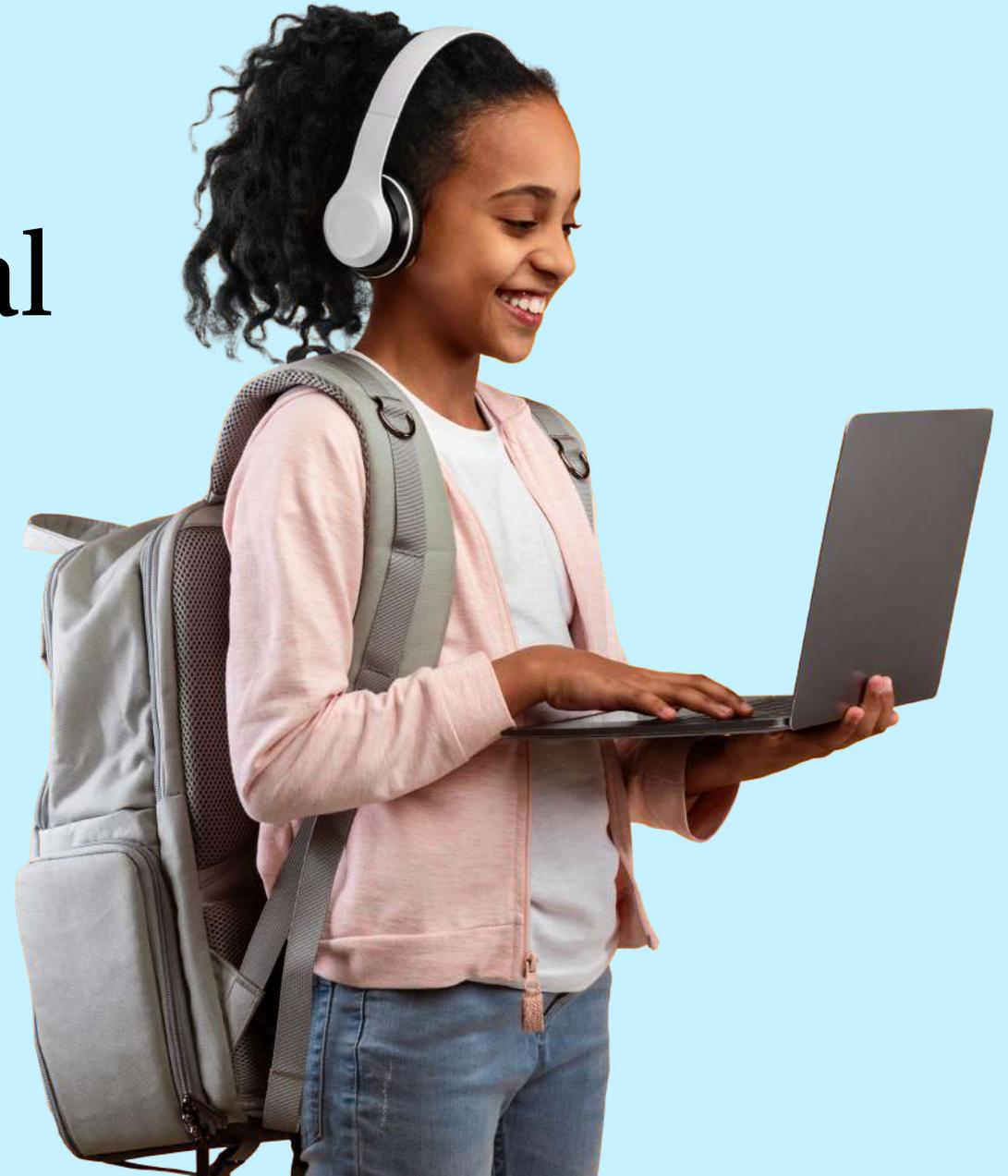


parallel

Solving the Rural Staffing Gap

CASE STUDY
PARALLEL LEARNING &
NEOSHO SCHOOL DISTRICT



How Neosho School District Solved the Staffing Shortage with **Personalized Teletherapy**

BACKGROUND

Neosho School District, a rural district in Southwest Missouri with 5,000 students and 13 buildings, faced a common challenge:

CHALLENGE

A critical shortage of specialized providers. Despite a high demand for services—including 700 IEPs and 175 504 plans—the district struggled to recruit in-person Speech-Language Pathologists (SLPs) and niche specialists to support Specially Designed Instruction.

