

## Voice Options Monthly Report – December 2020

### Current Month Accomplishments

- DOR executed its 12<sup>th</sup> 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:**
  - 53.33% Touch Chat HD
  - 23.33% Go Talk Now Plus
  - 10.00% Proloquo4Text
  - 6.67% Predictable
  - 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?**
  - 3.33% From an AT Center
  - 33.33% From an Independent Living Center (ILC)
  - 3.33% From the Internet
  - 6.67% From a Medical Provider
  - 53.33% From an “Other” Source (Includes SLP & School referrals)
  - 0.00% From social media
  
- **Purpose of Telephone Call**
  - 0.00% To call in a prescription
  - 13.33% To make a video appointment
  - 6.67% To schedule an appointment
  - 53.33% To call a friend or family member
  - 3.33% To call the bank
  - 0.00% To make a purchase
  - 13.33% Other purpose
  - 10.00% No Calls were made