



January 2022 Service Delivery Committee

Minutes

January 25, 2022

1:00-2:00 p.m. EST

1. Opening

Ms. Janet Good called the meeting to order at 1:00 p.m. ET. A quorum was established.

Members Present: Ms. Janet Good, Mr. Paul Tobin, Ms. Betsy Burgos, Ms. Lesa Kretschmer, Mr. Eddie Hall

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

Members of the Public: None

2. Approval of Agenda

No members of the public commented. No modifications were made to the agenda. No comments were made. Mr. Paul Tobin made the motion to approve the agenda. Ms. Betsy Burgos seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

The September 2021 Service Delivery Committee meeting minutes were approved as presented by acclamation without objection. Mr. Tobin made the motion to accept the September 2021 Service Delivery Minutes. Ms. Burgos seconded the motion.

4. New RDC Contracts Update | Hannah Brock

Ms. Hannah Brock provided an update on the centers and when their contracts became active. Broward, Northwest, Southwest, Midland were the new centers that started in October. Three new centers started in January 2022: Southeast, Northeast, and North Central. All centers participated in different FFAST U training sessions based on when their contract went into effect.



There was a learning curve for the new centers to get accustomed to the federal language and make sure the services provided matched to the proper service category. She pointed out that some of the new centers have commented that the data entry is a lot but with federal guidelines, not much can be done.

Deliverables are ticking up as new centers get more adjusted. The new centers did not meet initial deliverables but with the existing centers performing well and the new centers contributing, FFAST made the overall VR deliverable for quarter 1 so there were no financial consequences.

Website changes have increased the device loan requests that are received and geographic areas that they are received.

The first RDC meeting with all centers takes place later today (1/25/2022).

Brock has witnessed good collaboration already between centers. This will be further reinforced as representatives of nine of the eleven centers will be traveling to ATIA in a few days.

Ms. Whitney Doyle stressed the important work that Ms. Brock has done and noted that she has led the new centers very well to get everything up and running.

Mr. Tobin asked why the website drove the uptick in device loans. Ms. Brock will investigate what may have caused this so it can continue to be a benefit.

5. West Central RDC Discussion | Whitney Doyle

Ms. Doyle shared that a partner organization, The Able Trust, recommended two organizations to reach out to which is forthcoming. A bid process will not be necessary for this contract. CIL NCFL does not want to take on additional counties until they are comfortable and successful with their new, current contract with FFAST.

Ms. Good asked if FFAST can cover this area successfully. Ms. Doyle explained that there has not been a lot of demand since FFAST has not had an active presence there. There is no marketing to that area at this time so Tallahassee should be able to manage the demand that does come to FFAST. Ms. Burgos recommended that John Hopkins All Children's hospital could be contacted for possible interest. Mr. Tobin proposes to table the West Central contract until the next fiscal year. Ms. Good agrees and states that other activities that will demand staff and Service Delivery Committee attention, but this should not need to be abandoned. Mr. Tobin



motions to table the contract discussion until later in the year. Mr. Eddie Hall seconded the motion. The motion was approved by acclamation without any objection.

6. Regional Reuse Center Program Overview | Whitney Doyle

Ms. Doyle provided an overview of how the reuse program currently operates within FFAST. The classified section on new website has not gone live yet. Ms. Good asked about the change for reassign and open end as one deliverable. Ms. Brock explained this is a federal reporting change. Ms. Good noted that it is trending down. Mr. Tobin asked what FFAST hopes to achieve from the classifieds. How would we like to see it work? Should this be statewide or regional? Ms. Good asked why Largo's numbers were so high? Ms. Burgos questioned if it had to do with the number of people helping with the program and the amount of space they had. Ms. Doyle confirmed that Largo has a large amount of space and a strong commitment in that CIL's budget for the program. All Regional Reuse Centers have different budgets and different emphasis on reuse. The Committee asked about other state AT programs reuse efforts. Ms. Doyle will reach out to find what happens in other states. Mr. Tobin stated that the overall design of the program needs to be examined and questioned what will make it efficient. Ms. Good stated that this program's evaluation is on the strategic plan and needs to be a focus to find a good model that makes sense for FFAST fiscally and serves Floridians equitably. Ms. Doyle will reach out to national group to learn about other state AT programs and will examine what is required for reuse by the AT Act.

7. Action Items

The Committee is on track with the 2020 Strategic Plan.

8. Closing

Next Meeting- March 1, 2022, at 1:00 PM. No public comment was made. The meeting was adjourned at 1:59 PM.