The Center for Hearing and Communication provides high-quality, comprehensive services to empower people affected by hearing loss, deafness or listening challenges.
Dear Friends,

It has been a distinct honor to have served as Board President for the past three years. Those of us on the Board who are also CHC (or, as we used to say, “League”) parents know that the true treasure of CHC is the uniquely dedicated staff. From our industry-leading audiologists, to our transformative speech-language pathologists, to our compassionate and specially trained mental health practitioners - all backed up by our one-of-a-kind support staff - CHC makes a difference, every single day, in the lives of people of all ages affected by hearing loss, deafness and listening challenges. Our job, as Officers and Board members, is to lend assistance to the staff to make sure that their work can continue and grow, and I’m proud to report that this work - their work - has flourished.

CHC is “firing on all cylinders.” With a new mission statement, the introduction of tele-therapy in our program offerings, growth in all of our clinical departments and increased presence in the community, CHC is adapting to better meet our clients’ needs. I continue to be excited for CHC’s future. Together, our staff and Board will work with energy, integrity and fiscal responsibility to perpetuate CHC’s mission and provide unsurpassed programs and services for our constituents. As CHC continues its remarkable evolution, our vision of communication without limits for people with hearing loss is well on its way to becoming a reality.

Thank you for being a part of the CHC Community.
LEADING THE WAY

The hearing health landscape is ever changing. Last year saw important technological advancements, new distribution channels and changes in FDA regulations.

Look to CHC to lead the way in providing client-centered care that embraces innovation, addresses changing consumer needs and recognizes our responsibility to members of the community most in need.
In 2017, CHC adopted a new mission statement, embracing the essence of our legacy while defining more clearly our relevant purpose today.

At the core of everything we do are our high-quality, comprehensive services. We take a multi-disciplinary approach so that individuals and families benefit from the finest client-centered care available. Our audiologists, speech-language pathologists and psychotherapists work together to offer a blend of clinical expertise, technical know-how and individualized compassionate care unmatched in the hearing health industry.

But CHC is not simply a service provider. We empower individuals affected by hearing loss, deafness or listening challenges. We “go beyond the test booth” and find meaningful solutions to hearing and communication difficulties that work in real-life settings. We connect families struggling to cope with the challenges of hearing loss with other members of the community so that they can gain invaluable insight and support.

Young and old, hearing loss isolates. But when people feel empowered, they are more likely to address their hearing health challenges, more likely to advocate for their needs, and more likely to connect to life.

NEW MISSION STATEMENT

The Center for Hearing and Communication provides high-quality, comprehensive services to empower people affected by hearing loss, deafness or listening challenges.

Laurie Hanin, PhD, CCC-A
Executive Director
The number of children under the age of three in our communication therapy program continues to rise. That’s an exciting development that we think speaks to the experience of our clinicians and the comprehensive nature of our services.

Parents are reassured in knowing that their child’s auditory acuity can be monitored, their hearing aids repaired, and their earmolds made at the same place they come to for weekly individual and group therapy. In addition, each child has access to an educational specialist who can provide direct literacy instruction and guide the parents through critical decisions about educational placements. Parents have also expressed the value of having an opportunity to interact with other parents with shared concerns in raising a child with hearing loss, both in structured group settings and informally within the waiting room.

We’re here for parents every step of the way in their child’s listening, language and educational development.

Liz Ying, MA, CCC-SLP
Co-Director, Shelley and Steven Einhorn Audiology and Communication Centers
Courage, hope, creativity and the opportunity for change make the Baker Family Emotional Health and Wellness Center at CHC a sensitive, compassionate and supportive place to discover well-being. We strive to establish for our clients a safe place where past and present emotional difficulties can heal.

Everyone needs a place to belong. This is our clinical and person-centered perspective when working with clients who are, all too often, disregarded by others. We are unique in that we understand the emotional impact of hearing loss and offer culturally sensitive psychotherapists who are fluent in American Sign Language. This vital foundation of shared language and understanding creates what most of our clients do not have and have not experienced - an oasis from the struggle to be emotionally heard, understood and accepted without judgment.

The Baker Family Emotional Health and Wellness Center at CHC is the only mental health service in Manhattan (and only one of three in the greater NYC area) providing psychotherapy, family and group therapy, and psychiatric evaluation and treatment for adults, adolescents and young children.

