



CONSTANCE  
B R O W N  
HEARING  
CENTERS  
[cbrown.org](http://cbrown.org)

## Welcome to Constance Brown Hearing Centers!

We proudly serve patients from birth to their golden years. Our 2014 annual report illustrates the on-going personal support we provide to improve our patients' well-being at all stages of life.

Constance Brown Hearing Centers bears the name of a prominent local resident who had experienced hearing loss. She left the bulk of her estate to the Kalamazoo Community Foundation to establish a nonprofit hearing center. With support from the Kiwanis Club of Kalamazoo, Constance Brown Hearing Centers was founded in 1942.

At the age of 3, Elijah was diagnosed with a rare kidney disease called Alport syndrome. This genetic mutation of his collagen means that Elijah's kidneys cannot properly filter his blood, and as a result of the mutation, his hearing is affected.



At the age of 7, Elijah's gradual hearing loss had significantly changed enough to warrant hearing assistance. His dad had noticed Elijah

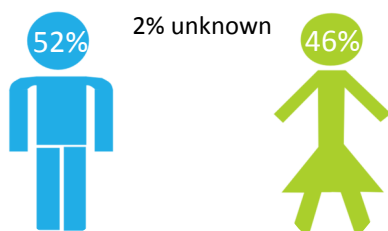
kept turning the volume up on the TV, and he would not hear his parents talking to him unless he was looking at them.

When Elijah received his first set of hearing aids he remembers how loud the sounds were for the first month - sounds in the lunchroom at school, sound of the road, his triplet cousins crying. Elijah said, "I never knew I wasn't hearing well. (Hearing aids) were eye opening. I thought the sound I was hearing was normal."

Elijah is like an encyclopedia on the subjects of Alport syndrome and hearing loss. Now at 13 years old, he has been researching his disease for years and, with support from his parents, he is part of a medical study in Minnesota. Because of the positive interactions with his audiologists at school and at Constance Brown Hearing Centers, Elijah wants to pursue a career in audiology.

[Read Elijah's full story on our blog at \[cbrown.org\]\(http://cbrown.org\).](#)

Of those served in 2014:



**3,095 patients were seen in 2014** (611 were children 0-5 years old (a 57% increase over 2013); 261 were youth ages 6-18 years; 577 ages 19-62; 1,645 ages 63 & older) **6,301 diagnostic procedures were performed.**

People featured here gave permission to use their image and story.

Early diagnosis and intervention of hearing loss in infants and children can significantly impact a child's speech and language development as well as social and emotional health. If a hearing loss is found, early intervention for your child can start right away.

**Constance Brown Hearing Centers is 1 of 17 Certified Centers of Excellence for Pediatric Audiology.**



Nancy with her son

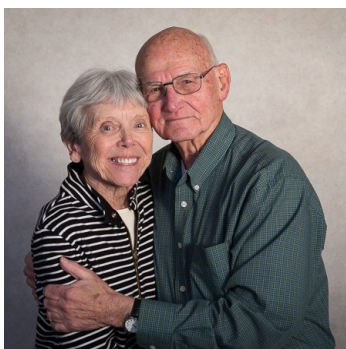
"My youngest son was born with an ear infection, and continued to have ear infections for the first 9 months of his life. He was fine in other ways but he didn't talk very much. People thought it was just behavioral because his older sister spoke for him. But I had three children in three years so I felt like I was an expert in motherhood. **I was worried that his hearing wasn't right.** Tubes were put into his ears several times to drain the excess fluid building up, but he kept having ear infections.

Our pediatrician recommended that we have his hearing tested at Constance Brown Hearing Centers. At the age of 2 he had his first hearing test. Thankfully his hearing was normal, but we kept having it checked for a few years after that to be sure there was no change.

It's over two decades later and I am still so grateful for Constance Brown Hearing Centers. As a young mother, I had peace of mind knowing that there was a place my son's hearing could be tested at such a young age. I think the Centers are a hidden gem in our community. They are unique and more trusted as a nonprofit. It's the place I recommend people go because there is so much more to Constance Brown Hearing Centers than just selling hearing aids. They are here for the community."

**374 newborn hearing screenings** were performed at Constance Brown Hearing Centers in 2014, and **120 hours of newborn hearing screening oversight** took place at Borgess Medical Center.

Norm spent his career working in a manufacturing setting. Despite encouragement from the company to wear hearing protection, he chose otherwise. Today, Norm believes his degree of hearing loss is a result of

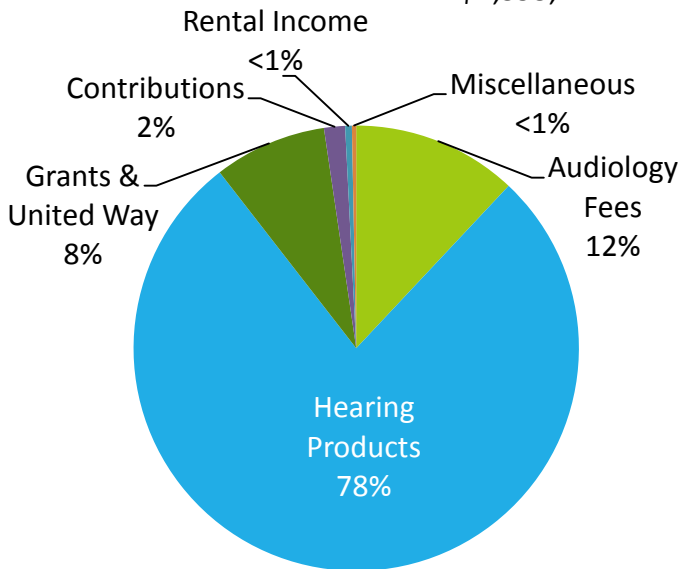


not protecting his hearing on the job. He says, "I was young and healthy, and didn't think about getting older at that age. **I didn't think I needed to worry about my hearing.** "

