



## A MESSAGE FROM OUR LEADERSHIP

The fiscal year (July 1, 2020 – June 30, 2021) began with high hopes coupled with much trepidation as we strived to navigate our way out of the pandemic. We emerged to an unprecedented demand for our services and relied heavily on telehealth and drive-up visits in our Davis Street parking lot to accommodate the need for our help. Ultimately, we added three individuals to our clinical team. Here are some of our highlights for the past year:

- With the help of our City of Jacksonville **Kids Hope Alliance** grant, our Tiny Talkers program initiated 678 speech screenings at local preschools.
- While most health care providers declined to offer internships and externships due to Covid, we embraced 20 of them as an opportunity to provide "real life" experience in a pandemic.
- **Lynne Elliott**, who offered terrific volunteer leadership in the face of Covid, handed over the Board Chair reigns to Treace Medical Concepts VP and Corporate Controller **Kirk Brennan**. The Board welcomed **Michele Lee** and **Sarah Rocco** as new Directors.
- We distributed **253 more hearing aids** than last year, including 172 more aids to those who could not afford them.
- We selected **14595 Philips Highway** for our **second clinical site** and began a buildout that should enable us to see patients there in late August.
- **Bold City Best** honored us as **2020 Best Local Non-Profit Organization** and **Best Hearing Aid Center**. **Leadership Jacksonville** honored Director of Operations **Chandra Manning** as one of their **Unsung Covid Leaders**.

These achievements were made possible by a very engaged Board, a passionate, competent staff committed to serving patients in new ways during Covid, individual donors who supported us generously through two FinFests and #GivingTuesday, and a bevy of foundations and corporations, United Way and the City of Jacksonville. Special thanks to the Jessie Ball duPont Fund, which gave us new tools as well as support, Riverside Hospital Foundation, the Lucy B. Gooding Charitable Foundation Trust, Baptist Health, Florida Blue, Haskell, Brunette & Associates and many others! We are grateful for all of our magnanimous supporters.

Sincerely,

**Michael Howland, JD, MA, CAE**  
President & CEO



**Kirk Brennan,**  
Chair, Board of Directors

# PATIENTS



**3,144**

PATIENTS SERVED

FROM ACROSS

**5**

COUNTIES



WITH  
**91%**  
OF PATIENTS  
RECEIVING  
SUBSIDIZED CARE

# COMMUNITY CARE

**678**

SPEECH  
SCREENINGS AT

**35** LOCAL  
PRESCHOOLS



**1,918**

GRANT ENABLED  
THERAPIES



RESULTING IN  
**100%**  
OF PARTICIPATING  
CHILDREN MAKING GAINS

**1,000**



HEARING  
EVALUATIONS

**1,114**

HEARING  
AIDS  
DISTRIBUTED  
TO PATIENTS



**837**

OF  
WHICH  
WERE  
SUBSIDIZED

# BOLD CITY BEST

OVER  
**500**



VETERANS SERVED



BEST HEARING AID CENTER & BEST LOCAL NON-PROFIT ORGANIZATION

## PEOPLE

**20**

INTERNS AND EXTERNS MENTORED



REPRESENTING

**6**

COLLEGES & UNIVERSITIES

- JACKSONVILLE UNIVERSITY 
- UNIVERSITY OF NORTH FLORIDA 
- UNIVERSITY OF FLORIDA 
- FLORIDA STATE UNIVERSITY 
- NOVA SOUTHEASTERN UNIVERSITY 
- UNIVERSITY OF ILLINOIS 

## EVOLUTION OF PANDEMIC CARE

**1,842**



TELETHERAPY APPOINTMENTS

**137** CONTACTLESS



TELEHEALTH APPOINTMENTS

**944**



CURBSIDE VISITS

## *Increasing Access to Audiology: Meet Kyrie!*

At age 7, her teachers noticed she was missing certain messages at school. Initially, Kyrie's speech was assessed because her teachers recognized she was having difficulty with processing what was being said to her. After conducting a speech-language evaluation, the Duval County school system recommended she see a pediatric audiologist to have her hearing tested. It was there they discovered she had hearing loss in both ears and was struggling to understand those around her. Kyrie's school was able to provide her with hearing aids to use during the school day. Her parents and school staff quickly realized that she needed hearing aids to thrive outside of school as well. Kyrie came to Jacksonville Speech & Hearing Center in mid-December for a consultation and we recommended the same hearing aids she was fit with at school. However, the family's insurance only covered a small portion of the cost of her hearing aids and the price was just out of reach. Through our Fund-A-Child program, we were able to provide Kyrie with hearing aids that allowed her to not only hear at school, but allowed her to fully experience the world around her every day. Kyrie and her family were the stars of our FinFest gala and we cannot wait to see all that she accomplishes in the future!



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