



Minutes

February 2020 Service Delivery Meeting

📅 Tue February 4th, 2020

🕒 3:00pm - 4:00pm EST

📍 Teleconference

👤 **In Attendance**

FAAST Admin, James Bayonne

I. **Opening**

The February 2020 Service Delivery Meeting was opened by Ms. Hannah Brock

a. **Verbal Authorization to Begin Recording**

No member presented an issue with the meeting being recorded.

b. **Call to Order**

Ms. Brock called the meeting to order at 3:04 PM

c. **Roll Call**

Members in Attendance: Ms. Katy Howell and Mr. James Bayonne

Members of the Public: Mrs. Lesa Kretschmer

Members of Staff: Ms. Hannah Brock, Mr. Eric Reed, Mr. Matthew Holloway, and Ms. Whitney Harris

d. **Establishment of Quorum**

A quorum was present.

II. **Approval of Agenda**

Ms. Brock presented the agenda for the January 2020 Service Delivery Committee Meeting.

a. **Category: Standing Item**

b. **Attachments:**

1. **Agenda**

c. **Public Comment on any Agenda Item**

No public comments were made on the agenda.

d. **Modifications to Agenda**

1. **The Committee will hear any modifications to the agenda under Agenda Item VI.**

No modifications were made to the agenda.

e. **ACTION NEEDED**

Decision: Ms. Katy Howell motioned to approve the February 2020 Service Delivery Committee Agenda as presented.

Decision: Mr. James Bayonne seconded the motion.

Decision: The motion passed without dissent.

III. **Approval of Minutes**

Ms. Brock presented the minutes from the January 2020 Service Delivery Committee.

a. **Category: Standing Item**

b. **Attachments:**

1. **January 2020 Service Delivery Committee Meeting Minutes**

c. **ACTION NEEDED**

Decision: Ms. Howell motioned to approve the January 2020 Service Delivery Committee Minutes as presented.

Decision: Mr. Bayonne seconded the motion.

Decision: The motion passed without dissent.

IV. **Service Delivery Model Proposal**

Mr. Eric Reed presented three service delivery proposals to the committee.

The proposed delivery models intend to push the focus of our services to serve individuals with disabilities directly through a community-based organizational structure. The service delivery model will help construct the fiscal year 2021 contract with Vocational Rehabilitation.

a. **Category: Standing Item**

b. **Attachments**

1. **Service Delivery Proposal 1**

Proposal one focuses on partnering with Centers for Independent Living (CIL) around Florida for device demonstrations and training. Incorporating existing RDC staff to assist with high tech assistive technology (AT) demonstrations and training, remotely. The CIL's would also be contracted to attend events in their community for public awareness. State Headquarters would host a majority of device loans and information and assistance activities. Headquarters would also carry out some public awareness activities.

2. **Service Delivery Proposal 2**

Proposal two focuses on partnering with CILs to better reach individuals in their community. The CILs would demonstrate and train on lower level equipment while also attending community events. This model includes contracting with Assistive Technology Professionals (ATP) to carry out a majority of the demonstrations and training. The ATPs would meet with clients in the CILs to demonstrate high tech AT devices. State Headquarters would host a majority of device loans and information and assistance activities. Headquarters would also carry out some public awareness activities.

3. **Service Delivery Proposal 3**

Proposal three suggests keeping the current Regional Demonstration Centers (RDC) with different contract terms in order to expand our ReUse Program to all the CILs. Contract modifications for RDC's include individual-focused deliverables, expanded program reach, and opportunity to be a ReUse Center. Centers would also have more of a role in community events and public awareness. State Headquarters would host a majority of device loans and information and assistance activities. Headquarters would also carry out some public awareness activities.

c. **Purpose/Statement**

1. **This agenda item will present to the committee the staff recommendations for the new service delivery model and contract with VR. These recommendations are used as a starting point for the committee to review and discuss.**

Ms. Howell suggested contracting with an ATP to provide training YouTube videos on AT for the CILs to have on hand to show the clients, before getting the ATP involved directly. Mrs. Kretschmer added there are videos already created that FFAST can utilize and share on the channel to provide the information without having to create new content. Creating new videos only to fill in where there is not enough content already available.

Ms. Kretschmer suggested fostering a partnership between FFAST and CILs by attending the events they host.

Members suggested combining proposals two and three.

d. **ACTION NEEDED**

Task: Staff will rewrite the proposals with member recommendations and send them to committee members individually. Depending on the response, another meeting may be arranged before presenting to the Assistive Technology Advisory Council February 2020 Meeting.

 Eric Reed 02/17/2020

V. **Task Report**

Ms. Brock opened the discussion of the Task Report.

- a. **ACTION NEEDED OR No Action Needed**
- b. **Category: Standing Item**
- c. **Attachments**

1. **Task Report**
2. **Breakdown by Devices Data**

d. **Purpose/Statement**

1. **This agenda item is to inform the Committee of actions taken to complete items on the Task Report.**

The first task, AT device category breakdown report. Ms. Brock presented the chart which shows the composition of the device category for device loan and demonstration. This chart is broken down by the centers and FFAST as a whole.

The second task, schedule a meeting with VR to discuss a new contract. Ms. Whitney Harris reported that we have a meeting for February 19th with VR.

VI. **Agenda Modifications**

a. **From Agenda II.**

No modifications were made to the agenda.

VII. **Closing**

Ms. Brock closed the February 2020 Service Delivery Committee Meeting.

a. **Last Call for Public Comment**

No public comments were made.

b. **Next Meeting**

1. **Date and Time**

March 3, 2020 3PM

2. **GoToMeeting Information**

<https://global.gotomeeting.com/join/505748933>

3. **Toll-free number and Access Code**

(Toll Free): 1 877 568 4106

Access Code: 505-748-933

c. **Adjourn**

The February 2020 Service Delivery Committee Meeting was adjourned at 4:06 PM.

Decision: Ms. Howell motioned to adjourn the February 2020 Service Delivery Committee Meeting.

Decision: Mr. Bayonne seconded the motion.

Decision: The motion passed without dissent.