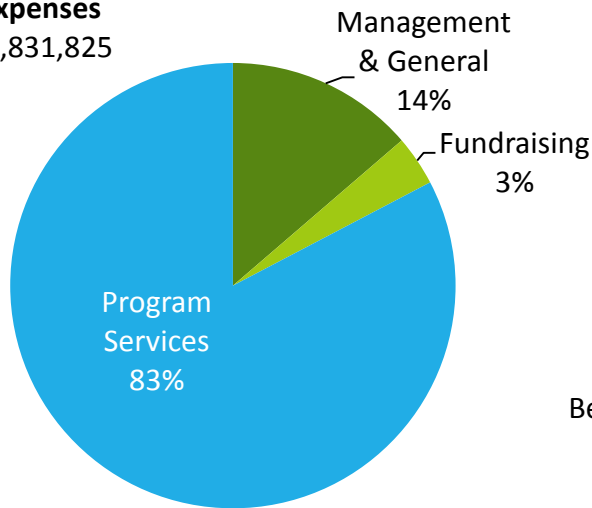
Norm's wife, Barb, says that the hearing aids have helped with their communication. Every so often they forget and try to talk to each other from different rooms. Instead of getting louder they meet face to face.

2014 Financial Summary  
January 1 - December 31, 2014

**Income**  
\$1,595,774



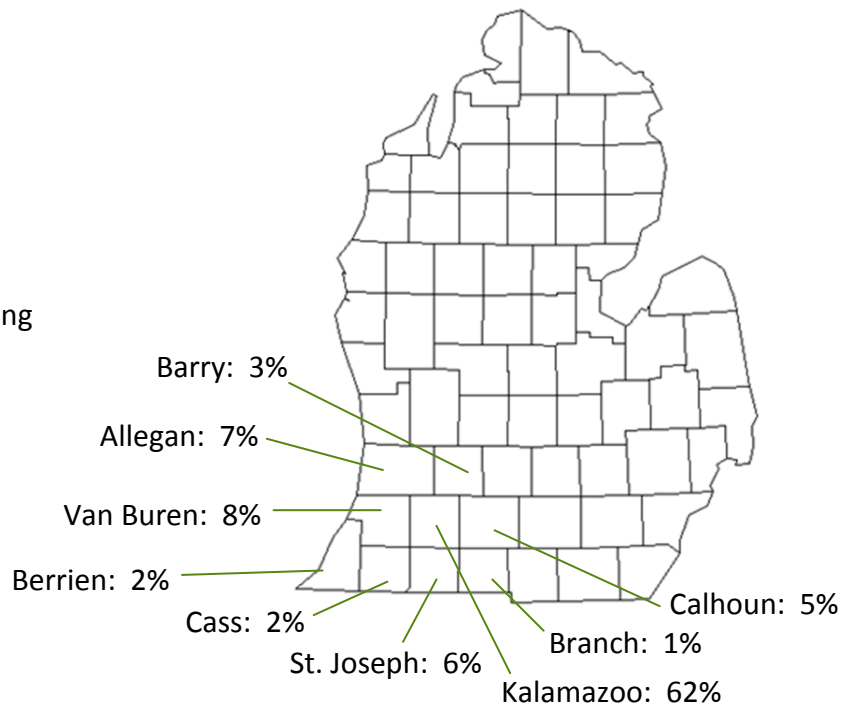
**Expenses**  
\$1,831,825



Our audiologists have received advanced degrees in the field of audiology, are licensed through the State of Michigan, and are certified by the American Speech, Language, and Hearing Association. All of our Audiologists keep up-to-date on technology and training through continuing education.

**All of us at Constance Brown Hearing Centers believe in providing the best hearing healthcare to help people stay connected to their world.**

Patients come from across the State for our services. Here is an illustration of patients from surrounding Counties.



Our **Clinical Trial** program allows patients the opportunity to trial a new hearing aid for two weeks at no cost, following a complete hearing evaluation.

**84%** of people who trialed a hearing device, purchased devices as a result.

We offer a sliding fee scale for patients who cannot afford the full cost of services. In 2014, our helping adjustments totaled \$447,136.

The 1st Monday of each month is our free **Hearing Aid Cleaning Clinic**. Regardless of where people purchased hearing aids, our audiologists inspect their listening devices and perform a deep cleaning using specialty tools. Regular maintenance keeps hearing devices working at their full potential.

In 2014, a monthly average of **90** people came to our free Hearing Aid Cleaning Clinics.



**Helping Adjustments**  
\$447,136

