



# 2023–2024 Impact Report



## CEO MESSAGE

### Welcome!

We are very proud to share our 2023–2024 impact report with you. Heuser Hearing Institute (HHI) has been giving children and adults across our community access to sound and language for more than 75 years. Together, we will continue providing award-winning hearing healthcare, curriculum, and therapy to students and patients with hearing loss for many years to come.

As you read this report, we hope you'll feel the same sense of pride and excitement that we do about how your investment supports our mission each and every day across the region and the state. Thank you for your continued support and belief in the transformative work of HHI. We couldn't do it without you!

Sincerely,

Brett Bachmann  
CEO, Heuser Hearing Institute



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## HEARING LOSS STATISTICS

**705,533** PEOPLE *in Kentucky experience hearing loss.*

- ★ American adults with unaddressed hearing loss achieve less education and have higher unemployment rates than those with unaffected hearing.
- ★ People with unaddressed hearing loss are half as likely to achieve higher education, and those who are employed historically earn lower wages.

# OUR WORK

## Heuser Hearing Institute

Founded in 1948, the Heuser Hearing Institute (HHI) is the only nonprofit organization in the Greater Louisville and Southern Indiana region providing access to world-class and comprehensive hearing, speech, language, and balance disorder services. Through the powerful combination of a hearing health care clinic; a preschool and kindergarten program for children with communication disorders regardless of the ability to pay; and now KY HEARS, which offers statewide access to mobile and permanent hearing screening facilities, HHI provides a unique continuum of care for all ages—from diagnosis to treatment across the lifespan.

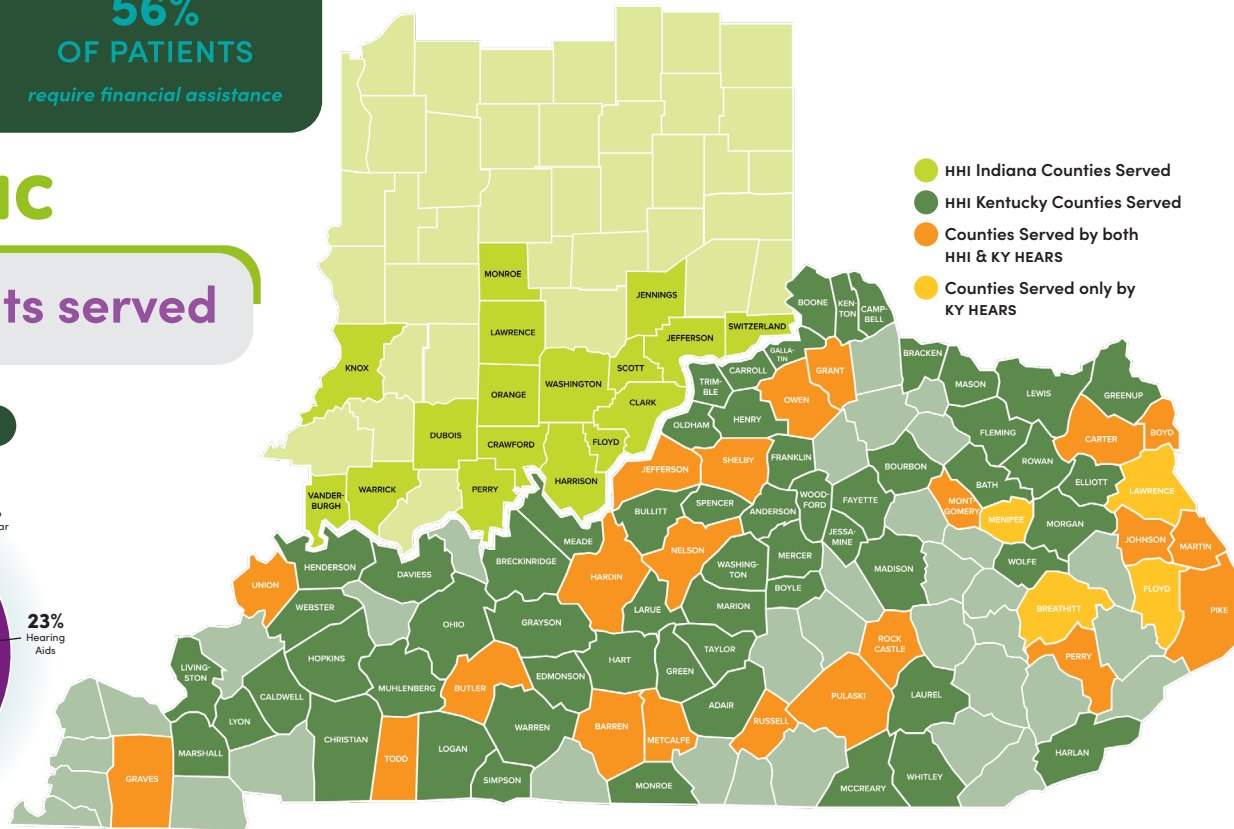
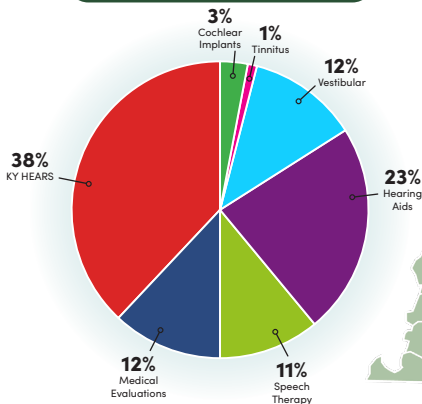
**12,065**  
TOTAL PATIENTS  
*(a 95% increase since 2020!)*

**56%**  
OF PATIENTS  
*require financial assistance*

## THE CLINIC

6,865 patients served

Programs by # of appointments



## SHERRY MARTINEZ

Sherry Martinez's vestibular dysfunction journey began with a frightening temporary vision loss event while at work. What followed were many additional symptoms, including dizziness, difficulty with balance, visual processing issues, motion-related issues, cognitive function deficits, severe light sensitivity, multiple sensory issues, a loss of bodily awareness in space and much more.

