

Where Compassionate Care Comes First
— HEAR Wisconsin



Dear Friends,

As we reflect on another year at HEAR Wisconsin, I am delighted to introduce this year's Community Impact Report, aptly titled, "Where Compassionate Care Comes First." This theme encapsulates the essence of who we are and what we strive to achieve each day - providing compassionate care that transcends barriers and transforms lives.

This year's report is a testament to the dedication, expertise, and compassion that each member of our team brings to their work every day. It is a celebration of the countless hours spent diagnosing, treating, and supporting individuals on their journey to better hearing and communication. For these individuals, every interaction, every moment of connection, is an opportunity to break down barriers and build bridges to a world of limitless possibilities. Our specialized team understands the importance of compassionate care, and it is this understanding that drives us to go above and beyond with every person who turns to us for care. It is a reflection of the trust placed in us by families, caregivers, and individuals facing the challenges of deafness or hearing loss, and the unwavering commitment we have to exceeding their needs.

At HEAR Wisconsin, we provide a lifeline to babies, children and adults who are deaf, culturally Deaf or hard of hearing. As we compiled this year's Impact Report, I am reminded that what truly makes our nonprofit exceptional is not just the services we provide or the numbers we achieve, but the profound impact we have on the lives of those we serve. Within the pages of this report, you will find photos of our HEAR Wisconsin team and Board Members who are the cornerstone of our success and words they have shared to define our organization and the work we do. Words like compassionate, empowering, inspiring, and rewarding.

Our team members are not just employees – our Board Members are not just volunteers - they are dedicated individuals who have chosen to make a difference in the lives of others. They stay at HEAR Wisconsin because they believe in our mission, they believe in the power of compassionate care, and they believe in the incredible value that they provide to the communities we serve.

As you peruse the pages of this report, I hope you feel a sense of pride in knowing that your support for HEAR Wisconsin has helped to create real and lasting change in the lives of those we serve. Together, we are not just providing therapy, hearing healthcare, and consultation services, we are impacting lives, strengthening communities, and building a brighter future for all.

Thank you for your trust and belief in our mission!

A special thank you also to our Board Members and Team for all that you do, today, and every day.

With deepest gratitude,



Jill Van Calster, M.A., President and CEO



Jill Van Calster
President and CEO

PASSIONATE

DEDICATED

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LIFE-CHANGING ADVOCATE

Because of supporters like you, HEAR Wisconsin grew from a small humble support group in 1926 to a robust organization offering comprehensive services for people of all ages with all degrees of hearing loss or deafness. Incorporated in 1944 as Milwaukee Hearing Society, HEAR Wisconsin continues to connect deaf, culturally Deaf, and the hard of hearing throughout Wisconsin to vital services and resources.



SPECIALIZED

SUPPORTIVE

SERVING

2024 Incoming Board Members



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Greater Milwaukee
& Waukesha County

United Way
partner for
77 Years

COMPREHENSIVE

HEAR Wisconsin, a nonprofit organization, is headquartered in the Kay Eckstein Speech & Hearing Center (West Allis, WI), in honor of the late Kay Eckstein and her philanthropic family. Her desire to help children and adults with hearing loss led to a commemorative gift to make this fully owned facility a resource to all who enter it.



Amy Peters Lajos, MA,
CCC-A LSLS Cert. AVT,
Director of Kellogg Child &
Family Program



Sydney Champion Elliot,
MS, CCC-SLP Speech-
Language Pathologist



Deborah Kravit, MS,
CCC-SLP LSLS Cert AVEd
Speech-Language Pathologist



Elizabeth Miller, MS,
CCC-SLP Speech-
Language Pathologist



Lizabeth Baish
Program Coordinator



Erin Gardner
Program Assistant
Deaf/ASL Specialist
(also ATC Associate)



Brooke Ranta
Intake Service Coordinator

Kellogg Child & Family Program

The Kellogg Child & Family Program team is a trusted resource dedicated to providing evidence-based specialized services to families with children who are deaf, culturally Deaf, or hard of hearing. By offering early intervention services, the team plays a crucial role in empowering families to support their children's development across various domains, including communication, auditory skills, language acquisition, cognitive abilities, speech, and social interactions.

The ultimate goal is to prepare children to enter kindergarten on par with their hearing peers and underscores the team's dedication to promoting inclusion and equal opportunities for all children.

