

## Voice Options Program Update

### Program Funds Tracking

#### Encumbrances

- Program implementation expense encumbrances
- Long-term loan expense encumbrances
- Total Voice Options Program Encumbrances (Not Yet Reimbursed)

#### Reimbursements

- Program implementation expense reimbursements
- Long-term loan expense reimbursements
- Total Voice Options Program Reimbursements

Total Number of Long Term Loan Consumers

Total Voice Options Program Fund Commitment (Encumbrances + Reimbursements)

Program Total as of: 5/3/23		
1	totaling	\$3,500.00
272	totaling	\$680,000.00
273	totaling	\$683,500.00

as of: 5/3/23		
9	totaling	\$47,249.75
1807	totaling	\$3,401,907.33
1816	totaling	\$3,449,157.08

2079 consumers

\$4,132,657.08

### Outreach

<ul style="list-style-type: none"> <li>• Working with Alyssa from California Connect to update current VOP outreach materials.</li> </ul>
<ul style="list-style-type: none"> <li>• Attended meeting with California Connect to discuss outreach and marketing trends and future plans.</li> </ul>
<ul style="list-style-type: none"> <li>• Provided programmatic data and information at the EPAC meeting Friday, April 14.</li> </ul>

As of 5/3/23	
1	Org(s)
X	Org(s)
2	Org(s)
X	Org(s)

### Miscellaneous Activities

<ul style="list-style-type: none"> <li>• Voice Options is prioritizing rural communities, adults, and older adults for processing Funding Requests.</li> </ul>
<ul style="list-style-type: none"> <li>• In process of generating tables to build out "Other" categories for program reporting.</li> </ul>
<ul style="list-style-type: none"> <li>• Testing moving data to a new database software, Microsoft Access, to improve data collection and storage.</li> </ul>

**Counties Covered: 51**

**Counties Not Covered: 7** (We are in talks with one potential provider.)

County	Covered/ Not Covered/ Not Covered-In Talks w/ILC	Covering Grantee
Alameda	Covered	CRIL, SVILC, CIL
Butte	Covered	DAC
Colusa	Covered	FREED
Contra Costa	Covered	CRIL, ILRSCC
Del Norte	Covered	TCIL
El Dorado	Covered	RIL
Fresno	Covered	RICV
Glenn	Covered	DAC
Humboldt	Covered	TCIL
Imperial	Covered	ME, UCP
Inyo	Covered	RS
Kern	Covered	JM
Kings	Covered	RICV

Lassen	Covered	DAC unofficially covering
Los Angeles	Covered	CALIF, DRC, ESSC, SCIL, SCRS, STS
Madera	Covered	RICV
Marin	Covered	CRIL
Merced	Covered	RICV
Modoc	Covered	DAC unofficially covering
Mono	Covered	RS
Monterey	Covered	CCCIL
Napa	Covered	CRIL
Nevada	Covered	FREED
Orange	Covered	DRC, ESSC, FSN, STS
Placer	Covered	RIL
Plumas	Covered	DAC unofficially covering
Riverside	Covered	ESSC, FE, ME, STS
Sacramento	Covered	RIL
San Benito	Covered	CCCIL, SVILC
San Bernardino	Covered	ESSC, RS, SCIL
San Diego	Covered	ESSC, ME, NSSLP, RLS, STS, SBST, UCP
San Francisco	Covered	CRIL
San Joaquin	Covered	CB
San Luis Obispo	Covered	ILRCTC
San Mateo	Covered	SVILC
Santa Barbara	Covered	AVD, ILRCTC
Santa Clara	Covered	SVILC
Santa Cruz	Covered	CCCIL
Shasta	Covered	DAC
Sierra	Covered	FREED
Siskiyou	Covered	DAC
Solano	Covered	ILRSCC
Sonoma	Covered	CRIL
Stanislaus	Covered	TT
Sutter	Covered	FREED
Tehama	Covered	DAC
Trinity	Covered	TCIL
Tulare	Covered	RICV
Ventura	Covered	AVD, ESSC, ILRCTC
Yolo	Covered	RIL
Yuba	Covered	FREED
Alpine	Not Covered	
Amador	Not Covered	
Calaveras	Not Covered	
Lake	Not Covered	
Mariposa	Not Covered	
Mendocino	Not Covered	
Tuolumne	Not Covered	

## VOP Provider Expenditures

Program Implementation (PI) Expenses		
VOPs	Encumbered	Paid Out
29	\$3,500.00	\$47,249.75

**\*Total PI Grant Commitment:** \$50,749.75

\*The Total PI Grant Commitment includes the amount encumbered plus the amount paid out.

