



## JSHC CELEBRATES LOCAL AND NATIONAL HONORS!

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In recent months, the Jacksonville Speech & Hearing Center has been extremely fortunate to receive both local and national recognition for the high quality professional and compassionate care that its dedicated staff, Board Members, and volunteers provide to the community.

The first of these recognitions came when JSHC won "Best Hearing Aid Center" at the Bold City Best Awards, which celebrates the best local institutions on the First Coast. In addition to this accolade, we were also one of the Top 5

nonprofits to receive recognition in the "Best Local Nonprofit" Category. Winners of this award are decided by an online community vote, thus making it a highly competitive process. This year was the first time that JSHC entered the Bold City Best Awards, so we are incredibly honored to receive this award from the community that we have served since 1949. We are deeply grateful to all who have supported us in the years leading up to this award, and to all who voted for us.



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MAIL PANEL (non-print area)

INDICIA PLACEMENT



Jacksonville Speech & Hearing Center  
40 E. Adams Street, Suite LL20  
Jacksonville, FL 32202



## Speech & Hearing Hero



Sophia Ayala, 3

Hometown: Jacksonville, FL  
Patient Since: Oct. 2017



## Meet Sophia!

For much of her early life, Sophia was unable to use any words of her own and would often get frustrated that she couldn't communicate. As a result, Sophia's mom followed a pediatrician's advice and scheduled an appointment at the Jacksonville Speech & Hearing Center, where Sophia began attending regular speech therapy sessions.

Despite being initially shy, Sophia has grown to love everyone at JSHC and has flourished in her lessons. She's gone from using no words to independently using full sentences. She knows the words she wants to use, can say them on her own, and knows they will be understood. Her message is clearer, and she has developed greater confidence in herself and her ability to share ideas.

According to her mom, Sophia was recently able to put her new skills to use when she greeted all of her pets in the morning—including one of her cats—by saying, "Good morning, Xena. How are you?"

In addition to loving Xena, Sophia also loves her other cats, and strawberries!

## JSHC WELCOMES BOARD MEMBER SCOTT WOHLERS, DIRECTOR OF OPERATIONS CHANDRA MANNING



**Scott Wohlers** was unanimously elected to the JSHC Board of Directors during the September 20th Board of Directors Meeting. A growing leader in the business community, **Wohlers** has more than 6 years of experience in the financial services industry. He currently serves as VP of Riverplace Capital, one of the top wealth management firms based in Jacksonville. Scott began his career in finance as a branch manager with Regions Bank, where he grew revenue 60%, core deposits 200%, and total loans 200% throughout his tenure. He received several distinctions for performance and leadership for these accomplishments. Since 2014, **Wohlers** has been a proud Board Member of the San Marco Merchants Association. Outside of work, he enjoys spending time with his wife, Katherine, and their two children, Kyleigh and Charlie.



Before her tenure at JSHC, **Chandra Manning** served as Director of Operations for Hearing Life, formerly known as Gilliom Audiology. There, **Manning** managed two hearing care practices that produced more than \$2 million in revenue. Since her official start date on October 7th, Manning has already played a key role in optimizing the patient experience by adapting best practices from private medicine into a nonprofit environment. She has streamlined the patient intake process by updating much of JSHC's traditional paperwork into a digital format, elevated patient outcomes by instituting a comprehensive pre-treatment and post-treatment survey, and instituted a culture of continuous feedback that caters to patient needs and satisfaction. **Manning** is the leader of Jacksonville Pumpkin Patch, a volunteer-run patch that donates its profits to charitable causes. She resides in the Fort Caroline area with her husband, Tadd, and their two daughters.

## JSHC CELEBRATES LOCAL AND NATIONAL HONORS (CONT'D)

The second of these awards highlighted the excellent care that one of our audiologists provides to our community (and whose dedication to her patients was likely a contributing factor to us earning the title of “Best Hearing Aid Center”)—Dr. Evonne Long. Dr. Long was selected from a competitive slate of hearing clinicians from all across America as one of three national finalists for “Best Hearing Care Practitioner” in the 2019 Oticon Focus on People Awards. This honor recognizes hearing care professionals who go “above and beyond” to open doors of opportunity for people with hearing loss through humanitarian and public education efforts, something that Dr. Long does regularly in both her personal and professional life.

