CASE STUDY

Four Campuses, One Unified Dashboard.

PARALLEL LEARNING & ROGUE RIVER SCHOOL DISTRICT



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WHY ROGUE RIVER CHOSE PARALLEL — AND STAYED

How Rogue River School District keeps its whole speech program in view across four campuses

Rogue River School District 35 serves students across four campuses in southern Oregon: an elementary, a junior/senior high, a fully virtual academy (South Valley Academy), and the REACH charter school. After years with another virtual special education vendor, the district switched to Parallel in early 2024.

THE CHALLENGE: Limited caseload visibility for the on-site team, weekly-rotating session links for homebound families, and speech coverage that had to flex across four very different school models.

THE SOLUTION: Parallel speech-language services delivered on Pathway, with the district's facilitator working from the same view as the provider. Now in its third year, the partnership has expanded into IEP case management support.



DISTRICT SNAPSHOT

- Rogue River, Oregon
- ~1,055 district enrollment, 4 campuses
- Speech-Language Pathology
- 3rd year with Parallel

THE CHALLENGE

Switching to a Virtual Partner That Supports the Whole Team

Facilitator Jayme Mathews had years of experience inside the previous vendor's platform, which made her well placed to see what was missing.

What Rogue River needed from a virtual SLP partner:

> **Coverage that flexed across school models:** direct teletherapy, evaluations, and monthly minutes across four campuses, including a virtual academy and a charter school
>
> **Real platform power for the facilitator:** caseload visibility, attendance tracking, and progress data the on-site team could use without pulling the SLP off student work
>
> **Family-friendly access:** reliable telehealth links homebound families could bookmark once and use all year
>
> **Room to scale:** a partner willing to grow with the district as its caseload expanded



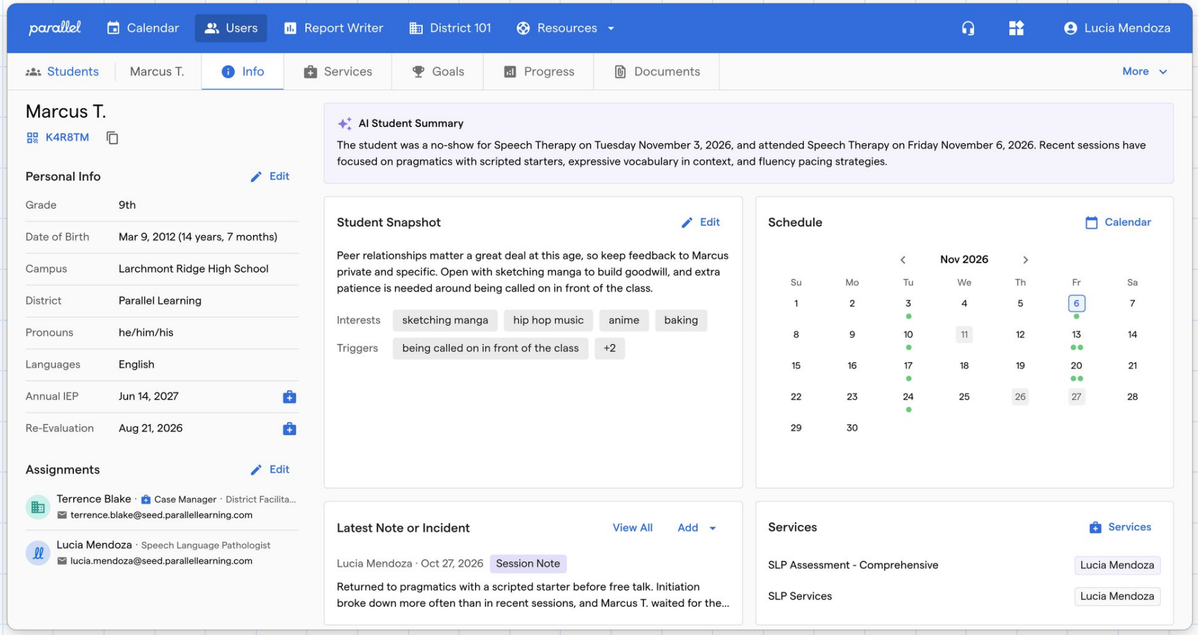
"I'd worked in our previous vendor's platform for years, so I knew what I was missing: I **wanted to see attendance, goals, and progress** for my students without tracking down the therapist every time."

