



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 FAAST 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.



Review of Other State AT Reuse Programs

All Data collected from [CATADA](#) through State Plans for Assistive Technology.

Top 5 States with Highest Refurbishment Numbers in 2020

New Jersey - 5,280

Virginia - 4,608

Georgia - 4,107

Alabama - 4,076

Washington - 3,689

Top 5 States with Highest Exchange Numbers in 2020

Oklahoma - 11,899

Colorado - 134

American Samoa - 84

California - 59

Wisconsin - 45

New Jersey

Device Refurbishment and Reassignment and/or Open Ended Loan

ATAC of DRNJ coordinates this activity with [Goodwill Home Medical Equipment](#). GHME facilitates equipment exchange directly with consumers. GHME obtains, sanitizes and refurbishes (if necessary) the equipment prior to reassignment back into the community. The equipment is matched to the consumer through a network of volunteer therapists (speech, OT, and PT) that provide free consultative service to consumers. This consultative service is delivered directly at GHME warehouse and assists consumers with an effective match to their needs. ATAC provides financial support to GHME to provide this service and



GHME does charge a small fee to consumers for equipment. Throughout the year, GHME often provides equipment free of charge to community organizations to support the needs of consumers with disabilities.

Information about GHME program is provided through ATAC's public awareness activities, specifically through information and referral, outreach and education, and dissemination of the catalog in print and on the website.

Virginia

Device Refurbishment and Reassignment and/or Open Ended Loan

Device Refurbishment and Reassignment: In addition to the Equipment Exchange, the VRN supports full service durable medical equipment (DME) reuse sites across the state for persons with limited resources or gaps in insurance. The state AT Act program subcontracts these services with two non-profits. Services are available for adults and children depending on the provider. These programs are full service sites where DME is collected, sanitized, refurbished, matched and re-distributed to a qualifying Virginian with a disability. For more information on full service DME programs, contact the Foundation for Rehabilitation Equipment & Endowment (F.R.E.E.) <http://www.free-foundation.org> or Children's Assistive Technology Service (CATS) <https://hr.atdevicesforkids.org/>.

Open Ended Loans: The state AT Act program also provides Open Ended Loans to individuals or organizations for as long as the individual/organization needs the device. These equipment loans have no amount of time associated with the loan. Borrowers can use the equipment for as long as they need to. The AT Act program retains ownership of the device and tracks recipients.

Georgia

Device Refurbishment and Reassignment and/or Open Ended Loan

Tools for Life collaborates with [Friends of Disabled Adults and Children](#) (FODAC) and [Walton Options ILC](#) to provide gently used AT, home health and durable medical equipment to individuals with disabilities throughout Georgia.

Alabama

Device Refurbishment and Reassignment and/or Open Ended Loan

In an effort to ensure statewide coverage, STAR conducts AT reutilization activities via an MOA with five (5) regional subcontracts. The reuse programs are strategically and



geographically located throughout the state (from north to south) which helps to increase access to and acquisition of AT devices and services to as many individuals with disabilities as possible. Four (4) subcontracts include partnerships with community-based programs that serve individuals with disabilities and one (1) faith-based program that is connected to a large conglomerate of churches, local hospitals, and facilities that provide services to seniors. Currently, all programs handle primarily durable medical equipment (DME), but on occasion, reuse other donations such as hearing and vision aids, bath and shower aids, respiratory aids, AAC devices, computers, ECUs, and, on rare occasions, adaptive vehicles.

These programs, similarly, but unique in design, collect, sanitizes, refurbishes, stores, and redistributes equipment and AT devices utilizing federal and state regulations and mandates. Utilizing the Nebraska [Assistive Technology Partnership AT4ALL database](#) enables STAR and its reuse subcontractors to showcase their combined inventory and track all devices as they come in and out of the programs. STAR provides training to the regional sites staff on the reutilization process as well as imparts additional information gleaned from related workshops and conferences, both nationally and locally. Technical assistance is provided on an as needed basis to enhance activities and services and aid in trouble-shooting resolution. Equipment is loaned to consumers at no cost and for as long as needed. Consumers are asked to return the equipment when they no longer need it so that it can be redistributed to others in need. When a device is loaned to a consumer, basic instructions on the operation, safety and care is provided, as well as, a demonstration on the use of the device.

Consumer satisfaction surveys are conducted and consumers are advised to report any problems and/or issues that are experienced with the device so that it can be returned for the needed repairs. STAR and its subcontracts utilize various mediums to disseminate information about the program and database to individuals with disabilities and their family members, rehabilitation counselors and other professionals, healthcare agencies, independent living centers staff, educational agencies and organizations, and other allied health and rehabilitation related agencies. Upon request and on an as needed basis, the information is also provided in an alternate format.

