



2016 Annual Report
Where Communication Happens



Table of Contents

- Where Communication Happens - pg 3
- DSC 25th Anniversary - pg 4
- Impact of Early Intervention - pg 5
- 2016 Highlights - pg 6
- 2016 Interpreting Services - pg 7
- 2016 Program Summaries - pg 8 & 9
- 2016 Financial Overview - pg 10
- Board and Staff List - pg 11

John Moore

CEO of Deaf Services Center



Deaf Services Center had a great year in 2016. We celebrated our historic 25th anniversary in addition to expanding our services.

Here are a few things for which I am most proud.

First, we successfully launched an employment services program after receiving a 3-year accreditation from CARF in April. With so many people who are deaf or hard-of-hearing being unemployed or underemployed, the demand for this program has been off the charts.

Second, we secured a new stable stream of funding to support an early intervention program that allows us to work with families of babies diagnosed with hearing loss to educate them on their choices, right from the comfort of their own home.

Third, we had a successful partnership with the Ohio School for the Deaf in running a Summer Youth Work Camp that helped young Deaf adults learn the necessary

skills to enter the work force.

And finally, we expanded our interpreting department to include a large number of foreign languages (in addition to American Sign Language), fueling unprecedented growth for these types of services.

None of these things would be possible without our generous donors, trusted partners, and dedicated staff and volunteers.

Mere thanks are not enough.

Sincerely,
John Moore

Where Communication Happens

Our mission at DSC is to empower people who are Deaf and hard of hearing and to promote access to communication, services, community events.



With offices in Toledo, Portsmouth, and Columbus, DSC is the largest nonprofit serving the Deaf and hard of hearing population in Ohio.



The vision we actively pursue is a community where there are no barriers facing people who are deaf or hard of hearing.



DSC's 25th Anniversary

2016 marked 25 years of service towards empowering the Deaf communities of Ohio.

September 1st, 1991

Carole Francis and Mike Repas opened DSC with vision and a \$5,000 donation.



DSC celebrated at the 25th Anniversary Event held in Worthington, Ohio!

DSC has grown to the premier organization in Ohio providing services to people who are deaf or hard of hearing.

September 17th, 2016


The 25th Anniversary Event was a huge success and collected \$17,000.




Mike Repas (Founder of DSC featured above) came to the 25th anniversary event in full support of the organization.

Impact of Early Intervention



 Games and other forms of social interaction are essential for the development of Deaf and hard of hearing children.

DSC creates an “Individualized Family Service Plan”, and provides monthly training and counseling sessions throughout the first three years of the child’s life.



Madison and her son Joseph are just one example of the important service that DSC provides to the community. Madison’s relationship with DSC proved to be invaluable as she acted as a hearing parent to a deaf child.

Initially, Madison had never been exposed to hearing loss before in her life, and one of her greatest concerns was her son’s social interactions. Despite the concern for her son’s development and future, Madison was determined to unlock her son’s potential, and to find the appropriate services to help her son. Madison was eventually referred to DSC by Mount Carmel, and she began corresponding with one of our Early Intervention Specialists.

Since being put in touch with DSC, Madison explained that she feels that she now has the knowledge and skills to be able to help her son develop through childhood. DSC has helped Madison learn basic parenting skills such as potty training, as well as skills specific to deaf children such as how to cross the road safely with a child who has hearing loss. As time has gone by, Madison also noticed Joseph’s social side started to become more active both at school and in public places.

“ I absolutely love the program and the people in it. I am thankful for everything they do. They have influenced my life positively. We love you guys!”

2016 Highlights

2016 was an extremely impactful year for DSC. This year's major highlights include:



Over 24,834 hours of interpreting services were offered.



Won a \$200,000+ grant to provide early intervention services to 100 babies with hearing loss.



Over 60 families were assisted through DSC's early intervention programs.



183 new customers used DSC's interpreting services.



Awarded a 3 year CARF accreditation to begin providing employment services.

Over 125 children participated in the Deaf Youth Leadership Program.



2016 Interpreting Services



Utilize around 55 staff and contracted American Sign Language Interpreters.

Increasing services based in ASL, tactile sign, sign supported, oral, spoken interpreting, transliteration, and Speech

Interpreting Services



Contracts with over 50 Foreign Language Interpreters.

Over 420 hours of interpreting services were in a foreign language in 2016.

Foreign Language Services



DSC provides a positive support system for interpreters of all skill levels.

DSC Mentoring and Interpreter Workshops are open to all interpreters regardless of affiliation.

Mentoring & Interpreter Workshops



Speech-To-Text services are offered on-site or remotely with notes available for review.

Specially trained typists are perfect for educational settings, business meetings, medical settings, and more.

Speech-to-Text Services

2016 Programs Summary



Early Intervention Program:

DSC's Early Intervention Programs ensure that families with children affected by hearing loss receive the support they need through a family centered perspective. These services include family training, counseling, and even home visits. Our work helps families feel more confident in making decisions for their children as they grow and develop.

American Sign Language (ASL) Instruction:

DSC hosts its own ASL classes on a first come, first serve basis. These classes are suitable for community education as well as general learning. The program will help students of any age learn grammar, history, fingerspelling, numbers, terminology, and even Deaf Culture.



Youth Services:

DSC offers a variety of services to: children affected by hearing loss, their siblings, and the kids of Deaf adults (KODA's). DSC is a place for children to meet, socialize, and develop lasting friendships within the Deaf Community. Our Youth Services include the Deaf Kids and Teens Club, the KODA club, and Camp OYO.

