



2017 ANNUAL REPORT



2017: Continuing to Grow

RiteCare of Utah's team of clinicians is made up of Speech-Language Pathologists, reading specialists and therapy aides. Our staff takes great pride in providing evidence-based therapy to children and their families across the Wasatch Front. Our therapists and staff work diligently every day to ensure that we meet our mission to help children with all types of learning challenges related to speech and language and empowering them to reach their full educational and social potential.

RiteCare of Utah continues to provide unparalleled service administered by a highly professional and well-regarded staff. This decidedly talented group of therapists strives to provide the best services to children and families every day. RiteCare's therapists are responsible for the increase in overall 2017 productivity as well as keeping the cost of per child therapy low. One way we were able to accomplish this was by expanding the summer groups in both Salt Lake and Ogden. The addition of new summer programs was met with great success. We were also able to better define each of the programs we offer and streamline them in order to maximize our budget.

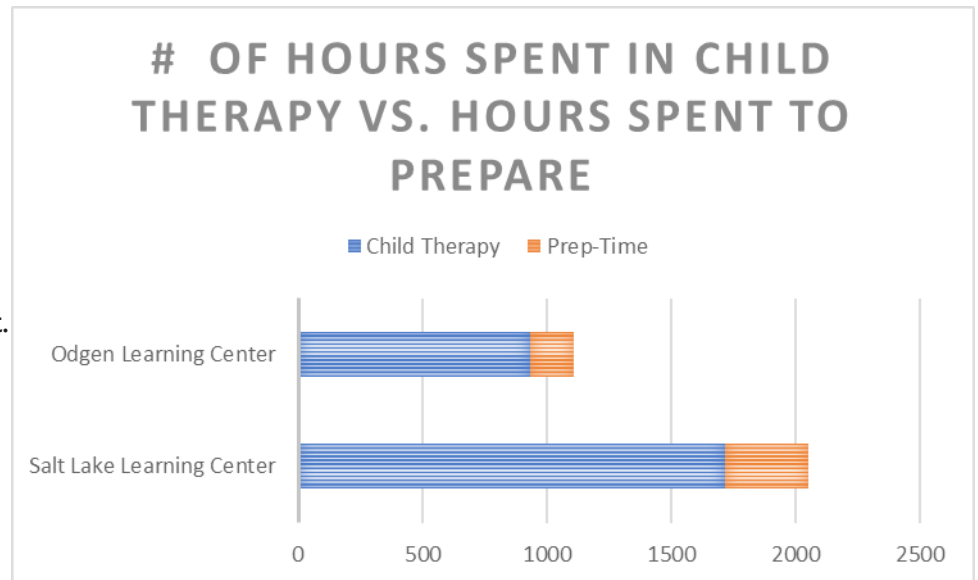
RiteCare values our affiliation with Utah Non-Profits Association and finds great value in continuing our path toward completion of the Credential Program. This year, RiteCare completed the Fundraising and Resource Development Credential. Through thoughtful donor recognition and a continued focus on fundraising RiteCare was able to increase their 2017 donations by a remarkable 8%. Finally, RiteCare began consistently tracking outcome data for the children we see. This resulted in better communication with funders as well as the ability to report to parents, our most important partner, the progress their child made while attending our programs.

Therapist Productivity:

Each therapist at RiteCare works with the knowledge that all of our funds are donated. RiteCare's incredible team of therapists manages a strenuous caseload of children with minimal prep time. Each therapist is expected to maintain a rate of direct-student-service at 75%. This productivity goal is in place as a means of sustaining a low per-student cost in order to maximize donated funds. RiteCare of Utah calculates how many hours the therapists worked in Salt Lake and Ogden as well as the number of visits performed at each center. With the demands of managing and preparing for each child's unique disability,

RiteCare's therapists were still able to surpass their productivity goal. In 2017 therapists spent 84% of their time in direct service to the children and families (# of hours spent in child therapy).

This remarkable accomplishment allows RiteCare to maintain a per child cost of \$1445 for a year of therapy. When compared to the cost of a year of private services, which can cost as much as \$4000, RiteCare of Utah continues to offer superior therapy at nearly one-fourth the cost.



