



50

YEARS

2015 COMMUNITY REPORT

PROVIDENCE
SPEECH
AND
HEARING
CENTER

50 YEARS
1965-2015



A SPECIAL MESSAGE

The doors of Providence Speech and Hearing Center opened on November 15, 1965, and half a century later, our mission and commitment to the community remain the same. Providence is The Center of Excellence for all who need our services, regardless of their ability to pay. Providence provides over \$20 million in services into the community each year, and yet we write off over \$3 million – we are only able to do this through our strong partnerships and unwavering community support.

As we close the books on 2015 and our 50th Anniversary celebration, we THANK YOU for furthering our mission of “Enriching Life Through the Gifts of Speech and Hearing.” This legacy and this celebration would not have been possible without you.

2015 was not just a celebration of our history and our accomplishments to date, but also a year of continued growth and innovation in both programs and locations. As you will read in this report, we opened our eighth location, expanded our reach through technology – tele-services to be exact – to allow patients in rural areas access to skilled services and clinicians, and with your help, we proudly launched our most exciting program to date – the Orange County Cochlear Implant Institute™. This is the first dedicated pediatric program of its kind in Orange County, and it allows children who are profoundly deaf to hear for the first time and then develop spoken language.

We ended the year with an incredible party – the 50th Anniversary Gala, which was attended by over 400 guests and raised a record amount of money for our services! It was an evening filled with energy and enthusiasm, reflection on the last 50 years and excitement for what is to come.

Join us for the next 50 years as we take a monumental step toward a comprehensive strategy for innovation and an advanced standard of care in communication within our community and nationally. It’s not a new course, but an intensified focus on our mission at a greater level than ever before. It’s a vision that can only emerge from 50 years of experience and the unique environment and services we provide.

Together, we will continue to build upon the legacy of our founder, Dr. Margaret Anne Inman, whose dream it was to enrich life for all those with communication disorders and to help them live their most successful lives. Again, THANK YOU for your exceptional support in helping us achieve this milestone of serving southern California for 50 years.

Sincerely,

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



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50 years of “Enriching Life Through the Gifts of Speech and Hearing”



1965

Dr. Margaret Anne Inman founded Providence Speech and Hearing Center on November 15, 1965, originally treating 5 severely speech delayed children.

1970s

Laying the Foundation

The first offices were small, one-room adobe houses across from St. Joseph Hospital in Orange, California.

1980s

Advancing the Vision

Robert Pralle, Carl Karcher, Dr. Inman, Tom Testman, and Jim Villers (left to right) broke ground on the new Providence facility, which opened in 1985 offering full speech and hearing services for people of all ages and income levels.

1990s

Stabilization and Maturation

After tremendous organizational growth, Providence focused its efforts on improving programs, systems and technology to remain competitive with our for-profit counterparts.

2000s

A Time of Change

The Word & Brown Hearing Center opened, offering advanced hearing services to adults, including the first Bluetooth-enabled hearing aids.

2008

In February of 2008, the loss of our founder, Dr. Margaret Anne Inman, was felt throughout Providence and our community of associates, patients and donors. We are eternally grateful to her and are committed to ensuring that the roots she developed in the community will live on in the hearts of our supporters.

2010s

Acquisition and Growth

In 2011, Providence gained 4 new locations by acquiring Newport Language and Speech Centers. Through community partnerships, we opened a clinic in Newport Beach in 2012, another in Irvine in 2013 and one in Huntington Beach in 2015.

2015

Providence launched the Orange County Cochlear Implant Institute™, a multi-disciplinary collaboration and the first all-encompassing pediatric-focused cochlear implant program in the greater Orange County area.

APPOINTMENTS PER YEAR:

500

APPOINTMENTS PER YEAR:

10,000

APPOINTMENTS PER YEAR:

11,000

APPOINTMENTS PER YEAR:

12,500

APPOINTMENTS PER YEAR:

15,000

APPOINTMENTS PER YEAR:

21,000

APPOINTMENTS PER YEAR:

34,000

APPOINTMENTS PER YEAR:

108,000

Thanks to the unwavering support of our donors and their belief in our mission, **Providence has been enriching life for 50 years** serving **more than 200,000 unique patients** with **1.5 million appointments**. Cheers to the next 50 years!

