

*Deaf-Hearing  
Communication Centre*

*Annual Report*

*July 2007 - June 2008*

**Deaf-Hearing Communication Centre  
2007/2008 Annual Report of the Chair**

Marcia Finisdore

October 2008

Just over a year ago, DHCC celebrated our 35<sup>th</sup> birthday. As we reflected on the past, we began to look at the future, focusing on planning for increased effectiveness. We realized that there was so much more that we could do to achieve our mission – to promote equal communication accessibility and cultural awareness to the deaf, hard of hearing and hearing populations by providing quality communication services, advocacy and educational programs.

I am proud to report that with our stakeholders' help in completing surveys, attending focus groups, coming to meetings, the Board of Directors received and approved the strategic plan to be implemented over a five-year period, 2008 – 2013. Since the founding of DHCC 35 years ago by Lillian Hoshauer, the organization has grown. Lillian's concern about the lack of awareness within society regarding language, culture and communication access has mushroomed into an organization with multiple programs including the Interpreter Referral Service, 24-Hour Emergency Interpreting Service, Community Interpreting Program, Sign Language Classes, Real-Time Captioning, Advocacy and Information and Referral. The Strategic Goals to guide the development over this time period include:

- Goal 1: Strengthen Governance and Leadership
- Goal 2: Increase Visibility and Public Awareness
- Goal 3: Enhance Programs and Services to Respond to the Changing Needs of Constituents
- Goal 4: Develop Long-Term Financial Sustainability
- Goal 5: Nurture and Support Human Resource Development
- Goal 6: Build Technology Capacity to Enhance Service Delivery and Infrastructure.

We approach the process of implementing the strategic plan from strength. Our staff is second to none. They are knowledgeable, hard-working, caring individuals who will do all that is possible to insure that our consumers, customers, instructors and interpreters receive the best possible service. They value the personal contact they have with people, making sure the job gets done in the most professional and kindest way. We invite you to come visit and meet the staff!

Lastly, I would like to thank the Board and staff for their support as I "learned" the ropes of being the Chair of the Board. You are a wonderful group to work with.

**Deaf-Hearing Communication Centre, Inc.  
2007-2008 Report of the Treasurer**

Fred Nielsen  
October 2008

The Deaf-Hearing Communication Centre completed our 2007-2008 fiscal year with net income from services, programs, and grants of \$36,879. Income for the year was \$2,544,897, \$2,292,399 from operations and \$50,498 from grants. Expenses were \$2,508,018. Income and expenses both exceeded the operating budget for the year, which was \$2,029,950.

**Interpreter Referral Division**

IRD income for the year was \$2,337,310, exceeding budget by \$533,310, and expenses were \$2,210,399, \$424,831 over the budgeted amount of \$1,785,568. The net income from IRD for the year was \$126,911. Demand for services was strong for most of the year and we experienced several months in which we exceeded 4,000 service hours. As we came to the year-end in June, demand for services slowed which we believe was attributable to a decline in educational interpreting together with the general slowdown of the economy and increased competition.

**CIP**

CIP provided more hours of service in 2007-2008 to generate total income from services and grants of \$6,802, \$1,429 greater than income of the previous year. Expenses for the year amounted to \$8,804, resulting in an operating deficit of \$2,002.

**24-Hour Emergency Interpreting Service**

Emergency Interpreting Service activity increased considerably during the fiscal year, generating \$151,622 in service income and \$24,865 in grant support for a total income of \$176,487, exceeding budget by \$50,487 or 40%. Expenses for the service were \$176,487 and the year finished with a zero balance.

