Deaf-Hearing Communication Centre
Annual Report

Fiscal Year July 2014 - June 2015

Fiscal Year July 2015 - June 2016
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.

From the Executive Director:
Since 1972 DHCC’s mission has resulted in nearly 1 million hours of interpreting services and thousands of ASL classes and students. As we enter our 45th year, we look back with pride in all that we’ve accomplished since our humble beginnings in a church basement led by three forward thinking women, Lillian Hoshauer, Doris Stettler, and April Nelson.

Their simple mission to ensure the deaf and hard of hearing community are given equal communication access to information shared in everyday life continues to this day. Thank you for your support.

Staff:
Neil McDevitt
Executive Director

Julie Suen
Controller

Jeanne Bonnes
Interpreter Referral Department Manager

Janine Garay
Interpreter Referral Department Supervisor

Katie Lafferty
Billing Manager

Interpreter Referral Department Staff
Samantha Albany
Kamea Curry
Katie Lloyd
Sara McClanahan

Lisa DiCroce
Billing Assistant

Janine Nolan
Education Manager

Kyle Rosenberg
Community Development & Outreach Coordinator

Suzanne Mooney
Office Administrator
DHCC Financial Information

Audited Financials for July 2014-June 2015
Assets — $2,034,400
Liabilities — $24,791
Total Net Assets — $2,009,609

REVENUE
- Interpreting Services: $5,131,219 98%
- Education $69,785 1%
- Other Sources: $49,592 1%

EXPENSES
- Program Services: $4,668,630, 92%
- Administration Expenses $386,494 8%
- Other Expenses $35,741 1%

Audited Financials for July 2015-June 2016
Assets — $2,110,410
Liabilities — $43,778
Total Net Assets — $2,066,632

REVENUE
- Interpreting Services: $5,516,662 99%
- Education $54,777 1%

EXPENSES
- Program Services: $5,018,723 91%
- Administration Expenses $459,952 8%
- Other Sources: $49,592 1%

Program Services include:
- Payments to ASL Interpreters
- Salaries & expenses for direct program staff in Interpreting, Education, and Community programs
Interpreter Referral Department

Note: Specialty rates are charged for assignments that are recorded, open to large public spaces, or in legal settings.

Notable Activities:
• Ran the first-ever broadcast commercial for interpreting services (Summer 2014)
• Conducted HIPAA trainings for staff and interpreters (Summer/Fall 2014)
• Added a third staff Coordinator (Fall 2014)
• Converted Intake Assistant to full-time position (Winter 2015)
• Developed and deployed interpreter availability tools in our database system (Spring 2016)
• Hosted workshops on Mental Health Interpreting and Religious Interpreting (Spring 2016)
The Education Department focuses on our educational activities in the community. Activities include:

- ASL classes at various locations through area - 533 students served
- Sensitivity Programs focusing on Deaf and hard of hearing individuals at corporations, public service organizations, and police/fire/EMS agencies
- Processing Continuing Education Units (CEUs) for DHCC interpreters
- Providing private ASL tutoring sessions
- Setting up private classes for organizations, corporations, and human service providers
- Provides part-time employment to 8 Deaf ASL instructors throughout the area
- Providing opportunities for ASL class students to interact with Deaf community

ASL Instructor Karen Kennedy and students at Phillies Game - June 2015

ASL Instructors Karen Kennedy and Kaitlyn Parenti lead ASL students at holiday-themed celebration
The Community Development and Outreach Department brings together the various parts of the Deaf and hard of hearing population together to celebrate the richness of our community. This can be done through social events, informational workshops and advocacy efforts. We strive to develop rich and lasting relationships with our partners in the community.

