

The logo features the word "clarity" in a teal, lowercase sans-serif font. Above the letter "i" is a graphic element consisting of two concentric circles: a larger light blue circle and a smaller dark blue circle centered within it.

# clarity

Annual Report  
2017

# Message from our Executive Director

Clarity's donors are making so much good possible. You are changing lives as you partner with us to empower people to overcome speech, hearing, and learning challenges. In 2017, your support allowed Clarity to touch the lives of 1506 individuals (1255 children and 301 adults) and their families!

With your support,

- 184 individuals (181 children and 3 adults) received speech and language screenings, evaluations and/or therapy
- 1,292 individuals (1007 children and 285 adults) received hearing and audiology screenings, evaluations, tinnitus therapy, and/or hearing aids
- 118 individuals (105 children and 13 adults) received psychological evaluations, learning intervention and/or counseling

With your support, Clarity added two new lines of service to address needs of our community. Ashley Henderson joined Clarity's team as a full-time learning specialist in January 2017. She came to Clarity with years of experience as a certified teacher with extensive training in Orton-Gillingham techniques. Ashley has provided ongoing, intensive learning interventions to children at Clarity to address reading, writing, and math concerns as well as executive functioning weaknesses. She also developed and implemented a summer reading camp at Clarity and has gone "on the road" to serve students at their schools by providing essential executive functioning and study skills instruction to help these students be the best they can be at school. Of those served, six students attend a Title 1 elementary school in Greenville County School District and without your support, these children likely would not have been able to receive the targeted executive functioning and study skills support she has provided.

With your support, Clarity added professional counseling in September of 2017 when we welcomed Tara Compton, Licensed Professional Counselor. Tara joined our team with experience as a high school English teacher and cheerleading coach and as a seasoned

therapist working previously in pediatric residential treatment facilities. With your support, individuals and families are now able to receive essential therapeutic supports addressing mental health, social skills, and life transitions at Clarity. In fact, Clarity is the only agency at the Center for Developmental Services offering counseling.

With your support, Clarity revived its mobile hearing and speech screening program. Before the end of 2017, 44 preschool-aged children were screened for hearing and/or speech/language concerns at their preschool. In early 2018, we received a generous grant from the Margaret Southern Foundation that will allow us to further revive this program with new equipment that will increase our efficiency and capacity, allowing us to reach even more young children in our community in 2018.

With your support, children are now participating in social skills groups with one of our Speech Language Pathologists as their grow their social skills in a small-group setting with their peers.

With your support, in 2017 Clarity hired its first bilingual support staff member who is able to communicate with our Spanish speaking families in their first language from intake scheduling through evaluation/treatment.

With your support, our providers have hosted high school students, undergraduate students and graduate students seeking volunteer experiences, practicums and/or internships as they explore/pursue careers in speech and language, hearing and audiology, and psychology and learning. You are making these instructional opportunities for future professionals in our field possible.

With your support, 29 clients (5 children and 24 adults) received services through the Clarity Cares Fund, an income-based sliding scale. This is in addition to 860 children who received our services through Medicaid.

Your support is changing lives! Thank you!





## Clarity Cares and so does new board member, Jimmy Mobley

Jimmy Mobley, Clarity's newest board member, knows what it's like to hear well. He, also, knows what it's like to suffer from Meniere's Disease with periods of hearing loss, dizziness, and tinnitus, and he knows how isolated it feels to have a sudden, profound hearing loss.

Jimmy will tell you that he feels lucky. He comes from a large, caring family. He received an excellent education, earning a Master's Degree in Aural Rehabilitation from the University of Southern Florida, and he has had good jobs. What started as a summer internship with the Hearing Society of California turned into 15 years of employment, and today, Jimmy is the Comptroller for Recover, Inc., a recycling center in Greer.

But, Jimmy, also, knows first-hand the challenge of periodic hearing impairment, the pain of sudden profound hearing loss, the isolation of a nearly silent world where others hear, and the continuous battle for insurance coverage.

Still, Jimmy isn't one to say, "Why me?" Jimmy is a person who says, "I know how it feels. How can I help?" So, in addition to working at the Hearing Society of California, he served as an advocate for MedEl, working to help others understand the challenges of hearing impairment and the ways that government and insurance regulations effect lives.