Washington

Device Refurbishment and Reassignment and/or Open Ended Loan

[WATAP](#) has negotiated contracts with 2 organizations to increase the capacity of existing device reuse programs which already accept donated AT devices for refurbishment,



reassignment, and/or redistribution to children and adults with disabilities in Washington State.

WATAP contracts to Bridge Disability Ministries - Meyer Mobility Center to increase its capacity and contribute to the sustainability of their durable medical equipment (DME) reuse program. The mobility center has been serving Washington for nearly 30 years, and provides reused mobility and durable medical equipment and daily living aids at no cost to those of low income or without sufficient resources to meet their equipment needs.

WATAP also contracts with the Hearing, Speech and Deafness Center (HSDC) to support Access Sound, HSDC's hearing aid reuse program. Access Sound provides refurbished hearing aids and other necessary services including fitting of hearing aids, follow-up appointments for adjustments, counseling, and orientation to the technology, custom earmolds to accompany the hearing aids as needed, and free hearing evaluations for those with no means to pay. HSDC is an important community resource and over 50% of their clients are low-income families or individuals needing hearing assistance.

Both contractors have appropriate means and procedures in place to evaluate the need of consumers. The minimal requirements the consumer must meet are: (1) reside in Washington state; (2) have a demonstrated need for the AT, as prescribed by a professional, or other qualified person describing the applicant's need and qualification for the device; (3) need AT in order to participate in employment, education or community living; and (4) have access to resources and supports for setup and training with the technology.

Both also have the means for evaluating and matching individuals with devices to ensure that appropriate devices are provided that address and meet consumer's needs. Specifically, Bridge works with qualified medical professionals who recommend the equipment needed and are available for consultation to help match and fit an individual's needs. Similarly, HSDC employs audiologists and medical technicians to provide comprehensive audiological diagnostic evaluations, and hearing aid assessments, fitting, dispensing, service and repair.

Lastly, WATAP coordinates the Evergreen Reuse Coalition, a Washington State reuse network, which seeks to make a positive impact to the environment, quality of life of consumers, and cost savings to consumers through effective reuse of assistive devices.



Oklahoma

Device Exchange

[ABLE Tech](#) operates a [Device Exchange Program](#) which provides options for: Direct consumer-to-consumer device exchange (makes up a smaller percentage of exchanges) 2. ABLE Tech facilitates the majority of exchanges for the program. Many of the Device Demonstration and Short-Term Loan devices that age out or can no longer be used for demonstrations and loans are rolled over into the Device Exchange Program and given away for free to Oklahomans with disabilities and their caregivers. The Device Exchange Program receives additional funding for pediatric exchange activities from the Oklahoma State Department of Education.

Colorado

Device Exchange

The [Colorado Technology Act Program](#) supports an online tool called AT Finder for device exchange. AT Finder is a web-based technology exchange program that assists individuals in obtaining new or used assistive technology devices or equipment for little or no cost. Individuals and organizations can use AT Finder to search other various online classified and auction websites for assistive technology devices. This system allows individuals seeking AT to search up to four online classifieds and/or auction sites simultaneously using one simple, easy to use interface. Devices or equipment obtained from AT Finder should be based on a professional evaluation and recommendation from an Assistive Technology Specialist to assure proper usage and fit.

Although designed for Colorado, this system is available for use nationwide. The site offers a self service model where individuals can browse items using a sophisticated database. They can sort by device category and narrow their search to the number of miles radius they would like to search. The site facilitates the exchange of equipment between parties but is challenged in its ability to track usage and satisfaction. The Colorado Technology Act Program in collaboration with our advisory members, developed postcards to help educate the community about AT Finder and to provide simple instructions on its use. Since this time, we have seen an increase in usage and satisfaction with the tool. The second program is specific to the Colorado Public Schools systems.

The Colorado Tech Act Program also coordinates an exchange of equipment among public school districts and charter schools associated with them for children/students 3-21 through the Colorado Department of Education. This program is also available to Early



Intervention programs who are involved in training through Part C, Department of Health and Human Services.

American Samoa

Device Exchange

Any and all AT devices are first brought into the AT Specialist for an assessment/repair before it is transferred to the next user. There is no fee for this service it is done to insure that the equipment is safe and reliable before it is passed on.