Some key activities:
- Hosted first Communication Access Day at Adventure Aquarium (Fall 2014)
- Hosted Legislative Briefing for Philadelphia City Council & State/Federal legislative staff members (Winter 2015)
- Provided two $1,000 Naureen F. Collazo Memorial Scholarships to Deaf and hard of hearing students in region (Spring 2015/2016)
- Brought noted Deaf advocate Trudy Suggs for a conversation on Disempowerment in the Deaf Community (Spring 2015)
- Participated in 25th Anniversary Celebrations for the Americans with Disabilities Act (Summer 2015)
- Hosted a Privacy and Internet Safety Day (Fall 2015)
- Hired Kyle Rosenberg as Coordinator (Fall 2015)
- Collaborated with Auto Dealers Assoc. to host first-ever ASL/CART night at Philadelphia Auto Show (Winter 2016)
- Hosted noted researchers Carol Padden & Tom Humphries (Summer 2016)
A Fond Farewell to one of our Founders

In 1972, Lillian Hoshauer and Doris Stettler were joined by April Nelson to develop resources to help hearing parents of Deaf children communicate easily. In the 44 years since, DHCC has grown significantly, thanks to their vision!

Lillian moved to Texas to be closer to her children and grandchildren. DHCC hosted two farewell events to honor her contributions to DHCC and the Deaf and hard of hearing community in the Philadelphia region in the fall of 2014.

THANK YOU!
To our donors and funders for their contributions to DHCC!

FUNDERS:
• Fourjay Foundation
• Independence Foundation
• Philadelphia Foundation
• Joseph Kennard Skilling Trust
• Ethel Clark Smith Memorial Fund
• Springfield Lions
• Aston Lioness Club

DONORS:
• Newby & Patty Ely
• Paulette and Randy Fisher
• Roger Brush
• William Burke
• Blair Mill Library
• Abbott Downing
• Jean and Joe Johnson
• Nick and Liz Fazzolari

In Memory of Dan Sullivan:
• Linda Hamill
• Gail Bober
• Rebecca Ledder

In Memory of Sherry Albert and Lois Steele:
• Nancy Sullivan
• Charles and Eileen Arrison
• Carolee Grillo

Thank you to our members!

Select Circle ($500 or more)
Roger Brush
Newby Ely
Marcia Finisdore

Friends Circle ($50 or more)
Mary Ellen & David Harris
Edwin Allan
Jane & Richard Hender
Lillian Hoshauer
Nick & Liz Fazzolari, Jr.
Alan Kutner
Elizabeth Larsson
George McCarthy

Charles McFadden
April Nelson
Aily Panzer
Joseph Sikorski
Susan Stone
Lucinda Veit
Tammy & Michael Vondra
Eve West
**Individual and Family Members**