Jeff Wax, LCSWR, Director, Baker Family Emotional Health and Wellness Center
Parents of infants and children with hearing loss continually need comprehensive, up-to-date, and accurate information to make informed treatment decisions, guide intervention, and improve quality of life. Frequently, families are overwhelmed by a tremendous amount of often-conflicting information.

CHC’s Family Resource Center (FRC) is an indispensable source of information and support to help families manage the challenges of hearing loss and nurture their child on the difficult journey to speech and language.

As a Deaf Education Specialist and FRC Coordinator, I regularly connect families at CHC with more experienced parents and young adults with hearing loss so that new families struggling with the diagnosis of deafness gain essential encouragement and hope. Families form a community of peers that provides comfort and support for years to come.

The FRC’s workshops for young schoolchildren offer opportunities for students with hearing loss, often isolated in a mainstream educational setting, to come together and learn how to advocate for their communication needs while socializing and staying connected with a ready-made support group.
CHC’s Audiology Department experienced over 10,000 client visits this year. We provided services to over 2,500 people of all ages, ranging from days-old infants to centenarians. In an era where there are so many options available to the consumer of hearing health care, what are the factors behind CHC’s continued success?

First and foremost is CHC’s caring, knowledgeable, highly qualified staff of audiologists and hearing instrument specialists. From the cortical evoked potentials used to confirm infants’ hearing aid fittings to smartphone-enabled hearing aid fittings for our teenagers and adults, CHC audiologists continue to provide state-of-the-art services using the latest in cutting-edge technology. We also provide free weekly demonstrations in our Devices Center to ensure that people with hearing loss are safe and can access sound at home, in school or at the office.

Most importantly, CHC’s audiology staff is respected and trusted by clients and their families. This trust factor is the single differentiating feature that makes CHC the premier setting for hearing health care.
ADDRESSING NEEDS OF THE YOUNG AND OLD

Programs at CHC’s Florida office are transforming lives at both ends of the age spectrum.

With funding by the Community Foundation of Broward County, H.E.A.R. for Seniors (Hearing Loss, Education, Access, and Resources), provides urgently needed in-home care to older adults who have a hearing loss and are either homebound or with limited access to transportation. Each client in the program is visited by an Outreach Specialist and Case Manager who provides a Senior Needs Assessment. Hearing and communication issues are addressed through education, testing and surveys.

CHC’s after-school programs for children and teens who are deaf or hard of hearing continue to attract a diverse group of elementary, middle and high school students. The programs are designed to foster learning and provide opportunities for engagement. The students, many of whom are at-risk youths, take part in enriching activities and are exposed to art and culture, music, science and community service. The programs have had a positive impact on academic achievement and social and physical development. We’ve also seen a strengthening in children’s relationships with adults and peers within their families, schools and communities.

Margaret Brown
Regional Executive Director
OUTREACH TO NYC’S AT-RISK SENIORS

CHC continues to play an important role as New York’s community leader in combating the epidemic of untreated hearing loss in seniors.

Through community outreach and public education, CHC’s Center for Hearing and Aging (CHA) provides mobile hearing health care, educational workshops and supportive counseling to nearly 3,000 seniors and hundreds of health care providers annually. Efforts focus on the need to increase access to comprehensive hearing health care and reduce the negative impact of untreated hearing loss in the aging population.

CHC instituted a new program this past year, Hearing Health Days, in which New York City seniors visit our office for a full day of hearing health workshops and clinical services, including a full audiological evaluation and assistive devices counseling. The program is the result of a unique partnership between CHC and several of New York’s Naturally Occurring Retirement Communities (NORC). Participating seniors report being more informed about issues related to hearing loss and proactively taking steps to pursue treatment options that improve their communication ability.

Carolyn Stern, Manager, Center for Hearing and Aging
PHILANTHROPIC SUPPORT MAKES IT ALL POSSIBLE

CHC is grateful to our community of engaged supporters who embrace a vision of communication without limits for all people with hearing loss.
From infants to elders, CHC is at the forefront of providing a state-of-the-art delivery of services for individuals and families coping with the difficulties of hearing loss. We take a holistic approach, customizing our treatment to the unique circumstances of each person’s hearing health care needs and challenges. We are confident that CHC’s clinical, educational and outreach programs will continue to grow and embody the best and most current developments in hearing health care.

Our community of philanthropic supporters is essential to our commitment to making services available to all regardless of ability to pay. Nearly 50% of our operating revenue each year comes from private donations from individuals, corporations and foundations. This support allows us to take the time that is truly needed to maximize the effectiveness of each of our programs and services and promotes a continuum of care at CHC.