Likewise, the team's commitment to evidence-based practices, family centered care, and cultural sensitivity makes it a valuable resource for families navigating the journey of raising a child who has hearing loss or a hearing child who has culturally Deaf parents.

Impact Numbers

3,704

hours of direct hearing-loss-specific services provided

98%

of children increased their language skills

51%

of families are low income or from underserved communities



Will receives in-home early intervention services.

Audiology Clinic

The Audiology Clinic serves as a beacon of respect and compassion for individuals with hearing loss or deafness, facilitating their connection with loved ones and communities.

All four outstanding doctors of Audiology ensure that best practices are employed. These professionals are not only highly skilled but also well-rounded, understanding the diverse needs of their patients.

In addition, the clinic boasts a highly qualified technician who excels in repairing and setting up new hearing aids. This ensures that patients receive top-notch technical support to optimize their hearing devices. Moreover, the care coordinators play a crucial role in fostering a welcoming and supportive environment.



Dr. Kristine Bayer, AuD,
CCC-A, Audiologist,
Director of Audiology



Dr. Meredith Klinker, AuD,
CCC-A, Audiologist



Dr. Stacy Ryan,
AuD, CCC-A, F-AAA
Audiologist



Dr. Armona Nadler-Strick,
AuD, CCC-A, Audiologist

GRATITUDE

COMMITMENT



Ed, age 100, receives hearing aids for the first time in his life.

DEDICATION

Impact Numbers

3,814

Audiology appointments
completed

877

new hearing aids fitted

4

dedicated and certified
doctors of Audiology



Lori Sommerfeld, AuD,
Audiology Technician



Amy Benz
Care Coordinator

FULFILLING

INCLUSIVE

RESPECTFUL

FUN

Mobile Audiology Clinic

The Mobile Audiology Clinic (MAC) is addressing a critical gap in access to hearing healthcare services, particularly for economically disadvantaged individuals, seniors, and students. By providing free screenings to schools in Wisconsin, MAC is not only identifying hearing issues early but also preventing misdiagnosis of learning disabilities and behavioral issues among students. MAC screened 1,310 students at 23 schools in 2023.

By increasing coverage and access to hearing healthcare services, especially for vulnerable or underserved populations, MAC is playing a crucial role in promoting equity in healthcare. This initiative not only addresses immediate needs but also contributes to long-term positive outcomes for individuals and communities. The team of professionals provide the highest level of care delivering our mission to many who may not otherwise receive the attention required for hearing loss.

MAC also provided fee-based hearing conservation services to businesses that are required to meet Occupational Safety and Health Administration (OSHA) guidelines for employees working in high noise level environments.

MAC's utilization has reached 95%.



Gary Kiltz, PhD
Hearing Conservation
Coordinator

Additional team
members include the
Audiologists and the
Audiology Technician.



MAC prepares to screen children at Eisenhower Elementary School.



Derek takes instruction to listen when he hears a range of sounds through the headphones during a school screening.

Impact Numbers

5,800
people served

1,782
free hearing screenings provided

453
Audiology appointments
completed at senior communities

3,565
OSHA hearing screenings
completed



Laurie Flores
Director, Outreach &
Technology



Arcadia Correa
ATC Associate



Abigail Lo
ATC Associate



Kristina Zubic
ATC Associate

Assistive Technology Center

The Assistive Technology Center (ATC) plays a critical role in ensuring individuals with hearing loss or deafness have access to the necessary tools to stay connected at work, with their loved ones, and in their communities. Without such support, these individuals face increased isolation, which often leads to mental health issues such as depression.

The team of knowledgeable associates are ready with a welcoming smile and are dedicated to assisting customers in finding the best outcome and devices for their needs. Their expertise in navigating the state voucher system, Telecommunication Equipment Purchase Program (TEPP), is invaluable. Moreover, their commitment to community outreach and providing guidance to those with questions is immeasurable when they attend community events.

In 2023, ATC experts increased the number of vouchers processed for their clients with speech impairments or mobility issues.

In a rapidly evolving technological landscape, you can trust that this team will always provide assistance and offer reliable support in navigating new advancements.



Erin Gardner
ATC Associate
(also Program Assistant
Deaf/ASL Specialist)

Impact Numbers

1,449
clients served

75%
received TEPP Vouchers to obtain
equipment at low or no cost

35
outreach events ATC participated
in, including senior communities



Director Laurie Flores provides information for purchasing a caption phone using the TEPP voucher at the Salvation Army Community Center.

