

ENRICHING LIFE THROUGH THE  
GIFTS OF SPEECH AND HEARING



— 2016 —

**PROVIDENCE**



SPEECH  
AND  
HEARING  
CENTER

COMMUNITY  
REPORT



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THANK YOU TO  
OUR 2016 BOARD



## A SPECIAL MESSAGE

Thank you for playing a significant role in the success of Providence Speech and Hearing Center in 2016! Our 51st year of *Enriching Life Through the Gifts of Speech and Hearing* was another record-breaking time of providing life-changing communication services to ALL patients.

Providence has long been recognized as the Center of Excellence for speech, audiology, occupational therapy, and preschool services here in Orange County. What is a Center of Excellence and how is it created? According to Wikipedia, “a **center of excellence** (CoE) is a team, a shared facility or an entity that provides leadership, best practices, research, support and/or training for a focus area.” It’s the best of the best; an organization that innovates and creates programs, demonstrates excellence through outcomes and provides access for everyone who seeks treatment.

As you will read in this report, Providence continues to be an innovator in our field. We provided care to more than 15,000 unique patients in 2016, and we have the capability to utilize the data and outcomes from our patients’ treatment to help shape services nationally. Our rich history and experience allow us to take our exceptional knowledge, patient volume and clinical experience and leverage it back into the community through a unique, multi-disciplinary approach and nationally-recognized specialty programs.

Our business model is unique. It’s a model that wouldn’t make sense in the for-profit world. You see, the more mission work we accomplish, the more support we need to fund the gap. We are grateful that our community embraces our mission and has continued to stand by us and support this critical work.

The enclosed charts and data continue to show the upward trajectory and need for our therapies. But there are communities within 50-100 miles of our headquarters that have no access to vital services such as ours – and we believe in communication equity for all: to give everyone the chance to hear, speak and learn; to participate with their families, communities, schools, and careers. The only way to serve this need is to transform, innovate and advance our mission.

The staff and leadership at Providence are united in our commitment to become the *Nationally* recognized Center of Excellence. But we can’t do it alone – we need you, our supporters and partners, to help us on the next journey in Providence’s history. We can’t wait to see what the next 50 years holds!

Sincerely,

*Linda H. Smith*

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

# CREATING A NATIONALLY RECOGNIZED CENTER OF EXCELLENCE

## INNOVATION

Providence is poised to take big leaps toward transforming into a nationally-recognized Center of Excellence. By tracking and utilizing outcomes-driven data, we are laying the groundwork to be able to inform and lead the national conversation around communication disorders.



## ACCESS

Providence takes Our Promise seriously. In 1965, we made a commitment to the community, and today, it is still our goal to continue expanding our footprint, virtually and through strategic growth, to increase services to all, especially the underserved and those most at-risk for going undiagnosed and untreated.



## SIGNATURE PROGRAMS

No other organization in the nation has the knowledge and history of communication disorders that Providence has - no one. Our rich history and experience allow us to take our exceptional knowledge, patient volume and clinical experience and leverage it back into the community through a unique multi-disciplinary approach and nationally-recognized specialty programs.



2016

# PROVIDENCE AT A GLANCE

TOTAL PATIENTS 15,013

TOTAL APPOINTMENTS 118,611

27%

INCREASE OVER 2015

10%

INCREASE OVER 2015

10%

INCREASE OVER 2015

3%

INCREASE OVER 2015

For every dollar in services we provide to low-income patients, 40 cents is unfunded.

As the need continues to grow, we rely on community support to fund the gap.

\$4.8 MIL

118,611

15,013

1,283



TOTAL # OF FREE OR REDUCED COST HEARING AIDS FOR LOW-INCOME CHILDREN, ADULTS AND SENIORS

73%



10,973 Children (0-21)

54%



8,173 Low-Income Children, Adults & Seniors

90%



107,175 Children (0-21)

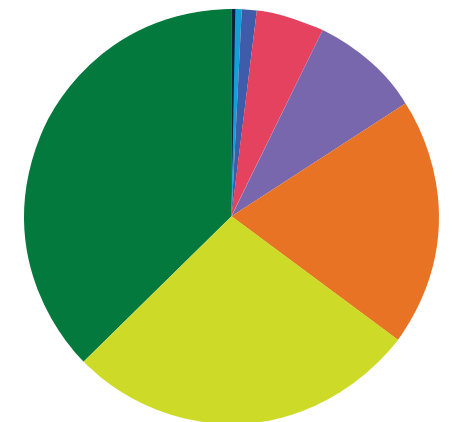
67%



79,040 Low-Income Children, Adults & Seniors

## 2016 PATIENT ETHNICITY

- 0.2% American Indian/Alaskan
- 0.5% Pacific Islander
- 1.2% Black/African American
- 5.4% Other
- 8.5% Asian
- 19.2% White/Caucasian
- 27.5% Did Not Respond/Blank
- 37.4% Hispanic/Latino



UNFUNDED MISSION WORK

TOTAL APPOINTMENTS IN 2016

TOTAL PATIENTS IN 2016

## MONICA & LEO

Monica was born with severe bilateral microtia—meaning that, before she was born, most of her external ears did not form. As a young child, she came to Providence Speech and Hearing Center (Providence) and was fit with a BAHA (bone-anchored hearing aid), which helps carry external sounds into the inner ear through bone conduction in the skull. As Monica aged, so did her hearing aid. As an adult, she continually had to send out her old BAHA to be repaired because it would abruptly stop working, but she was unable to afford a newer, more technologically-advanced replacement. During those times, she was nearly deaf—and at risk of losing her job as a preschool teacher. In addition, Monica was a new mom and often unable to hear her son, Leo, who was also born with microtia, though not as severe as her own. She was scared and frustrated...but then she remembered Providence.