**Education & Outreach**

Revenue for the Education & Outreach program for the year was \$32,953, \$10,397 less than the budgeted amount of \$43,350, and was made up of \$19,837 of income from services and \$13,116 from grant support. We had more grant funds but decided to carry them over until the next fiscal year and allow the

Deaf-Hearing  
Year-End Comparative Balance Sheet  
as of 06/30/08

	06/30/08	06/30/07	Variance
Assets			
Current Assets			
Citizens Bank	\$ 11,392.33	\$ 81,927.61	\$ (70,535.28)
Active Assets	112,797.70	0.00	112,797.70
Wachovia Checking	14,976.28	21,173.29	(6,197.01)
Petty Cash	150.00	164.62	(14.62)
Lease Deposits	3,394.25	3,394.25	0.00
Accrued Interest	1,423.67	1,172.08	251.59
Prepaid Expenses	2,157.00	1,884.00	273.00
Accounts Receivable	286,421.98	280,823.81	5,598.17
Total Current Assets	<u>432,713.21</u>	<u>390,539.66</u>	<u>42,173.55</u>
Investments			
Morgan Stanley Investments	222,208.00	227,448.63	(5,240.63)
Vanguard Funds	284,690.17	318,442.34	(33,752.17)
Total Investments	<u>506,898.17</u>	<u>545,890.97</u>	<u>(38,992.80)</u>
Other Assets			
Office Equipment	47,042.51	39,850.53	7,191.98
Accumulated Depreciation	(36,746.70)	(32,332.67)	(4,414.03)
Furniture & Fixtures	32,948.21	19,418.71	13,529.50
Accumulated Depreciation	(20,016.04)	(18,163.71)	(1,852.33)
Total Other Assets	<u>23,227.98</u>	<u>8,772.86</u>	<u>14,455.12</u>
<b>Total Assets</b>	<u><u>\$ 962,839.36</u></u>	<u><u>\$ 945,203.49</u></u>	<u><u>\$ 17,635.87</u></u>
Liabilities & Equity			
Current Liabilities			
Unearned Income	\$ 102.00	\$ 102.00	\$ 0.00
Accounts Payable	2,622.16	375.57	2,246.59
Wages Payable	11,866.48	10,375.74	1,490.74
Payroll withholding	3,126.14	1,240.73	1,885.41
Total Current Liabilities	<u>17,716.78</u>	<u>12,094.04</u>	<u>5,622.74</u>
Owners' Equity			
Fund Balance	875,466.25	750,576.21	124,890.04
First Hospital Fdn - Emrg Svc	5,000.00	0.00	5,000.00
Philadelphia Foundation	696.69	654.44	42.25
Long Memorial Fund	11,461.74	11,436.74	25.00
Independence Foundation	0.00	10,000.00	(10,000.00)
Quaker Chemical 24 hr	2,000.00	1,000.00	1,000.00
Lockheed/Martin 24 hrs	0.00	250.00	(250.00)
Scholler - Computer Expense	0.00	5,628.96	(5,628.96)
Lions Clu- SL and CIP	500.00	700.00	(200.00)
The Huston Found 24 hr	0.00	2,500.00	(2,500.00)
Caroline Sanders -Wks, Camp,Cl	3,500.00	2,500.00	1,000.00
E.S. Clark Smith Edu	5,000.00	4,723.06	276.94
Vanguard Foundation 24 Hr. ES	0.00	2,000.00	(2,000.00)
Samuel P. Mandell--CIP	0.00	250.00	(250.00)
Danellie Fdn - 24 Hr. ES	0.00	2,000.00	(2,000.00)
Clanell Foundation Emg Svc	608.10	3,000.00	(2,391.90)
Fourjay - 24 Hr	0.00	5,000.00	(5,000.00)
Lawrence Saunders Emg Svc	0.00	3,000.00	(3,000.00)
Taylor Community Foundation	2,010.00	2,000.00	10.00
Hoshauer Building Fund	1,000.00	1,000.00	0.00
Montgomery County Foundation	1,000.00	0.00	1,000.00
Current income	36,879.80	124,890.04	(88,010.24)
Total Owners' Equity	<u>945,122.58</u>	<u>933,109.45</u>	<u>12,013.13</u>
<b>Total Liabilities &amp; Equity</b>	<u><u>\$ 962,839.36</u></u>	<u><u>\$ 945,203.49</u></u>	<u><u>\$ 17,635.87</u></u>

