

# clarity

2020 REPORT TO THE COMMUNITY |  
2019 ANNUAL REPORT



## Message from our Executive Director



Wow! What a year 2020 has been with the COVID-19 pandemic. Hence, the delay in our Annual Report for 2019.

I am happy to report that Clarity is continuing to serve the community through our speech and language, hearing and audiology, and psychology and counseling services. In 2019, we added our second full-time licensed professional counselor, added a fourth full-time speech language pathologist, added a third (part-time) audiologist, and added a fourth operations specialist. The additions of these positions allowed us to increase our capacity to serve needs of our community.

We served 2,371 children and adults in 2019 and the majority of our pediatric patients and

clients (70%) came from reduced/low income homes. In addition, 637 children (and their families) benefited from our Mobile Speech and Hearing Screening program by receiving screenings at their daycares free of charge. Our donors and supporters make it possible for us to continue to serve our community.

In 2020, we have seen increased demand for the services Clarity provides (especially our mental health services) and have adapted by offering telehealth appointments when appropriate to the patient/client needs. We also held our first ever Virtual Clarity for ALL Ball. It was a great success but we look forward to returning an in-person event on May 1, 2021 and we hope you will Save The Date.

Together we are changing lives! Thank you!

**Elizabeth Ingram Shands, PhD.**  
**Executive Director**



## WITHOUT CLARITY, JENSEN'S LIFE WOULD BE QUIETER...

Jensen Montgomery was born in 2017 and has been coming to Clarity since he was a newborn. He is the youngest in his family and sensorineural hearing loss is not an unfamiliar diagnosis for his mother, Julia Montgomery, who has been coming to 2005. with her other children due to their hearing loss. When he did not pass his newborn hearing screening, she brought Jensen to Clarity for further evaluation and treatment because of the great experiences she has had at Clarity previously.

Click on the link to visit our website (<https://clarityupstate.org/without-clarity-jensens-life-would-be-quieter/>) to hear Jensen's story as told by his mother (Julia Montgomery), Clarity Audiologist (Sally Whitson), and Clarity Speech Language Pathologist (Katharine Broach).



Aurora Martinez is a woman of many intersecting identities.

Born in California, Aurora is a daughter of parents who immigrated to the United States from Jalisco, Mexico seeking a better life. She began learning English when she enrolled in first grade in Nevada and became bilingual in Spanish and English. Aurora is also the mother of three beautiful children—two of which have faced medical challenges including hearing impairment.

It is these intersecting identities and others that have refined Aurora into the woman she is today. Aurora is a woman who is a passionate advocate for children with disabilities and their parents who are native Spanish speakers. She is also a woman who seeks to serve others, especially those in the Hispanic community, as an Operations Specialist and the Spanish Interpreter at Clarity.

Uniquely suited for her position through her life experiences, Aurora enjoys supporting mothers through her work at Clarity. As a mother herself to children with disabilities, she relates on a personal level with families and when needed interprets for them in their native language of Spanish. She enjoys encouraging parents to remember their children's blessings and strengths when faced with challenges.



Aurora is especially grateful for the support of Clarity's donors as she has witnessed firsthand its impact on the lives of children in our community. For example, Aurora recently interpreted for an immigrant and her 10-year-old son as he received his first set of hearing aids that are his to keep. This young boy has been hard of hearing since birth and prior to coming to Clarity communicated with his mother and little brother using a sign language they had developed over time. Although his school provided hearing aids for him to use during the school day, he had to turn them in at the end of each day because he did not qualify for state funded hearing aids as an undocumented immigrant. Clarity's donors made it possible for this child to hear his mother's voice clearly for the first time in their home and for this child to overcome his hearing impairments and associated language development delays.