REWARDING

UNIQUE

COMPASSIONATE



Ruth Stuhr
Program Coordinator

Adult Day Services — Community Access for the Deaf

HEAR Wisconsin is a vital advocate for Deaf adults with intellectual disabilities. By providing tailored programs and services, including support for daily living, communication, and job skills, we are making a significant impact on the lives of our clients. Offering training for group home staff, guardians, caregivers, and work-site staff ensures that everyone involved in the care and support of these individuals is equipped with the necessary skills and knowledge.

Serving a population that is 100% Deaf, uses sign language to communicate, and is predominantly low-income, emphasizes our commitment to addressing the needs of underserved communities. Tailoring the program to support, including language accessibility and empowerment through skill-building, is vital for fostering independence and improving quality of life for these Deaf individuals with intellectual disabilities.



The Adult Day Services group attends a creative day at the Field Workshop in Greendale, WI.

Impact Numbers

1,246

hours of service were provided
in the community

17

clients served

314

days of service provided

Fund Development



Kristin Johnson, MA
Director of Fund
Development



Ruth Koepke
Fund Development &
Communication Specialist

Impact Numbers

32

grants for programs and general
operations were received

51

volunteers gave nearly 300 hours
of their time in 2023



Baird volunteers give back to HEAR Wisconsin by providing spring cleanup, both inside and outside our property - landscaping, flower planting, washing windows, painting and more. We love our orange benches, thanks to their help!

Administration



Mark Stein, MSW
Vice President &
Chief Operating Officer



Carson Miller
Human Resource
Generalist

Finance and Billing



Jenelle Seubert
Manager, Finance &
Billing



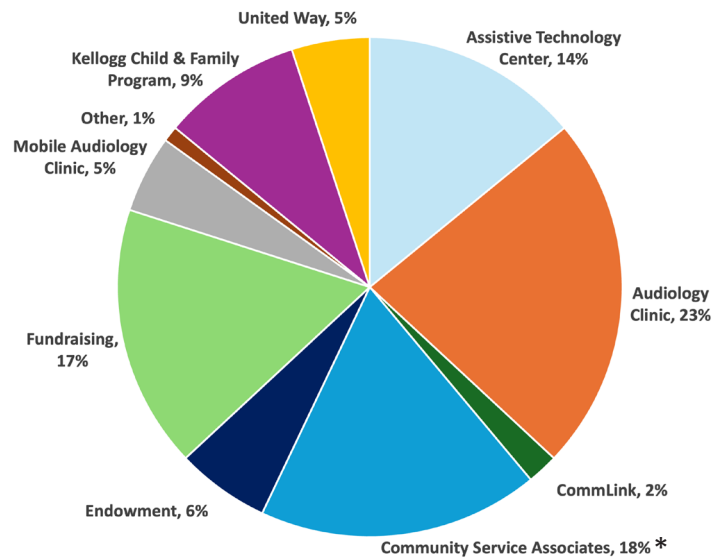
Tania Molina
Medical Billing
Coordinator



Anna Gardner
Insurance Specialist

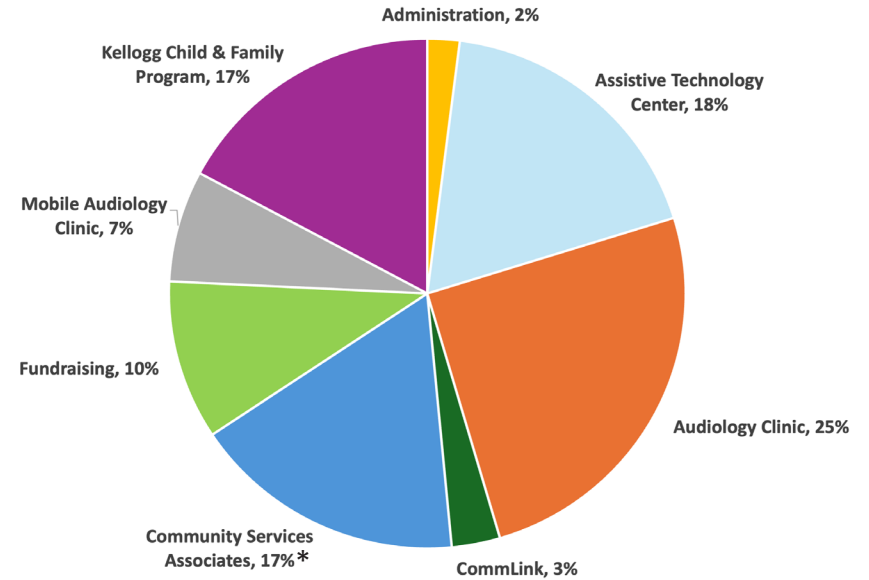
Financial Review **STATEMENT OF ACTIVITIES** Year Ending December 31, 2023