Jayme Mathews
Facilitator, Rogue River School District

THE SOLUTION

Pathway Puts the Whole Program in One View

At Rogue River, the Pathway Dashboard has become just as important for the on-site team as it is for clinicians.



STUDENT OVERVIEW & PROGRESS

Attendance, IEP goals, due dates, and session history in one view, so the facilitator can answer case manager questions without interrupting a clinician.

STATIC SHORT CODES

Permanent, bookmarkable telehealth links replaced weekly-rotating ones. Homebound families bookmark once and use them all year.

SUPPORT FOR ON-SITE STAFF

Onboarding and day-to-day coordination for the district's facilitator, with a licensed clinical manager overseeing providers.

GOAL & ATTENDANCE TRACKING

Goals tracked with clear metrics and full history. Absences and session details are recorded as part of the session, with nothing typed twice.

THE FACILITATOR'S EDGE

When the On-site Team Sees What the Provider Sees

In a virtual special education model, the on-site facilitator connects the student, the provider, and the rest of the district team. Pathway gives Rogue River's facilitator the data and tools to own that role.

She brings students to sessions, manages telehealth links for homebound families across charter and virtual programs, tracks attendance and progress, and answers case manager questions herself, without pulling the SLP off student work.

That fluency on the school side is what makes virtual SLP services run like part of the district's own team.





"When a case manager asks how a student is doing, I can pull it up in Pathway and answer on the spot, and our SLP stays with the kids."

Jayme Mathews

Facilitator, Rogue River School District

THE RENEWAL

Rogue River Weighed a Lower-Cost Offer and Renewed

A Competing Offer

During the 2025 renewal cycle, another virtual provider offered Rogue River a lower rate and waived implementation fees. The district looked closely at the pricing.

Why It Held

Parallel supports both the providers and the district's facilitator, and Pathway had become part of how Rogue River runs speech services across every campus and program.

The Decision

The special education team recommended staying with Parallel because of the provider relationships, the platform experience, and consistent support throughout the year.

Outcome

Rogue River renewed and is now in its third year with Parallel, with support expanded into IEP case management.

GROWTH

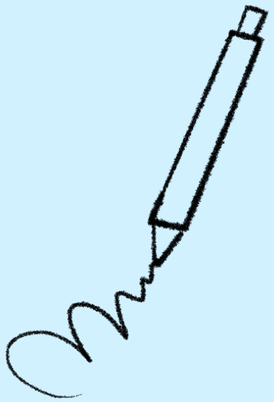
Steady Expansion, On Trend with Student Need

Rogue River is in its third year with Parallel, with speech services across four campuses and IEP case management support alongside the district's SDI teachers.



3rd

Year working together



4

Campuses served, including a virtual academy and a charter school



2025

Renewed after weighing a lower-cost offer

Why Parallel?

Rogue River already knew virtual services. What kept them with Parallel was a facilitator who could see everything, and support for the district's own staff.

- **The same view for the on-site team:** attendance, goals, and progress without interrupting the provider
- **Access families can count on:** one permanent telehealth link per student
- **Coverage across every school model:** elementary, secondary, virtual, and charter
- **Support beyond the provider:** onboarding and coordination for on-site staff, plus clinical oversight



> "Parallel gives our team the same view of our speech program that the provider has, and that's what makes it feel like part of our own department."