SOLUTION

By partnering with **Parallel**, Neosho not only filled these gaps but improved parental trust, clinical compliance, and student outcomes through a "relationship-first" teletherapy model.

KEY FIGURES



Rural Missouri



5,000 students



3 Unfilled Special Education Positions



700 IEPs & 175 504 Plans

THE CHALLENGE:

The Rural Staffing Gap

Located in a country setting heavy in agriculture and industry, Neosho found itself competing with larger urban centers and virtual-only agencies for talent.



Recruitment Barriers:

Qualified SLPs were increasingly choosing private contracts or urban districts, leaving rural schools with unfilled positions.



Specialized Needs:

The district needed specialized providers capable of delivering compliant, individualized SDI—roles that are especially challenging to recruit and retain in rural Missouri.



Compliance & Trust:

Previous virtual providers had failed to build relationships with families, leading to parental frustration and potential due process concerns.



“Just like everyone else in southwest Missouri, trying to find the SLPs or specialized related services is becoming more and more difficult... we knew we needed to go that direction [teletherapy].”

Dr. Benjamin O'Connor
Director of Special Services,
Neosho School District

THE SOLUTION:

A Hybrid, High-Touch Approach

Neosho partnered with Parallel to provide a tailored mix of specialized instruction and speech therapy.

Key Components of the Partnership:



Specialized SDI Support

Parallel provided a virtual specialized instructional teacher who **worked directly** with a small group of students on campus, collaborating closely with on-site paraprofessionals and general education teachers.



Speech-Language Pathology

Parallel assigned a **dedicated SLP** (Erin) three days a week to manage a caseload of 30–40 students.



Facilitated Teletherapy

Neosho utilizes an on-site "facilitator" (paraprofessional) who brings students to their sessions, ensuring they remain **engaged and focused** on the screen.



Collaborative Monthly Syncs

Regular meetings between Neosho leadership and Parallel's Customer Success Managers ensure the partnership scales as student needs grow.

THE IMPACT:

Beyond Compliance to Connection

Increased Efficiency and Student Gains

Dr. O'Connor noted that teletherapy often proves more efficient than in-person sessions by removing the "randomness" of the school day, such as hallway distractions or lunchroom duties. This allows providers to focus purely on the student.

Outcome



Students are showing growth reflected in their IEP goals because providers have the dedicated time to focus on data and personalized instruction.

Rebuilding Parental Trust

A standout success of the partnership has been the district's support for students with diverse learning differences and disabilities. Parallel providers consistently went above and beyond to help parents navigate their child's journey.

Outcome



Parents who were previously considering legal action due to poor service from prior vendors are now "happy and proud" of their children's progress.