Jimmy Mobley, also, puts his money where his heart is. When he moved back to the Greenville area, he met Dr. Stephen Guryan, then the Executive Director of Clarity and learned about the services offered. Jimmy knew the difference proper care had made in his own life, and he imagined how different life would have been if he hadn't been able to afford care, insurance, hearing aids, and finally cochlear implants. He wanted to be sure others had the help they needed. He didn't want dollars to stand between people, who needed help and the help they needed. So he started to give. He donated regularly – every month.

Jimmy's experience, interest, and generosity were noticed. When a seat on Clarity's board opened up, Dr. Elizabeth Shands, Clarity's current Executive Director, asked Jimmy if he would be willing to serve. The answer was a resounding "YES!" Now, Jimmy Mobley not only shares his dollars with Clarity, he shares his time, his expertise, and his very wise heart.



Wes Lambert, 2018 Board Chair

I am honored to be the 2018 President of Clarity's Board of Directors. As a member of the Board, I am proud to do a small part to help support Clarity's unique mission of providing speech, hearing and learning services to those in need in the Upstate. After three years with Clarity, I have heard numerous heartwarming stories of those who have benefitted the most from Clarity's services and the wonderful Clarity staff that passionately strives to fulfill Clarity's mission. Most striking are the stories of children who, with the help of Clarity, are able to finally communicate with their families or excel in school for the first time after years of frustration and ineffective treatment. In fact, Clarity is often able to intervene in lives more quickly and more effectively than many of its competing for-profit institutions. While Clarity strives to be an extremely economical provider of speech, hearing and learning services, many cannot afford such services and are unable to obtain financial assistance to cover the cost of these life-altering services. For those individuals who cannot afford access to these much-needed services, they tragically may never realize their full potential. The Clarity Cares Program fills the gap by offering those families without the means to pay for speech, hearing and learning services the ability to obtain these life-changing services at a free or reduced rate. Clarity Cares can be the difference that makes a senior able to hear, a middle schooler thrive in class, or a disabled child communicate with her parents. Simply put, Clarity changes the lives of its patients and their families for the better. I hope that you will join me and the other members of the Board in supporting Clarity.

# Thank you! Thank you! Thank you!

## Our donors are making a difference in people's lives!

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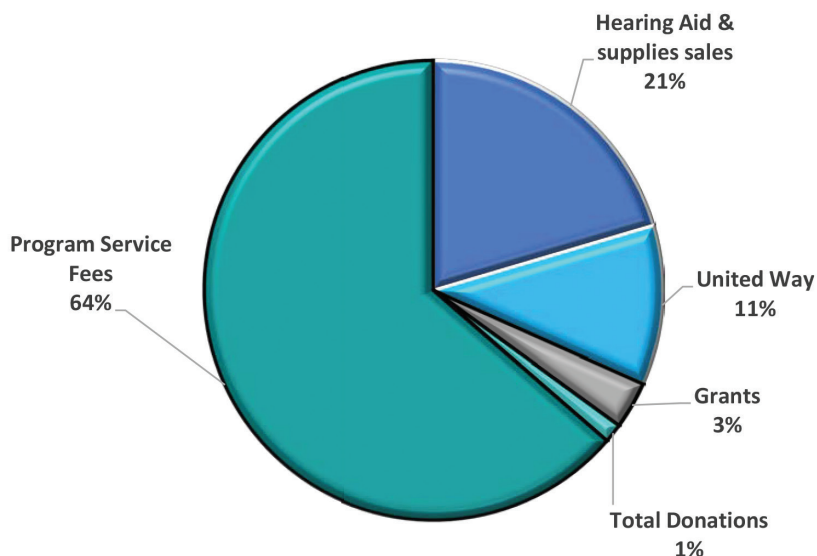
# Revenue & Support

Hearing Aid & supplies sales .....	\$295,231.41
United Way .....	\$162,337.50
Grants .....	\$48,364.20
Total Donations .....	\$19,456.14
Program Service Fees .....	\$919,416.46