MEET ANDRE...

He was born in Ukraine and spent the first few years of his life living in an orphanage with his siblings until an American family adopted all four of them together. His new family immediately noticed that Andre wasn't hearing or speaking as well as he should be at his age, so they had his hearing tested. He was diagnosed with severe hearing loss and referred to the Orange County Cochlear Implant Institute™ at Providence to see if he would be a good candidate for implantation.

His parents were very impressed with all Providence has to offer for children like Andre who have communication challenges. They enrolled him in Providence Preschool where he is receiving specialized care alongside other children just like him. Andre was also fit with hearing aids to help him pick up on additional sounds in his daily environments.

Through all of the evaluations so far, Andre, now four years old, appears to be an excellent candidate for cochlear implants. He is developing socially and gaining key communication skills in the preschool. He has a long way to go to develop spoken language, but with Providence, he is well on his way to a brighter future!



2015 PROGRAMS BY THE NUMBERS

TOTAL APPOINTMENTS IN 2015:
108,034
 11% increase over 2014

TOTAL PATIENTS IN 2015:
13,668
 9% increase over 2014

Speech
82,019
 APPOINTMENTS
 & 4,473 PATIENTS

Audiology
20,166
 APPOINTMENTS
 & 10,290 Patients



Early Intervention for Children Ages 0-5
17,954 SESSIONS
854 PATIENTS



84
 CHILDREN ATTENDING Providence Preschool

Pediatric Occupational Therapy
5,849
 APPOINTMENTS
 552 PATIENTS

1,236
 FREE OR REDUCED COST HEARING AIDS
 SUPPLIED TO LOW INCOME CHILDREN, ADULTS AND SENIORS



THE DEBUT OF THE ORANGE COUNTY COCHLEAR IMPLANT INSTITUTE™

Penelope's parents came to Providence because they had concerns that their 15-month-old daughter could not hear. We performed a thorough hearing exam and confirmed their worst fear: Penelope has profound hearing loss in both ears. After that diagnosis, we immediately put her on the candidacy list at the new Orange County Cochlear Implant Institute™ at Providence Speech and Hearing Center.

Until recently, pediatric patients had to travel outside of Orange County to receive cochlear implant* services. Providence filled that gap by launching the Orange County Cochlear Implant Institute™, a multi-disciplinary collaboration and the first all-encompassing pediatric-focused cochlear implant program in the greater Orange County area.

Hospitals from all over Southern California refer their newborn patients to us when they fail their state-mandated hearing screenings at birth. At Providence, we provide more than 500 newborn re-screenings every year. Most infants pass their re-tests, but the children who do not are immediately evaluated to see if they are candidates for cochlear implants.

Penelope was a perfect candidate; by November, she had both implant surgeries needed to restore her hearing. She is now receiving all of the necessary therapies at Providence, including attending Providence Preschool, to help her hear and communicate.

Cochlear implant surgery is just the first step in a long road toward communication, and Providence is here to provide a continuum of care through the entire journey. Our team of Audiologists and Speech-Language Pathologists turn on the device so the brain can begin receiving sound. They then teach the patient to recognize those sounds and develop language. This program is a culmination of 50 years of experience treating patients with a range of communication disorders, our commitment to providing the latest technological advancements, and our dedication to meeting the needs of the community. It is only made possible through exceptional community support. The end result and lifelong impact for each child is immeasurable.

In the first year, more than 30 local children have already been identified as cochlear implant candidates and are enrolled in our program. Three patients have already had the surgery, and in 2016, another 30 patients are scheduled to have their devices implanted.

Providence provides all of the critical follow-up implant mapping, speech and language therapy, a specialized preschool, and all necessary wrap-around services required for implant patient success. We are grateful for the community support and the smart investments that have helped create the infrastructure that will allow us to continue growing this exciting program in Orange County.

*A cochlear implant is a surgically implanted electronic device that provides a sense of sound to a person who is profoundly deaf or severely hard of hearing.

Once a child is diagnosed as a cochlear implant candidate, he or she immediately begins to receive our multi-disciplinary therapies:

FIRST 18 MONTHS +4 MORE YEARS

Expenses typically incurred

= \$46,000

Including therapy and services to gain the ability to communicate comparable to their typically developing peers

= \$100,000

An investment in one child for 5 years = \$146,000. By the end of 5 years, our proven outcomes allow children to enter kindergarten and have the best chance of success in school and life!