2016 Programs Summary



Employment Services:

DSC provides employment services to the Deaf community in partnership with Opportunities for Ohioans with Disabilities. To promote self sufficiency through employment DSC provides training on how to choose and plan a career, get employed, and how to effectively communicate with employers. Additionally, DSC runs a summer program targeting 14 - 21 year olds to help learn about work, get a summer job, and learn to live independently.

Individual and Family Advocacy:

DSC's Advocacy Programs help individuals understand their rights under the Americans with Disabilities Act (ADA). DSC also helps businesses and organizations understand how to best meet their ADA responsibilities. There is also Case Management and Peer Support services available to empower consumers and to help them advocate for their own needs.

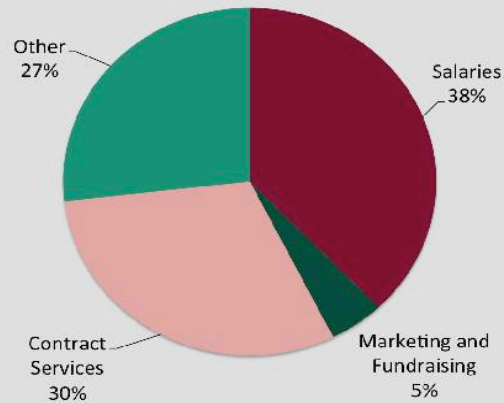


Assistive Technology Program:

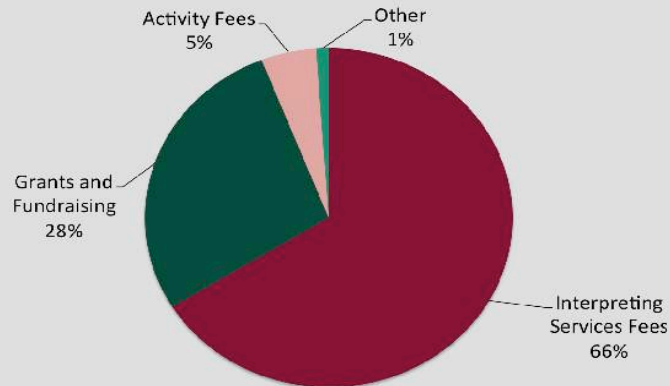
The Deaf Equipment Modification Program helps residents of the City of Columbus who have hearing loss obtain captioned and amplified telephones, flashing smoke detectors and other equipment at no cost to them. This helps ensure the safety and effective communication for all deaf or hard-of-hearing DSC clients.

2016 Financial Overview

2016 Expenditures Breakdown



2016 Revenues Breakdown



Statement of Activities

| Category | 2016 | 2015 |
|---|---------------------|---------------------|
| Total Unrestricted Revenue and Support | 2,236,442.88 | 1,750,894.00 |
| Interpreting Services Fees | 1,480,578.07 | 1,088,493.39 |
| Grants and Fundraising | 623,327.60 | 600,065.76 |
| Activity Fees | 108,128.45 | 15,610.84 |
| Other | 24,840.09 | 49,456.63 |
| Total Expenses | 2,000,494.29 | 1,712,183.00 |
| Salaries | 759,061.82 | 630,406.70 |
| Marketing and Fundraising | 95,706.06 | 53,518.45 |
| Contract Services | 613,174.78 | 547,960.54 |
| Other | 537,551.63 | 506,617.89 |
| Net Assets | 1,132,457.37 | 942,187.00 |



Revenues increased by 28%



Net Assets increased by 20%



Interpreting fees increased by 36%

2016 Board and Staff List

DSC would like to issue a special thanks to our Board and Staff. Without their hard work and dedication, the scope of our impact would not be possible.

Board:

- Jane Allinder
- James Beaton
- Keith Golden
- Scotty McKinnie
- Richard Larson
- Brad Pritts
- Pandora Shaw-Dupras
- Kathy Crea
- Adam Nicol
- Brittany Cline
- Brad Pritts
- Debbie Manning
- David Tipton
- Amanda Howard

Early Intervention Staff:

- Vickie Walker : Early Intervention Project Director
- Jessica Ware : Early Intervention Specialist
- Lauren Keller : Early Intervention Specialist

Administrative Staff:

- John Moore : CEO

- Alan Portnoy : CFO
- Melissa Portrikus : Account Payable Manager
- Barbara Modeeki-Mellett : Front Desk Receptionist
- Lea Shaw : Account Recievables
- Robert Alexander : Director of Development
- Cindi Nash : Executive Assistant

Community Resources Staff:

- Marsha Moore : Public Relations/ Marketing Director
- Tamera Veppert : Community Resources Advocate

Employment Services Staff:

- Jennifer Smith-Dudash : Employment Specialist
- Karen Wilson : Employment Specialist
- Caitlin Flory : Employment Specialist

Interpreting and Translating Department:

- Deb Brockman : Director of

Interpreting and Translating Services

- Tina Shifflett-Jones : Interpreting Coordinator
- Amber Russell : Interpreting and Speech to Text Coordinator
- Michael Queener : Staff Captionist
- Kaitlyn Finneran : Staff Interpreter
- Lewis Wright : Staff Interpreter
- Daniel Little : Staff Interpreter
- Derek Vore : Staff Interpreter
- Abby Wooten : Staff Interpreter
- Amber Felter : Staff Interpreter
- Desiree Baird (Toledo) : Staff Interpreter

Portsmouth Office Staff:

- Sharon Green : Office Coordinator & Staff Interpreter
- Yvonne Patterson : Staff Interpreter

Toledo Office Staff:

- Shannon Seger : Director
- Robyn Miller : Interpreter Coordinator
- Desiree Baird : Staff Interpreter