Long-Term Loan (LTL) Expenses		
Consumers	Encumbered	Paid Out
2079	\$680,000.00	\$3,401,907.33

**\*Total LTL Grant Commitment:** \$4,081,907.33

\*The Total LTL Grant Commitment includes the amount encumbered plus the amount paid out.

**Total Grant Commitment:** \$4,132,657.08

**Average Paid Out Per VOP:** \$3,374.98

**Average Paid Out Per Consumer:** \$1,884.11

PI Encumbered by Provider	
AVD	\$0.00
CALIF	\$0.00
CB	\$0.00
CCCIL	\$0.00
CIL	\$0.00
CRIL	\$0.00
DAC	\$0.00
DRC	\$0.00
ESSC	\$3,500.00
FESLP	\$0.00
FREED	\$0.00
FSN	\$0.00
ILRCTC	\$0.00
ILRSCCC	\$0.00
JM	\$0.00
MESLP	\$0.00
NSSLP	\$0.00
RICV	\$0.00
RIL	\$0.00
RLS	\$0.00
RSI	\$0.00
SBST	\$0.00
SCIL	\$0.00
SCRS	\$0.00
STS	\$0.00
SVILC	\$0.00
TCIL	\$0.00
TT	\$0.00
UCP	\$0.00
<b>Total</b>	<b>\$3,500.00</b>

LTL Encumbered by Provider	
AVD	\$27,500.00
CALIF	\$17,500.00
CB	\$2,500.00
CCCIL	\$0.00
CIL	\$2,500.00
CRIL	\$5,000.00
DAC	\$32,500.00
DRC	\$12,500.00
ESSC	\$10,000.00
FESLP	\$12,500.00
FREED	\$15,000.00
FSN	\$2,500.00
ILRCTC	\$12,500.00
ILRSCCC	\$5,000.00
JM	\$2,500.00
MESLP	\$27,500.00
NSSLP	\$82,500.00
RICV	\$27,500.00
RIL	\$17,500.00
RLS	\$5,000.00
RSI	\$7,500.00
SBST	\$10,000.00
SCIL	\$2,500.00
SCRS	\$80,000.00
STS	\$10,000.00
SVILC	\$5,000.00
TCIL	\$5,000.00
TT	\$7,500.00
UCP	\$0.00
<b>Total</b>	<b>\$447,500.00</b>

PI Reimbursed to Each Provider	
AVD	\$0.00
CALIF	\$3,500.00
CB	\$0.00
CCCIL	\$3,471.11
CIL	\$0.00
CRIL	\$2,593.74
DAC	\$0.00
DRC	\$3,500.00
ESSC	\$0.00
FESLP	\$0.00

LTL Reimbursed to Each Provider	
AVD	\$56,963.85
CALIF	\$41,904.69
CB	\$40,803.36
CCCIL	\$21,636.80
CIL	\$0.00
CRIL	\$85,931.64
DAC	\$78,279.60
DRC	\$555,618.97
ESSC	\$76,747.24
FESLP	\$57,795.54

## VOP Provider Expenditures

FREED	\$3,500.00
FSN	\$3,500.00
ILRCTC	\$3,400.00
ILRSCCC	\$0.00
JM	\$0.00
MESLP	\$3,499.27
NSSLP	\$3,500.00
RICV	\$0.00
RIL	\$3,500.00
RLS	\$3,500.00
RSI	\$2,844.69
SBST	\$0.00
SCIL	\$3,500.00
SCRS	\$0.00
STS	\$0.00
SVILC	\$3,440.94
TCIL	\$0.00
TT	\$0.00
UCP	\$0.00
<b>Total</b>	<b>\$47,249.75</b>

FREED	\$62,480.13
FSN	\$268,651.66
ILRCTC	\$62,683.67
ILRSCCC	\$6,986.23
JM	\$0.00
MESLP	\$313,969.20
NSSLP	\$216,299.97
RICV	\$61,494.25
RIL	\$125,183.79
RLS	\$105,605.20
RSI	\$131,062.14
SBST	\$59,413.32
SCIL	\$49,649.73
SCRS	\$734,807.90
STS	\$0.00
SVILC	\$61,667.08
TCIL	\$0.00
TT	\$20,909.72
UCP	\$27,627.58
<b>Total</b>	<b>\$3,324,173.26</b>

Once a VOP provider has been reimbursed, the encumbered amount is removed from the chart above so the totals reflected on the "encumbered" and "reimbursed" charts are exclusive to each other.

