

September 2021 Service Delivery Committee Meeting

Minutes

September 28th, 2021

1:00– 2:00 PM EDT



1. Opening

Ms. Janet Good opened the meeting. No member presented an issue with being recorded. The meeting was called to order at 1:00 PM.

Members Present: Mr. Paul Tobin, Ms. Betsy Burgos, Ms. Janet Good, Ms. Elizabeth Moya, Ms. Lesa Kretschmer

Staff Present: Ms. Whitney Doyle, Ms. Hannah Brock

Members of the Public: Ms. Julie Kates

2. Approval of Agenda

No members of the public commented. No modifications were made to the agenda. No comments were made. Ms. Lesa Kretschmer made the motion to approve the agenda. Ms. Elizabeth Moya seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

The August 2021 Service Delivery Committee meeting minutes were approved as presented by acclamation without objection. Ms. Moya made the motion to accept the August 2021 Service Delivery Minutes. Ms. Good seconded the motion.

4. RDC RFP Progress Update | Whitney Doyle

Ms. Whitney Doyle explains that there are 4 RFP's open for the RDC's. She has spoken with UF about putting in a bid. The only region that has not gotten any bids for West Central. She also reached out to Hope Haven about extending their contract for 90 days. They declined. FAAST Headquarter will serve the Northeast region until the bid is filled.

5. FAAST U Training Update| Hannah Brock

Ms. Brock explains that this training will be in two parts. Three centers will attend in person and all other centers will attend virtually.

6. Regional Reuse Center Program Update | Whitney Doyle

FAAST has received all five signed contracts for FY22. Ms. Doyle asks how the committee wants to handle the RRC contracts. Ms. Good explains that it will be a good idea to recap in October when new committee assignments take place.

7. Action Items

The Committee is on track with the 2020 Strategic Plan.

8. Closing

Next Meeting- October 21, at 9:00 AM. No public comment was made. The meeting was adjourned at 1:30 PM.

Deliverables by County

2018

Deliverables	Miami	Ft. Myers	Pensacola	Broward	Largo	State HQ	Total 2018
AT Device Exchange Listings (Devices)	No data	No data	5	No data	No data	293	298
AT Reassign, Refurbish, Repair (Devices)*	155	No data	405	113	224	172	1069
Open-ended device loans (Devices)*							

2019

Deliverables	Miami	Ft. Myers	Pensacola	Broward	Largo	State HQ	Total 2019
AT Device Exchange Listings (Devices)	32	38	36	32	238	71	447
AT Reassign, Refurbish, Repair (Devices)	76	69	105	40	309	1	600
Open-ended device loans (Devices)	52	52	110	85	309	63	671

2020

Deliverables	Miami	Ft. Myers	Pensacola	Broward	Largo	State HQ	Total 2020
AT Device Exchange Listings (Devices)	58	34	37	45	442	3	619
AT Reassign, Refurbish, Repair (Devices)	32	123	57	76	121	7	416
Open-ended device loans (Devices)	44	92	47	58	147	7	395

2021

Deliverables	Miami	Ft. Myers	Pensacola	Broward	Largo	State HQ	Total 2021
AT Device Exchange Listings (Devices)	32	44	39	45	383	3	546
AT Reassign, Refurbish, Repair (Devices)	57	197	121	100	157	0	632
Open-ended device loans (Devices)							

* NATADS no longer separates these two activities on reports, we do not have these separated out by center saved so we have to use what is available on NATADS.

** No Data= data could have been deleted from 2018, we do not have copies of this data other than what is in NATADS

All Data

AT Device Exchange Listings (Devices)	122	116	117	122	1,063	370	1,910
AT Reassign, Refurbish, Repair (Devices)	416	533	845	472	1,267	250	3,783
Open-ended device loans (Devices)							

