

# Speech, Language and Learning Services

## 2025 Program Evaluation Report

### Executive Summary

Over the past year, the Speech-Language Pathology Department has remained committed to providing high-quality, accessible services that support communication, learning, and functional independence for the individuals and families we serve. During the reporting period, the department delivered comprehensive speech-language evaluations, therapy services, and consultation across a diverse caseload in center based, community, and charter school settings. Services were provided in alignment with best practices resulting in meaningful progress for clients and families. In addition to direct service provision, the department prioritized interdisciplinary collaboration with educators, caregivers, and community partners to support carryover and long-term outcomes. Project ELLA (Early Language and Literacy for All), our grant-funded public health program for children age birth to 5 continued its success, providing expanded free services in both the clinic and in the community. Despite ongoing funding constraints common within nonprofit settings, the department demonstrated adaptability and efficiency while maintaining service quality. Strategic scheduling, documentation improvements, and streamlined workflows maximized service delivery. By building on this year's successes, the department remains well-positioned to advance its mission and continue making a measurable impact in the lives of those we serve in 2026.

### In-Clinic Services

#### Staffing

- BVH - 1.0
- CL - 6.96
- LH - 2.40
- WL - 1.09

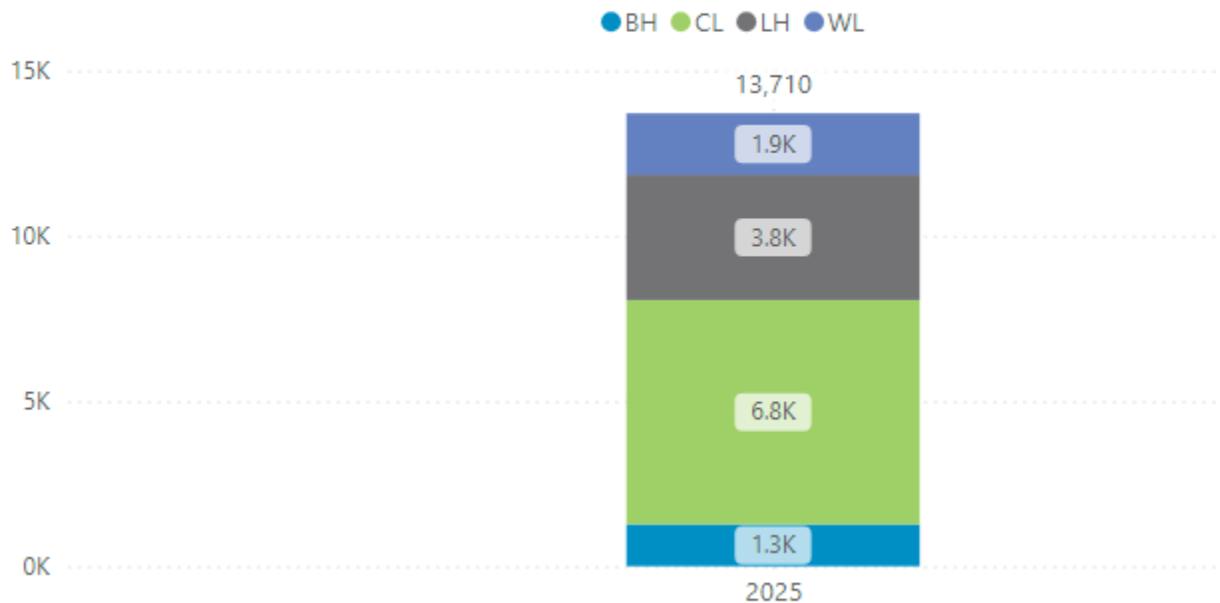
CHSC ended 2026 with clinic speech staff FTE of 11.45 and 13 staff

Analysis: with 11.45 FTE the waitlist decreased across offices, though evening times continue to remain the largest wait time. We did have increased openings on SLP daytime schedules which were difficult to fill through November. We are looking to decrease FTEs in 2026 and monitor evaluation time slots which had also been greatly decreased in the beginning of 2025 leading to the decreased waitlist during the day and more open times on the SLP schedules.

## Visits

Across our 4 office locations, CHSC served 880 unique clients for a total of 13,710 visits. University Circle/Midtown continued to be our busiest location, followed by Lyndhurst, Westlake, and Broadview Heights. The visit numbers track with staffing at each location. CHSC had 62% of our clients insured by Medicaid. Because of poor reimbursement rates, many clinics do not see Medicaid clients.

### # Visits



The team completed a significant increase in visit in 2025 (up from 8436 ). Late night hours were increased at each office with all full-time staff working four 10 hour days and part-time staff adding evening hours. In 2026 we will be analyzing the speech departments impact at the satellite offices.