<b>2023 Voice Options Statistics</b>	
Total # of LTL Apps Received	2079
Total Number of Completed LTLs	1806
*Average Cost Per LTL	\$1,886.45
Average Cost Per App	\$254.87
Every ___ Days a LTL is Completed	0.41
VO Launch Date	7/1/2020
Todays Date	5/4/2023
# of Business Days since Launch	742

\*Includes iPad, application, equipment costs & Personnel Costs

Beginning of Current Fiscal Year            7/1/2022  
 End of Current Fiscal Year                    6/30/2023

<b>Month</b>	<b>STL Completed</b>	<b>LTL Completed</b>	<b>Invoice Approved</b>
Fiscal Year 2020	76	56	36
Fiscal Year 2021	706	453	373
January 2022	23	127	122
February 2022	1	88	96
March 2022	0	67	115
April 2022	19	10	48
May 2022	108	47	21
June 2022	66	90	79
July 2022	84	75	43
August 2022	125	106	112
September 2022	109	95	82
October 2022	108	92	129
November 2022	111	89	60
December 2022	120	121	116
January 2023	140	107	132
February 2023	79	95	96
March 2023	85	58	68
April 2023	119	29	78
May 2023	0	1	0
<b>Total</b>	<b>2079</b>	<b>1806</b>	<b>1806</b>

Counties with Completed LTL's					
Alameda	34	Marin	4	San Mateo	3
Alpine	0	Mariposa	0	Santa Barbara	9
Amador	0	Mendocino	7	Santa Clara	32
Butte	13	Merced	4	Santa Cruz	1
Calaveras	1	Modoc	0	Shasta	20
Colusa	0	Mono	0	Sierra	0
Contra Costa	13	Monterey	10	Siskiyou	2
Del Norte	0	Napa	1	Solano	8
El Dorado	2	Nevada	6	Sonoma	1
Fresno	31	Orange	201	Stanislaus	13
Glenn	4	Placer	9	Sutter	0
Humboldt	3	Plumas	0	Tehama	5
Imperial	7	Riverside	107	Trinity	0
Inyo	0	Sacramento	63	Tulare	3
Kern	2	San Benito	0	Tuolumne	0
Kings	0	San Bernardino	79	Ventura	52
Lake	33	San Diego	332	Yolo	5
Lassen	0	San Francisco	5	Yuba	17
Los Angeles	620	San Joaquin	38		
Madera	0	San Luis Obispo	6		

**Total**                      **1806**    **NorCal**                      **391**    **SoCal**                      **1415**

LTL Signed Off By		
Audiologist	<b>8</b>	<b>0.4%</b>
Developmental Pediatrician	<b>53</b>	<b>2.9%</b>
Family Physician	<b>216</b>	<b>12.0%</b>
Federal Agency	<b>1</b>	<b>0.1%</b>
Licensed Hearing Aide Dispenser	<b>5</b>	<b>0.3%</b>
Licensed Physician Assistant	<b>30</b>	<b>1.7%</b>
Licensed SLP	<b>1223</b>	<b>67.7%</b>
Nurse Practitioner	<b>23</b>	<b>1.3%</b>
Rehabilitation Counselor	<b>100</b>	<b>5.5%</b>
State Agency	<b>147</b>	<b>8.1%</b>
<b>Total</b>	<b>1806</b>	

iPad is Primary or Secondary Device		
Primary Device	<b>1794</b>	<b>99%</b>
Secondary Device	<b>12</b>	<b>0%</b>
<b>Total</b>	<b>1806</b>	

