



**PROVIDENCE**



**SPEECH  
AND  
HEARING  
CENTER**

## 2017 COMMUNITY REPORT

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ENRICHING LIFE THROUGH THE GIFTS OF  
SPEECH AND HEARING



# A SPECIAL MESSAGE

As we reflect back on 2017 at Providence Speech and Hearing, it was another year filled with incredible patients whose lives were changed by the transformational services that Providence offers. It was also the year that we began the transformation of Providence as a whole – moving from a well-respected and known regional player to a nationally recognized Center of Excellence. With the guidance of our Board of Directors, Providence has embarked on a five-year plan to become the definitive Center of Excellence for patients with Communication disorders. We aim to achieve this goal by focusing on access, innovation and our hallmark, multi-disciplinary specialty programs.



2017 was also the year that we began a leadership transformation. After the privilege of leading the organization for 11 years, I have moved to CEO Emeritus and have turned the reins over to Andrew Simone, our former CFO and President. Having worked with Andrew for over two years, he is the right person to lead the organization in to the future. Andrew is strongly committed to the Mission and Legacy of the organization and is a great advocate for our patients and staff. I will now focus on fund raising and special projects.

During my tenure, with your support and encouragement, the organization grew from 18,000 annual appointments to almost 137,000 – a put in the real percentage here growth. For me, it just underscores the critical nature of our services. Yet even with that growth and our enhanced access – 1 location to 8 – we have a wait list of over 2500 patients. One of our goals is to ensure that all patients who are in need of our life changing services receive them as quickly and efficiently as possible.

We also served patients from 25 different counties in California which again highlights the lack of services in our state, but that Providence is the Center of Excellence where patients seek real solutions for their challenges. Thanks to you, we can help be there for them.

2017 was also a year of record breaking community support. We acknowledge and thank our incredible supporters in this report. You have made a significant impact in the lives of thousands of men, women, seniors and young children – THANK YOU!

I can still be reached at [lsmith@pshc.org](mailto:lsmith@pshc.org) and would love to hear from you! And, as always, if you would like to witness our life changing services first hand, Andrew would be happy to give you a personal tour. He can be reached at [asimone@pshc.org](mailto:asimone@pshc.org) or 714/923-1526.

Sincerely,

A handwritten signature in black ink that reads "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.