REVENUE \$3,394,130



Assistive Technology Center	\$502,882
Audiology Clinic	\$770,982
CommLink	\$ 80,643
Community Service Associates (CSA) *	\$616,757
Endowment	\$213,939
Fundraising	\$577,965
Mobile Audiology Clinic	\$161,278
Other	\$ 15,856
Kellogg Child & Family Program	\$294,387
United Way	\$159,441
	\$3,394,130

EXPENSES \$3,550,873



Administration	\$75,024
Assistive Technology Center	\$642,228
Audiology Clinic	\$884,343
CommLink	\$112,491
Community Service Associates (CSA) *	\$616,757
Fundraising	\$343,185
Mobile Audiology Clinic	\$265,128
Kellogg Child & Family Program	\$611,717
	\$3,550,873

*Community Service Associates program is a partnership between HEAR Wisconsin and the Office of the Deaf and Hard of Hearing.

IMPACT STORIES

DEDICATION

COMPASSIONATE

GRATITUDE



Eliana, one of four siblings, was born with hearing loss and fit with hearing aids at age 2 months. Her family was connected with the Kellogg Child & Family Program for hearing-loss-specific early-intervention services. Her parents felt a bit overwhelmed and were initially hesitant about participation in services as Eliana appeared to “be doing fine” and asked, “What is there to do with a baby so young, who is not yet talking?”

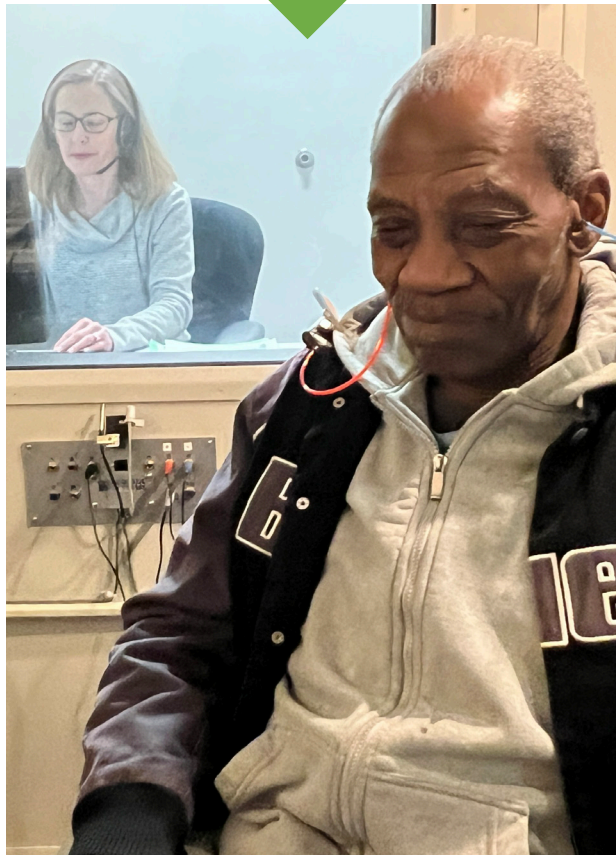
HEAR Wisconsin professionals were able to effectively address the family’s concerns and explain the connection between hearing, infant behaviors, communication, language, and learning development. A plan was made to assist the family in learning ways to help grow Eliana’s language, communication, and learning. Eliana is now 20 months old, and her skills are catching-up to those of her typically-hearing peers. When the time arrives for school, her parents are confident Eliana will be ready! They express their gratitude and encourage other families of young children with hearing differences to access the benefits of HEAR Wisconsin’s hearing-loss-specific early-intervention!

MAC has provided free hearing screenings at the Special Olympic Games. Audiologist, Dr. Meredith Klinker, performs hearing screenings and hearing aid cleaning checks for the athletes. One athlete, Steve, didn’t pass his hearing screening at the 2023 Summer Games. Dr. Klinker suggested that Steve have a full evaluation with a local audiologist. He did and he recently got his hearing aids. Steve is amazed at what he can hear and his parents love that the TV is not so loud now. We received an update from the Special Olympics coordinator who thanked Dr. Klinker for all she did for the Special Olympics athletes, the caregivers, and the volunteers. She also said it’s just awesome having the MAC at the Special Olympics Wisconsin State Games.

