

# Voice Options Pilot Program Summary as of Sept 30, 2021

## Current Month Accomplishments

- 62 consumers completed Short-Term Loans and have begun the process to receive a Long-Term Loan iPad with a speech-generating application.
- 17 consumers received their Long-Term Loan iPad with a speech-generating application.
- Brought on two new Providers: Speech Bee Speech Therapy of San Diego and Southern California Resources for Independent Living which serves San Bernardino, Arcadia, Downey and Pasadena.
- In the process of moving data to Microsoft Access to improve data collection and storage.
- Procured sixth speech-generating application, Proloquo2Go, and began applying to demonstration and lending devices.
- Creating documents in Spanish, Simplified Chinese, Tagalog, Korean, Cambodian, and Russian for distribution to providers.
- Contact with California Integration Coordinator from FEMA regarding connecting people who are displaced by disasters with speech generating devices.
- Updated and distributed Customer Satisfaction Survey.

## Statistics from Completed Datasets: Summary

- 92% of California has access to in-person services with 21 providers onboard.
- Remote services are available statewide.
- 334 consumers have completed their Short-Term Loans and have requested to enter into Long-Term Loans.
- 254 datasets have been submitted for completed Long-Term Loans.
- 57.5% of authorizations were provided by Speech Language Pathologists.
- 45% of consumers over 18 years old made telephone calls during the Short-Term Loan period. 96% 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 Statistics from Completed Datasets (254)**

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

- 49% Touch Chat HD
- 24% Go Talk Now Plus
- 14% Proloquo4Text
- 8% LAMP
- 4% Predictable
- 1% Predictable Spanish

### **Demographics**

- 36% Caucasian/White
- 37% Hispanic/Latinx
- 16% Asian Pacific
- 6% African American/Black
- 1% Other
- 1% East Indian
- 1% Native American
- 1% Pacific Islander
- 1% Decline to State

### **Gender**

- 64% Male
- 35% Female
- 1% Decline to State

### **Age**

- 25% Age 0 to 6
- 28% Age 7 to 17
- 9% Age 18 to 22
- 15% Age 23 to 29
- 5% Age 30 to 39
- 2% Age 40 to 49
- 5% Age 50 to 59
- 10% Age 60 and Older

### **Disability Type**

- 44% Autism
- 24% Developmental Disability
- 9% Cerebral Palsy
- 3% Down Syndrome
- 4% Traumatic Brain Injury
- 4% Other
- 2% Muscle Weakness
- 3% Apraxia
- 2% ALS/Lou Gehrig's Disease
- 2% Stroke
- 1% Dysarthria
- 1% Aphasia
- 1% Speech Delay

### **Referral Source**

- 19% Medical Provider
- 23% Speech Language Pathologist
- 25% Other
- 16% Independent Living Center
- 9% Friend or Family
- 4% Assistive Technology Center
- 2% Internet
- 2% Social Media