

Center for Speech and Hearing

FY2022 Report

I. Community Impact

a. Persons Served

- i. The Center provided assessment or intervention services to 45 individuals in the summer 2021 semester, 76 individuals in the fall 2021 semester, and 66 individuals in the spring 2022 semester.
- ii. Clients came from 3 different states (MO, TN, and IL).
 1. Within Missouri, clients represented 10 different counties.
 2. The Center conducted 2,354 sessions in FY22.
 - a. Summer 2021: 386 sessions
 - b. Fall 2021: 1,018 sessions
 - c. Spring 2022: 950 sessions
- iii. In FY22, the Center provided 22% of therapy sessions via telepractice in the summer semester, 20% of therapy sessions in the fall semester, and 21% of sessions in the spring semester.
- iv. The Center provided employee wellness hearing screenings at the SEMO Recreation Center during the fall 2021 semester.
- v. The Center continued its virtual program, Cognitive Stimulation Therapy Group, for adult residents of Cape Girardeau County ages 65+ to provide homebound or isolated individuals with opportunities for cognitive enrichment. This program was funded by a grant received by the Senior Citizens' Services Fund Board.
- vi. The Center continued its virtual LOUD Crowd® throughout the pandemic, serving persons with Parkinson's Disease.
- vii. The Center continued its transportation program, driven by a licensed student worker. The program transported 4 clients at the start of the summer 2021 semester, 3 clients during the fall 2021, and 3 in the spring 2022 semester. This program was provided to clients at no additional cost.

II. Experiential Learning Opportunities

- a. Students earned 3,212 clock hours via in-person, simulations, or telepractice providing individual and group intervention and assessment services at the Center for Speech and Hearing.
- b. The Center purchased licenses for graduate and undergraduate practicum students 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.
- c. The students provided speech, language, and hearing screenings to children at Trinity Lutheran, Scott City Elementary, and Lynwood Christian Academy.

III. Financial Review

- a. The Center was expected to earn \$26,000 in revenue generated by assessment and intervention services. Actual earnings through June 2022 were: \$33,286 (**an increase of \$3,443** compared to FY21)
 - i. Summer 2021: \$5495.00
 - ii. Fall 2021: \$11781.00
 - iii. Spring 2022: \$15850.00 *New fee schedule was implemented this semester.
- b. University support comprised 48% of the Center's total revenue. The Center met or exceeded budget targets for all 4 quarters.
- c. The Center completed the pilot phase of the Funding for Results Grant, totaling \$14,766 in internal grant funding from 2018-2021. In November 2021, the Center initiated the implementation phase and was awarded \$14,080 for year one (2022).
- d. The Center was awarded \$2,941 in external grant funding, and over \$13,395 worth of training and materials.
 - i. Parkinson Voice Project grant: \$8500 in training materials for students and faculty
 - ii. United Way Community Partnership Grant: \$2,941.00
 1. This money contributed towards supporting the Sliding Scale discount program.
 - iii. Super Duper Publications provided \$3,637.70 worth of therapy materials as part of its University Partnership Program.
 - iv. Western Publishing Services provided \$1295.00 worth of assessment materials as part of the Graduate School Alliance Program.
- e. For FY22, a total of \$9,560.00 was discounted for the income-based qualification program.
 - i. Summer 2021: \$1,245 (75 therapy sessions, 0 evaluations provided at no cost to community members; 12 sessions were discounted).
 - ii. Fall 2021: \$3,815 (167 therapy sessions, 5 evaluations provided at no cost to community members; 46 sessions and 2 evaluations were discounted).
 - iii. Spring 2022: \$4,500 (170 therapy sessions, 5 evaluations provided at no cost to community members; 0 sessions evaluations were discounted).

IV. Goal Reporting

- a. The Center will strive to earn \$25,000 in revenue for FY22. The Center will contribute \$8,500 to the administrative assistant's salary. 33286
 - i. This goal was **MET**, with revenue at \$33,286.00.
 - ii. The Center contributed \$9,074 to the administrative assistant's salary (30% of total therapy revenues).
- b. The Center would like to start a monthly no-cost 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.

- i. This goal was **NOT MET**. Restrictions on activities due to the COVID-19 pandemic were not relaxed until midway through the spring semester. We did resume employee and school screenings.
- c. The Center will develop the Language Stimulation lab in Room 107, once COVID-19 restrictions have been lifted.
 - i. This goal is **in progress**. In 2020 and 2021, the Center collaborated with the Catapult, which is a student-involved creative collaboration between several departments at the University. Students and faculty at Catapult worked to develop a concept throughout the fall 2020 and spring 2021 semesters. In spring 2021, they submitted a final concept, which was then submitted to Facilities Management (FM) for review. Based on this meeting, most, if not all, elements from the design concept were not able to be achieved or needed revisiting. FM reported it would provide a design plan in the fall of 2021. After multiple follow-up attempts by department faculty with no response from FM, it was reported in May 2022 that FM would no longer be able to contribute to the project in FY22 or FY23 as originally anticipated. Purchasing for non-structural, therapeutic materials is in progress to get the room functional before the 2022 fall semester.
- d. 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.
 - i. This goal is **MET**. All in-person group programs in the community (Horizons Enrichment Center, Ratliff Care Center) were suspended due to safety concerns during the COVID-19 pandemic. Several other initiatives were developed or continued in their place:
 - a. The Center continued a virtual Cognitive Stimulation Therapy program for senior adults in Cape Girardeau County so that seniors could safely access cognitive enrichment and therapeutic services during the COVID-19 pandemic.
 - b. The Center continued the expansion for student access to simulated patients via the subscription to Simucase. Instructors of academic courses were able to embed simulations into their coursework to enhance connections between theory and practice. Students were able to experience much greater variety by having access to this resource, as there are over 80 cases available across all nine disorder areas within the scope of practice of SLP, and over 20 cases within the scope of audiology. In Fall 2021, undergraduate students were able to complete 10 cases as part of their practicum course (CD402). Dr. Jayanti Ray and Mrs. Amy Herren provided service to the Center and Department by supervising students wanting to complete cases outside of academic and clinical assignments.
 - c. The Center continued to provide voice services to individuals with Parkinson's disease via the program SPEAK OUT!® and its companion group program, LOUD Crowd®. Students received training and opportunities to participate in individual or group therapy.

- d. Faculty Emily Obergoenner and Amy Herren created a simulated patient for the area of Hearing that provided opportunities to meet all certification standards for diagnostic and intervention to meet student training needs in this area.
- e. Faculty continued to create new opportunities for clinical experiential learning within coursework. Dr. Misty Tilmon established an interprofessional education experience with Southeast Hospital palliative care and acute care units for students in her adult language disorders class.

V. FY2023 Goals

a. In-Progress from FY22

- i. The Center will develop the Language Stimulation lab in Room 107.
- ii. Department faculty will reapply for the Funding for Results Implementation grant that supports expanding healthcare technology through the undergraduate and graduate coursework and clinical experiences.
- iii. The Center would like to continue to explore the utility of the Collaborative Learning Agreement proposal with local practitioners that was developed in FY22.

b. New for FY22

- i. The Center will develop a new clinical scheduling model that simplifies scheduling, increases clinical opportunities, and streamlines supervisory processes. Mrs. Amy Herren and Dr. Jayanti Ray will lead this initiative.
- ii. Though tabled in FY21 and FY22, the Center would like to start a monthly no-cost 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.