Voice Options Monthly Report – December 2020

Current Month Accomplishments

• DOR executed its 12th contract with Family Support Network (FSN) bringing total number Provider offices throughout the state to 21
• Added FSN to online provider directory
• Contacted 30 potential Voice Options providers/referral agencies
• DOR has currently received 15 Funding Requests Forms this month
• Voice Options Spanish forms were made into accessible PDF’s
• Currently have partially reported data for 21 Voice Options consumers

Status to Date

• 72% of California has access to in-person services
• 100% of California has access to remote services
• 69 Long-Term Loan requests have been received (Requests)
• 30 Long-Term Loans have been completed (Consumers)
• 73.33% of authorizations were provided by Speech Language Pathologists
• 100% of Consumers stated their Voice Options device will be used as their primary communication device
• 86.66% of Consumers made telephone calls during the short-term loan period. 83.33% of these phone calls were considered successful by Consumers, many of whom indicated that this was the first time they had attempted to make a phone call.

• Consumer preferences for speech generating applications are as follows:
  o 53.33% Touch Chat HD
  o 23.33% Go Talk Now Plus
  o 10.00% Proloquo4Text
  o 6.67% Predictable
  o 6.67% LAMP
• Consumer demographics are as follows:
  - 3.33% African American/Black
  - 20.00% Asian Pacific
  - 36.67% Caucasian/White
  - 0.00% East Indian
  - 36.67% Hispanic/Latinx
  - 3.33% Pacific Islander
  - 0.00% Decline to State
  - 0.00% Other

• Gender
  - 30.00% of applicants are Female
  - 70.00% of applications are Male
  - 0.00% of applicants preferred to Self-Identify
  - 0.00% of applicants preferred to Decline to State

• Age of Long-Term Loan Recipients
  - 10.00% Age 0 to 6
  - 40.00% Age 7 to 17
  - 23.33% Age 18 to 22
  - 13.33% Age 23 to 29
  - 6.67% Age 30 to 39
  - 0.00% Age 40 to 49
  - 3.33% Age 50 to 59
  - 3.33% Age 60 or Greater

• Disability Type
  - 3.33% ALS
  - 0.00% Aphasia
  - 0.00% Apraxia
  - 46.67% Autism
  - 10.00% Cerebral Palsy
  - 33.33% Developmental Disability
  - 3.33% Dysarthria
  - 0.00% Huntington’s Disease
  - 0.00 % Larynx
  - 0.00% Muscle Weakness
  - 0.00% Oral Cancer
  - 0.00% Stroke
  - 0.00% Stuttering-Stammering
  - 3.33% Traumatic Brain Injury
  - 0.00% Vocal Cord Damage
  - 0.00% Other
• How did the consumer hear about Voice Options?
  o 3.33% From an AT Center
  o 33.33% From an Independent Living Center (ILC)
  o 3.33% From the Internet
  o 6.67% From a Medical Provider
  o 53.33% From an “Other” Source (Includes SLP & School referrals)
  o 0.00% From social media

• Purpose of Telephone Call
  o 0.00% To call in a prescription
  o 13.33% To make a video appointment
  o 6.67% To schedule an appointment
  o 53.33% To call a friend or family member
  o 3.33% To call the bank
  o 0.00% To make a purchase
  o 13.33% Other purpose
  o 10.00% No Calls were made