Sherry's search for a diagnosis was difficult and included visits to multiple specialists. None of these doctors could diagnose what was causing the symptoms, and Sherry grew despondent. Finally, a neurologist referred Sherry to HHI, and her journey to recovery began. Recognizing that Sherry's issues were vestibular, HHI Clinical Director Dr. Ingrid Edwards and HHI therapist Barbara Martin helped Sherry get her life back, and she is on the road to a full recovery.



*"I firmly believe without the incredible team at the Heuser Hearing Institute, I would never have been properly diagnosed and would be living in continuous pain and anguish from these disorders, without hope for recovery. This team has given me back my life!"*





## THE SCHOOL

### Heuser Hearing & Language Academy

Heuser Hearing & Language Academy (HHLA) is a comprehensive educational community that exists to empower those with hearing loss or speech, language and communications disorders to reach their full potential and effectively participate in the community.

#### HHLA Highlights

- ★ *HHLA received five stars (the top rating) in the Kentucky ALL STARS program.*
- ★ *95% of HHLA children mastered their speech and language goals.*
- ★ *90% of students at HHLA showed growth in **both** their expressive and receptive language skills.*
- ★ *During the school year, all students received free audiology services every day, including a daily hearing aid check, repair of broken devices, replacement of batteries and hearing testing.*
- ★ *HHLA offered four summer programs.*
- ★ *HHLA was chosen by the U.S. Department of Education to host French dignitaries interested in how we educate children with hearing loss.*

## HOLLEY FAMILY

Frances Rose Holley was born on May 23, 2020, and her journey with HHI began almost immediately. Frances Rose was diagnosed with a rare form of conductive hearing loss and was fitted for a bone-anchored hearing aid (BAHA) in July 2020. She proudly wears her BAHA and calls them her “ears”!

Frances Rose also has a speech and language disorder, and due to the intentionality of how the teachers and staff interact with the children by speaking, signing and singing, Frances Rose is thriving! She was in the pre-K 4 class this year and speaks in full sentences now. She is a free-spirited and assertive four-year-old girl with a kind heart and a strong sense of independence, thanks to her teachers, who all tell her she can do anything.



*“Frances Rose’s joyfulness visibly shows on days that she gets to go to school, and we are forever grateful and prideful to be part of the HHI family. We genuinely believe that Heuser is family.”*

# THE STATEWIDE REACH



Launched in 2022, KY HEARS is a statewide hearing health care initiative designed to increase access to hearing care, especially in rural areas throughout Kentucky. With both mobile and permanent hearing screening facilities, KY HEARS removes barriers to care, helping Kentuckians gain equal access to hearing health care that can improve student education and reduce employment gaps for those with hearing challenges.

## Since the launch of KY HEARS:

- ★ 5,200 patients have been tested and screened for hearing loss.
- ★ 26 Kentucky counties have been served through workshops, fairs and hearing clinics.
- ★ 15,000 community outreach opportunities have been undertaken, including resources, information and social media engagement.

# KY HEARS

## JOSE VASQUEZ

For Jose Vazquez, living with significant hearing loss was a way of life—a challenging and isolating way of life. In rural Kentucky, where Jose lived, there were no resources to help him address his hearing loss, and he struggled to maintain employment and connect to his community. After seeing a KY HEARS flyer, Jose came to a clinic in Grant County, where his hearing was tested, and he was ultimately fitted with hearing aids.

To say that Jose’s life has changed dramatically for the better since addressing his hearing loss is an understatement. Once homeless and unemployed, Jose is now working, and he and his dog, Abigail, recently moved into an apartment.


That job and apartment are located in Louisville because Jose and Abigail relocated to be closer to his hearing health care provider and the family he found at Heuser Hearing.




*“I have been able to get my life back on track and enjoy a normal life; I have been able to communicate with others, listen to music, get social again after being so withdrawn from society; I have taken a culinary class!*

*I’m so grateful I found KY HEARS; it’s been a game-changer for me. I see the extraordinary work they are doing all over Kentucky helping others with this critical mission.”*

**TOGETHER,** we can do so much to help children and adults with hearing loss in our community. Your ongoing support gives the gift of sound and language to children and their families.

 **For more information** on how your support can help children and adults with hearing or speech challenges, visit [www.thehearinginstitute.org](http://www.thehearinginstitute.org) or contact Emily Cheshire, Philanthropy Coordinator, at [echeshire@thehearinginstitute.org](mailto:echeshire@thehearinginstitute.org) or (502) 371-9919.

 **And ask us** about **Building Foundations, Amplifying Futures**, our capital campaign to renovate and update the patient care facilities on our Downtown Louisville campus, which will allow us to serve 30% more children, adults and seniors than we do today!

Follow us!



(502) 371-9919

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