# 2019 By The Numbers

Clarity  
for  
**ALL BALL** raised  
**\$34,471.50**

to help



**27** children and  
adults with  
Clarity Cares  
Scholarships

**United Way**  
Of Greenville County

**\$149,175**



**Clarity Donors**

**\$27,441.47**



**Grants**

**\$15,800**

received in  
grant funding

Contributions from donors allowed Clarity to provide:  
**6,908** office visits to patients from South Carolina



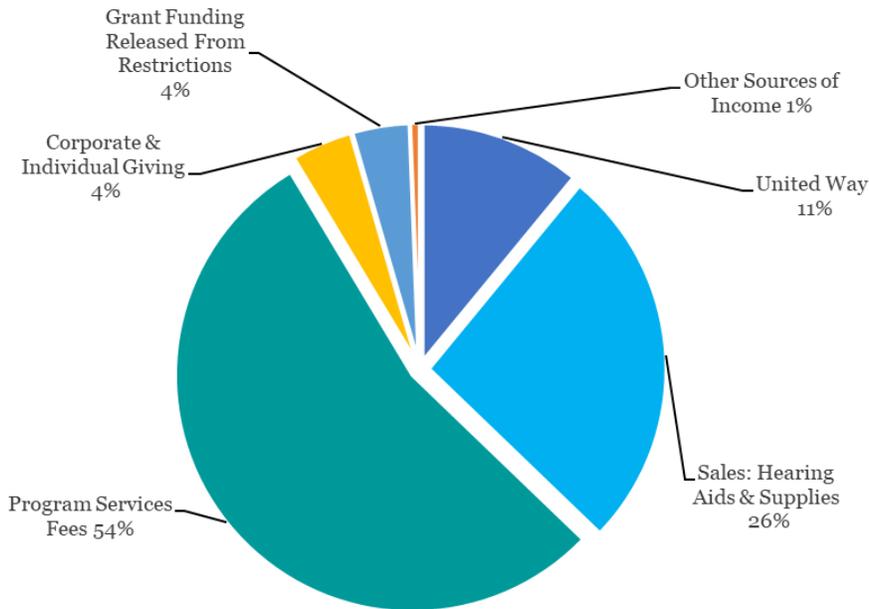
Screened **637**  
Pre-School Children  
through the Mobile  
Speech and Hearing  
Clinic.

**70%** of Pediatric  
Patients seen  
qualify as  
low-income

A total of **2,371** lives were touched by Clarity in 2019

2019

## REVENUE SOURCES



## EXPENSE

## ALLOCATIONS



# Clarity for ALL BALL Sponsors

Presenting

*Jim and Lynn Gibreath Community Foundation Family Fund*  
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*David's*  
Table

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We make every effort to ensure accuracy of our donor lists, but if we've omitted your name, please contact us at (864) 331-1400.

## A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

COVID-19 has comprehensively stripped us all of daily life activities that we once took for granted. Although we are experiencing such alterations to our lives in varied levels of intensity and form, we have felt the shock of withdrawal. Consider the toll it has taken on you and your family. If you were anything like me and the people I have spoken with, even if there were no burdens from loss of employment, you felt the weight of impact on your mental health and relationships through reconfiguring to this new way of living.

The life adjustments that I've described are felt keenly, yet are fairly temporary and insubstantial in comparison to the constant obstacles faced by our community members with hearing loss, communication issues, social-emotional challenges and learning differences. They feel the absence of typical life experiences involving communication, learning, and mental health that we often take for granted. Without support, this absence is interminable and defeating. There is a very real struggle to access the type of quality services needed to overcome such obstacles, creating added frustration and hardship for families attempting to help their loved ones. Furthermore, for families with financial solvency concerns, access to needed services is completely beyond their grasp.

I would like to first share my sincere appreciation for those who have made donations, supported the 2020 *virtual* Clarity Mask-Quer-Aid, and those who have contributed to Clarity as a board member. Although your contribution has been significant, I am appealing to you to join me in continuing the meaningful work of supporting Clarity. We can do this in multiple ways. Many in the community are not aware of the services provided through Clarity and are therefore suffering needlessly. Please share Clarity's mission with your friends, neighbors, and colleagues. Furthermore, if you are involved in any community organizations, invite us to speak to your organization so that we can join efforts to address the multiple needs throughout the community. Finally, any monetary contributions will build the Clarity Cares fund, which provides scholarships to families in need.

Through our joint support, the Clarity staff can broaden their positive impact upon the lives of more members in our community and ultimately contribute to Greenville's vitality. Thank you for your consideration of this important matter.



**Ellen Hampshire, PhD.**  
**Clarity Board President, 2019-2020**

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