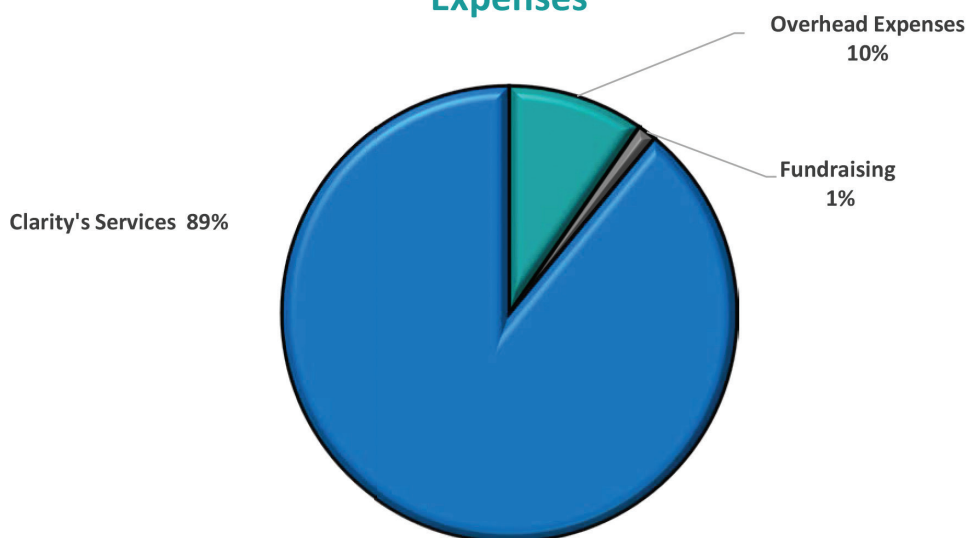
## Expenses

Overhead Expenses .....	\$77,086.20
Fundraising .....	\$10,624.06
Clarity's Services .....	\$709,146.01

### Revenue & Support



### Expenses





## The right people make all the difference

Jason Farmer, Clarity's current board secretary and past president, knows the difference the people at Clarity can make. He and his wife, Carroll have four children. When Ellis, the youngest, was four years old, Carroll noticed that Ellis didn't respond when mom called to her from another room. Carroll, also, noticed that Ellis didn't look her in the eyes, as the other children did. Ellis focused on mom's mouth.

Carroll and Jason were concerned. Ellis had failed the hearing test at birth but passed at the pediatrician. Just to be safe, they decided to have Ellis tested again. They went to a specialist, who confirmed their fears. Ellis had moderate to severe hearing loss, and that was also affecting her speech.

But there was help. The specialist referred the family to Clarity, where he knew there would be highly professional services at reasonable cost, and that has made all the difference.

Jason smiles as he recalls the day Ellis was fitted with her hearing aids.

"A whole new world opened up for our little girl. I remember, we were driving home from Clarity and stopped at a light. I had the turn signal on, and Ellis said, 'What's that sound?' It was the first time she had heard it. Kittens purring, ice crunching, birds singing – the world was full of new delights – details that Ellis had been denied. Carroll and I watched our daughter blossom as she worked with Holly Hurley, the director of audiology services at Clarity."

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Holly knew just how to help. There's a good reason for that. She earned her bachelor's degree in Communication Disorders and her master's degree in Audiology from Radford University. She completed her internship at the West Virginia University Medical Center where she practiced as Audiologist and Clinical Associate Professor for 17 years.

Then Holly joined the staff of Clarity in 2001 and has served as the director of audiology services since 2004. Her specialties include diagnostic assessment of hearing loss in pediatrics and adults, advanced digital hearing aids, tinnitus management, and central auditory processing disorder evaluation. She was just what Ellis needed.

Jason says that having the right hearing aids and working with exceptional staff, like Holly, made all the difference. He says, 'It made us think about all the people, who couldn't afford the help they needed. We thought about how Ellis's life would have been different without Holly and Clarity. So when it came time to think about end of the year giving, Carroll and I contacted Clarity and asked what they needed. That year we gave money for hearing aids for someone who needed but couldn't afford them. Now we give every year, and we just tell Clarity to use our donation where ever it's needed most.'

