

Fiscal Year 2012 - 2013

Annual Report



Deaf-Hearing Communication Centre

Communication • Education • Advocacy

A Message from Chair of the Board of Directors

Alan Kutner, November 2013

The past fiscal year was a momentous one for DHCC.

For the first time in 13 years, we have a major leadership change as Iris Boshes, our longtime Executive Director retired. Neil McDevitt brings to DHCC a new and youthful outlook for our growth into the 21st century. Neil has lived the Philadelphia area for nearly twenty years. After attending Gallaudet University where he became fluent in sign language and deaf culture, he entered the business world as a systems analyst for a major insurance company. He later accepted positions focusing the deaf and hard of hearing with employers such as TDI and FEMA and through private consulting organizations.

Our new Executive Director has a strong background with outreach for the deaf community. Over the past six months he has used these formidable talents for us, speaking at many events (such as to the police, hospitals, schools, and public transportation officials) on behalf of DHCC and the deaf community. He has led DHCC in hosting several major speakers for the deaf and hard of hearing at DHCC, such as Claude Stout, Executive Director for TDI and Shane Feldman Executive Director for the Registry of Interpreters (RID). He's also made certain that we are broadcasting other events for the deaf and hard of hearing not organized by DHCC, such as sign language interpreted Broadway shows, and meetings and events for various deaf organizations.

Through all of these changes, our interpreting services remain a model of excellence and financial stability. Our revenue for the past fiscal year from interpreting services alone increased to more than \$4.3 million. Our net profit also increased from the year before.

One of our major accomplishments this past year was the research and preparation for our new FileMaker computer system which was to become active in July 2013. This major overhaul was 10 years in the making and it is anticipated that it will increase productivity many fold.

One of the unique features of DHCC continues to be our relationship with our more than 160 interpreters. DHCC continues to meet with them regularly to understand their concerns, hear their suggestions and continue to make these independent subcontractors work more cohesively and responsibly with DHCC and our consumers' needs. We believe our relationship with our independent subcontractor interpreters, through our advisory committee, advances DHCC as a leading provider of all types of interpretive services throughout southeastern Pennsylvania, New Jersey and Delaware.

After 45 years of loyal service to DHCC, one of our founders, Lillian Hoshauer has stepped down from her active involvement on the board. As part of our continuing effort to keep the traditions and history of the DHCC alive, we decided to create the role of Board Member Emeritus and Lillian was the first recipient of this honorary title. We're certain that she will keep in touch with us on a regular basis and give us her views and opinions as she has in the past as we continue into the second decade of the new century.

On a personal note I wish to thank everyone on the board and especially our outgoing and incoming Executive Directors Iris Boshes and Neil McDevitt for their untiring efforts in working together in a superior, cooperative manner to make this transition so effortless for all concerned.

My sole regret is that I am not allotted more space to extol the virtues of this marvelous organization and the dedicated people who serve it.

Respectfully submitted,

Alan R. Kutner, Esq. (Ret)
Chairman of the Board of DHCC

Report of the Treasurer

Bill Spingler, November 2013

The Deaf-Hearing Communication Centre (DHCC) has continued in our mission to serve our customers and consumers with services and support. Expanding staff to enable these activities, and improving and upgrading the technology to support increasing volumes has been the key to sustaining our profitability. This has been a time of increasing Board involvement in support of staff and programs. During the fiscal year, through the efforts of the Board, a new executive director was hired to replace the retiring former director. This has also been a good year financially with net income for the year of \$139,530 from operations, grants and donations and investment income. Total income from all sources amounted to \$4,543,665 with expenses totaling \$4,404,135.

Interpreter Referral Department and Emergency Interpreting Service

Hours of service were the highest ever at 66,388, a 6,500 hour increase from fiscal year 2012. This provided net income of \$67,146 from total revenue of \$4,398,044 and expenses of \$4,330,898. Budgeted income and expense for the year had been \$3,404,800 and \$3,383,558, a projection of net income for the year of \$21,242. DHCC continues to be very effective in collecting our billed revenue with bad debt write-offs for the year amounted to only \$2,010.05.