Deaf Hearing Communication Center Inc  
Treasurer's Report  
June of 2008

2007-2008 Budget	IRD	CIP	24 Hour	Education	Other	Total
<b>Revenue</b>						
Income	\$1,804,000	\$3,000	\$91,000	\$18,350	\$52,100	\$1,968,450
Grant Support	\$0	\$1,500	\$35,000	\$25,000		\$61,500
<b>Total Revenue</b>	<b>\$1,804,000</b>	<b>\$4,500</b>	<b>\$126,000</b>	<b>\$43,350</b>	<b>\$52,100</b>	<b>\$2,029,950</b>
<b>Expenses</b>						
Interpreters	\$1,427,500	\$4,350	\$83,282			\$1,515,132
Staff Compensation	\$177,884		\$16,890	\$50,486		\$245,260
Other Direct Cost	\$19,650		\$8,300	\$5,646		\$33,596
Shared Cost	\$65,802	\$420	\$6,878	\$1,000		\$74,100
Administrative Cost	\$94,732	\$780	\$10,650	\$3,600	\$52,100	\$161,862
<b>Total Expenses</b>	<b>\$1,785,568</b>	<b>\$5,550</b>	<b>\$126,000</b>	<b>\$60,732</b>	<b>\$52,100</b>	<b>\$2,029,950</b>
<b>Net Realized</b>	<b>\$18,432</b>	<b>(\$1,050)</b>	<b>\$0</b>	<b>(\$17,382)</b>	<b>\$0</b>	<b>\$0</b>

12 Month ending 6/30/08	IRD	CIP	24 Hour	Education	Other	Total
<b>Revenue</b>						
Income	\$2,337,310	\$4,914	\$151,622	\$19,837	(\$19,284)	\$2,494,399
Grant Support	\$0	\$1,888	\$24,865	\$13,116	\$10,629	\$50,498
<b>Total Revenue</b>	<b>\$2,337,310</b>	<b>\$6,802</b>	<b>\$176,487</b>	<b>\$32,953</b>	<b>(\$8,655)</b>	<b>\$2,544,897</b>
<b>Expenses</b>						
Interpreters	\$1,833,196	\$7,604	\$134,839			\$1,975,639
Staff Compensation	\$184,892		\$17,093	\$49,501		\$251,486
Other Direct Cost	\$14,470		\$7,027	\$6,127		\$27,624
Shared Cost	\$65,831	\$420	\$6,878	\$1,000		\$74,129
Administrative Cost	\$112,010	\$780	\$10,650	\$3,600	\$52,100	\$179,140
<b>Total Expenses</b>	<b>\$2,210,399</b>	<b>\$8,804</b>	<b>\$176,487</b>	<b>\$60,228</b>	<b>\$52,100</b>	<b>\$2,508,018</b>
<b>Net Realized</b>	<b>\$126,911</b>	<b>(\$2,002)</b>	<b>\$0</b>	<b>(\$27,275)</b>	<b>(\$60,755)</b>	<b>\$36,879</b>

Last Year 12 Month	IRD	CIP	24 Hour	Education	Other	Total
<b>Revenue</b>						
Income	\$2,123,908	\$3,209	\$86,492	\$10,434	\$90,680	\$2,314,723
Grant Support	\$0	\$2,164	\$21,329	\$37,129		\$61,159
<b>Total Revenue</b>	<b>\$2,123,908</b>	<b>\$5,373</b>	<b>\$107,821</b>	<b>\$47,563</b>	<b>\$90,680</b>	<b>\$2,377,882</b>
<b>Expenses</b>						
Interpreters	\$1,699,424	\$4,645	\$61,975	\$0	\$0	\$1,766,044
Staff Compensation	\$165,313	\$0	\$17,018	\$49,264	\$0	\$231,595
Other Direct Cost	\$16,973	\$0	\$11,300	\$2,953	\$0	\$31,226
Shared Cost	\$67,975	\$420	\$6,878	\$1,000	\$0	\$76,273
Administrative Cost	\$91,524	\$780	\$10,650	\$3,600	\$41,300	\$147,854
<b>Total Expenses</b>	<b>\$2,041,209</b>	<b>\$5,845</b>	<b>\$107,821</b>	<b>\$56,817</b>	<b>\$41,300</b>	<b>\$2,252,992</b>
<b>Net Realized</b>	<b>\$82,699</b>	<b>(\$472)</b>	<b>\$0</b>	<b>(\$9,254)</b>	<b>\$49,380</b>	<b>\$124,890</b>