# of STL recipients that made calls	Totals	
Made phone call	1303	72.1%
Didn't make phone call	502	27.8%
<b>Total phone calls made</b>	<b>3616</b>	<b>2.8</b>
Phone call successful	1275	97.9%
Phone call unsuccessful	30	2.3%
N/A	500	27.7%

Applications	# of Apps Purchased	Total Spent Per App	
Go TALK NOW PLUS	181	\$ 30,768.19	10.11% \$ 169.99
LAMP	203	\$ 60,897.97	11.34% \$ 299.99
Predictable	41	\$ 6,559.59	2.29% \$ 159.99
Predictable Spanish	1	\$ 159.99	0.06% \$ 159.99
Proloquo2Go	494	\$ 79,035.06	27.60% \$ 249.99
Proloquo4Text	110	\$ 13,198.90	6.15% \$ 119.99
Touch Chat HD	760	\$ 227,992.40	42.46% \$ 299.99

**Total 1790**  
**Sixteen consumers did not require speech applications**

Accessories	Totals	Total Spent	Average
iPad	1788	\$939,349.98	\$531.01
Protective Case	1724	\$68,169.07	\$39.98
ChatWrap - Protective Case	10	\$ 4,006.88	\$ 400.69
Mounts	49	\$ 6,747.82	\$ 137.71
Speakers	76	\$ 4,907.35	\$ 64.57
Keyboards	174	\$ 11,017.24	\$ 63.32

\* 18 consumers did not require an iPad

Submitted Funding Requests		
AVD	47	2.26%
CALIF	31	1.49%
CB	23	1.11%
CCCIL	13	0.63%
CIL	1	0.05%
CRIL	47	2.26%
DAC	59	2.84%
DRC	286	13.76%
ESSC	58	2.79%
FE	40	1.92%
FREED	43	2.07%
FSN	157	7.55%
ILRC	33	1.59%
ILRSCC	5	0.24%
JM	1	0.05%
ME	208	10.00%
NSSLP	186	8.95%
RICV	58	2.79%
RIL	83	3.99%
RLS	65	3.13%
RSI	74	3.56%
SBST	38	1.83%
SCIL	33	1.59%
SCRS	414	19.91%
STS	4	0.19%
SVILC	38	1.83%
TCIL	2	0.10%
TT	16	0.77%
UCP	16	0.77%
<b>Total</b>	<b>2079</b>	<b>100.00%</b>

Provider	Afghan American	African American /Black	Ashkenazi	Asian Pacific	Cambodian	Caucasian /White	Chinese	East Indian	Egyptian	Filipino	Greek	Hispanic /Latinx
AVD	0	1	0	2	0	14	0	0	1	0	0	11
CALIF	0	2	0	3	0	2	0	0	0	0	0	14
CB	0	1	0	1	0	12	0	0	0	0	0	6
CCCIL	0	0	0	0	0	2	0	1	0	0	0	10
CIL	0	0	0	0	0	0	0	0	0	0	0	0
CRIL	2	4	0	8	0	13	0	5	0	0	0	5
DAC	0	1	1	1	0	31	0	0	0	0	0	9
DRC	0	32	0	20	0	46	0	1	0	0	0	117
ESSC	0	3	0	8	0	17	0	0	0	0	0	20
FE	0	7	0	1	0	7	0	1	0	0	0	16
FREED	0	3	0	2	0	25	0	3	0	0	0	3
FSN	0	12	0	27	0	34	0	2	0	1	1	71
ILRC	0	2	0	1	0	10	0	0	0	0	0	14
ILRSCC	0	0	0	0	0	1	0	0	0	0	0	2
ME	0	21	0	10	0	80	0	1	0	1	0	57
NSSLP	0	12	0	10	0	27	0	1	0	1	0	45
RICV	0	0	0	3	0	3	0	1	0	0	0	22
RIL	0	10	0	9	0	24	0	1	0	0	0	17
RLS	0	7	0	3	0	27	0	0	0	0	0	13
RSI	0	8	0	8	0	20	0	1	0	0	0	33
SBST	0	0	0	3	0	12	0	0	0	0	0	10
SCIL	0	3	0	11	0	7	0	1	0	0	0	10
SCRCS	0	30	0	52	1	32	2	5	1	0	0	236
STS	0	0	0	0	0	0	0	0	0	0	0	0
SVILC	0	0	0	9	0	7	0	8	0	0	0	7
TCIL	0	0	0	0	0	0	0	0	0	0	0	0
TT	0	1	0	0	0	5	0	0	0	0	0	6
UCP	0	4	0	1	0	4	0	1	0	0	0	3
<b>1806</b>	<b>2</b>	<b>164</b>	<b>1</b>	<b>193</b>	<b>1</b>	<b>462</b>	<b>2</b>	<b>33</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>757</b>