Education and Outreach Department

An area of concentration in our Business Plan, the Education and Outreach Department has sustained their portfolio of service and outreach activities. Total revenue and grant income for the Department was \$65,085 with expenses for the year of \$73,237. The grants applied to the department for the year decreased, but revenue increased from fiscal year 2012. The result was a net decrease in total revenue for the department of \$24,080.

Other Income

Other Income for this fiscal year included United Way contributions of \$1,357, general contributions and other income of \$3,517, memberships of \$6,350, and investment income of 69,312. DHCC applied funds from Grants in the amount of \$7,344 to the year's programs and activities. DHCC appreciates the contributions and grants that we receive from our members and supporters.

Comments

The Investment Committee, a sub-committee of the Finance Committee oversees the portfolio and management function. On May 9th 2013 we had our annual meeting with our financial advisor in the offices of DHCC to discuss and review the direction of our investments. For the fiscal year ended June 30, 2013 our investment portfolio went up 9.3% after fees and the Committee believes the portfolio is in solid shape.

The financial records and transactions for the fiscal year ended June 30, 2013, have been audited by Nawn & Company and have been approved without exception. A copy of the Audit Report is available in the Centre office for examination.

Report of the Executive Director

Neil McDevitt, November 2013

The fiscal year 2012/2013 was an exciting and productive year for DHCC. In addition to continue strong performance in both the services we've provided and our financial results, this year has also been a year of many changes for the organization.

During the first half of the fiscal year, DHCC focused a great deal of its efforts toward finding a new Executive Director to replace Iris Boshes, who retired after 13 years of outstanding service to the community. In November, DHCC announced that a successor had been chosen and I began working at DHCC in January of 2013.

The transition was an excellent example of two individuals working together to educate each other and the staff into the rhythm of the organization. Iris and I worked together full-time for two months, then part-time for 4 months beyond that. We thank Iris for her outstanding contributions to DHCC and the community we serve.

The other major change was a complete overhaul of DHCC's internal database system that we utilize to track requests for Interpreting and captioning services. Originally developed in 2002, the system had not kept pace with DHCC's growth. We worked with outstanding partners and consultants to not only review the database itself, but also the processes that we utilize in the coordination of interpreting/captioning work and billing as well.

While the overhauled system was released in July 2013, work will continue on improving this system as a strong investment in providing outstanding service to our customers, interpreters and most importantly, the deaf and hard of hearing consumers who receive these services.

DHCC has worked hard to strengthen its established partnerships and outreach efforts within the community. As Executive Director, I've spoken at events for the Philadelphia Chapter of the Black Deaf Advocates, Liberty Resources, Inc., and the Delaware Valley Deaf and Hard of Hearing Senior Citizens Club.

We have also deepened our partnerships with organizations such as the Pennsylvania Society for the Advancement of the Deaf and their efforts to preserve care options for Deaf and hard of hearing senior citizens. In March, we hosted Claude Stout, Executive Director of Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI) for a conversation with the community about the vital advocacy work TDI continues to do on behalf of consumers.

We have also worked closely with the Registry of Interpreters for the Deaf and hosted their Executive Director, Shane Feldman here in Philadelphia for a conversation with local interpreters and community members about the issues that face the profession.

All of this would not be possible without the hard work and dedication many individuals who remain passionate about our organization and what we're trying to achieve:

- DHCC's staff, spending a great deal of time, energy, and effort to provide advocacy, information, education, filling requests for interpreters and captioners, as well as the necessary administrative support to make this organization run smoothly on a daily basis.
- DHCC's subcontracting interpreters and ASL Educators. Without their hard work and commitment to the work they do, we would not be the organization we are today.
- DHCC's committed volunteers serving on the Board of Directors, and its various committees such as the Interpreter Services Advisory Committee (ISAC) who give generously of their time to advise, consult, and direct the organization's growth over the past 41 years.
- I would like to particularly thank Betty Levis for her 28 years of service at DHCC as a volunteer, Board Member and staff member. She retired from the organization at the end of the fiscal year.
- The organization remains deeply indebted to Lillian Hoshauer, the founder of DHCC for her unwavering support of the organization. Although she has stepped down from the Board of Directors, she remains as a Board Member Emeritus and a constant source of feedback, support, and inspiration for us.



TDI's Executive Director Claude Stout speaks to DHCC members



Betty Levis (l) and Lillian Hoshauer (r) at a farewell event celebrating Betty's service at DHCC.