Providence Audiologist, Calyn Russ, who has a cochlear implant, met and shared a special bonding moment with Penelope.



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With all our hearts, we thank each and every one of our gracious donors. Together, we're changing lives every day.

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Providence's **eighth location** offers a range of audiology services to patients of all ages from newborns to seniors.



EXPANSION INTO HUNTINGTON BEACH

In 1965, Providence was founded for the community by the community and, over the past 50 years, has grown with support from the community. Our founder, Dr. Margaret Anne Inman, and her earliest advocates developed relationships and partnerships that still exist today.

Through these partnerships, Providence has been able to expand over the past five years from our original flagship location in the city of Orange to eight locations throughout Orange County and south Los Angeles County. We have grown from providing 33,889 patient appointments in 2010 to 108,034 appointments in 2015. This tremendous growth would not be possible without the support we receive from our donors and community partners.

Last year, thanks to an incredible partnership with Hoag Memorial Hospital Presbyterian, we opened our newest site in Huntington Beach. This expansion allows us to continue providing the gifts of speech and hearing to more patients throughout Orange County.

One of Hoag Hospital's focused initiatives is providing access to more services for older adults in the greater Huntington Beach community, particularly those on a fixed income, and Providence's hearing care services complement that strategy perfectly. This is Providence's eighth location, which offers a full range of audiology services, not only to senior adults, but to patients of all ages, including newborns.

On December 2nd, we celebrated with a Grand Opening and Ribbon Cutting of the new Providence site in the Hoag Health Center on Beach Boulevard. If you were unable to join us for the ribbon cutting, just stop by! We'll be happy to give you a tour – and a hearing screening too. We're located at 19582 Beach Boulevard, Suite 110, Huntington Beach. To learn more, call us at (714) 602-2790 or visit www.pshc.org.

2015 YEAR IN REVIEW

01.01 50 FACES OF PROVIDENCE

Throughout the year, in our “50 Faces of Providence” campaign celebrating our 50th anniversary, we introduced you to some special members of our Providence family and shared their stories and experiences.



03.04 LINDA ON CAPITOL HILL

Our CEO, Linda Smith, went to Washington DC to meet with policymakers (seen here with Congresswoman Loretta Sanchez) and congressional leaders to discuss policy and federal grant allocations and spread awareness about our mission and those we serve.

06.30 50TH BIRTHDAY PARTY

We celebrated Providence's 50th year with a birthday party complete with cake, candles and ice cream – because, after all, you only turn 50 once!

09.19 PIER 1 DONATION

Providence received a surprise donation of 118 items from our wish list valued at more than \$1,000! Thirteen local Pier 1 store teams participated in the drive to provide us with much-needed games, toys and supplies.



11.19 NATIONAL PHILANTHROPY DAY

In an effort to highlight their extraordinary support over the years, Providence has nominated The Word & Brown Companies every year for the past eight years to be recognized as an honoree at National Philanthropy Day in Orange County. In 2015, it happened. The Word & Brown Companies was selected as Outstanding Honoree in the Large Business category.



12.10 DISNEYLAND DAZZLE

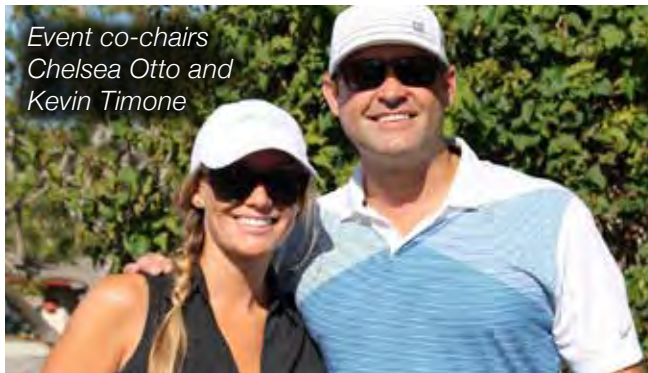
Providence received a surprise \$60,000 grant and several gifts off our wish list from Disneyland as part of their Million Dollar Dazzle campaign in honor of Disneyland's 60th Anniversary celebration!

