



CONSTANCE
B R O W N
HEARING
CENTERS
cbrown.org

Welcome to Constance Brown Hearing Centers, where personalized service and technology meet.

Our 2015 annual report shows how the identification and treatment of hearing loss helps people stay connected to their world.

Constance Brown Hearing Centers bears the name of a prominent local resident who experienced hearing loss. Upon her death, a bulk of her estate was left to the Kalamazoo Community Foundation to assist residents who were hard of hearing. The Foundation asked the Kiwanis Club of Kalamazoo for assistance to help fulfill her wishes; and in 1942, we were formed.

Early diagnosis and treatment of hearing loss in infants and children can significantly impact a child's speech and language development, as well as social and emotional health. We are skilled at identifying and treating hearing loss in children, and can provide the special care that is needed to fit amplification and manage hearing goals throughout their life.

Constance Brown Hearing Centers is 1 of only 5 pediatric audiology centers of excellence endorsed by the Michigan's Children's Special Health Care Services.



To read Jim's full story, visit our website blog.

Hearing has been an important component throughout Jim's life due to dyslexia. To deal with his disorder, Jim has relied on people speaking and reading to him. As his hearing deteriorated, it became harder to hear every day sounds, his doctor, and his family who are very precious to him.

Over the last 5 years, Jim compensated for his poor hearing by using cheaply priced hearing amplifiers found online that really did not work well. Because of his hearing issues, Jim and his wife, particularly, were losing basic communication skills. Jim felt himself shutting down, and he was weary from asking his wife to repeat everything that she and others were saying.

After qualifying for financial assistance, Jim was able to purchase one hearing aid. His spirits changed the moment he heard his wife's voice more clearly. We are so pleased with the success Jim is having. He would greatly benefit from wearing two hearing aids, but until he is eligible for financial assistance again in three years, Jim is taking in all the sounds he has been missing and enjoying every family interaction.



Ariela is an 11 year old going on 16. She is tech savvy, enjoys playing the video game, Minecraft, and plays trumpet in a mariachi band and violin in her school's orchestra. She loves to swim, read and do math, and this gregarious young lady has a lot of friends.

Ariela is like many other kids who keep busy with school, family, friends, and extracurricular activities. But what makes Ariela extraordinary is that she does all of this with both hearing and vision losses. Ariela will be the first to say, "I was born this way, but it hasn't stopped me from doing the things I like to do."

Her hearing aids are connected to the school's FM system, in which the microphone worn by the teacher transmits sound to Ariela's hearing aids. Ariela also uses a ComPilot device, which pairs with her cell phone and laptop so she can listen to music, play Minecraft, and keep up with her friends on the phone. Ariela says her hearing aids and the assistive devices all work great. She loves that her audiologist introduces her to accessories – not just technological ones but also hearing aid jewelry). And with the additional services Ariela receives from the school, they all help her be successful – which is quite important for an 11 year old who can be anything she wants to be when she grows up.



With a background in nursing, Jocelyn had the opportunity to work on research studies that tested the physical effects of hearing loss on individuals. She also helped to educate people on hearing loss and the importance of wearing hearing protection in and out of the workplace.

Her knowledge on the subject helped her identify what was happening in her own life when her hearing began to decline. Jocelyn experienced isolation and frustration prior to – and even after – getting her hearing aids. She felt isolated from her own family, and frustration set in because she could not clearly hear and understand what they were saying. Jocelyn says, "My family is quick witted, talks fast, and everyone is always laughing. I got to the point where I wasn't laughing, and I didn't feel like I was part of anything. I was tired from trying to follow along and I felt foolish asking them to repeat themselves all the time. It was easier to distance myself." And for Jocelyn, one of the most difficult things was not being able to hear her grandkids.

While she feels more balanced these days and can hear better, she knows that the effects of hearing loss on the

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255 newborn hearing screenings were performed at Constance Brown Hearing Centers in 2015.

3,060 patients were seen in 2015 (1,151 new patients)

- 449 were children 0-5
- 633 ages 19-62 years
- 248 were youth ages 6-18
- 1,726 ages 63 & older

5,185 diagnostic procedures were performed.

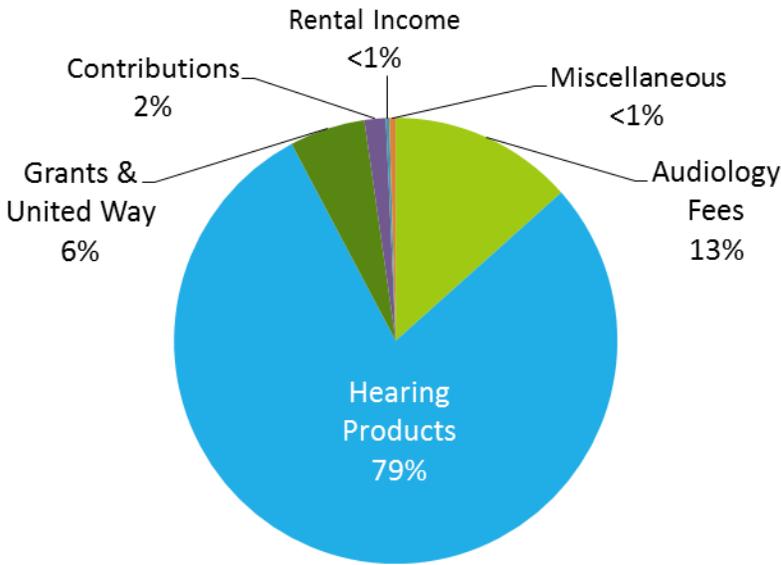
Of those served in 2015:



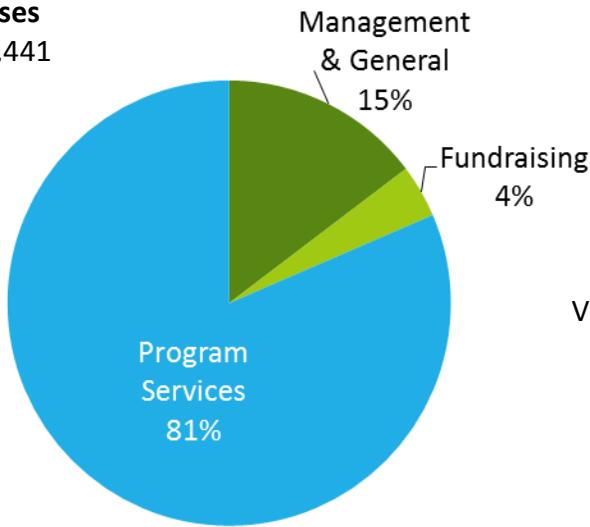
whole person are real, particularly for the elderly. So she was surprised to read an article on the health and well-being of seniors that failed to mention hearing loss as a factor in depression, dementia, confusion, and loneliness. Jocelyn is driven to raise awareness on the obstacles and health issues seniors with untreated hearing loss face.

2015 Financial Summary
January 1 - December 31, 2015

Income
\$1,665,822



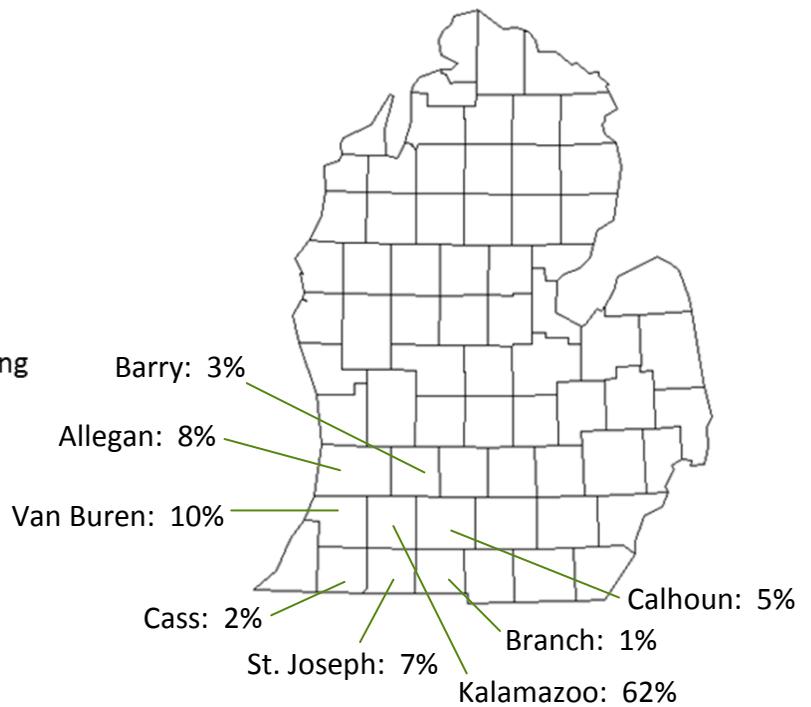
Expenses
\$1,885,441



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 who remain undecided, the opportunity to trial hearing aids for two weeks at no cost, following a complete hearing evaluation. **74%** of people who trialed a hearing device, purchased devices as a result.

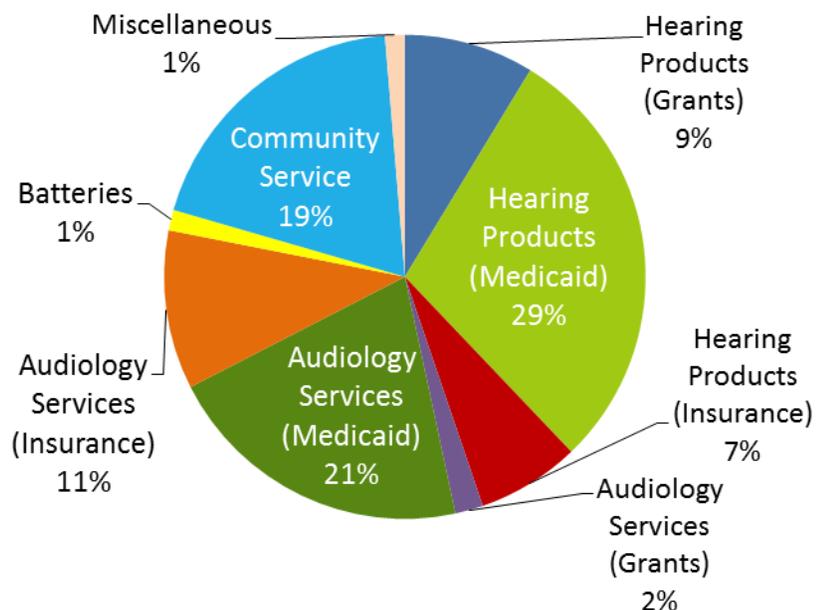
We offer a sliding fee scale for patients who cannot afford the full cost of services. In 2015, our helping adjustments totaled \$420,203.

The 1st Monday of each month is our free walk-in **Hearing Aid Cleaning Clinic**. Our audiologists inspect listening devices and perform a deep cleaning using specialty tools. Regular maintenance keeps hearing devices working at their full potential.

In 2015, a monthly average of **85** people came to our free Hearing Aid Cleaning Clinics.



Helping Adjustments
\$420,203



Patients featured in this report gave permission to use their image and story.