# Voice Options Pilot Program Summary: April 2021

# **Current Month Accomplishments**

• As of April 27, 2021, DOR has completed 155 Short-Term Loans.

These individuals have initiated the process to receive a Long-Term Loan but have not yet received a Long-Term Loan iPad with a speechgenerating application.

• As of April 27, 2021, DOR has completed 109 Long-Term Loans.

These individuals have received a Long-Term Loan iPad with a speechgenerating application.

- In April 2021, outreach was provided by the DOR to 54 new organizations identified for potential partnerships.
- DOR is finalizing agreements with Mellisa Essenburg, SLP; North Star Speech and Language Pathology Center; First Expressions Speech-Language Pathology Services; Specialized Therapy Services; and A Voice Discovered to become new Voice Options Program Providers.
  - These five new Providers will add an additional six in-person locations and will add coverage to Imperial, Riverside, San Diego, Santa Barbara, and Ventura counties.
  - With the addition of these counties, access to in-person services will increase from 72% to 90% of Californians.

# Statistics from Completed Datasets: Summary

- 72% of California has access to in-person services.
- 100% of California has access to remote services.
- 155 consumers have completed their Short-Term Loans and have requested to enter into Long-Term Loans.
- 109 datasets have been submitted for completed Long-Term Loans.
- 58% of authorizations were provided by Speech Language Pathologists.
- 99% of consumers stated their Voice Options device will be used as their primary communication device.
- 60% of consumers made telephone calls during the Short-Term Loan period. 97% 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.

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# Statistics from Completed Datasets (109)

## **Consumer Preference for Speech Generating Applications**

- o 41% Touch Chat HD
- o 32% Go Talk Now Plus
- 12% Proloquo4Text

## **Consumer Demographics**

- o 37% Hispanic/Latinx
- o 36% Caucasian/White
- o 16% Asian Pacific
- 6% African American/Black
- 2% East Indian

### **Gender of Long-Term Loan Recipients**

o 68% Male

### Age of Long-Term Loan Recipients

- o 20% Age 0 to 6
- $\circ$  38% Age 7 to 17
- 8% Age 18 to 22
- o 17% Age 23 to 29

#### **Consumer Disability Demographics**

- o 38% Autism
- 28% Developmental Disability
- o 11% Cerebral Palsy
- 6% Down Syndrome
- o 5% Traumatic Brain Injury
- 4% Muscle Weakness

#### How Consumers Learned about the Voice Options Program

- o 28% Medical Provider
- 20% Independent Living Center
- 19% Speech Language Pathologist
- o 11% Friend or Family

## **Types of Consumer Short-Term Loan Calls**

- o 65% Call Friend/Family
- o 14% Video Appointment
- o 11% Other

- $\circ$  7% LAMP
- o 6% Predictable
- 1% Predictable Spanish
- $\circ~$  2% Other
- o 1% Native American
- o 1% Pacific Islander
- 1% Decline to State
- o 32% Female
- o 4% Age 30 to 39
- o 2% Age 40 to 49
- $\circ~$  5% Age 50 to 59
- o 7% Age 60 or Greater
- $\circ$  4% Other
- 2% ALS/Lou Gehrig's disease
- o 2% Stroke
- o 1% Apraxia
- o 1% Dysarthria
- o 11% Other
- 6% Assistive Technology Center
- o 4% Internet
- 9% Schedule Medical Appt.
  - o 2% Call Bank