ANNUAL FUNDRAISING EVENTS



31ST ANNUAL GOLF CLASSIC

On Monday, June 22nd, Providence returned to Coto de Caza Golf & Racquet Club for its annual golf event. Thanks to support from 253 golfers, 60 corporate and individual sponsors, and more than 80 volunteers, the tournament raised an all-time high of **\$329,000!**



Event co-chairs
Chelsea Otto and
Kevin Timone



Event co-chairs Joan May, Robbie Nicoli and Jo-E Immel, with long-time supporter, John M. Word III

50TH ANNIVERSARY GALA

This year's Annual Benefit Gala was held on Saturday, November 14th, at the Hyatt Regency Huntington Beach Resort and Spa and featured special music and entertainment by JT & Friends, a 40-piece show band. With more than 400 guests in attendance at the 50th Anniversary celebration, Providence saw unprecedented fundraising success, bringing in **\$700,000!**



Providence CEO, Linda H. Smith, with Board President, Lew Jaffe

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.

THE FUTURE



At Providence, we are committed to continued growth, innovation and profitability so that we can maintain our promise to serve all those who need us – regardless of their ability to pay – today and for years to come. The past 50 years, we have provided the community with over 1,500,000 appointments, and we are ready to launch the next phase of our vital work. Our vision for the future is to advance our mission, expand our services in scope and impact, and transform into a nationally-recognized Center of Excellence. The community has relied on our services for over 50 years, and we continue responding to the ever-growing need.

Thanks to our incredible donors and community partners, we are able to continue providing our patients with the

highest quality services in the identification, diagnosis, treatment, and prevention of speech, language, and hearing disorders using the latest technological advancements.

Recently, we launched a tele-health program, expanding our reach through technology to allow patients in rural areas, with mobility constraints or logistics issues access to our skilled services and clinicians. Tele-health enables us to bridge the gap by easily and cost-effectively delivering speech-language therapy and audiology services to patients who have no access to this type of care close to where they live. We have identified many areas in California as prime Communication and Hearing Intervention Zones due to the lack of access and qualified services

in the area. We are currently introducing tele-health options for speech and hearing services to bridge that gap so we can continue enriching life through the gifts of speech and hearing for patients wherever they may be.

Over the coming years, Providence will continue to grow the tele-health program and find ways to reach more patients in need of our services. Our patients are at the heart of why Providence was founded, and our mission is to give them the gifts that keep them connected to others. With your unwavering support, we can continue opening the world of sound for more children and adults throughout southern California and beyond.



THANK YOU TO OUR 2015 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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Chris Reinberger	<i>Reinberger Printwerks</i>
Ken Ribotsky	<i>Brandkarma</i>
Teigue Thomas	<i>Vistage International, Inc.</i>
Kevin Timone	<i>The Word & Brown Companies, CHOICE Administrators</i>
Richard Van Dyke	<i>Advanced Office</i>
Ryan Wilkins	<i>Stradling Yocca Carlson & Rauth, PC</i>
Marlene Woodworth	<i>Consultant</i>
John M. Word III	<i>The Word & Brown Companies</i>
Alyson Yarberry	<i>Modera</i>
Tom Yuen	<i>PrimeGen Biotech LLC</i>

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Margaret Anne Inman, Ph.D.*	<i>Founder, Providence Speech and Hearing Center</i>
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Loretta Sanchez	<i>United States Congress</i>
Henry & Monica Weaver	<i>Sparkling Angels Foundation</i>
Robert Wilson	<i>Carl Karcher Enterprises</i>

**In Memoriam*

2015 MANAGEMENT TEAM AT PROVIDENCE

Linda Smith	<i>Chief Executive Officer</i>
Raul Lopez	<i>Chief Operating Officer/Chief Financial Officer</i>
Amanda Barclay	<i>Director of Therapy Services</i>
CJ Calderon	<i>Director of Philanthropy</i>
Bobbi Dickinson	<i>Director of Providence Preschool</i>
Tricia Dunn-West	<i>Director of Human Resources</i>
Donna Gelnett	<i>Director of Audiology Operations</i>
Al Madi	<i>Director of Technology and Innovation</i>

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