

Voice Options Program

Monthly Summary

January 1 – January 31, 2024

Current Month Accomplishments

- Since July 2020, the Voice Options Program (VOP) served approximately 2,755 individuals through short-term loan into the long-term device process.
- Attended California Public Utilities Commission VOP quarterly meeting on Friday, January 5th. Staff provided program updates and discussed the CPUC process for VOP Providers to provide the consumers proof of a disability certification. More information will be shared at the VOP Providers meeting on Tuesday, February 27th from 2:00 pm – 3:30 pm.
- Attended the Equipment Program Advisory Committee (EPAC) on Thursday, January 11th and provided program updates.
- Attended the Deaf and Disabled Telecommunications Program (TADDAC) on Friday, January 26th and provided program updates.
- Continued working internally within DOR to procure TD Snap applications to be added to each short-term loan device.

Completed Dataset Statistics: Summary July 2023-January 2024

- The VOP serves eligible Californians through 29 providers in all counties and offers services virtually and in-person to ensure comprehensive state-wide coverage.
- Since July 2023, approximately 586 consumers completed the short-term loan and entered the long-term device process.
- In January 2024, 84 individuals completed the short-term loan and entered into the long-term device process.
- 84 percent of VOP referrals are made by Licensed Speech-Language Pathologists and six percent are made by a Family Physician, four percent are referred by a state agency, three percent of the referrals are made by a Rehabilitation Counselor and a Developmental Pediatrician.
- 55 percent of consumers made telephone calls during the short-term loan period. 100 percent of these phone calls were considered successful by consumers, many of whom indicated they had never made a phone call prior to entering the VOP.

Region Long-Term Devices: Summary July 2023-January 2024

- Since July 1, 2023, a total of 247 Long Term Devices (LTD) were completed. Region Totals:
 - 32 LTDs - **Region 1:** Butte, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Siskiyou, Sutter, Tehama, Yolo, Yuba Counties
 - 26 LTDs - **Region 2:** Del Norte, Humboldt, Lake, Mendocino, Napa, Sonoma, Trinity Counties
 - 13 LTDs - **Region 3:** Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Solano Counties
 - 25 LTDs - **Region 4:** Alpine, Amador, Calaveras, Madera, Mariposa, Merced, Mono, San Joaquin, Stanislaus, Tuolumne Counties
 - 10 LTDs - **Region 5:** Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura Counties
 - 14 LTDs - **Region 6:** Fresno, Inyo, Kern, Kings, Tulare Counties
 - 27 LTDs - **Region 7:** Riverside and San Bernardino Counties
 - 43 LTDs - **Region 8:** Los Angeles County
 - 26 LTDs - **Region 9:** Orange County
 - 31 LTDs - **Region 10:** Imperial and San Diego Counties

Consumer Statistics from Completed Datasets (101) July 2023- January 2024

Preference for Speech Generating Applications

- 47% Proloquo2Go
- 39% Touch Chad HD
- 8% Go TALK NOW PLUS
- 2% LAMP
- 2% Proloquo4Text
- 1% Predictable
- 0% Predictable Spanish
- 0% TD Snap

Demographics

- 42% Hispanic/Latinx
- 29% Caucasian/White
- 12% Southeast Asian
- 8% Asian Pacific
- 6% African American/Black
- 3% Decline to state
- 1% South East Indian
- 1% Native American
- 1% Pacific Islander

Gender

- 69% Male
- 27% Female
- 4% Decline to State

Age

- 60% Age 0 to 6
- 16% Age 7 to 17
- 9% Age 18 to 22
- 7% Age 23 to 29
- 4% Age 30 to 39
- 2% Age 60 or Older
- 1% Age 40 to 49
- 1% Age 50 to 59

Disability Type

- 55% Autism
- 13% Speech Delay
- 8% Developmental Disability
- 6% Apraxia
- 4% Aphasia
- 4% Cerebral Palsy
- 4% Down Syndrome/T-21
- 3% Other

Authorized by

- 84% Speech-Language Pathologist
- 6% Family Physician
- 4% State Agency
- 3% Developmental Pediatrician
- 3% Rehabilitation Counselor
- 0% Licensed Physician Asst.
- 0% Nurse Practitioner
- 0% Federal Agency
- 0% Audiologist
- 0% Licensed Hearing Aid Dispenser