAL APPOINTMENTS



IN 2014

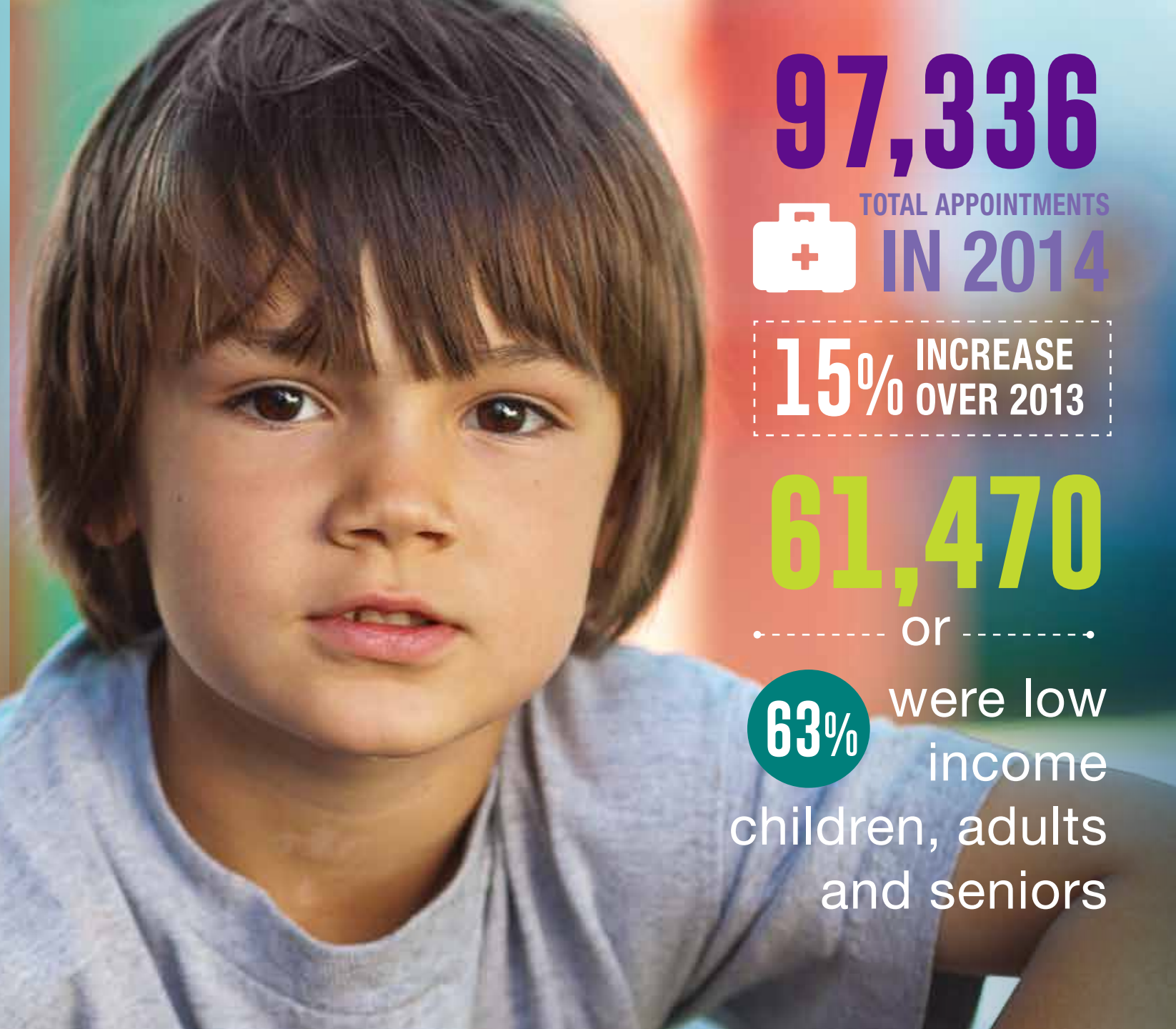
15% INCREASE OVER 2013

61,470

or

63%

were low income children, adults and seniors



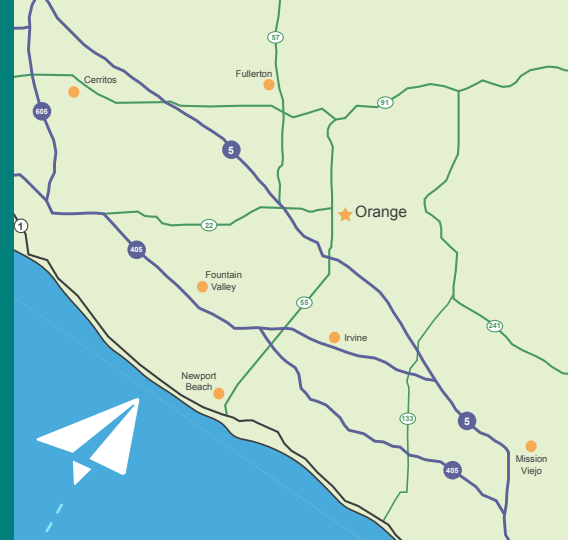


Brian

Meet Brian. At the age of 45, Brian was a successful cameraman for major Hollywood film productions who led a very active lifestyle, which included hiking, biking and spending time with his family. Then he suffered a stroke. As a result, his ability to produce speech, among other things, was severely impacted. After unsuccessful speech therapy elsewhere, Brian came to Providence with a vocabulary of just a few words. At that time, his expressive communication included the use of gestures, head nods, frequent productions of sounds (such as “yeah” to show agreement) and a handful of single words.