On behalf of our clients who are the true beneficiaries of this support, we thank you.

Nancy Nadler, M.E.D., MA
Deputy Executive Director

WITH THANKS TO OUR VISIONARY SUPPORTERS

Feast Co-Chair, Helene Rosenthal, at The 23rd Annual Feast, November 7, 2016 at Pier Sixty, Chelsea Piers.
THE 23RD ANNUAL FEAST
31ST ANNUAL COMEDY NIGHT

Honoring Arlene Romoff
April 19, 2017
Carolines On Broadway
New York, NY
19TH ANNUAL GOLF TOURNAMENT

May 15, 2017
Fenway Golf Club
Scarsdale, NY
PRIVATE SECTOR DONATIONS

The Center for Hearing and Communication is deeply grateful for diverse support of agency operations, programs, services, and events in 2017.

We salute the following supporters:

$100,000-$999,000
Dr. Felix J. Baker and Dr. Heather J. Bogdanoff Baker H & F Baker Foundation The Theodore H. Barth Foundation, Inc. The Einhorn Family Foundation Lambert Family Foundation Oberkotter Foundation Eleanor Schwartz Charitable Foundation

$50,000-$99,999
Mr. and Mrs. Lee M. Adasko $5,000-$24,999 Mr. and Mrs. Charles H. Winkler Marguerite Smyth Revocable Trust Captel, Inc. Mr. and Mrs. Robi Blumenstein Bloomberg Barash, Friedman, Friedberg & Adasko Timothy and Michele Barakett Foundation Rose M. Badgeley Residuary Charitable Trust The Virginia and Warren Schwerin The George Link, Jr. Foundation, Inc. The Hearst Foundation, Inc.

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$25,000-$49,999
Lambert Family Foundation The Einhorn Family Foundation H & F Baker Foundation Dr. Felix J. Baker and Dr. Shari E. Brasner Chervenak-Nunnalle Foundation

$25,000-$49,999
Mr. Jeffrey M. Cohen and Dr. Shari E. Brasner Chervenak-Nunnalle Foundation Mr. and Mrs. Kenneth Geld Support of Agency Operations, Programs, Services, and Events in 2017.

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The Center for Hearing and Communication is proud of its working relationships with the following agencies:

**New York**
- Department of Health, Orange County
- Department of Health, Rockland County
- Department of Health, Westchester County
- New York City Department of Education
- New York State Department of Health
- New York State Department of Education
- New York State Office of Mental Health
- United Way of New York City

**Florida**
- Broward County - Health and Human Services
- Community Foundation of Broward County
- Children's Services Council of Broward County
- United Way of Broward County
- Florida Telecommunications Relay, Inc.

**Licensed**
- State of New York Department of Health, as an out-of-hospital health facility
- State of New York Office of Mental Health, as an outpatient clinic treatment program
- Florida Department of Children and Families

**Member Agency**
- Council of Senior Center and Services
- United Way
- United Way of Broward County, Florida

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### NEW YORK SERVICES

<table>
<thead>
<tr>
<th>Shelley &amp; Steven Einhorn Audiology and Communication Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Audiology</strong></td>
</tr>
<tr>
<td>Pediatric &amp; Adult Hearing Evaluation</td>
</tr>
<tr>
<td>Pediatric &amp; Adult Hearing Aid</td>
</tr>
<tr>
<td>Consultation &amp; Evaluation</td>
</tr>
<tr>
<td>Auditory Brainstem Response</td>
</tr>
<tr>
<td>Cortical Auditory Evoked Potential (CAEP) Testing</td>
</tr>
<tr>
<td>Tinnitus and Hyperacusis Center</td>
</tr>
<tr>
<td>Mobile Hearing Test Unit</td>
</tr>
<tr>
<td>FM Systems Evaluation</td>
</tr>
<tr>
<td>Listening Studio</td>
</tr>
<tr>
<td>Free Hearing Screening</td>
</tr>
<tr>
<td>Auditory Processing Disorder (APD) Evaluation</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
</tr>
<tr>
<td>Speech-Language and Functional Listening Assessment</td>
</tr>
<tr>
<td>Auditory-Based Speech-Language Therapy</td>
</tr>
<tr>
<td>Pediatric &amp; Adult Cochlear Implant Evaluation &amp; Therapy</td>
</tr>
<tr>
<td>Parent Counseling &amp; Support Groups</td>
</tr>
<tr>
<td>Psycho-Educational Evaluation</td>
</tr>
<tr>
<td>Educational Support</td>
</tr>
<tr>
<td>Speechreading &amp; Auditory Therapy for Adults</td>
</tr>
<tr>
<td>Speech &amp; Language Therapy for Adults</td>
</tr>
<tr>
<td><strong>Berelson Hearing Technology Center</strong></td>
</tr>
<tr>
<td>Hearing Aid &amp; FM Dispensing</td>
</tr>
<tr>
<td>Hearing Aid &amp; FM Sales &amp; Repair</td>
</tr>
<tr>
<td>Pediatric Hearing Aid Services</td>
</tr>
<tr>
<td>Assistive Device Consultation</td>
</tr>
</tbody>
</table>