Monica came back to Providence, told us her story and asked for help. Thanks to our donors, we were able to help her afford a brand new BAHA, which has made an enormous difference for her. She hadn't realized just how much she was missing. In fact, she recently heard rain for the first time... and loved it! Leo was also fit with bilateral BAHAs at Providence. The world of sound is now wide open to both of them.

In Monica's own words: "I used to be a patient of Providence until I was 21 years old. I loved the help, understanding and the comfort that this place gave me. It made [me] feel really special and I am forever thankful that all these people from Providence became like my family. This is one of the reasons I am bringing my son here because I know he is in good hands and they would take really good care of him like they did with me."



**“...I AM FOREVER THANKFUL  
THAT ALL THESE PEOPLE  
FROM PROVIDENCE BECAME  
LIKE MY FAMILY...”**

# ANNUAL FUNDRAISING EVENTS

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.



## 32<sup>ND</sup> ANNUAL GOLF CLASSIC

Our 32nd Annual Golf Classic was held on both 18-hole courses at the gorgeous Coto de Caza Golf & Racquet Club. For the first time since moving to a double course, the event sold out with 256 golfers and raised \$315,000 to help further our mission!



# 51<sup>ST</sup> ANNUAL GALA

On Saturday, October 22, The Disneyland Hotel lent some of its magic to our 51st Annual Gala. This was truly a once-in-a-lifetime event with incredible entertainment by the unparalleled JT & Friends, dinner, dancing, and a unique silent auction. With 310 attendees, the event brought in \$540,000.







**“SHE IS FULL OF ENERGY  
AND SPIRIT AND HAS  
COME A VERY LONG WAY”**

## EMI

Now 3 years old, Emi had a bit of a rough start—she spent about 37 days in the NICU after she was born because of feeding issues. She has dystonia, a neurological movement disorder syndrome in which muscle contractions result in twisting and/or abnormal fixed postures, and hypotonia, low muscle tone, which also involves reduced muscle strength. In addition, she has global developmental delay. These symptoms affect her ability to speak.

Emi has been coming to Providence for speech therapy since January 2016. She is full of energy and spirit and has come a very long way! While she isn't using words consistently, she definitely communicates with her eyes, body and charm. She understands spoken language; she just physically can't produce speech. She uses about 25 signs and is beginning to use picture symbols to communicate.

Emi has an incredibly strong support team with her family. Emi's mom is her number one cheerleader, attends every session with her, and carries over the skills learned in speech to her day-to-day activities and interactions! Her mom works with her speech therapist to set goals for Emi, and then works with Emi to help her achieve them. Emi's current speech therapy goals include vocalizing and imitating to express her needs and wants.

While Emi still has a way to go before she has the muscle strength and coordination to speak, she is working to develop a strong foundation for communication. We are proud of the hard work she puts in and look forward to helping her continue to grow.

# EXPANDING THE MISSION

In 1965, we were founded in response to a service gap in the community. Since then, the same community has enabled us to keep *Enriching Life Through the Gifts of Speech and Hearing* for those who have nowhere else to turn for our services. Providence remains committed to continued growth, innovation and profitability and fulfilling our founder's legacy to serve all those who need us – regardless of their ability to pay – today and for years to come. The community has relied on our services for over 51 years, and thanks to our incredible donors and partners, we are privileged to continue responding to the ever-growing need.

This year, in order to better accommodate the patients and families we serve, we added Saturday hours at several of our clinics. Our patients are busy, working families, and expanding our hours gives them more opportunities, especially for those needing evaluations, which are usually about 2-hour appointments. In addition, this change helps our clinicians who prefer a flexible work week.

We also increased our service offerings at three of our eight locations. We now proudly provide speech-language therapy as a complement to audiology services at our sites in Huntington Beach and Newport Beach. Furthermore, we added pediatric occupational therapy services to our flagship clinic in Orange.

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 communication for more children and adults throughout southern California and beyond.