## No-Shows and Cancellations

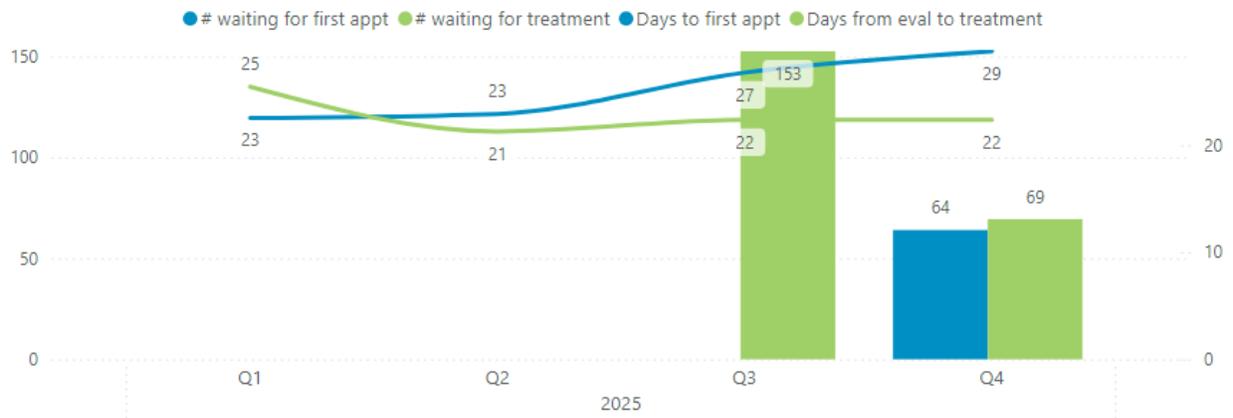
Across yearly quarters, no-shows ranged from 4-5%. Client cancels ranged from 15-17%, clinic cancels were 3-19% with the highest being during vacation months. Rescheduled clients ranged from 1-3%.

Analysis: Telepractice will be further looked at as a way to decrease cancellations and no show rates. A Community Health Worker for project ELLA will be working with the CLE staff to help families who face obstacles with making it to appointments.

### Waitlist

In 2024 Waitlist duration was decreased. In the summer of 2025, clinicians had many openings on their schedules because there were not enough clients on the waitlist. We will be looking at what is the best way to serve the community needs and CHSC.

Average Wait Time



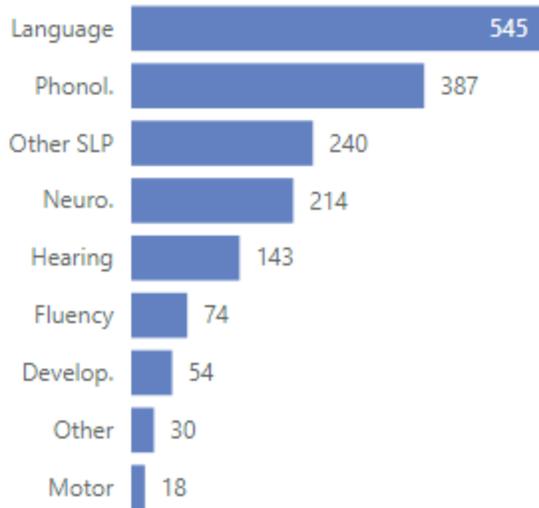
Analysis: Evaluation scheduling will continue to be monitored as it was increased at the end of summer 2025.

### Clients

#### Diagnoses

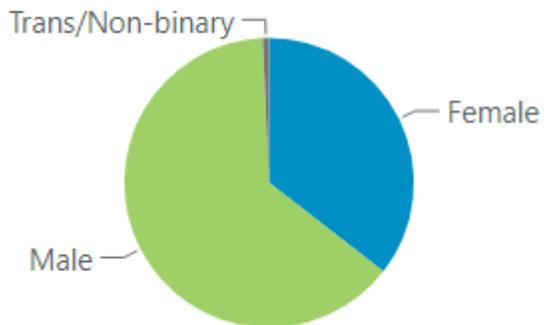
The most common diagnoses of our clients include language disorders, speech sound disorders, and neurodivergent clients.

