

Voice Options Monthly Report – November 2020

The Department of Rehabilitation (DOR) gathers data from three sources for reporting purposes: long-term loan (LTL) applications, Survey Monkey, and LTL invoices. Previously, the DOR had reported this data as it was submitted; as a result, when centers failed to provide timely data, inconsistencies in the reported numbers would occur. To correct any inconsistencies, the DOR will only report data for consumers for which the DOR has received all three sources of data. While this will not accurately reflect the number of completed LTLs, it will assist in providing the most accurate datasets.

Current Month Accomplishments

- Presentation for CPUC, TADDAC
- Implemented new monthly reporting mechanism
- Contacted 34 potential Voice Options providers/referral agencies
- DOR has currently received 12 Funding Requests Forms this month
- Translation of Voice Options forms into Spanish was completed
- Currently have partially reported data for 13 Voice Options consumers

Status to Date

- 72% of California has access to in-person services
- 100% of California has access to remote services
- 54 Long-Term Loan requests have been received (Requests)
- 23 Long-Term Loans have been completed (Consumers)
- 12 Long-Term Loans have been completed, but are not currently being reported due to missing survey information
- 65.22% of authorizations were provided by Speech Language Pathologists
- 100% of Consumers stated their Voice Options device will be used as their primary communication device
- 95.65% of Consumers made telephone calls during the short-term loan period. 90.90% 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:
 - 45.45% Touch Chat HD
 - 22.73% Go Talk Now Plus
 - 13.64% Proloquo4Text
 - 9.09% Predictable
 - 9.09% LAMP
- Consumer demographics are as follows:
 - 0.00 % African American/Black
 - 22.73% Asian Pacific
 - 31.82% Caucasian/White
 - 0.00% East Indian
 - 40.91% Hispanic/Latinx
 - 4.55% Pacific Islander
 - 0.00% Decline to State
 - 0.00% Other
- Gender
 - 17.39% of applicants are Female
 - 82.61% 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
 - 13.04% Age 0 to 6
 - 43.48% Age 7 to 17
 - 30.43% Age 18 to 22
 - 4.35% Age 23 to 29
 - 8.70% Age 30 to 39
 - 0.00% Age 40 to 49
 - 0.00% Age 50 to 59
 - 0.00% Age 60 or Greater

- Disability Type
 - 0.00% ALS
 - 0.00% Aphasia
 - 0.00% Apraxia
 - 60.87% Autism
 - 4.35% Cerebral Palsy
 - 30.43% Developmental Disability
 - 0.00% Dysarthria
 - 0.00% Huntington's Disease
 - 0.00% Larynx
 - 0.00% Muscle Weakness
 - 0.00% Oral Cancer
 - 0.00% Stroke
 - 0.00% Stuttering-Stammering
 - 4.35% Traumatic Brain Injury
 - 0.00% Vocal Cord Damage
 - 0.00% Other
- How did the consumer hear about Voice Options
 - 4.35% From an AT Center
 - 43.48% From an Independent Living Center (ILC)
 - 0.00% From the Internet
 - 0.00% From a Medical Provider
 - 52.17% From an "Other" Source (Includes SLP & School referrals)
 - 0.00% From social media
- Purpose of Telephone Call
 - 0.00% To call in a prescription
 - 13.04% To make a video appointment
 - 8.70% To schedule an appointment
 - 56.52 To call a friend or family member
 - 4.35% To call the bank
 - 0.00% To make a purchase
 - 17.39% Other purpose
 - 0.00% No Calls were made