That was about a year and a half ago and roughly five years after the stroke. At Providence, Brian’s speech-language pathologist picked up on his technical abilities and tapped into them to provide visual cues and clues to help Brian formulate words and phrases. Brian’s speech therapy has been personalized and includes real-life scenarios, like trips to the coffee shop to order his favorite brew. Today, Brian is able to produce 4-5 word phrases and sentences, and his quality of life is on the rise. **Visit www.pshc.org/meetbrian to witness Brian’s therapy in action.**

“Brian’s speech therapy has been personalized and includes real-life scenarios, like trips to the coffee shop to order his favorite brew.”



In 2014, Providence served over **12,500** patients



Specialty Services Leads to Growth in Central Orange County

Providence is now in 7 locations!

Through a partnership with **Hoag Hospital**, Providence opened our sixth site in 2012 to provide advanced audiology services in **Newport Beach**. The total number of appointments at this location rose from 1,453 in 2013 to 2,058 in 2014 – an impressive increase of 42%.

As the **Center of Excellence** for speech, audiology, occupational therapy, and preschool programs in Orange County, Providence has a reputation of offering innovative, personal and outcome-driven care, and that care is reflected in the ever-increasing volume of patients we serve. Our industry-leading professional staff work one-on-one with our clients to provide advanced, personalized services to help them overcome communication challenges.

In early 2013, Providence expanded to our seventh site when we joined forces with KiDA – the **Kids Institute for Development and Advancement**, a multidisciplinary center for children with autism spectrum disorder (ASD) in **Irvine**. This wonderful opportunity has allowed us to provide outpatient speech services on-site for all patients, not just those with autism. In its first year, the site was very successful, serving 61 unique patients with 1,475 appointments. However, the growth throughout 2014 has been tremendous. Last year, at this location alone, we served 538 unique patients with 5,639 appointments - a 282% increase!

Thanks to donor support, we can continue to meet the growing demands for these life-altering services for all those who need us – regardless of their ability to pay.



Golf chairmen Jason DeAngelo and Kevin Timone with Providence CEO, Linda H. Smith



Dan Burton and Pete Galvin after an exciting day on the course



(Back Row: L-R) Robbie Nicoli, John Nicoli, Gary Kramer, Jason Colin-Patrick, Mitch Meachum, Tessie Torres, Carol McLean; (Front Row: L-R) Beth Kramer, Colleen Nicoli and Katy Edrington



Bruce and Joan May

30th Annual Golf Classic

On Monday, June 23, Providence hosted its annual golf fundraiser at Coto de Caza Golf & Racquet Club for the first time. In celebration of this event's 30th year, 276 golfers, 60 corporate sponsors, and about 80 volunteers participated. The tournament was played on both 18-hole courses, was nearly sold out and raised an unprecedented **\$315,000!**



(L-R) Jen Schneider, Debi Brown, Lindsey Kelly, and Deb Jerue



Mason Waite ready to take on the Challenge Hole

49th Annual Benefit Event "Come Fly With Providence"



The 2014 Annual Benefit Event was held on Saturday, November 15, at the Lyon Air Museum on the campus of John Wayne Airport in Santa Ana and raised **\$305,000**. The 314 guests browsed the museum's impressive educational exhibits, authentic historical military aircraft, automobiles and memorabilia while enjoying hors d'oeuvres, the silent auction and "Rat Pack" era entertainment.

The funds raised at these events enable us to continue our mission of Enriching Life Through the Gifts of Speech and Hearing for all those in need – regardless of their ability to pay.

Our Supporters

Here's to a successful, productive year! With all our hearts,
we thank each and every one of our gracious donors.
Together, we're changing lives everyday.

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Henry & Monica Weaver Sparkling Angels Foundation
Robert Wilson Carl Karcher Enterprises

Loren Ollenburger
Jasleen Patel Comerica Bank
Bret Rathwick Bank of America Merrill Lynch
Chris Reinberger Reinberger Printwerks
Ken Ribotsky Brand Karma
Teigue Thomas Visfage International, Inc.
Kevin Timone The Word & Brown Companies, CHOICE Administrators
Richard Van Dyke Advanced Office Services / Imaging Plus
Ryan C. Wilkins Stradling, Yocca, Carlson & Rauth, PC
Marlene Woodworth Consultant
John M. Word III The Word & Brown Companies
Tom Yuen PrimeGen Biotech LLC

Management Team at Providence

Linda Smith Chief Executive Officer
Raul Lopez Chief Operating Officer/Chief Financial Officer
Kathleen Wilkinson Director of Human Resources
CJ Calderon Director of Philanthropy
Amanda Barclay Director of Therapy Services
Donna Gelnett Director of Audiology Operations
Bobbi Dickinson Director of Providence Preschool

*In Memoriam

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