2016

# PROGRAMS BY THE #'S

## AUDIOLOGY



**21,667**  
APPOINTMENTS

**11,526**  
PATIENTS

## SPEECH



**89,990**  
APPOINTMENTS

**5,042**  
PATIENTS

## EARLY INTERVENTION FOR CHILDREN AGES 0-5

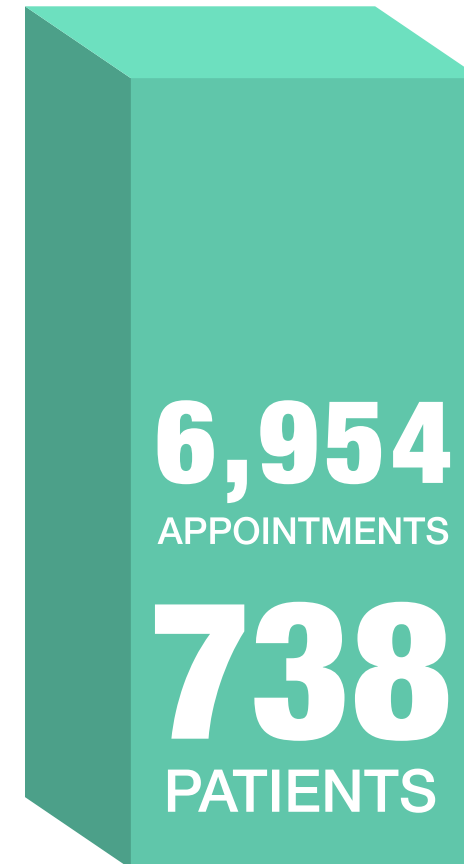


**20,186**  
SESSIONS

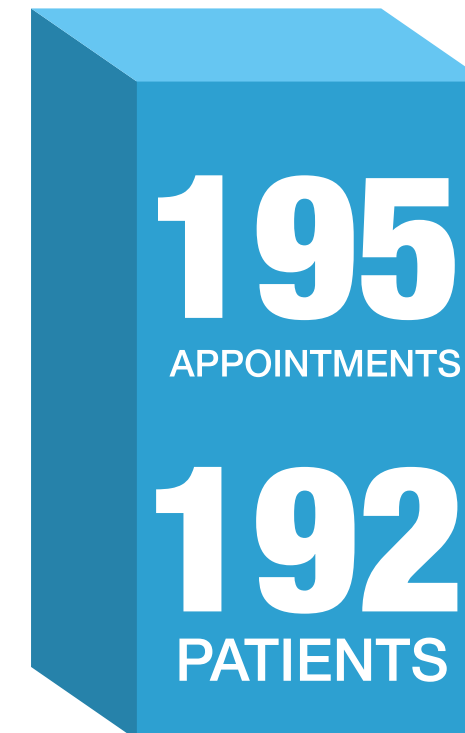
**914**  
PATIENTS



### PEDIATRIC OCCUPATIONAL THERAPY



### FALL PREVENTION AND BALANCE CENTER



### PROVIDENCE PRESCHOOL





**“AFTER JUST A  
FEW MONTHS IN  
PROVIDENCE PRESCHOOL,  
ZOIE IS BLOSSOMING”**

## ZOIE

When Zoie was born in December 2014, her newborn hearing screening in the hospital showed some concerns. She was referred to Providence for a more thorough evaluation and an ABR (auditory brainstem response) test. Results showed a severe-to-profound hearing loss in both ears. In May 2015, Zoie was fit with hearing aids, and a few months later, she was fit with more powerful ones to help her access as many sounds in her environment as possible.

After about a year of regular check-ups and a second ABR, Zoie still wasn't starting to communicate. So, her audiologist began discussions with her family regarding Zoie's cochlear implant candidacy, and the family went to meet with an ENT (ear, nose and throat) doctor at UCI to talk about the possibility of surgery.

In the meantime, as soon as she turned two, Zoie was enrolled in Providence Preschool with her big sister. Here, she has started learning to communicate through sign language and interacting with both normal-hearing and hearing-impaired peers. She also underwent a speech and language evaluation and is beginning weekly speech therapy at Providence. While she doesn't yet speak any true words, she does respond to some sounds made close to her hearing aids. She also uses gestures, facial expressions and limited vocalizations.

After just a few months in Providence Preschool, Zoie is blossoming! She participates in lessons, she loves playing with her new friends, and her personality is showing more each day. Zoie is a great example of how quickly children can grow as a result of the multi-disciplinary services Providence provides: speech-language, hearing and preschool services—all under one roof! We are very excited to see her continued progress and just how far she will advance!

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Ken Ribotsky	BDO
Steven Shill	Vistage International, Inc.
Teigue Thomas	The Word & Brown Companies, CHOICE Administrators
Kevin Timone	Advanced Office

Richard Van Dyke	Stradling, Yocca, Carlson & Rauth, PC
Ryan Wilkins	Consultant

Marlene Woodworth	The Word & Brown Companies
John M. Word III	Modera
Alyson Yarberry	PrimeGen Biotech LLC
Tom Yuen	

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\*In memoriam

## 2016 MANAGEMENT TEAM

Linda Smith	Chief Executive Officer
Andrew Simone	Chief Financial Officer
CJ Calderon	Director of Philanthropy
Bobbi Dickinson	Director of Providence Preschool
Tricia Dunn-West	Director of Human Resources
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