Regional ReUse Program Breakdown by County

County	Population	2018	2019		2020		2021		Total 2018-2021	
		Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign
Alachua	271,588	2	0	0	0	0	0	0	0	2
Baker	28,532	0	0	0	0	0	0	0	0	0
Bay	174,410	0	0	4	0	0	0	0	0	4
Bradford	28,725	0	0	0	0	0	0	0	0	0
Brevard	606,671	0	0	0	0	0	0	0	0	0
Broward	1,932,212	100	0	102	0	104	1	93	1	399
Calhoun	14,489	0	0	2	0	0	0	0	0	2
Charlotte	187,904	14	0	3	0	0	0	2	0	19
Citrus	149,383	1	0	0	0	0	0	1	0	2
Clay	219,575	0	0	0	0	0	0	0	0	0
Collier	387,450	3	0	2	0	1	0	3	0	9
Columbia	70,617	1	0	0	0	0	0	0	0	1
DeSoto	37,082	0	0	1	0	0	0	0	0	1
Dixie	16,663	0	0	0	0	0	0	0	0	0
Duval	982,080	0	0	0	0	1	0	0	0	1
Escambia	323,714	235	27	161	37	70	0	81	64	547
Flagler	114,173	0	0	0	0	0	0	0	0	0
Franklin	11,864	0	0	0	0	0	0	0	0	0
Gadsden	46,226	0	0	3	0	0	0	0	0	3
Gilchrist	18,269	0	0	0	0	0	0	0	0	0
Glades	13,609	8	0	0	0	0	0	2	0	10
Gulf	14,724	0	0	0	0	0	0	0	0	0
Hamilton	14,570	0	0	0	0	0	0	0	0	0
Hardee	27,443	0	0	0	0	0	0	0	0	0
Hendry	40,953	16	0	5	0	0	0	0	0	21
Hernando	192,186	0	0	0	0	1	0	0	0	1
Highlands	104,834	0	0	0	0	0	0	1	0	1

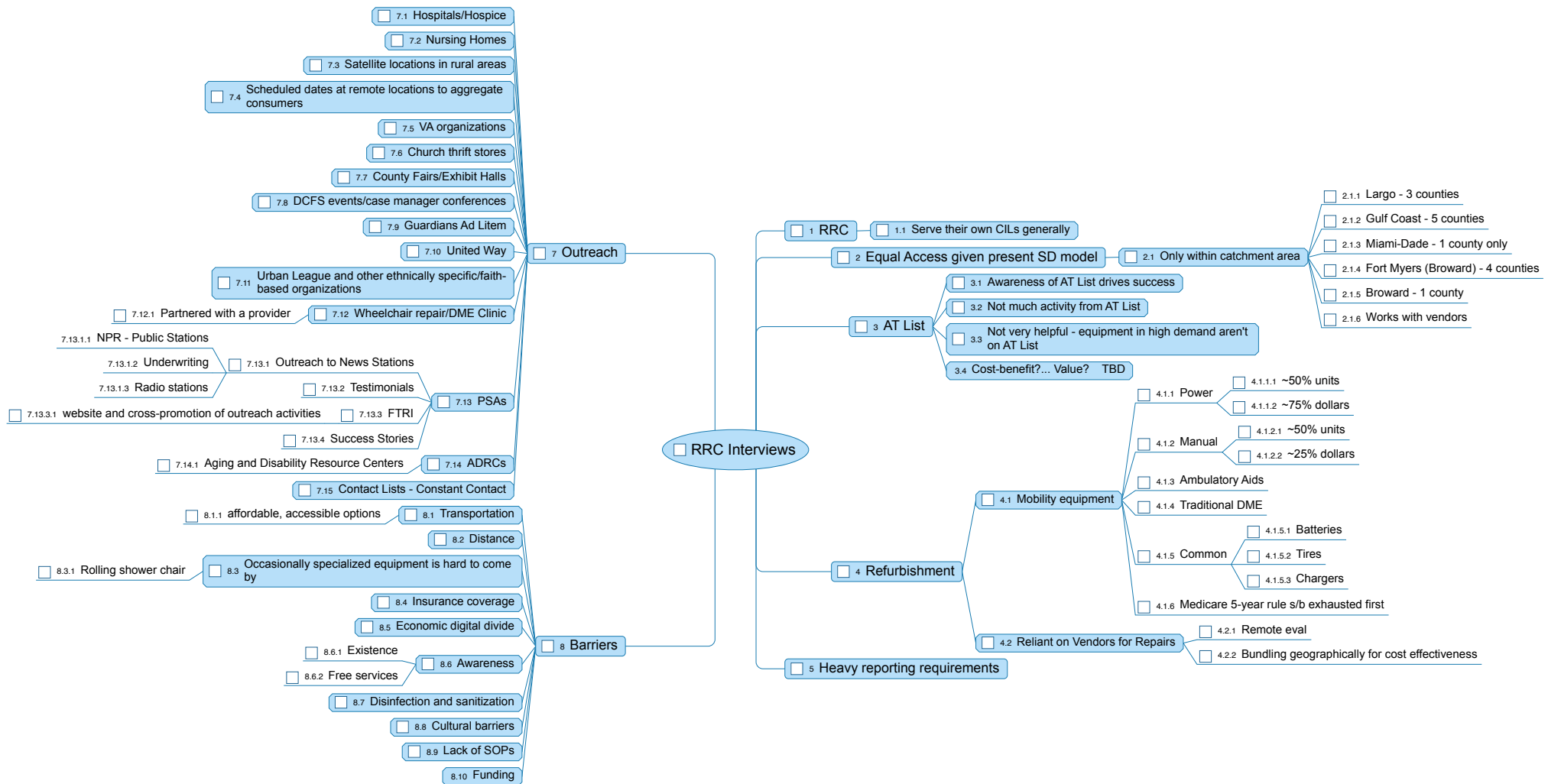
Hillsborough	1,478,759	17	0	20	0	16	0	14	0	67
County	Population	2018	2019		2020		2021		Total 2018-2021	
		Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign	Device Exchange	Open-ended & Reassign
Holmes	20,001	0	0	0	0	0	0	0	0	0
Indian River	158,834	0	0	0	0	0	0	0	0	0
Jackson	46,587	0	0	1	0	0	0	0	0	1
Jefferson	14,394	0	0	0	0	0	0	0	0	0
Lafayette	8,690	0	0	0	0	0	0	0	0	0
Lake	366,742	0	0	0	0	0	0	0	0	0
Lee	750,493	103	6	64	8	83	0	54	14	304
Leon	299,484	4	2	10	1	3	1	1	4	18
Levy	41,699	0	0	0	0	0	0	0	0	0
Liberty	8,575	0	0	0	0	0	0	0	0	0
Madison	18,954	0	0	0	0	0	0	0	0	0
Manatee	398,503	0	0	2	0	0	0	0	0	2
Marion	368,135	0	0	0	0	0	0	0	0	0
Martin	161,301	0	0	0	0	0	0	0	0	0
Miami-Dade	2,832,794	76	10	68	2	53	0	37	12	234
Monroe	77,823	0	0	0	0	0	0	0	0	0
Nassau	89,258	0	0	0	0	0	0	0	0	0
Okaloosa	203,951	10	0	1	0	3	0	1	0	15
Okeechobee	42,112	0	0	0	0	0	0	0	0	0
Orange	1,415,260	0	0	2	0	0	0	0	0	2
Osceola	387,055	0	0	0	0	0	0	0	0	0
Palm Beach	1,466,494	1	0	3	0	2	0	3	0	9
Pasco	542,638	34	0	103	0	60	0	36	0	233
Pinellas	984,054	95	5	356	1	135	0	77	6	663
Polk	715,090	0	0	0	1	6	0	0	1	6
Putnam	73,723	0	0	0	0	0	0	0	0	0
Santa Rosa	261,900	43	0	13	0	19	0	11	0	86
Sarasota	322,265	0	0	0	0	0	0	2	0	2

