

# PROGRAM REVIEW FOR CENTERS AND INSTITUTES

## Cover Sheet

**Center/Institute:** Center for Children Who Stutter

**Director:** Kristie Diaz, M.A., CCC-SLP

**College/Academic unit:** Department of Human Communications Studies,  
College of Communications

**Contact Information:** (657) 278-4570, [kdiaz@fullerton.edu](mailto:kdiaz@fullerton.edu);  
[ccws.csuf@gmail.com](mailto:ccws.csuf@gmail.com), College Park - Suite 420 ; Irvine Campus – Room 257

**Year Established:** 1995

**Year of Last Review:** 2013

**Date:** April 5, 2016

## Self-Study

### **1. Mission and Goals**

The Center's mission is to provide services specializing in the assessment, prevention and education for children in the community who stutter and for their families. The Center envisions a future where *a child who stutters need not become an adult who stutters*. Our mission has been to not only provide outstanding professional services to children who stutter and their families but to offer financial assistance in the form of scholarships to those families who cannot afford treatment fees in the community. The Center also has continued its efforts to offer continuing education and mentoring for communicative disorders professionals, as well as community awareness and fundraising to support therapy for children who stutter. Finally, The Center maintains its mission to prepare speech-language pathologists and future speech-language pathologists in the area of oral fluency.

Program Goals:

- Outstanding professional services to children, and their families
- Scholarships to families who cannot afford private practice fees
- Continuing education to speech/language professionals in public and private schools, hospitals and private practice
- Hands-on training/mentoring (internships) for graduate students at CSUF
- Community awareness of the problems associated with stuttering
- Fundraising
- Marketing materials (brochures, fact sheets, videos, power point presentations and press kits) for awareness about stuttering and the Center, which are used throughout the campus and local communities

The Center's mission closely aligns with the Department of Human Communications Studies mission of teaching, research and service designed to solve communications problems. The University's mission of preparing students to function as professionals, as well as strengthen relationships to their communities and contribute productively to society is also fundamental to the Center.

The most notable trend noted over the past three years is that not only is diagnosing and treating stuttering a highly specialized field, but there are very few professionals who are trained to specifically treat this communication disorder in Orange County as well the surrounding areas. As a result, our clinicians over these past three years have worked diligently to treat not only our existing clients but several additional children as well.

Our priority for the future is to decrease the number of children who remain on our existing waiting list to receive therapy; and to also increase community awareness by establishing a support group/mentorship in the area of stuttering for children and their families on campus. This will also allow CSUF students opportunities to help families in need of assistance in collaboration with speech language pathologists.

## **2. Activities**

The Center sponsors an annual conference on stuttering for speech/language pathologists, professors and CSUF communication disorder students. Professionals come from public and private schools, hospitals and private practice to update their skills in evidenced based practices in the treatment of stuttering. The conference offers approved ASHA CEUs and state license hours to attendees.

The Center provides services/links to approximately 20,000 children and their families as well as professionals internationally.

## **3. Organizational Structure and Governance**

The Center operates under the auspices of the Communicative Disorders program in the Department of Human Communications Studies and reports to the Dean of Communications. The Center has two governing boards; the Executive Board of Directors has 16 members made up of community leaders and professionals in the field of communicative disorders. The Advisory Board has 12 members who have specialized skills and provides support on an as need basis. The Executive Boards members pay annual dues of at least \$50.00; Advisory Board members may attend Executive Board meetings at any time. Annual Operating Plans are established with goals, strategies and tactics which are worked and monitored monthly. Meetings take place one time per month, although members consistently communicate and meet throughout the month as needed for projects. The board plans and reviews expenditures, income, clinicians' work, parent feedback, fundraising, awareness projects, research and our strategic goals.

## **4. Resources and Sustainability**

To make costs affordable for the families, the Center operates on a "sliding scale" and offers scholarships to clients in need of financial assistance. Demand for services has increased and the Center has intensified its fundraising as well as added an additional 3 part time professionals. The Center raised a minimum of \$27, 000 above in-kind donations in the past 3 years.

Resources for the Center are derived from fees and fundraising. Grants and donations pay for salaries, scholarships, equipment and related expenses. The self-study revealed that the Center has the necessary resources to sustain its operations.

<u>Revenue:</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
	\$41,876	\$49,170	\$59,449

Additional Resources: The University provides funding of up to 10 hours/week for the Center Director. In addition, the University provides access to the College of Communication Fundraiser. There is no other assigned time. Approximately 3700 volunteer hours are given to the Center each year from board members, community members, and student groups such as NSSLHA, President Scholars, and Delta Zeta.

Faculty and Staff Affiliated with the Center and Assigned Space: Approximate Center support time: Communication Dean 5 hours/mo; Human Communication Studies Chair 8 hours/mo; miscellaneous Faculty and Staff 10 hours/mo. The Center occupies one office, one treatment room and one shared observation room assigned by the V.P. of Academic Affairs on the main CSUF campus as well as one treatment room at the Irvine Campus.

The combined resources of the Center, the Community and the University provide us with the confidence of a very high “degree of sustainability.”

### **5. Highlights and Accomplishments**

The Center has served CSUF and the community for twenty-one years. In 2007 the Center was selected as the Program of the Year by the State of California Speech-Language-Hearing association. A long time goal for the Center has been to extend our assistance/impact “beyond the campus” and into the community. We moved one step closer to this goal by adding an additional therapy room or “satellite office” on the Irvine campus. This expansion has not only helped more children in the community, but it also reflects the core of CSUF and its importance in providing education and quality services. The Center met internal goals such as providing additional training for its existing speech language pathologists, and reducing the number of children on its waiting list from 74 children to 17.

### **6. Planning and Strategic Outlook**

The Executive Board with input from the Advisory Board reviews the Center’s strategic plan at the end of each fiscal year. Future goals for the Center include establishing a support group for children who stutter and their families in the community and campus. An additional goal of designing a brochure of CCWS to help provide information about what the Center offers was established. Also, recruiting additional speech-language pathologists in order to help more children and possibly provide more mentorship opportunities for students on campus was listed as an area for growth. Finally, providing professional development for our current speech-language pathologists in the area of stuttering in order to ensure that our Center is providing current research based practices.

### **7. Appendices**

Center Fact Sheet

Members of Executive and Advisory Boards