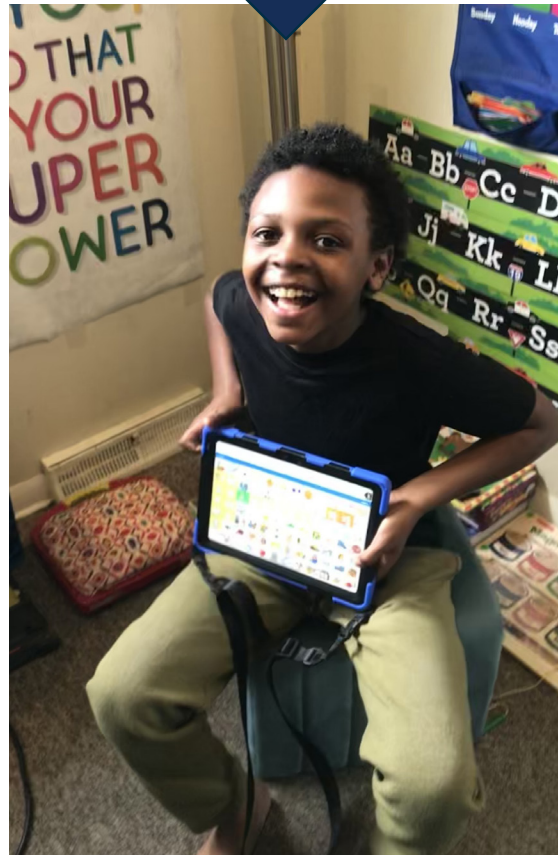


IMPACT STORIES

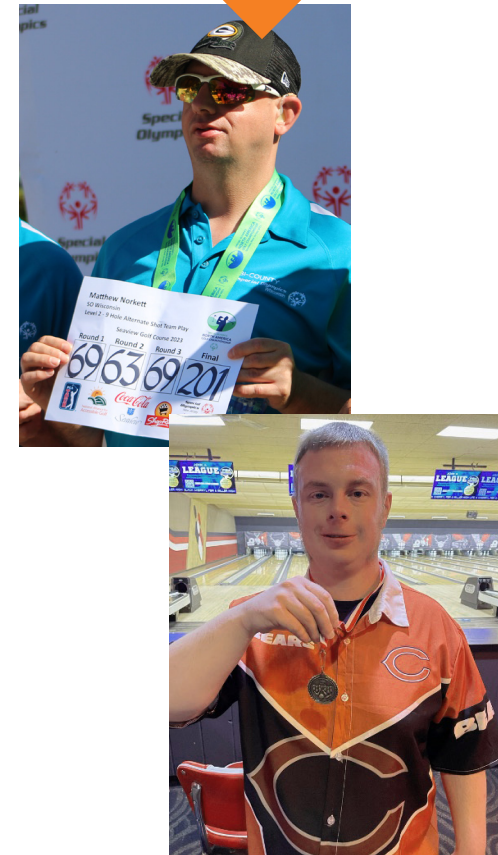
Frederick received a hearing test in order to pick out new hearing aids. He was very excited about the updated technology in hearing aids that allow him to connect his hearing aids directly to his smart phone, so he can hear phone calls. With his old hearing aids, he was using an accessory to do that, but it was not always a reliable device. He raved about the improvement in hearing and the ability to communicate better.



The family of Liam, a 9-year-old boy, who is autistic and nonverbal, had applied for a speech-impaired voucher for technology equipment to help him communicate, but a co-payment was required that his family was unable to afford. His classmates sold assorted items during lunch to come up with the \$100 co-pay to help their friend out. Liam is so excited with his new device to help him "talk" to his friends and others!



Matthew, a client in the Adult Day Services (ADS) Program, enjoyed the monthly bowling group so much that he signed up for the Special Olympics bowling and received 3rd place in the state. Another adult, Danny, signed up for the Special Olympics golfing because he immensely enjoyed ADS' golfing outings, and placed 1st in the state!



FULFILLING

REWARDING

INSPIRING

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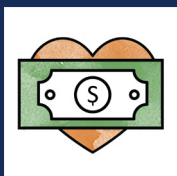


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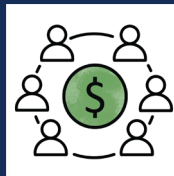
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