Jason says, "I won't be on the board forever, but the Farmer family will support Clarity as long as possible. We know the difference Clarity made for our family. We want other families to have that too."



# The right therapist makes all the difference

In October of 2012, my husband and I had welcomed our first child into this world. Our beautiful blond-haired blue-eyed baby boy, Luke, was born. He was an active infant, constantly in need of motion. When he learned how to sit early on, I noticed Luke often times seemed distracted. When I would call his name over and over, he wouldn't turn to look, yet could hear the slightest noise from outside our home. Aside from a speech delay, each wellness visit we were told Luke was progressing well. I knew in my heart and gut that something was different about Luke and chose to request a formal evaluation. We were referred to Dr. Elizabeth Shands, Clarity's Executive Director and a Licensed Psychologist. She noticed upon our arrival that Luke had extreme trouble with transitions, spending the first twenty minutes in full blown frantic sobbing from having to leave the motorized train in the lobby. She was fantastic. She was thorough. As it turned out, Luke was diagnosed with Autism Spectrum Disorder. Although our lives drastically changed from that day forward, Dr. Shands left me with the most immensely helpful information that truly set my family up for success in knowing what resources and help existed for those with disabilities. I had made appointments for speech and occupational therapy, both areas that Luke showed significant delays in.

Luke had so much to say, so much to share. I could see the internal struggle, I could feel the frustration and despair. I had hoped and prayed that we would find the right people, those who have the 'IT FACTOR' to guide Luke, nurture him, understand him, show him respect and kindness, unity and build a rapport... someone who would be invested in his growth and strive to encourage every ounce of ability that was and is within.

We had some good therapists but, in September of 2017, we found that person. She is the Director of Speech Pathology at Clarity and her name is Terri Fulton. She has the best of both worlds... a great educational background mixed in with pure heart and devotion. Terri has a Bachelor of Science degree in Communication Disorders from Marywood University and her Master of Science degree in Speech Language Pathology from Rutgers. She has worked in early intervention, outpatient pediatrics, inpatient hospitals, head injury rehab and long term care. She has been a speech language pathologist at Clarity since 2016.

As a long time critical care nurse as well as a nurse practitioner, I have worked alongside countless therapists. I can honestly say, Terri is at the top. I have rarely, in all of my career and expansive medical experience, seen someone so in tune with their purpose.

Since the very first visit we had, I knew and said to myself "this is it... we found her!" I wipe tears away at every single speech therapy session as I witness new growth and emerging abilities. My amazing son has grown by leaps and bounds from her dedication and expertise. We had previous therapists on our journey that helped towards Luke's progress. This is different. This is magical.

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There is a focus on Luke as a whole person, a burning desire to maximize his unlimited potential. There is a focus on his abilities rather than disabilities... on success rather than the blisters of difference. There is love, acceptance, encouragement, passion and dedication to her purpose in helping those who struggle to communicate to find their voice. Luke has found his voice. He now speaks in full and complete sentences. He can tell me if he is sad, happy, excited to see Ms. Terri, what his day at preschool was like, that he loves me... or that "this is the best day ever"... something he just recently said at his last session with our beloved Ms. Terri. At night, he asks "Mama, what are we doing tomorrow?" Tonight I got to say "Luke, tomorrow we get up, eat breakfast, and go see Ms. Terri". Luke beamed and said "let's get some rest tonight and then we will go to Ms. Terri's house tomorrow."

My beautiful son has taught me, and all those around him, so many wonderful things about life and love. I wouldn't be the mother I became without him. Autism, however, can be a very devastating and lonely experience. It is a blessing to have someone grab your hand and walk along with you. I am forever grateful that we found Terri and that she leaped right on to our train to help my son in every way she can. No doubt, she is pivotal in Luke's transformation and I will be forever thankful for the time with her that we have been given. I don't know where our life journey with autism will take us however, I have seen where we were... where we came from and where we are now. As I wipe away more thankful tears from my cheeks, it is certain that Terri will always hold a special place in our hearts for as long as we live. She truly has made all the difference for not only Luke but for my whole family! We love her.

Sincerely,

*Cassandra Hopkins, Luke's Mama*



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**Greenville, SC 29601**

Address service requested



## 2017 Board Members

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