Joan & Jesse Glisson  
Peg Adamucci  
Ronnie & Mitch Adler  
Rachel Alburger  
Mary Alloway  
June Analco  
Donna Anderson  
Martha Andreas  
Steven Applebaum, D.O.  
Donna Arble  
Lori Aronsky  
Rosanna Avraham  
Gay & Richard Balsam  
Deborah Becker  
Linda Becker  
Erin Bennett  
Joan Berman  
Joyce Bernas  
Janice Beyer  
Anna Maria Tamaro - Bintliff  
Kathryn & Walter Blackburn  
Gail Bober  
Arthur Bond  
Dianne Bond  
Valerie Braman  
Jennifer Breisch  
Lawrence & Carolyn Brick  
Members  
Individual and Family  
Jourden Lloyd  
Lynne Lieberman  
Betty Levis  
Roxanne Lehr  
Rebecca Ledder  
Amanda Leahy  
Jean Gershman  
Tracy Gerry  
Jean Gershman  
James Gillin, Jr.  
Nikki Gleason  
June Goodwin  
Madeline Goodwin  
Susan Gottesman  
R. Chris Gow II  
Shira Grabelsky  
Dana Granieri  
Ann Hagenbuch  
William Hall  
Hedda Hawk  
Mary Boas Hayes  
Jeanne Held  
Elin Hender  
Wubu Hendricks  
Ashley Hershovitz  
Mary Hauser  
Sharon Hillferty  
Beth Hillman  
Charles Hine  
Todd Hlavacek  
Susan Sklaroff-Van Hook  
Mary Jan Howe  
Margaret Hughes  
Bill & Diana Huttinger  
Herbert Jackson  
Jean & Joe Johnson  
Veronica Johnson  
Gerald & Irene Kane  
Marilyn Kass-Jarvis  
Janet Keen  
Hedie Kelly  
Jillian Kennedy  
Karen Kennedy  
Margaret Kilgallon  
Elizabeth Kleber  
Jerome Knast, Ph.D.  
Debra Knerr  
Sue Kniff  
Kathy Kreck  
Loran & Kevin Kundra  
Elizabeth Larson  
Amanda Leahy  
Rebecca Ledder  
Roxanne Lehr  
Betty Levis  
Lynne Lieberman  
Jourden Lloyd  
Margaret Lloyd  
Beth & Bill Lockard  
Donald Lurwick  
James MacCall  
Colleen Maier  
Kate Mamorsky  
Lynn Mankin  
Lori Mann  
Brenda Marano  
Kathleen/Robin Marenic  
Laurie Martin  
Tess Matthews  
Brandice Mazick  
Sandra McCabe  
Emily McCafferty  
Mark McCrory  
Bernadette McDermott  
Deidre McDermott  
Neil & Susan McDevitt  
Neil & Sarah McDevitt  
Eileen McDonnell  
Marge & Dave McHenry  
LaKeysha McLauren  
Carol Stern McMichael  
Kathryn McNamara  
Megan Meirs  
Stephanie Merchant  
Ronald Meyer  
Marsha Miceli  
Robyn Miller  
Todd Miller  
Daniel Milliken  
Margaret & David Monahan  
Barbara Montgomery  
Louise Montoya  
Regina Moos  
Meg Morgan  
Bridget Morina-Meyer  
Cyndi & Kevin Morrill  
Christopher Morris  
Susan Murray  
Theresa Muschiatti  
Lindsey Nakao  
Nancy Neff  
Quyen Nguyen  
Rebecca Nice  
Fred Nielsen  
Gaynell Noel  
Deidra Norris  
Rayna Notta  
Sara O'Brien  
Ibukun Odunlami  
Deborah Parker  
Jamison Parker  
Nathan Parker  
Melanie Pelle  
Michelle Pendergrass  
Jacques & Katherine Plante  
John Plecher  
Merle Plotkin  
Keven Poore  
Ann Purcell  
Linda Quigley  
Christopher & Kathleen Rasmussen  
John Reavy  
Sarah Reed  
Denise Reilly  
Arthur Rice  
E. Alexandra Richardson  
David Rink  
Ruth Rivera  
Ashley Robinson  
Kathryn Rodkey  
Andrew Roppelt  
Dana Rost  
Megan Rost  
Allison Rourke  
Laura Sansalone  
Karen Schell  
Amy Schenck  
Gail Schrenk  
Peggy Schroeder-Antal  
Gloria Seidlin-Bernstein  
Joseph & Beverly Semanyak  
Elizabeth & Gerry Setley  
Cindy Shapiro  
Kristen Sharpless  
Melodie Shea  
Maria Shiff  
M/M Richard Simon  
Barbara Simpson  
Brian Smith  
Deborah Smith  
Jennifer Restucci Smith  
Susan Smith  
William Spangler, Jr.  
Elizabeth Patricia Staub  
Lois Steele  
Arthur Stettler  
Jessica & Rich Stettler  
Elizabeth Stout  
Antoinette (Toni) Szarek  
Colby & Jamie Tecklin  
Donna Marie Thiergartner  
Gretta & Mary Jane Thomson  
Dora Tint  
Shawna Tomashefski  
Laura Tomlinson  
Lettie Tracy  
Christopher Trigg  
Sharon Umlauf  
Beth Vail  
James Vail  
Victoria Vassallo  
Holly Vita  
Tammy & Michael Vondra  
Carol Lee & Alfred Walker  
Rosemary Walla  
Joseph & Sandra Ward  
Audrey Ware  
Deborah Warshauer  
Gloria Weiler  
Charles Welde, CPA  
Alyssa Wengel  
Jai Wexler  
Alyssa Wengel  
Jai Wexler  
Evy Williams  
Philip Wismer  
Robin Wood  
Carolyn Woods  
Gina Worthey  
Corrin Zimmerman  
Patricia Zolli  
Debra Zwerlein