Center for Speech and Hearing

FY2020 Report

I. Community Impact
   a. Persons Served
      i. The Center provided on-site assessment or intervention services to 94 individuals from 4 different states (Missouri, Illinois, Tennessee, and Kentucky)
         1. Within Missouri, clients represented 12 different counties.
      ii. Over 700 individuals received speech, language or hearing screenings provided by students.
      iii. In the spring of 2020, within a 10-day period, the Center transitioned from an on-site model to telepractice.
         1. 46 clients were enrolled for weekly intervention sessions for the first half of the spring 2020 semester.
         2. After the transition to telepractice, the Center served 30 clients, maintaining 65% of original capacity,

II. Experiential Learning Opportunities
   a. Graduate Students
      i. Provided intervention and assessment services at the Center for Speech and Hearing.
      ii. Participated in group therapy at two local centers: Horizons Enrichment Center and Ratliff Care Center
      iii. Provided speech, language or hearing screenings at several different sites:
         1. Lift for Life Academy in St. Louis, MO
         2. St. Vincent de Paul in Cape Girardeau, MO
         3. Trinity Lutheran School in Cape Girardeau, MO
         4. St. Paul Lutheran School, Jackson, MO
         5. Project Homeless Connect, Osage Center, Cape Girardeau, MO
         6. Employee Wellness Fair, SEMO, Cape Girardeau, MO
         7. University School for Young Children, Cape Girardeau, MO
         8. ~~Emmanuel Lutheran School, Perryville, MO~~ *CANCELLED DUE TO COVID-19*
   b. Adjustments due to COVID-19 Pandemic
      i. The Center transitioned to telepractice a week after spring break in the spring 2020 semester. This allowed 80% of students enrolled in CD402 and CD603 to continue their clinical practicum experience with real patients.
      ii. The Center additionally purchased licenses for 40 students enrolled in CD402, CD603, and CD669 for a simulated patient platform called *Simucase*. This platform allowed students to work through case studies with simulated patients based on real cases, oftentimes with real videos representing the client.

1. For the 20% of students in CD402 and CD603 who were not able to continue via telepractice, Simucase allowed them to continue develop clinical experience to meet course requirements. Groups met 1x per week for 1 hour with a supervisor to discuss the assigned cases.
2. Furthermore, students enrolled in CD669 were given opportunities to participate in telepractice sessions in light of the pandemic's impact on externship experiences so that they could continue to accrue clinical experience necessary to graduate on time.
3. All students met minimum clinical clock hour requirements in CD603 and CD402.

    iii. Weekly clinic lecture meetings (1 hour per week/class) for both CD603 and CD402 were moved online. Content was provided asynchronously via recorded lectures, discussion boards, and online resources.

III. Financial Review
    a. The Center was expected to earn $20,000 in revenue generated by assessment and intervention services.
        i. Actual earnings through May 2020 were: $23,530
            1. Summer 2019: $4,065.00
            2. Fall 2019: $10,785.00
            3. Spring 2020: $8,680
    b. The Center brought in $3568 in grant money and over $10,000 worth of training and materials.
        i. Parkinson Voice Project grant: $250 for LOUD Crowd support, $7000 in training materials for students and faculty
        ii. United Way Community Partnership Grant: $3,318
            1. This money contributed towards supporting the Sliding Scale fee schedule discounts. For FY2020, a total of $4640.00 was discounted based on income qualification.
                a. Summer 2019: $210 (14 sessions)
                b. Fall 2019: $2165 (123 sessions)
                c. Spring 2020: $2265 (136 sessions)
        iii. Super Duper Graduate program donation: $1400 in therapy materials
        iv. In FY2020, we initiated the pilot of the Funding for Results Grant for Health Information Technology in Clinical Education awarded in November of 2018. Clinic. We transitioned to ClinicNote, an EHR, in the fall 2019 clinical semester and continued in the spring and summer of 2020. In the spring, a survey of user experience was sent out to both faculty and student users comparing the EHR to the previous low-tech system. Use of the system cost $5950 for FY20 and was entirely grant-funded. The use of ClinicNote will continue through FY21.
    c. The Center receive two significant financial donations during FY20.

       i. Dirk's Communication Disorders Scholarship was established for first-year graduate clinicians demonstrating excellent clinical aptitude.

      ii. Dr. MaryAnn Vogelsang donated $2000.00 towards turning the diagnostic room into a multisensory Language Stimulation Lab to facilitate students' ability to develop play-therapy skills when working with younger children.

IV. Goal Reporting

    a. The Center for Speech and Hearing established the following goals for FY20:

       i. To hire an administrative assistant

      ii. To develop and launch a transportation program for local clients in need of transportation to and from therapy services

     iii. To generate $20,000 in revenue

    b. Progress towards goals

       i. Bashair Ahmad was hired as the Center's administrative assistant in September 2019

          1. The Center agreed to provide $5000 to support Bashair's salary and is able to uphold that agreement.

          2. **This goal was met.**

      ii. A patrol car originally designated for Surplus was re-appropriated to the Center in the spring of 2020.

          1. The Center originally planned to use a 15-passenger van transferred from the USYC; however, after further inspection the van was deemed unsuitable. The program was postponed until a more suitable vehicle was identified.

          2. The Center purchased a decal from Reveal Graphics to ensure clients would recognize the car as belonging to the Center/University.

          3. The Department of Communication Disorders and the Center jointly hired a student worker, Hayden (Hilliard) James, who met the minimum requirements for transporting clients via this vehicle.

          4. Unfortunately, due to the COVID-19 pandemic, this program was suspended indefinitely before it could be officially launched. It only transported 1 client to a therapy session before COVID-19.

          5. This goal was **not** met.

     iii. The Center generated more than $23,000 in revenue.

          1. If the pandemic had not affected service delivery, the Center would like have generated over $25,000.

              a. There was an estimated $2570.00 in lost revenue due to cancelled appointments.

          2. **This goal was met.**

V. **FY2021 Goals**

a. The Center will strive to generate $20,000 in revenue. The reason this goal has not been adjusted upward is that we anticipate services will be affected by COVID-19. We are currently not able to administer assessments or hearing services.

b. The Center will contribute $8,341 dollars to the administrative assistant's salary.

c. The Center will develop the MaryAnn Vogelsang Language Stimulation lab, once COVID-19 restrictions have been lifted.

d. The Center would like to start a monthly free community screening day where students provide speech, language, or hearing screenings to members of the community. This would be a walk-in event held one-time per month for individuals of any age. This past year, brainstorming to identify the appropriate screening tools for all ages and populations took place. This plan was put on hold with concerns over safety given COVID-19. However, if safety risks can be mitigated, the Center would like to pursue conducting this event.

e. The Center would like to further diversify the range of clinical experiences that it offers to students. Currently there are established group opportunities supporting experiences with AAC, cognitive-communication disorders, and voice disorders. The Center will pursue additional opportunities to serve individuals with hearing loss, fluency disorders, aphasia, and other underserved populations in our region.