	6/30/08		5/31/08		6/30/07	6/30/06
Current Receivables	183,760	64%	182,720	64%	189,781	157,941
30 day	72,002	25%	73,054	26%	85,335	50,212
60 day	16,133	6%	17,922	6%	4,702	17,033
90 days	14,527	5%	14,740	5%	1,006	9,011
<b>Total</b>	<b>286,422</b>	<b>100%</b>	<b>288,436</b>	<b>100%</b>	<b>280,824</b>	<b>234,197</b>

**Deaf-Hearing Communication Centre, Inc.**  
**2007/2008 Annual Report of the Executive Director**  
Iris Boshes  
October 2008

DHCC had an excellent year setting record numbers for service delivery, promoting partnerships through a variety of initiatives and developing a strategic plan to guide us for the next 5 years. With respect to the strategic plan, DHCC received significant input from its stakeholders through internal and external surveys, Deaf consumer focus groups, a visioning session and a Board and staff planning retreat.

Key findings from stakeholder data supported that DHCC had a positive reputation among customers, consumers, subcontractors and community organizations and there was a high level of support for DHCC's current programs and services. There was strong consumer demand for interpreter professionalism, access to interpreters in non-ADA situations and support for technology, advocacy and help accessing essential human and social services. Furthermore, DHCC was encouraged to diversify funding sources, especially for advocacy and educational programming.

The Board of Directors and staff worked closely with the consultant to develop a set of timely, relevant, and meaningful goals and objectives to serve as a roadmap for governance, management, and operations that built upon and supported DHCC's mission, internal capacity, and consumer needs. The six goals are identified in the Chair's report and will guide our growth and development over the next five years. The Board agreed to focus on the objectives associated with the first two goals, which includes recruiting new board members with the expertise and skills we need and developing a business plan with marketing strategies.

Partnerships were strengthened as DHCC participated in events to support our sister organizations and these are documented in the Education and Outreach report. Furthermore, DHCC showed support for our partners by providing funds to PARID's mentorship training program for pre-certified hearing interpreters. We advocated with PSAD, PARID and HLA-PA for PA legislation to allow provisional registration status for pre-certified interpreters that recently graduated from Interpreter Training Programs and regulation changes to allow pre-certified Deaf interpreters to obtain registration.

Interpreting and CART hours were at an all time high. We exceeded expectations by reaching almost 300 people through 8 sensitivity training sessions and assisting 95 individuals to obtain CEUs through certification maintenance program activities.

**Deaf-Hearing Communication Centre, Inc.**  
**2007/2008 Interpreter Referral Department Annual Report**  
Jeanne Bonnes  
October 2008

The Interpreter Referral Department (IRD) experienced a high volume of work for the majority of the year. IRD provided 40,167.50 hours of service, which was a 6% increase in hours provided the previous year. Towards the end of the fiscal year, IRD faced the challenge of new agencies opening in the area. DHCC has faced increased competition before and is confident we will prevail because of our quality interpreting and customer service.

Within the last year, we successfully recruited 17 new interpreters. We screened 8 pre-certified interpreters, which included 4 on the job evaluations as part of the application process. Also, 9 certified interpreters were added to our list, after successfully completing the application process. In addition, 1 of our current Deaf interpreters obtained a CDI certification and offered to provide training to other Deaf interpreters to help them pass the CDI. We are fortunate to have recruited experienced, qualified interpreters and expand our interpreter list.

IRD purchased a new LCD flat screen TV, DVD player and video camera, for an improved method of screening. The screening process is now completed in an efficient and timely manner. The screening results are transferred to a DVD and sent to evaluators for a clear and crisp viewing.