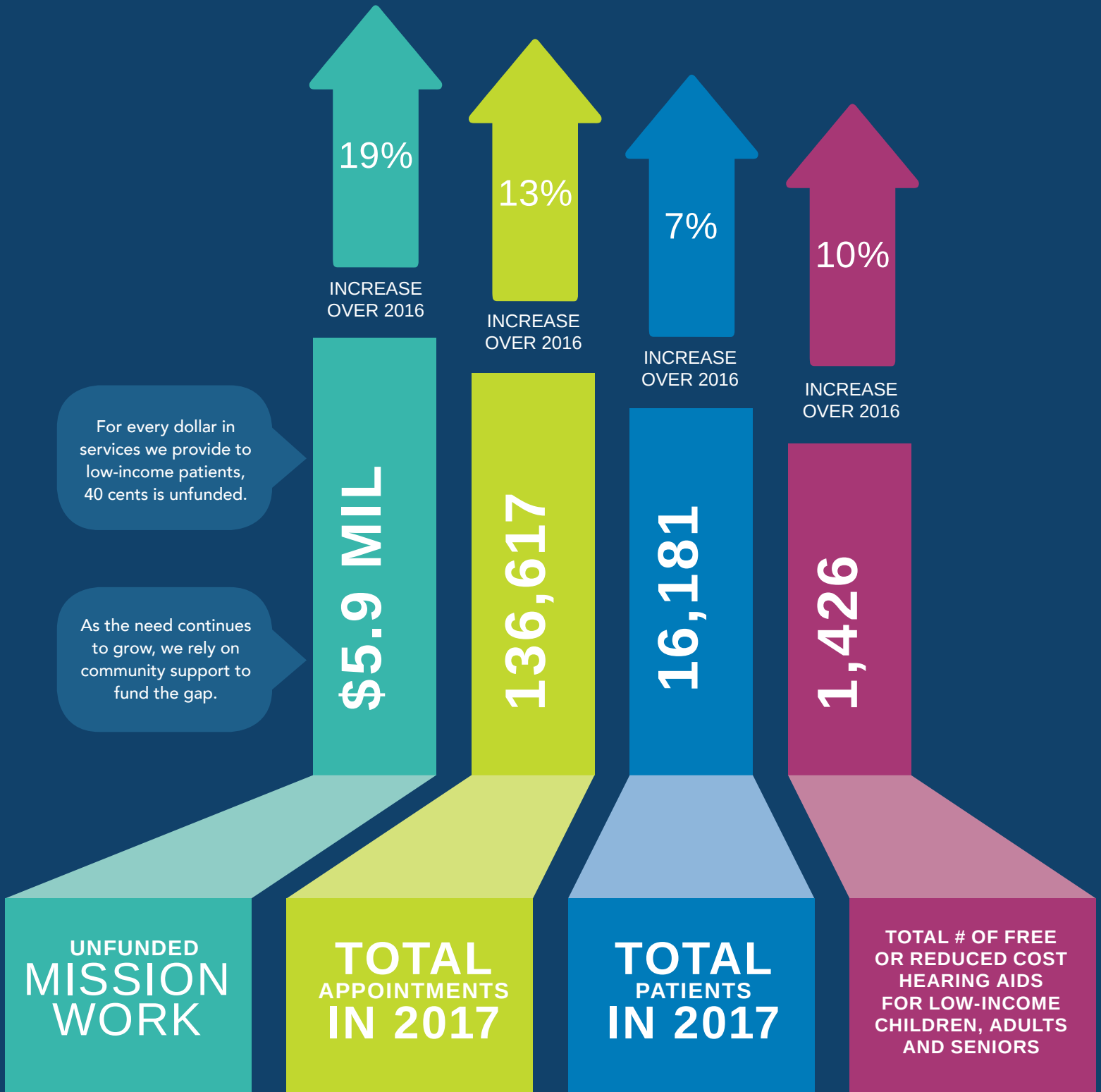
### ACCESS

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.

# 2017 PROVIDENCE AT A GLANCE



TOTAL PATIENTS  
**16,181**

TOTAL APPOINTMENTS  
**136,617**

73%

77%

90%

83%



11,737  
Children (0-21)



12,485  
Low-Income of  
All Ages



123,408  
Children (0-21)



113,104  
Low-Income of  
All Ages

## ELIZABETH'S STORY

Elizabeth is a bright and sweet 5-year-old girl who has been coming to Providence for feeding therapy with our occupational therapist. She has had several medical complications throughout her life and has endured seven (7) heart surgeries. As a result, she has been fed through a gastrostomy tube (or "g-tube") most of her life.

She came to Providence in December 2016, and in just four months, she has made tremendous progress! At first, she was very timid and did not want to eat at all. In fact, she would "pocket" food in her mouth and refuse to swallow it.

But now, thanks to Elizabeth's patient and encouraging therapist and her mom's delicious home-cooked meals, she is eating everything-- from soups and soft vegetables to meats and whole fruits. And she is "graduating" from the program!

We are very proud of Elizabeth and the hard work she has put forth. We have loved watching her personality bloom during her time at Providence, and we have no doubt that she is well on her way to catching up with her peers in all aspects of her life. Keep up the great work, Elizabeth!





# MISSION MOMENT: CHRISTY JUAREZ, AGE 2

At almost 3 years old, Christy comes to Providence for both speech and occupational therapy, and she has started making tremendous progress. By the time most children are 3, they have no trouble walking, talking and feeding themselves, but due to her complex medical history, that is not the case for Christy. Christy was born with several medical challenges, including Down syndrome and gastro-intestinal abnormalities that have made her dependent on a gastrostomy tube (or “g-tube”) for feeding all of her life, but she doesn’t let anything slow her down.

Once each week, she comes in for individual speech therapy. She is working on following directions, looking or pointing at objects when they are named and vocalizing. She makes progress every day.

Her occupational therapy is a bit more intensive, so she comes in twice a week. Her two main goals are focused on improving gross motor skills, like walking, and learning to eat and swallow food. Her hips were turned out at birth, which made it very difficult for her to crawl, much less walk, so her abilities in this area are delayed. Through her physical therapist at CHOC Children’s, Christy received foot braces and began using a walker. At Providence, she tries to navigate her way through the occupational therapy gym without her walker. She is also learning to chew and swallow soft foods, and she recently starting drinking water from a cup. Christy is full of personality and spunk! She isn’t letting anything slow her down, and we can’t wait to see her continued gains.



# ANNUAL FUNDRAISING EVENTS

## 33<sup>RD</sup> ANNUAL GOLF CLASSIC

On June 5, 2017, the gorgeous Coto De Caza Golf and Racquet Club was the backdrop for our 33rd Annual Golf Classic. This event sold out and raised \$320,000 to help further our mission and featured a tournament and dinner.





# 52<sup>ND</sup>

# ANNUAL GALA

On November 11, 2017, The City National Grove in Anaheim set the scene for our 52nd Annual Gala. This was truly a once-in-a-lifetime event with incredible entertainment, dinner, dancing, and a unique silent auction. Our 315 attendees helped us raise \$705,250 at this event.





# 2017 PROGRAMS BY THE #'S

## AUDIOLOGY



24,317

12,480  
PATIENTS

## SPEECH



101,703

APPOINTMENTS

5,640  
PATIENTS

## EARLY INTERVENTION FOR CHILDREN AGES 0-5



22,915

SESSIONS

1,001  
PATIENTS

# 2017 PROGRAMS BY THE #'S

PEDIATRIC  
OCCUPATIONAL  
THERAPY



FALL  
PREVENTION  
AND BALANCE  
CENTER



PROVIDENCE  
PRESCHOOL





# OUR SUPPORTERS

## INDIVIDUALS

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 EVERY DAY.

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

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*\*In memoriam*

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**A SPECIAL  
THANK YOU  
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