Seminole	184,653	0	0	1	0	0	0	0	0	1
St. Johns	438,816	0	0	0	0	0	0	0	0	0
		2018	2019		2020		2021		Total 2018-2021	
<u>County</u>	<u>Population</u>	<u>Open-ended & Reassign</u>	<u>Device Exchange</u>	<u>Open-ended & Reassign</u>	<u>Device Exchange</u>	<u>Open-ended & Reassign</u>	<u>Device Exchange</u>	<u>Open-ended & Reassign</u>	<u>Device Exchange</u>	<u>Open-ended & Reassign</u>
St. Lucie	476,727	1	0	0	0	0	0	1	0	2
Sumter	141,422	0	0	0	0	0	0	0	0	0
Suwannee	45,463	0	0	0	0	0	0	0	0	0
Taylor	22,436	0	0	0	0	0	0	0	0	0
Union	15,410	0	0	0	0	0	0	0	0	0
Volusia	551,588	0	0	0	0	1	0	0	0	1
Wakulla	33,981	0	0	0	0	0	0	0	0	0
Walton	74,724	5	0	0	0	1	0	0	0	6
Washington	25,334	0	0	0	0	1	0	0	0	1

Source: Office of Economic & Demographic Research

* Fiscal Year 2018 does not include Device Exchange data.