Our Interpreter Services Advisory Committee (ISAC) continued to deal with issues pertaining to interpreters' concerns such as recruitment and retention for our On-call Emergency Interpreting Service (EIS), legal assignments, hierarchical issues and hospital overnight policy. One major accomplishment for ISAC had to do with bringing forward the request for direct deposit of interpreter's pay. This request had been reviewed in the past and DHCC was not able to comply. Fortunately and to the interpreters delight and appreciation, DHCC took the necessary steps to make direct deposit available for those interested in the service, both subcontractors and staff.

ISAC also assisted with the development of the agenda and chairing of our annual interpreter meeting. The meeting was very successful and well attended by interpreters and staff. The goals were to promote goodwill, have fun and share information. During the interpreters meeting, many subjects were covered such as client no-show issues, two-hour assignment fees, early arrival for assignments, subbing from confirmed jobs and customers' understanding our cancellation policy. Also, Donna Ellis & Mary Hesser, our two chairpersons,

**Deaf-Hearing Communication Centre, Inc.**  
**2007/2008 Education and Outreach Department Annual Report**  
Iris Boshes  
October 2008

The goals of the Education and Outreach Department were to increase our outreach sign language classes and sensitivity training sessions: to develop a specialized sensitivity training for hospitals to become more communication accessible; and to exhibit at and attend more events to spread information about DHCC. The following are some of the Department's accomplishments:

We increased the number of outreach sign language classes by offering 2 in the Fall and 5 in the Spring. Customers included the IRS, DHS, Group of Home Schooled Children, Group of Advanced Sign Language Students and a private family. A total of 50 people successfully completed the classes.

There were 8 new sensitivity training sessions. Customers included St. Joseph's University, Philly Bulk Mail, Vanguard and the IRS. A total of 295 individuals attended the trainings and provided rave reviews.

We successfully developed The Hospital Outreach Program with input from Deaf and hard of hearing board members and community representatives of the Hearing Loss Association of PA (HLA-PA) to ensure information in our presentation stressed the most important priorities. The training includes statistics, best practices and experiential opportunities to have an impact on the participants. (Note: While we did not have the opportunity to begin the training in this fiscal year, we have appointments with 3 hospitals for training in the next fiscal year.)

DHCC had an exhibit at the Pennsylvania School for the Deaf (PSD) Alumni Day and the Defense Supply Center's Disability Expo. We met many Deaf people at the former event and hearing people at the latter. We advertised our services in the Pennsylvania Society for the Deaf (PSAD) program book for their annual conference and did a similar advertisement for HLA-PA. We attended the Southeast PA Council for the Deaf and Hard of Hearing events and the Education and Outreach Manager joined the Board of the Council.

The Manager participated in the Mayor's Commission for People with Disabilities Emergency Preparedness Training and the Board Chair represented DHCC and people with hearing loss at a similar session for the American Red Cross. We were invited to get more involved with both groups to ensure that Deaf and hard of hearing people's needs were considered in such emergency planning.

**Deaf-Hearing Communication Centre**  
**2007/2008 Grant and Membership Annual Report**  
 Betty Levis  
 October 2008

The Grant and Membership Statistics from July 1, 2007 to June 30, 2008 are as follows:

**Grants**

Total Grant Submissions	28
Approvals	10
Rejections	7
Waiting	11

Grant amount received this fiscal year was \$38,096.

The money received has been applied to 24 Hr. Emergency Interpreting Service, Community Interpreting Program, ASL classes, Hospital Outreach Program, purchase of equipment and general operating

Please be aware that DHCC is always grateful for any leads for possible grant funding. If anyone knows of a Foundation that might provide money to non-profit organizations please call and speak to Betty Levis at 610-604-0450 or send her the name of the Foundation with its address and a contact person to [betty@dhcc.org](mailto:betty@dhcc.org).

DHCC also did a "Bakeless Bake Sale" fundraiser during the summer and received a total of \$1,280 in donations.

**Memberships**

	<u>2008</u>	<u>2007</u>
Individuals	142	122
Family	52	53
Organizations	<u>5</u>	<u>4</u>
TOTAL	199	179
United Way)	<u>12</u>	<u>11</u>
Complete Total	211	190