DHCC's Neil McDevitt (l) introduces RID's Shane Feldman (r)

Report of the Interpreter Referral Department

Jeanne Bonnes, October 2013

The Interpreter Referral Department (IRD) showed an increase in interpreting hours and provided 66,387.75 interpreting services hours for this fiscal year. IRD also experienced many changes during the last year. One of our scheduling coordinators, Kate Falen, relocated and left DHCC in May 2013. We replaced Kate with Stephanie Gruber in May 2013. Stephanie is a 2009 graduate of Villanova University and has previous experience with scheduling assignments. Kate Falen continued to coordinate in IRD for four weeks during Stephanie's training and transition into the department. Currently the IRD staff includes two scheduling coordinators, Stephanie Gruber and Kamea Curry, a coordinating supervisor, Janine Garay and an IRD manager for staff and subcontractor, Jeanne Bonnes. IRD staff works closely together to improve the process and productivity of the department.

Some improvements and major changes in IRD is the new FileMaker database. In July, 2012, we hired a consultant from New York, Heather Rossi, along with a website developing company, Antidote, to develop a sophisticated online scheduling and billing system for our interpreting subcontractors. Heather and I held ten trainings sessions, two hours each, at the DHCC office. Interpreters were required to attend one of the training sessions to learn the functions of the new FileMaker system. During the ten sessions, 140 interpreters completed the training. Interpreters who attended the onsite training were paid for their time. Interpreters, who were not able to attend the group training, scheduled a private, individual training session in our office. The outcomes of the trainings were very successful and the interpreters, IRD staff and billing staff, were pleased with the user-friendly new database.

The annual interpreter meeting was held at Community College of Philadelphia, CCP, in October 2012. We had a large turn out with over forty interpreters in attendance. Mary Hesser and Donna Ellis co-chaired the meeting. The goal of the meeting is to interact with interpreters and staff, share changes and/or policy information, have fun and enjoy good food. We also hold raffles throughout the meeting so everyone had a chance to win great prizes. The format of the meeting was set up slightly different than in years past. In order to recognize everyone's questions or concerns, interpreters were asked to pre-submit questions, prior to the meeting. This change helped the staff be prepared to address any issues during the Q & A portion of the meeting. It also allowed the meeting to flow more smoothly and acknowledge all the interpreters questions.

A legal training was held at DHCC for a small group of interpreters interested in working in legal settings. The Administrative Office of Pennsylvania Courts, AOPC, require interpreters to pass a placement exam and evaluation in order to be added to the states list. We are excited to have six new legal interpreters available for legal assignments.

DHCC also hosted a two-day workshop for Deaf individuals interested in becoming Deaf Interpreters. The workshops; Code of Professional Conduct for a Deaf Interpreter and Role & Function of a Deaf Interpreter, are required by both DHCC and RID in order to begin the process for Deaf Interpreter training. We encouraged all participants to continue to learn and mentor with other Certified Deaf Interpreters in order to gain the skills needed to be a CDI. IRD is in need of skilled, trained Deaf Interpreters for legal and mental health assignments.

Fourteen new interpreters have been added to our subcontractor list in the past year including certified, pre-certified and one Deaf interpreter. All screening candidates were provided with evaluation feedback information so they are

aware of their strengths and weaknesses. They are also given feedback regarding areas that need additional concentration. Screenings were also completed on five interpreting candidates who did not pass the skills evaluation. If a candidate does not pass the screening, the evaluators recommend strategies to build and improve their skills. Candidates who do not pass the screening will have an opportunity to re-screen within six months of the original screening date.

The Interpreter Services Advisory Committee (ISAC), met quarterly to discuss various DHCC policies and procedures. During the course of the year several members of the committee were changed. Three members left the committee and three members were added. Lillian Hoshauer, a long-term member, was replaced with Emily Claveau, an experienced CDI. Currently there are 12 committee members, which include seven hearing interpreters, three Deaf Interpreters, the Executive Director, Neil McDevitt and myself, as IRD Manager.

Concern was raised from ISAC members regarding Social Media sites. Members felt that some interpreters were posting private information on Social Media. In an effort to enforce interpreters to be more responsible about posting on Social Media, the ISAC committee established a Social Media Policy. The policy provides guiding principles for all DHCC interpreters to follow. Interpreters were asked to read and sign the policy.