Provider	Japanese	Middle Eastern	Native American	Pacific Islander	Southeast Asian	Southeast Indian	Syrian	Vietnamese	Decline to State	Other
AVD	0	0	0	0	1	0	0	0	1	0
CALIF	0	0	0	0	2	0	0	0	0	0
CB	0	0	0	0	2	0	0	0	0	0
CCCIL	0	0	0	0	0	0	0	0	0	0
CIL	0	0	0	0	0	0	0	0	0	0
CRIL	0	1	0	0	1	1	0	0	0	3
DAC	0	0	2	0	0	0	0	0	1	0
DRC	0	0	1	4	38	0	0	0	3	1
ESSC	0	1	0	0	0	1	0	0	1	0
FE	0	0	0	0	0	0	1	0	1	0
FREED	0	0	0	0	1	0	0	0	0	0
FSN	0	0	0	0	0	0	0	6	2	0
ILRC	0	0	0	0	0	0	0	0	1	0
ILRSCC	0	0	0	0	0	0	0	0	0	0
ME	0	1	3	2	3	1	0	1	6	0
NSSLP	0	1	1	1	9	1	0	0	5	1
RICV	0	0	1	0	3	0	0	0	0	2
RIL	0	0	1	0	0	0	0	0	13	1
RLS	1	0	2	4	3	0	0	0	0	0
RSI	0	0	0	0	0	0	0	0	1	0
SBST	0	0	0	1	7	1	0	0	0	0
SCIL	0	0	0	0	0	0	0	0	0	0
SCRS	0	0	1	2	14	0	0	1	4	1
STS	0	0	0	0	0	0	0	0	0	0
SVILC	0	0	0	2	2	1	0	0	0	0
TCIL	0	0	0	0	0	0	0	0	0	0
TT	0	0	0	0	1	0	0	0	0	0
UCP	0	0	0	0	0	1	0	0	1	0
<b>1806</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>16</b>	<b>87</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>40</b>	<b>9</b>

Age of LTL Recipients		
Age 0 to 6	733	40.59%
Age 7 to 17	514	28.46%
Age 18 to 22	184	10.19%
Age 23 to 29	141	7.81%
Age 30 to 39	73	4.04%
Age 40 to 49	42	2.33%
Age 50 to 59	35	1.94%
Age 60 or Older	84	4.65%
<b>Total</b>	<b>1806</b>	

Gender		
Female	567	31.40%
Male	1220	67.55%
Self-Identify	0	0.00%
Decline to State	19	1.05%
<b>Total</b>	<b>1806</b>	

Disability Type		
ALS	16	0.89%
Aphasia	36	1.99%
Apraxia	76	4.21%
Autism	920	50.94%
Brain Tumor	1	0.06%
Cerebral Palsy	114	6.31%
Deafness	4	0.22%
Developmental Disability	187	10.35%
Down Syndrome/T-21	117	6.48%
Dysarthria	2	0.11%
Epilepsy	5	0.28%
Huntington's Disease	0	0.00%
Intellectual Disability	1	0.06%
Larynx Disorder	4	0.22%
Muscle Weakness	8	0.44%
Oral Cancer	11	0.61%
Parkinson's Disease	3	0.17%
Stroke	23	1.27%
Speech Delay	185	10.24%
Traumatic Brain Injury	25	1.38%
Vocal Cord Damage	0	0.00%
Other	68	3.77%
<b>Total</b>	<b>1806</b>	

How did you hear about Voice Options?		
AT Center	25	1.38%
Friend or Family	103	5.70%
ILC	277	15.34%
Internet	39	2.16%
Medical Provider	140	7.75%
Other	289	16.00%
Regional Center	169	9.36%
School	68	3.77%
Social Media	45	2.49%
SLP	646	35.77%
Decline to State	5	0.28%
<b>Total</b>	<b>1806</b>	