

Service Delivery Committee
2020 Strategic Planning Tracking

Key

Strategic Issue	TASK	DUE	STAFF	ACTIONS	Not Started	In Progress	Completed	
Issue 2, Objective 1	By September 30, 2021, FAAST will research and establish an updated service delivery model.							
	Strategy 1-3: Gather data from state agencies and other AT providers in Florida to better understand how FAAST fits into the AT system. Map their processes to navigate clients through options.	Indicator 1-1: By January 31, 2021, all data and updates will be gathered from State Agencies and presented to the Service Delivery Committee.	Whitney & Hannah	Gather information from "other AT providers" to understand how FAAST fits into state AT system. (Interagency Committee to begin work on gathering data from their respected State Agencies.) 1/29/2021 AT Service Survey data was collected	Review and evaluate FAAST's role in the AT service delivery among State Agencies and other AT providers. What can FAAST be the best at? What will we never be the best at? 2/23/2021 Held discussion during Feb. meeting	Use data collected in this task to develop new service delivery model. 2/23/2021 Held discussion during Feb. meeting 3/23/2021 Draft service delivery models created for Mar. meeting 4/27/2021 Final Draft model presented to SD 5/25/2021 Finalized proposed model approved out of committee		
Issue 2, Objective 1	By September 30, 2021, FAAST will research and establish an updated service delivery model.							
	Gather and analyze data to create new service delivery model.	Indicator 1-2: By March 31, 2021, all data and updates will be gathered and presented to the Service Delivery Committee.	Whitney & Hannah	Strategy 1-1: Update Florida map for accurate geographical representation of FAAST core services from 2015-2020. Contrast service delivery with demographic data of PWD throughout Florida, broken down by focus populations of partner state agencies. Identify gaps. (Consider consultant to help with data collection and evaluation.)	Strategy 1-2: Gather data from other state AT Act programs on their service delivery to understand models of best practice.	Strategy 1-4: Gather data on different funding strategies for FAAST to serve more geographical areas. (Answer questions listed in Strategic Plan for this Strategy.) 2/23/2021 Funding formula draft determined at Feb. meeting: funding rate per county based on population of PWD	Strategy 1-5: Gather data on any cultural barriers in current service delivery model. (Consider consultant to help with data collection and evaluation.) 3/23/2021 Website update will include widget to change language, marketing materials will be made in Spanish, and demographic information will be added to service delivery data collection	Strategy 1-6: Bring together all research to create draft service delivery models. 3/23/2021 Draft service delivery models created for Mar. meeting 4/27/2021 Final Draft model presented to SD 5/25/2021 Finalized proposed model approved out of committee
Issue 2, Objective 2	By September 30, 2021, FAAST will create, develop, and establish an online Training Resource page on the FAAST website.							
	Utilize other state AT program data to create best practice for online Training page.	Indicator 2-4: By March 31, 2021, the training webpage will be live and marketing/dissemination plan will begin. Any collaboration opportunities with other state AT programs will be confirmed and implemented.	Whitney, Matt, & Hannah	Strategy 2-1: Review website capabilities and establish home webpage for training videos.	Strategy 2-2: Gather data from other state AT Act programs on their training video libraries to understand models of best practice and for potential partnerships opportunities. 3/23/2021 Training website is delayed due to turnover on website contractor 5/25/2021 Training website page has been incorporated into website build for FY2022 (launch date Oct. 1, 2021). Website build has been included in the proposed FY22 budget and is being reviewed by TAC 7/13/2021 Website build was approved by ATAC at June meeting. Training website will be incorporated into build.			
Issue 2, Objective 4	By September 30, 2021, evaluate and adjust AT List.							
	Explore options to support current reuse services in Florida to best understand the needs and where FAAST can best serve individuals who can benefit from reuse services.	Indicator 4-1: By September 30, 2021, the AT List will be revised as needed.	Whitney & Hannah	Strategy 4-1: Create cost benefit and value analysis of AT List. 3/23/2021 Discussion to evaluate RRC service delivery model in FY2022 added to Mar. meeting agenda 5/25/2021 RRC service delivery model approved by SD to be reviewed in FY22	Strategy 4-2: Research current programs (CILs) that have reuse and refurbish programs to explore partnership opportunities. 5/25/2021 Scheduled time in FY22 for CILs to present current reuse programs			