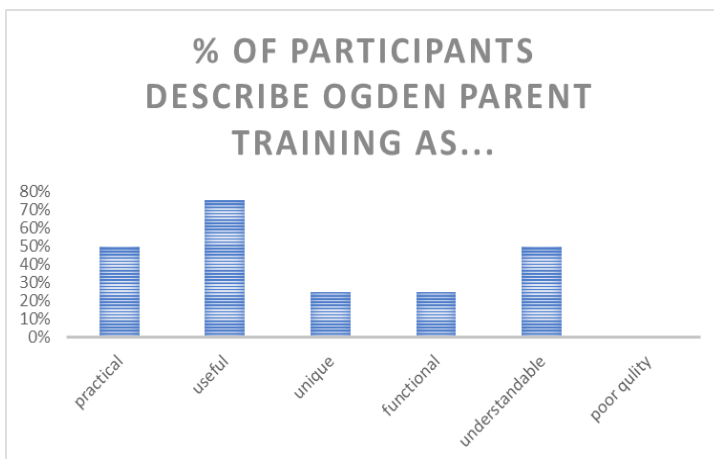
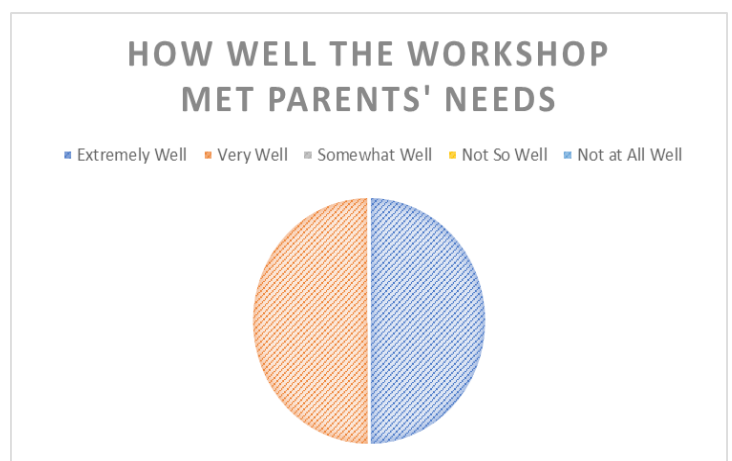
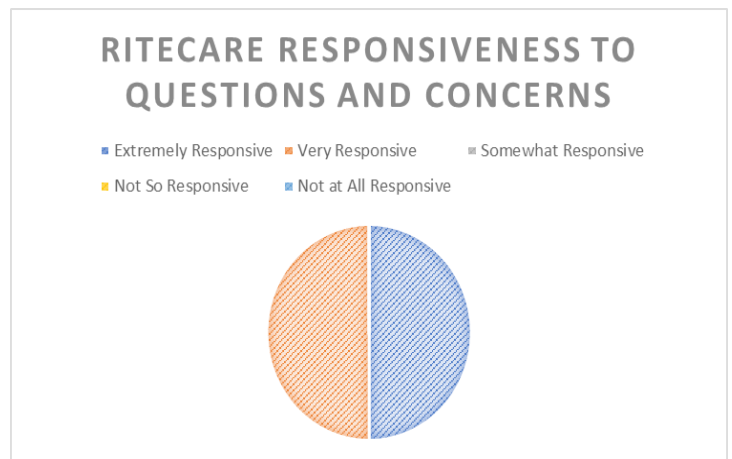


RiteCare of Utah has always been a well-regarded speech therapy and reading clinic. In an effort to better define the services offered as well as create and maintain a practical budget for each program, we chose to delineate RiteCare into the programs that make up our speech therapy and reading clinic. This new process of defining our programs separately also allowed RiteCare of Utah to better evaluate the efficacy of each program offered.

Parent Training:

RiteCare of Utah offers a 6-week parent training course for both families currently being seen by a RiteCare therapist and families on the waiting list for services. Frequently, parents contact RiteCare as their last effort to get their child speech-language or reading therapy. Unfortunately, the wait list can be as long as 12 months. This can seem like an insurmountable amount of time when you have a child with a delay.

In order to provide the parents with some training and equip them with strategies they can use at home to help develop speech and language, RiteCare began offering parent-training classes twice per year. These classes were well attended and in a parent survey 100% of parents responded that they were “Very Satisfied” with the workshop.



Phonology Groups:

Each summer RiteCare of Utah offers 2 group classes for children with phonological processing disorder. Children and their parents attend two 10-week sessions of therapy where the child receives direct instruction and the parent practices how to do therapy at home with their child. RiteCare of Utah has seen tremendous success with this program. Here's one parent report:



What I loved about the summer program is that the wonderful teachers would not let Addison quit even when the sounds were hard for her. This proved to be very helpful as Addison can now say those sounds. Because of the summer program Addison can now be easily understood by everyone. Addison loves to talk and sing and it is very clear what she is saying. –Trista Whitaker



Articulation Group:

The articulation group is very similar to the phonology group. The difference between the two is that the children in the articulation group have a motor planning delay that requires a specialized approach to therapy.

Social Skills Group:

This group is offered to children who demonstrate delays in social language. Children participate in groups and learn how to engage in joint attention, turn take and be part of a group.

Individual Speech Therapy:

Many children benefit most from the individualized attention given in one on one therapy. This service is our primary mode of providing therapy.

Individual Reading Therapy:

Due to the highly variable nature of reading delays, all of our reading therapy is offered one-on-one. This allows the reading specialist, student and parent to focus heavily on personal reading goals.

The delineation of each program has allowed RiteCare of Utah to better...



Record student outcomes



Track budget requirements



Report to donors with accuracy


Group Services:

RiteCare of Utah experienced substantial success with the introduction of group services.