Since joining the JSHC Team, Dr. Long has become a well-recognized voice for hearing health awareness among people in Jacksonville, having appeared on local TV news and radio shows to encourage regular hearing screenings and educate the community on the health risks associated with untreated hearing loss. Her practical guide to hearing-friendly establishments is one of many advocacy tools she provides for her patients and the general public. Outside of working hours, she volunteers for the Special Olympics and at community health fairs for uninsured and underserved populations, promoting healthy hearing with free hearing screenings.

Dr. Long’s dedication to her patients and their overall hearing health is easily evident to everyone she interacts with. As one patient perfectly described it, “[Dr. Long] goes above and beyond for her patients. She doesn't approach it as ‘Oh, you’re just another patient.’ She actually cares. You can tell she has a passion for her job and helping others.”



## MY TURN AT THE MIKE: PSG FUNDING



After five consecutive years of being shut out of City of Jacksonville Public Service Grants (PSG), Jacksonville Speech & Hearing Center (JSHC) was approved for \$150,000 to support audiology services for those in need in October. These are city funds allocated and distributed annually to help our adult citizens in need. In most recent years, there has been approximately \$2.5 million approved to meet the vast needs of our growing, vulnerable population. In two of those years, JSHC was the next organization on the cusp of being awarded when the funds ran out. Last year, we actually scored higher than three entities that were funded based upon a scoring system that rounded grading to the next lowest whole number and reweighted the same sections.

I have never begrudged my fellow CEOs, their organizations, or their causes that received PSG funding when we did not—they were deserving—and I am grateful for the public service rendered by the PSG Council that tediously reviews the myriad detailed applications submitted. In fact, I have expressed both of these notions publicly before both the PSG Council and City Council.

I have been most vocal in championing that the City of Jacksonville must allocate more money to provide for our citizens who need help—whether that be food, shelter, literacy, or hearing—that enables them to stay employed, stay safe, and

stay connected. As a city, we once allocated nearly four times that much to support a smaller population.

For this year, JSHC is one of those organizations that PSG funds will enable to further our mission and help more people to hear. With immense gratitude, and while we are grantees, I want to encourage all of us to advocate for more PSG funding in 2020 and beyond.

Please take this opportunity to share your gratitude with Mayor Lenny Curry, your City Council representatives, and the PSG Council. It is important that we emphasize the impact that these funds have had on our patients’ lives and advocate that the City of Jacksonville will approve more PSG funding to support the myriad worthy causes that are doing equally exemplary work for citizens in our community!



**Mike Howland**  
President & CEO



# AT THE CENTER OF OUR ATTENTION

From Board Members to community partners, to Jacksonville royalty, the Jacksonville Speech & Hearing Center is no stranger to hosting exciting visitors and events! Here are some faces that recently ended up at the center of our attention!



The **JSHC Board of Directors** breaks for lunch at the annual JSHC Board Retreat. During the Retreat, Board Members developed strategic plans, brainstormed new ideas, and engaged in leadership exercises to work towards JSHC's future success.



**City Councilwoman Randy DeFoor** receives a tour of Davis Street from **President & CEO Michael Howland** to gain a firsthand understanding of the essential speech, language, and hearing services we provide the Jacksonville community.



**National Health Corps Outreach Coordinator Hannah Youngworth** provides a free hearing screening to a young patient as part of a community health fair organized by the Northside Coalition of Jax.



**Front Office Coordinator Ray Griffiths** poses with a young Superman (patient **Timothy**) on Halloween! Trick-Or-Treat Goody Bags were given to patients throughout the week.



First Coast News Anchor & longtime FinFest Emcee **Katie Jeffries** stops by Davis Street to visit staff and receive a giant thank you card for her ongoing support signed by patients, Board Members, and staff!



JSHC supporters, staff, and Board Members enjoy festivities at JSHC's largest recorded Give & Go Tailgate Party before the much-anticipated Jags vs. Saints Game. Big thanks to **Kirk Brennan** and **Jason Taylor** for providing spirits and entertainment!



**Audiologists Dr. Evonne Long** and **Dr. Fenja Mattson** pose in front of JSHC's mobile audiometry unit with **Director of Operations Chandra Manning** while promoting hearing health at the Riverside Arts Market.