# CPUC Stakeholders Meeting

Thursday, December 16, 2021

# Voice Options – An Overview

* What we do
  + The Voice Options program was created by CPUC to provide free speech generating devices for California citizens who cannot speak or have difficulties speaking.
* Voice Options Providers
  + Provider Process
    - We contact the provider to discuss program details and qualifications which determine compatibility and eligibility. If agreed, complete necessary forms to become Program Provider.
    - Mail out speech generating devices with all 6 speech applications for demonstrations and Short-Term Loans.
  + Recruit providers from 3 primary sources
    - Independent Living Centers
    - Speech Pathologist
    - Regional Centers
* The Consumer Process
  + The consumer will connect with closest provider (or provider of their choice) to complete authorization form.
    - Potential Authorizers: Licensed SLP, Licensed Physician Assistant, Developmental Pediatrician, Family Physician, Audiologist, Nurse Practitioner, State/Federal Agency, Rehabilitation Counselor and Licensed Hearing Aid Dispenser.
  + Demonstrations will be completed of iPad and applications,
    - Consumer receives Short Term Loan to receive device for 2-14 days.
    - Consumer can return Short Term Loan to receive Long Term Loan which the provider procures and supplies.
* Information Collection
  + Voice Options utilizes Survey Monkey and Long-Term Loan Application to receive feedback from the consumer
    - After the consumer has a Long-Term Loan, they will receive a 30 day and 90 days satisfaction survey.
      * This helps evaluate whether Providers are completing all required steps.

# Voice Options Program Data

* Statistical Data Summarized
  + Total consumers served: 728
  + Total providers: 23
  + Counties covered: 46
  + California coverage: 92%
* For in-depth statistical data, [Click Here](file:///C:\Users\wblalock\OneDrive%20-%20California%20Department%20of%20Rehabilitation\Documents\2021-11%20Voice%20Options%20Monthly%20Narrative%20Report%20%20(1).docx)
  + Proloquo2Go Added as an Application!

# Voice Options - The Impact

* Improvements
  + Consumers, families, and caregivers noticed improvements in multiple ways
    - Mental and emotional wellbeing
    - Greater self-worth
    - Greater independence and self-advocacy
  + Translated many documents for different languages
    - Mandarin, Spanish, Russian, Cambodian, Korean, Tagalog and more.
  + Developing Disaster Relief protocol to provide speech generating devices.
* Consumer Highlights
  + 96% of consumers are satisfied with support from providers.
  + 100% of consumers would recommend to friend or family.
  + 70% of consumers using devices more than 2 times a day to communicate.
* Outreach
  + Partnered with CPUC Deaf and Disabled Telecommunications Program (DDTP) Marketing Plan
    - Create radio advertisements and digital print in numerous counties and language.
    - Calling and emailing organizations and potential new providers
    - Some providers are producing their own newsletters with useful consumer resources.

# Voice Options – Moving Forward

* Applications and Accessibility
  + Add further applications including those in other languages.
  + Connect consumers with additional programs and resources to get better use out of device.
    - E.g. California Phones and affordable internet services
    - Continued speech pathologist or AC services
  + Expand device maintenance process to benefit the consumer.
* Add new devices to further improve accessibility
  + Phones, computers, tablets, etc.

# Ending Q&A

* **Question**: Who are the 3 major providers Voice Options works with?
  + Answer: Independent Living Centers, Speech Language Pathologists, and Regional Centers.
* **Question:** Can the authorization intake form and other forms be filled out online? Can the authorizer submit the authorization online?
  + Answer: Yes, It is a PDF; they can fill it out and email it to the provider. This is the only form the provider needs.
* **Question:** Any work on using AC apps with other languages
  + Answer: Right now, we work with predictable Spanish, but we want to include applications with more languages. This is a goal for us going forward.
* **Question:** Does the iPad Accessibility page include the iPad Technical Assistance number?
  + Answer: LET ME CHECK, COME BACK TO THIS
* **Question:** Do you have Voice Options resource links that you can share with the consumers?
  + Answer: Email [VoiceOptions@dor.ca.gov](mailto:VoiceOptions@dor.ca.gov) for the Voice Options intake form, authorization form, and all other resources/questions.
* **Question:** When you said making a phone call, that means talking on the phone and not talking placing a call, correct?
  + Answer: Yes, the individual needs both the device and a phone to speak through the iPad. The individual cannot place phone calls and can only talk on the phone call.
* **Question:** Tension with school districts and acknowledge some districts cannot provide these devices but DOR can fill the gap. How can we create a mechanism to ensure districts are not defaulting to going to DOR so they don’t have to pay.
  + Answer: Another attendee advises that the districts partner with DOR so that the child can take the iPad home. The school issued iPads must be left at the school overnight. DOR will still research this issue.
* **Question:** In the scenario a device breaks, or a consumer with a school iPad and home iPad, is there a way we can back up Page and Vocabulary lists to have the same on both iPads?
  + Answer: This is a fantastic idea that we have not thought of yet. We will research and get back to you on this.
* **Question:** How do you differentiate an Independent Living Center (ILC’s)and a Regional Center
  + Answer: There are 28 ILC’s throughout California that serve all individuals regardless of age, income, and disability. A regional center is for individuals with developmental and intellectual disabilities. They provide a more comprehensive resource pool for individuals with cognitive disabilities also.
* **Question:** At the last meeting, we spoke about providing additional applications into the Voice Options Program. We asked participants what applications we want to include, does anybody have any input on what applications we should include?
  + Answer: Everyone should continue to think about this question. Ff you have an answer, please email the Elizabeth Wood at [Elizabeth.Wood@dor.ca.gov](mailto:Elizabeth.Wood@dor.ca.gov)
* **Question:** For the LTL Form, we submit the LTL with the funding request and then complete the survey monkey. There is a link for both the LTL and survey monkey. Should we fill it out again
  + Answer: When you submit the funding request, that’s the only form you need to submit with us. For the Long-Term Loan, you need to submit The Survey Monkey survey, Long Term Loan application, and DR 337 invoice form.
* **Question:** How do you make Voice Options visible to the community and potential providers?
  + Answer: We have done emails and calls to individuals who could be potential providers and partners who can share information. Currently there are newspapers, television advertisements, radio advertisements, etc.

# Next Meeting:

* Tentatively set for Wednesday, June 8, 2022.