In 2015, RiteCare of Utah introduced group therapy for phonological delay in Ogden followed by Salt Lake in 2016. In 2017, RiteCare of Utah added group speech therapy for social skills and articulation disorders.

Social skills include far more than just the ability to communicate with other people. They are crucial to making friends, succeeding in school and, later in life, obtaining and keeping a job. Due to the nature of learning to communicate with others, social skills are best practiced in a group.

Children in the younger groups (2 years-5 years old) worked on goals such as joint attention, initiating play and being part of a group. The older age group, along with their parents, focused on following group rules, maintaining a conversation and emotional regulation and awareness. Children who participated in the Social Skills groups averaged a 70% increase on parent and therapist rated skills over the course of the program.





Phonology Group

Child Goals:

1. Increase intelligibility by reducing the following phonological processes: final consonant deletion, fronting of velars /k,g/, and cluster reduction.
2. Improve phonological awareness by distinguishing between minimal pair words by sorting items with the target sound.
3. Improve ability to identify the target sound letters and demonstrate the sound it makes in isolation.
4. Improve ability to cooperate with peers in a group learning environment.

Parent Goals:

1. Improve ability to identify a properly produced target sound by their child.
2. Improve ability to elicit target sounds with their child.
3. Improve ability to work with their child with confidence on their target speech sounds



ARTICULATION GROUP

Child Goals:

1. Improve ability to identify target sounds in initial position of words.
2. Improve ability to distinguish between minimal pair words by sorting items beginning with the sounds.
3. Improve ability to produce target sounds in isolation and/or words and phrases.
4. Improve ability to identify the target sound letters and demonstrate the sound it makes in isolation.
5. Improve ability to cooperate with peers in a group learning environment.

Parent Goals:

1. Improve ability to identify a properly produced target sound by their child.
2. Improve ability to elicit target sounds with their child.
3. Improve ability to work with their child with confidence on their target speech sounds.



Articulation groups were a natural addition to the phonology groups. Treating multiple children with the same speech sound error is a cost and time effective way to provide treatment.

Each child/parent combo was provided with real life strategies to help remediate articulation disorders along with time to practice the skills. By this method, parents leave the 10-week program feeling equipped and secure in their ability to work with their child.

The addition of the Social Skills group and the Articulation group has allowed RiteCare of Utah to better meet the needs of our children and families. Children learn important skills that are best learned in groups and families learn how to help their children at home. The groups have the additional benefit of providing parents with much needed interaction time with families that have similar needs.

Utah NonProfit Association Credential Program:



The Utah Nonprofit Association's Organizational Credential Program offers 9 unique models based on best practices and are created for nonprofit leaders, board members and staff. The unique badges are designed to strengthen our nonprofit, impress donors and increase community impact. The credential allows donors and community members to vet nonprofit organizations that are committed to superior service.

In 2017, RiteCare of Utah completed the Fundraising and Resource Development Credential Program. The Fundraising and Resource Development badge addresses ethical and effective fundraising, funding diversity, resource planning and evaluation and involving stakeholders effectively in the fundraising process. The acquisition of this badge indicates RiteCare of Utah's commitment to our community of families, employees and donors.



RiteCare has
5 of the 9 UNA
credential badges.



Funding

RiteCare of Utah continues to show growth in funding for yet another year. 2017 saw an increase in funding by approximately \$18,000 or 8%. This is due to an improved donor recognition program, increases in grants and an increase in subscription-giving.

Due to diligence by our grant writer, Lisa Arnette, and improved reporting to foundations, RiteCare of Utah increased funding from grants by nearly \$15,000. RiteCare of Utah's ability to track and report outcomes more accurately has assisted in improving relationships with foundations and directly resulted in an increase in confidence in our mission. Foundation grants account for approximately 35% of our annual budget.



In an effort to make donations to RiteCare of Utah easier for people, our staff, board and executive director have promoted the Subscription Giving Program. This system allows people to join our 365 Club (\$365 per year) or our One Child Club (\$1450 per year) with a prescribed monthly amount. Subscription giving allows donors to make a more feasible contribution by breaking the total down into smaller, monthly amounts. We have increased the number of 365 donors from 25 in 2016 to 30, and jumped from 14 One Child Club donors to 18. The Subscription Giving Program has been a huge success and continues to grow.

Summary

This year has proven to be another year of growth, challenges as well as accomplishments. While RiteCare of Utah had some unexpected staff openings causing increases in wait time and decreases in number of children served, the therapists still managed to maintain an astounding productivity rate of 84%! This is in part due to the addition of Social Skills groups and Articulation groups. These groups, along with the Phonology group, provide efficacy-based therapy to nearly 100 children each year. A more-defined and delineated program has allowed RiteCare of Utah to track outcomes and budgets more effectively. This has led directly to better relationships with donors and families. The ability to report to our families where their child started developmentally and where he/she finished with us is invaluable.



Thank you for the opportunity to continue to lead RiteCare of Utah and bring the mission of helping children reach their full potential to fruition.