ISAC also supported the idea to review interpreter rate increases. Rates had not been increased since September 2010. In 2010 the Board and Finance Committee agreed to review rates every two years. Therefore, it was important to keep our agreement with the interpreters. In September 2012 the Finance Committee agreed to complete a rate review in order to establish an increase in the beginning of the next fiscal year. ISAC members appreciated the proactive steps the former Executive Director, Iris Boshes, the Board and Finance Committee made to review interpreter rates and make plans to implement an increase without needing pressure for the interpreters. A customer rate increase will also be implemented in the beginning of the fiscal year to coincide with the interpreter increase.

The Community Interpreting Program, CIP, is a program that offers DHCC members discounted interpreting services for situations not covered under the ADA, such as wedding, funerals, baby showers, family events, etc. This service has also received funding through grants and personal donations. This year CIP service was requested for 47 events, equaling 162.5 hours.

Another important communication access service is CART (real-time captioning service). This service is for hard of hearing or deaf people who use English as their language of communication. The total real-time captioning hours were, 667, including 140 onsite events. Over the past year, we established relationships with several hard of hearing consumers and hope to increase CART services in the next year.

Our on-call Emergency Interpreting Service (EIS) continues to be in high demand for after hour medical and police emergencies. EIS provided 3518.5 hours of interpreting over the course of the year, which included 506 emergency calls. EIS increased the hourly service by 913 hours and increased the number of events by 55 calls. Since EIS calls have increased, we have added an additional shift to the schedule, now scheduling three shifts per night with two Deaf/hearing interpreting teams for each on-call shift. This scheduling tactic allows the on-call coordinator additional interpreter availability in the case of multiply emergency calls, giving DHCC the ability to cover as many interpreting requests as possible.

The IRD staff are committed to the DHCC mission to provide communication access for Deaf and hard of hearing consumers. The staff works hard to advocate for consumers and educate new or interested customers about the ADA and the legal obligation to provide communication services. IRD staff is dedicated to their work and provides the day-to-day scheduling needed to ensure service for Deaf and hard of hearing consumers and our paying customers.

We also rely on our independent interpreters and appreciate the hours of service they make available to DHCC. Furthermore, our customers and consumers demonstrate their support for DHCC by using our services on a regular basis.

Our staff, interpreters, customers and consumers are essential elements of the IRD department service delivery system and we thank everyone for their ongoing commitment to DHCC.

Report of the Education Department

Janine Nolan, October 2013

Once again, we are happy to report that the American Sign Language program continued to grow during the 2012-2013 fiscal year. DHCC offered 26 classes, with a total of 285 students attending, an increase of over 49%. We offer classes in four locations: Center City (Drexel University's Goodwin College of Professional Studies), Morton (Delaware County Intermediate Unit) and Germantown (Pennsylvania School for the Deaf), and North Wales (North Wales Library).

Along with our community classes, DHCC also offered private ASL tutoring for 10 students, totaling 58 hours of private instruction.

DHCC with help from the Springfield Lions Club offered, ASL 101 for Police officers. The class started with 10 officers and when the time ended we were down to 3. Many of the officers said it was hard with the changing schedule.

DHCC provided sensitivity trainings to a wide variety of organizations. We provided trainings to private businesses including, Vanguard (2) and Community Legal services (2). Trainings ranged from one to two hours in length, and all received positive feedback. On the feedback forms, DHCC presenters received an average score of 4.9/5.0.

For the sensitivity trainings, DHCC is still using the pre- and post-test consisting of five true/false questions during our trainings. Participants were given the same set of questions before and after the training; the questions covered common myths about hearing loss. On average, participants answer 45% more questions correct on the post-test than the pre-test. These tests provide DHCC with a concrete diagnostic to monitor the effectiveness of our presentations.

DHCC offered three workshops. In the Fall 2012, titled "Philly Signs THAT" was half-day workshop. A two-day "Legal Interpreting" was offered. In April, there was a two day workshop "An introduction to Deaf Interpreting" was a part of our annual Reginald Egnatovitch Interpreter Workshop Series. All three were well attended with 44 participants in total. The workshops were well received, with the presenters receiving an average of 4.6/5.0 on the feedback forms.