Michele Cleveland
Special Programs Director, Rogue River School District

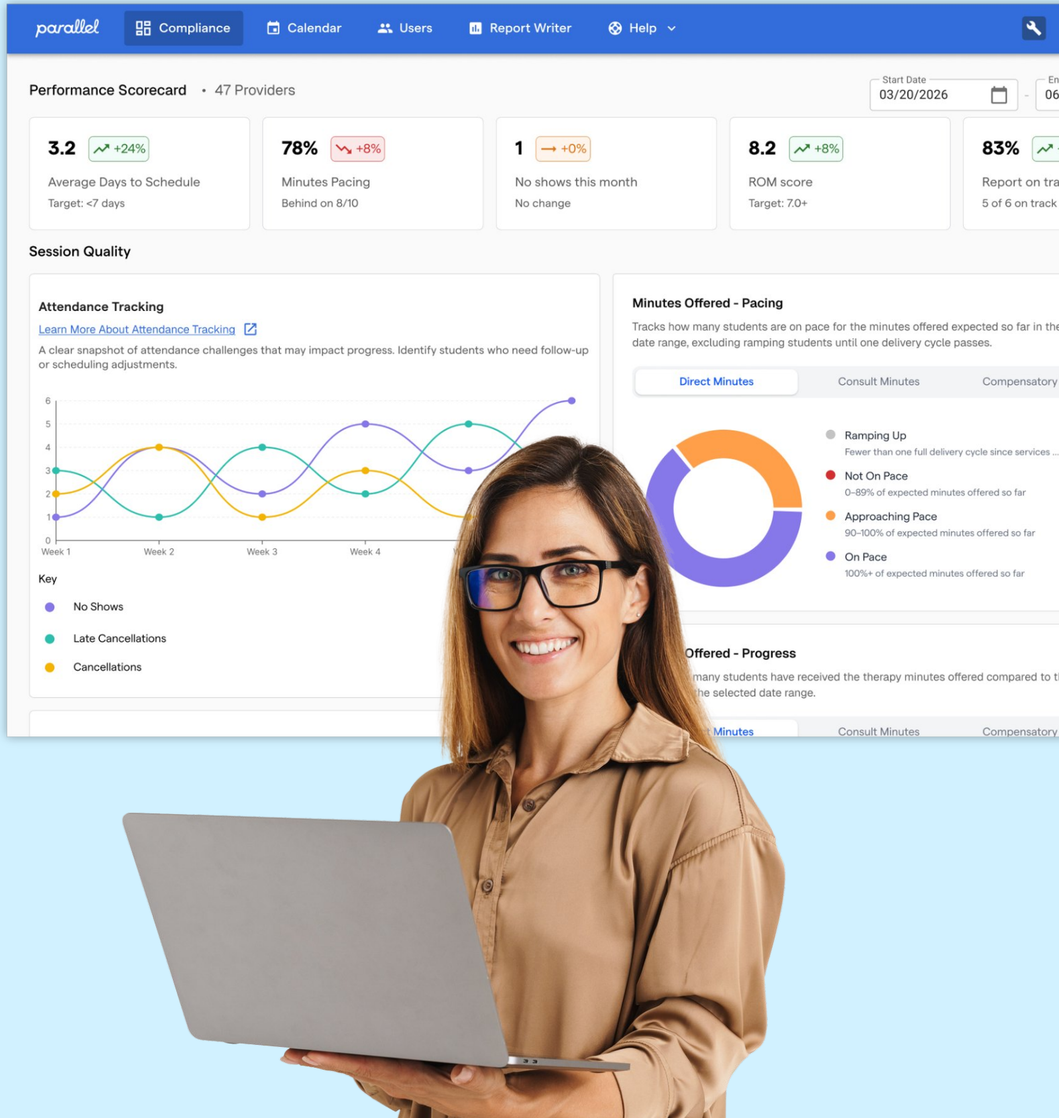
For Rogue River, Parallel provided more than a platform: a partnership in which the district's own team has the visibility of an in-house program.

parallel

SPECIAL EDUCATION SERVICES & MANAGEMENT

Your Pathway to Better Outcomes

Pathway brings scheduling, billing, assessments, IEP goal tracking, and progress data into one place, with clinical oversight built in. Districts get the visibility of an in-house team, with the reach of a national clinician network.



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