** Data represented is only services tied to a client, Some services such as AT list postings are not end user based services thus no geographic data available



- ▼ RRC Interviews
 - ▼ RRC
 - Serve their own CILs generally
 - ▼ Equal Access given present SD model
 - ▼ Only within catchment area
 - Largo - 3 counties
 - Gulf Coast - 5 counties
 - Miami-Dade - 1 county only
 - Fort Myers (Broward) - 4 counties
 - Broward - 1 county
 - Works with vendors
 - ▼ AT List
 - Awareness of AT List drives success
 - Not much activity from AT List
 - Not very helpful - equipment in high demand aren't on AT List
 - Cost-benefit?... Value? TBD
 - ▼ Refurbishment
 - ▼ Mobility equipment
 - ▼ Power
 - ~50% units
 - ~75% dollars
 - ▼ Manual
 - ~50% units
 - ~25% dollars
 - Ambulatory Aids
 - Traditional DME
 - ▼ Common
 - Batteries
 - Tires
 - Chargers
 - Medicare 5-year rule s/b exhausted first
 - ▼ Reliant on Vendors for Repairs
 - Remote eval
 - Bundling geographically for cost effectiveness
 - Heavy reporting requirements
 - ▼ Outreach
 - Hospitals/Hospice
 - Nursing Homes
 - Satellite locations in rural areas
 - Scheduled dates at remote locations to aggregate consumers
 - VA organizations
 - Church thrift stores
 - County Fairs/Exhibit Halls

- DCFS events/case manager conferences
- Guardians Ad Litem
- United Way
- Urban League and other ethnically specific/faith-based organizations
- ▼ Wheelchair repair/DME Clinic
 - Partnered with a provider
- ▼ PSAs
 - ▼ Outreach to News Stations
 - NPR - Public Stations
 - Underwriting
 - Radio stations
 - Testimonials
- ▼ FTRI
 - website and cross-promotion of outreach activities
 - Success Stories
- ▼ ADRCs
 - Aging and Disability Resource Centers
 - Contact Lists - Constant Contact
- ▼ Barriers
 - ▼ Transportation
 - affordable, accessible options
 - Distance
 - ▼ Occasionally specialized equipment is hard to come by
 - Rolling shower chair
 - Insurance coverage
 - Economic digital divide
 - ▼ Awareness
 - Existence
 - Free services
 - Disinfection and sanitization
 - Cultural barriers
 - Lack of SOPs
 - Funding

Service Delivery Committee
2020 Strategic Planning Tracking

Key

Strategic Issue	TASK	DUE	STAFF	ACTIONS	Not Started	In Progress	Completed	
Issue 2, Objective 2	By September 30, 2022, FFAST will create, develop, and establish an online Training Resource page on the FFAST website.							
	Utilize other state AT program data to create best practice for online Training page.	By December 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 & 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 FFAST can best serve individuals who can benefit from reuse services.	Indicator 4-1: By September 30, 2022, 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			
Issue 2, Objective 5	By September 30, 2022, FFAST will implement the updated service delivery model for RDCs.							
	Evaluate successes and challenges of updated RDC service delivery model.	Indicator 5-2: By June 30, 2022, successes and challenges of new service delivery model are collected and presented to the Service Delivery Committee.	Whitney & Hannah	Strategy 5-1: FFAST will hold orientation and training for RDCs during FFASTU 2021. 10/14/2021 Northwest, Midland, and Southwest RDCs attended FFASTU in person, Atlantic, Gulf Coast, Central, South, and Broward attended virtually. A second FFASTU will be held in January 2022 for Northeast, North Central, West Central and Southeast RDCs.	Strategy 5-2: Evaluate successes and challenges of new service delivery model.	Strategy 5-3: Make any necessary changes to service delivery models for next contract period.		
Issue 2, Objective 9	By September 30, 2022, FFAST will research and establish an updated service delivery model for Regional Reuse Centers.							
	Gather and analyze data to create/update RRC service delivery model.	Indicator 9-2: By March 31, 2022, all data and updates will be gathered and presented to the Service Delivery Committee.	Whitney & Hannah	Strategy 9-1: Revise updated Florida map for accurate geographical representation of FFAST reuse 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.	Strategy 9-2: Gather data from other state AT Act programs on their service delivery to understand models of best practice.	Strategy 9-4: Gather data on different funding strategies for FFAST to serve more geographical areas. (Answer questions listed in Strategic Plan for this Strategy.)	Strategy 9-5: Bring together all research to create draft service delivery models.	