## Count of Diagnoses



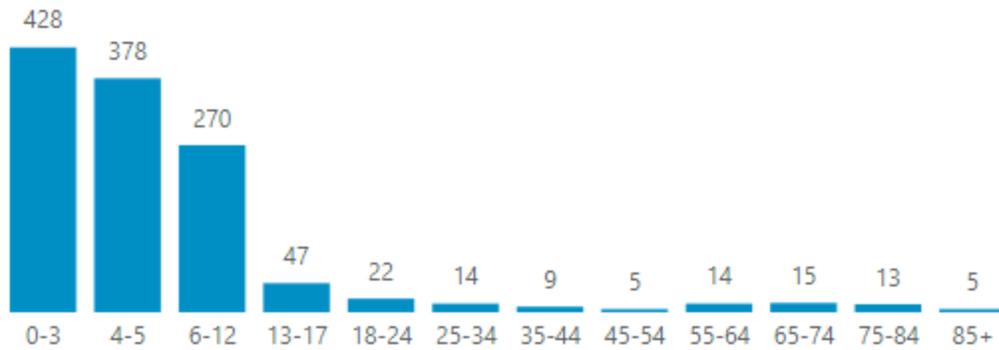
## Demographics 2025

### Clients by Gender

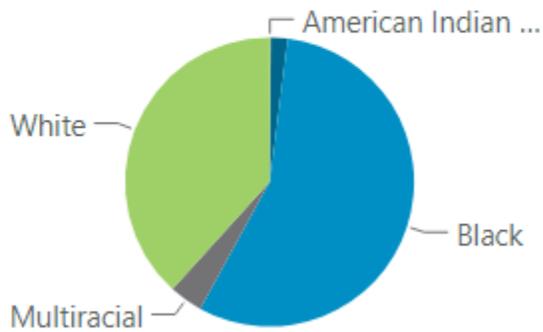


Male 63%, Female 36%, Non-Binary 1%

### Clients by Age



### Clients by Race



Black 56%

White 38%

Multiracial 4%

American Indian/Pacific Islander/Alaska Native 2%

Analysis: The gender demographics are as expected, as boys are more likely than girls to have a communication disorder.

## Progress on Goals

93% of clients met or made significant progress on their goals, surpassing our benchmark of 85%.

## Goal Outcomes

Articulation	94.1%
Carryover	82.7%
Expressive Language	90.5%
Fluency	90.4%
Literacy	97.1%
Other	84.8%
Parent Implementation	95.4%
Phonological Awareness	93.1%
Pragmatic	85.7%
Receptive Language	80.9%
TOTAL	94.5%

Analysis: As a whole, SLPs are writing appropriate goals for their clients and providing solid services to help their clients meet those goals. Receptive language goals continue to be the most difficult to demonstrate progress.

## Client Feedback

CHSC sources feedback from our clients through GatherUp. Clients receive an email that prompts them to rate our services out of 5 stars and rate from 1 – 10 how likely they are to recommend our services to others. CHSC received very high marks in both areas across all locations, surpassing our benchmarks.



## **Contract Services**

### *Charter Schools & Head Start*

Historically at CHSC, all SLPs worked year-round and provided services at both schools and in the clinic. This led to a time consuming yearly scramble to get school SLPs clients when the schools were out for the summer. In 2023, the school team and the clinic team were divided into two separate groups. School SLPs now work a school schedule and do not spend any time in the clinic. This solved the summer scramble and SLPs reacted positively to the change.

CHSC continued to provide services in 5 Breakthrough Public Schools and 2 Intergenerational Schools. A team of 6 SLPs served 1668 students. We also continued to provide services at Lake Geauga United Head Starts, where we served 839 students through screenings, evaluations, and treatment. Our presence at Catholic Charities Head Starts continued, where we served 524 students through screenings, evaluations, and treatment.

Analysis: We are providing the maximum hours possible at the contract sites with additional staff needed to help supplement one extra day of services at a Breakthrough school.

## **Project ELLA (Early Language and Literacy for All)**

Project ELLA continued its outreach services for 2025. At our Cleveland HQ office location and Head Start site outreach, 334 clients received no-cost speech and language services for a total of 3988 visits and 2305 client hours. This is a 74% increase of clients served from 2024. 73% of clients served were black and 20% were white. 66% of clients served were male. 92% of these clients made progress toward their goals.

An important part of these services is empowering caregivers to support their children's language development at home. Through structured parent engagement strategies, 92% of caregivers reported actively practicing speech-language techniques beyond therapy sessions, reinforcing long-term outcomes for children.

To strengthen early intervention efforts, community-based screenings were ramped up, from 73 in 2023 to 202 in 2024, to 294 kids screened in 2025. This initiative significantly improved early identification of speech-language delays and ensured prompt referrals for free therapy services. Outreach efforts that grew Project ELLA's active program partnerships to 42 organizations. There were 188 outreach events, to include weekly visits to area libraries. Project ELLA's "Catch and Pass!" public health messaging continued to gain traction, reinforcing the importance of early language exposure within the community. These initiatives helped increase awareness of the importance of early speech and language development.

Project ELLA received the prestigious Early Childhood Innovation Award from Cuyahoga County's Invest in Children initiative in 2024, an acknowledgment of our impactful public health approach to early intervention. This recognition has strengthened community trust and further positioned Project ELLA as a model for early childhood language and literacy services. Overall, Project ELLA has expanded access, improved efficiency, and deepened community impact, ensuring that more children received the early language support they need for lifelong success.

Analysis: In 2025 a pilot program was tried to provide services on-site in underserved childcare centers because in the year prior, it was a challenge getting the children who were identified as at risk for a language disorder in for services at our Midtown location. In 2025, we focused more on having a more consistent presence in the communities we wish to serve. In 2026 we will continue to provide services in the community as this proved to be successful in getting services to those in need and removing some of the barriers (transportation, wait-list at office after work hours...). The challenge is getting the children into consistent therapy once the tx ends at their day care center whether that is connecting them to school services or center services and having the CHW reach out to assist those families.