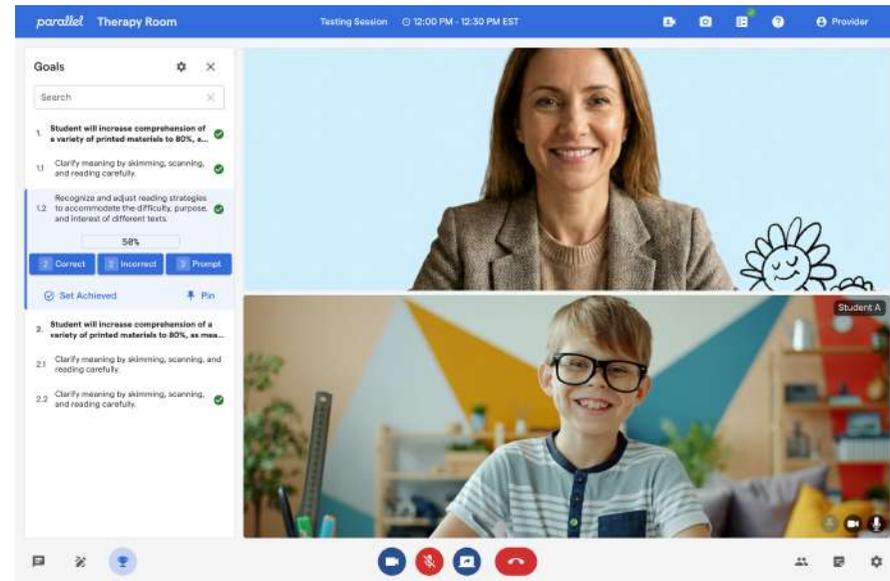
Seamless Integration



Despite being hundreds of miles away, Parallel’s providers have become an extension of the Neosho team. They participate in IEP meetings, collaborate with the district’s behavior specialists, and support regular education teachers.

“Parallel’s Pathway platform has been a true game changer in my work as a Speech-Language Pathologist. It’s not only visually appealing and easy to navigate—it’s clearly designed for the clinician. It eliminates the guesswork from calculating minutes, logging session times, tracking progress, and managing my to-do list.”

Kristen Welling, M.S., CCC-SLP
Speech-Language Pathologist, Parallel Learning



Clinical Management & Oversight, at no extra cost



Our clinical managers ensure every provider is vetted, prepared, and continuously supported to deliver elite care.



PHASE 01

Elite Vetting & Onboarding

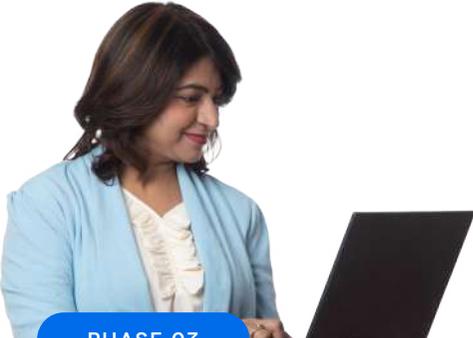
- Rigorous screening
- Clinical proficiency
- Specialized training



PHASE 02

Readiness & Launch

- Technical Mastery
- Coordination tools and support



PHASE 03

Continuous Clinical Oversight

- Real-time support
- Clinical Quality Assurance
- Clinical Escalations



PHASE 04

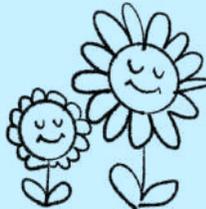
Long-Term Excellence

- Growth-Focused Support
- Compliance Assurance/Tracking
- Continuous Professional Development

Neosho had already used virtual services in the past, but Ben described a key difference: responsiveness, partnership, and parent trust-building.

“I want kids learning and I want parents happy... and you need that partnership to last throughout.”

Dr. Benjamin O'Connor
Director of Special Services,
Neosho School District



Ben connected with the Parallel team through relationships in Missouri special education leadership circles and decided to move forward because the model matched what Neosho needed most:

- **Specialized staffing solutions** when hiring locally isn't realistic
- A team that shows up like part of the district
- **Consistent communication** that prevents issues from escalating

For the Neosho School District, Parallel provided more than just a platform; they provided a partnership. By prioritizing empathy and relationship-building alongside clinical excellence, Parallel helped Neosho turn a staffing crisis into a model for rural special education.

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Beyond Staffing: Your Comprehensive Support Partner

**EMPOWERING DISTRICTS WITH SPECIALIZED
EXPERTISE & RELATIONSHIP-DRIVEN CARE**

Parallel simplifies and streamlines support for schools, educators, and families. We serve as a high-touch extension of your district team, ensuring every student has access to the personalized instruction and services they need to thrive.



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