DHCC continued to process Continuing Education Activities (CEUs) as an Approved Sponsor for RID's Certification Maintenance Program. Over the 2012-2013 Fiscal Year, DHCC processed 54 activities for 136 participants. In addition, DHCC published information packets explaining options and requirements for obtaining CEUs on our websites, making this information easily accessible. DHCC improved our tracking system for completed and pending CEUs, allowing staff to easily view upcoming deadlines and historical data.

DHCC continues to receive requests for advocacy from Deaf and hard of hearing consumers, largely in the medical setting. Over the 2012-2013 year, DHCC handled approximately 36 cases. In addition, DHCC continues to receive information and referral requests for outside services, and staff refer these individuals to other agencies that can best meet their needs.

Report of the Community Development and Outreach Manager

PJ Mattiacci, November 2013

DHCC is excited to report that the Community Development and Outreach program is working hard and providing outreach and educational opportunities for the Deaf and hard of hearing community.

During the fiscal year, DHCC provided workshops:

- Hebrew Association for the Deaf for self advocacy workshop (July 2012)
- American Society for Deaf Children Conference at PSD (July 2012)
- Joint workshop with Philadelphia City Commission on Photo ID Voter at Black Deaf Advocates. (Sept 2013)
- Joint workshop with Federal Bureau of Investigation (FBI) re: "Sexting" at PSD (January 2013)
- Held Deaf Focus Group Meetings at Center for the Community and Professional Services (CCPS) on July 2012, September 2012, and December 2012. These efforts strengthened efforts by First Home Care to expand list of Deaf/hard of hearing foster parents for deaf children in the system
- Town Hall meeting with the Black Deaf Advocate members at Elwyn in March 2013
- Hosted the Telecommunication for the Deaf, Inc workshop featuring Claude Stout in March 2013.
- Six workshops for self advocacy on requesting for interpreting services at local secondary school programs
- Co-sponsored the United States Association for the Deaf Basketball in King of Prussia
- Hosted RID's Shane Feldman at PSD in May 2013.
- Hosted a town hall meeting with the Deaf Seniors at Elwyn in May 2013.
- Hosted the Legal Rights workshop featuring Laura Mattiacci at Abington Free Library in June 2013.
- Co-hosted Philadelphia Zoo Early Access Event in June 2013.
- Hosted the Tour of the Citizens Bank Ball Park for Families in June 2013.

Collazo Scholarship:

- DHCC received 8 applications, an improvement over the 6 we received last year. The applications we received were all outstanding. From 8 outstanding candidates, DHCC selected of Naima Melisa Boudreaux from the Pennsylvania School for the Deaf. Naima currently attends Gallaudet University, focusing on social work.

Community Partners:

This is where DHCC is most proud of our continued efforts to reach out to organizations that were not previously community partners with us in the past year.

- Philadelphia Police Advisory Board Commission and Philadelphia Police Department.
- Philadelphia Airport's ADA Review Commission.
- Southeast Pennsylvania Transportation Authority
- Art Reach
- David Berney Law Firm, LLC

Grants and Membership Annual Report

Janine Nolan, October 2013

The Grant and Membership Statistics from July 1, 2012 to June 30, 2013 are as follows:

Grants

Total Grant Submissions	7
Approvals	6
Rejections	1
Yearly	3

Total grant amount received this fiscal year from Foundations, Corporations, and Service Clubs was \$23,844 for the fiscal year 2013.

The money received has been designated for Community Interpreting Program, (CIP) Education Program, Hospital Sensitivity Training Program, Community Development and Outreach Program and general operating expenses.

Please be aware that DHCC is always grateful for any leads for possible grant funding. If anyone knows of a Foundation that might provide funds to non-profit organizations, please contact Janine Nolan at 610-604-0450 or send her the name of the Foundation with its address and a contact person to jnolan@dhcc.org

Memberships

Membership Type	2013	2012
Individuals	144	153
Family	62	56
Organization	5	4
Friends Circle (Donations of \$50-\$225)	22	24
Patrons Circle (Donations of \$250-\$475)	0	0
Select Circle (Donations of \$500 or more)	2	1
United Way	4	14
Complete Total:	215	227