**Baker Family Emotional Health and Wellness Center**

- Individual, Couple, Family & Group Psychotherapy
- Adult & Children's Psychiatric Evaluation
- Medication Consultation & Maintenance
- Psychological & Educational Evaluations
- Crisis Intervention
- Parent Counseling & Support
- Information, Referral & Advocacy

**Center for Hearing and Aging**

- Communicate with Success Program
- Mobile Hearing Services
- Public Education & Community Outreach
- Golden Agers Group

**Community Outreach**

- Mobile Hearing Test Unit
- Project PATH (Preschool Access to Hearing)
- Hear Me Out – Young Professionals Group
- Noise Center

**Family Resource Center**

- Educational Workshops & School-Age Programming
- Adolescent Workshop
- Parent Meetings

**Marjorie Carr Adams Center for Information on Hearing & Deafness**

- Public Information
- Educational Materials
- Community Training

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### FLORIDA SERVICES

<table>
<thead>
<tr>
<th><strong>Audiology</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pediatric &amp; Adult Hearing Evaluation</td>
</tr>
<tr>
<td>Pediatric &amp; Adult Hearing Aid Consultation &amp; Evaluation</td>
</tr>
<tr>
<td>FM Systems Evaluation</td>
</tr>
<tr>
<td>Free Hearing Screening</td>
</tr>
</tbody>
</table>

**Hearing Technology**

- Hearing Aid & FM Dispensing
- Hearing Aid & FM Sales & Repair
- Pediatric Hearing Aid Services
- Assistive Device Consultation

**Emotional Health and Wellness**

- Individual, Couple, Family & Group Psychotherapy
- Psychological Evaluation
- Crisis Intervention
- Information, Referral & Advocacy
- Support Groups

**Education**

- Year-round Educational/Vocational Programs (elementary, middle and high school students)
- American Sign Language (ASL) Instruction

**Community Outreach**

- Florida Telecommunications Relay, Inc.
- H.E.A.R. for Seniors of Broward County
- Aging with HIV/AIDS/STIs
## Statement of Activities

**Center for Hearing and Communication  Year Ended June 30, 2017**

### Revenue:

<table>
<thead>
<tr>
<th>Service/Grant Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Service Revenue</td>
<td>$1,101,380</td>
</tr>
<tr>
<td>Hearing Aid Sales</td>
<td>$796,573</td>
</tr>
<tr>
<td><strong>Total Fee for Services</strong></td>
<td><strong>$1,897,953</strong></td>
</tr>
<tr>
<td>Government Grants and Contracts</td>
<td>$1,456,659</td>
</tr>
<tr>
<td>Foundation and Corporate Grants</td>
<td>$1,033,189</td>
</tr>
<tr>
<td>Contributions - Operational Support</td>
<td>$542,668</td>
</tr>
<tr>
<td>Special Events Income</td>
<td>$640,498</td>
</tr>
<tr>
<td><strong>Total Public Support</strong></td>
<td><strong>$3,673,014</strong></td>
</tr>
<tr>
<td>Investment Income</td>
<td>$83,288</td>
</tr>
<tr>
<td>Realized and Unrealized Gain on Investments</td>
<td>$208,757</td>
</tr>
<tr>
<td>Other Income</td>
<td>$3,905</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$5,866,917</strong></td>
</tr>
</tbody>
</table>

### Expenses:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$4,675,034</td>
</tr>
<tr>
<td>Management and General</td>
<td>$510,446</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$487,211</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$5,672,691</strong></td>
</tr>
</tbody>
</table>

**Total Net Change in Assets**  $194,227

**Net Assets, beginning of year**  $5,231,737

**Net Assets, end of year**  $5,425,964

---

### Board of Directors

- **Barry G. Felder, Esq.**  President
  - Robi S. Blumenstein
  - Glen Celentano
  - Florence Chasin
  - Kassie DePaiva
  - Shelley Einhorn
  - Barbara Ginsburg Shapiro
  - James S. Gold
  - Paul E. Hammernesslag, MD
  - Jill M. Harkavy Friedman, Ph.D.
  - Donald M. Itzkoff
- **Steven R. Peikin**  Executive Vice President
- **Jeffrey M. Cohen**  Vice President
- **Anne Worcester**  Vice President
- **Lee Adasko**  Treasurer
- **Glen Popick**  Recording Secretary
- **Ellen S. Berelson, Ph.D.**  Officer
- **Heather J. Bogdanoff Baker, Ph.D.**  Officer

### Honorary Directors

- Noel L. Cohen, M.D.
- William M. Ellinghaus
- Robert N. Essman
- Nanette Fabray
- Mildred Oberkotter
- David B. Roosevelt
- Elinor Ross
- Jim Ryan
- Renee Silver
- Laurie Hanin, Ph.D., CCC-A  Executive Director
- Ruth R. Green  Executive Director Emerita
Of the 5.8 million dollars raised during the fiscal year ending June 30, 2017, 82% went directly toward clinical and educational programs benefiting people of all ages in New York and Florida. Public support and government grants together accounted for 63% of operating revenue while patient services generated 32%.

EXPENSE CLASSIFICATIONS

- 82% Programs
- 9% Management and General
- 9% Fundraising

OPERATING REVENUE*

- 32% Net Patient Service Revenue and Hearing Aid Sales
- 25% Government Support
- 5% Other Revenue
- 38% Public Support

*Reflects revenue in New York and Florida. In New York alone, 44% of revenue is raised from individuals, foundations and corporation.
CHC’s commitment to high quality, comprehensive hearing health care forms the foundation on which our six centers of excellence serve the diverse needs of people with hearing loss, deafness and listening challenges.

<table>
<thead>
<tr>
<th>Program/Service Area</th>
<th>Center Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiology</td>
<td>Audiology</td>
<td>Expert hearing testing, custom hearing protection, tinnitus therapy and auditory processing evaluation</td>
</tr>
<tr>
<td>Hearing Technology</td>
<td>Berelson Hearing Technology Center</td>
<td>Custom hearing solutions for maximum access to hearing and effective communication</td>
</tr>
<tr>
<td>Speech &amp; Language</td>
<td>Shelley and Steven Einhorn</td>
<td>Specialists address listening, speech, language, education and social-emotional needs of all ages</td>
</tr>
<tr>
<td>Emotional Health</td>
<td>Baker Family Emotional Health</td>
<td>Psychotherapy in a safe, caring environment accessible through ASL interpreting</td>
</tr>
<tr>
<td>Public Education &amp; Community Outreach</td>
<td>Center for Hearing and Aging</td>
<td>Public education and mobile audiological care for children and seniors in underserved neighborhoods</td>
</tr>
<tr>
<td>Family Programs</td>
<td>Family Resource Center</td>
<td>Guidance and support designed to inform and empower parents and encourage peer interaction</td>
</tr>
</tbody>
</table>

HIGH-QUALITY, COMPREHENSIVE SERVICES TO EMPOWER PEOPLE AFFECTED BY HEARING LOSS, DEAFNESS OR LISTENING CHALLENGES
<table>
<thead>
<tr>
<th>State</th>
<th>Address</th>
<th>Voice</th>
<th>TTY</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York</td>
<td>50 Broadway</td>
<td>(917) 305-7700</td>
<td>(917) 305-7999</td>
<td>(917) 305-7888</td>
</tr>
<tr>
<td></td>
<td>6th Floor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>New York, NY 10004</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Florida</td>
<td>2900 W. Cypress Creek Rd.</td>
<td>(954) 601-1930</td>
<td>(954) 601-1938</td>
<td>(954) 601-1399</td>
</tr>
<tr>
<td></td>
<td>Suite 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ft. Lauderdale, FL 33309</td>
<td></td>
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</tbody>
</table>

info@CHChearing.org

fl@CHChearing.org

www.CHChearing.org