California

Device Exchange

Ability Tools offers a direct device exchange that is consumer-to-consumer based. AT devices can be posted on the [Ability Tools NATADS webpage](#). The listings are open to the public and do not have any fees associated with listing the item(s). After a consumer lists the AT device or item, the item can be free of charge or the item may be listed for a nominal cost to the interested party. To protect privacy of the listing individual, the contact information for the local Independent Living Center (ILC) will be listed for the new consumer to follow-up. This activity provides an opportunity for people with disabilities a pathway to locate assistive technology equipment and accessories.

Wisconsin

Device Exchange

www.wisconsinat4all.com and at various Independent Living Center websites when applicable.

Device Refurbishment - Total # of Devices Refurbished						
State	2015	2016	2017	2018	2019	2020
New Jersey	7,667	10,827	5,530	5,347	8,283	5,280
Virginia	1,648	2,105	2,699	3,703	5,100	4,608
Georgia	4,996	8,948	5,897	7,668	7,194	4,107
Alabama	2,966	2,989	3,492	3,446	3,588	4,076
Washington	3,409	3,788	4,013	4,350	4,726	3,689
Pennsylvania	1,594	4,532	5,537	5,930	6,368	3,376
Missouri	2,802	2,945	2,837	2,799	2,882	2,392
Nevada	1,617	2,514	3,088	3,048	2,153	2,372
Massachusetts	574	1,041	1,473	2,246	2,618	2,258
Texas	3,043	3,378	3,040	3,550	4,088	2,110
New Mexico	1,019	1,004	904	771	1,612	2,104
New York	6,979	5,511	7,554	2,085	1,654	2,086
Kentucky	904	1,521	2,504	2,301	2,579	2,075
Tennessee	1,860	1,976	1,825	2,186	1,947	1,409
Oklahoma	1,196	1,671	1,430	1,068	1,419	1,375
California	697	1,319	1,803	1,535	5,221	1,110
Illinois	359	632	748	934	1,031	947
Arkansas	480	499	753	541	868	838
Florida	339	2,224	1,166	1,068	1,285	810
New Hampshire	1,046	1,388	1,883	1,947	1,092	778
Idaho	763	803	723	1,023	1,126	605
Wisconsin	2,243	2,022	2,520	3,580	1,401	502
Kansas	861	736	835	693	666	450
District of Columbia	711	762	952	927	625	369
Utah	359	456	551	661	632	363
Iowa	388	387	402	456	530	311
Connecticut	2,312	1,854	2,044	1,512	694	290
Montana	44	79	129	233	161	279
South Carolina	65	1,732	329	442	381	208
Nebraska	230	282	343	554	468	205
Indiana	162	197	213	173	288	185
Minnesota	167	172	193	184	241	170
Puerto Rico	136	216	211	439	293	169
Ohio	135	172	81	84	295	151
Louisiana	29	40	106	61	40	135
American Samoa	23	29	23	23	38	128
Maryland	70	102	36	26	200	118
Mississippi	260	118	63	141	84	113
Oregon	69	47	78	74	118	110
West Virginia	0	0	0	0	0	107
Alaska	3,455		125	80	51	91
North Dakota	174	88	97	174	273	91
Hawaii	45	47	41	45	35	76
South Dakota	51	45	1	41	83	72
Maine	1,113	928	580	65	40	47

Wyoming	125	221	134	78	24	41
North Carolina	221	119	108	120	97	34
Arizona	5	17	55	7	10	12
Guam	9	11	8	7	21	10
Vermont	25	20	11	13	9	7
Rhode Island	98	259	321	12	27	6
Northern Mariana Islands	1	2	7	4	11	2
Virgin Islands	1	0	0	0	0	1
Colorado	157	2	169	77	57	0
Delaware	0	0	0	0	0	0
Michigan	0	0	0	0	0	0
All programs with data	59,702	75,765	69,665	68,532	74,727	53,258

Device Exchange - Total # of Devices Exchanged						
State	2015	2016	2017	2018	2019	2020
Oklahoma	1,199	2,033	2,644	934	2,656	11,899
Colorado	213	0	196	116	110	134
American Samoa	6	12	2	20	31	84
California	0	0	6	4	7	59
Wisconsin	625	518	590	91	0	45
Michigan	5	4	27	23	18	24
North Carolina	11	12	12	9	0	21
Rhode Island	0	1	0	10	26	17
Vermont	37	6	12	23	64	17
Arizona	46	114	93	78	57	12
Massachusetts	51	30	12	22	6	11
Oregon	18	11	22	10	37	10
Iowa	88	59	10	4	15	8
Utah	0	0	0	1	10	7
Delaware	41	42	10	28	39	6
Louisiana	0	13	0	0	1	5
New York	7	4	210	75	8	5
Montana	0	14	4	18	0	3
Florida	162	269	296	298	471	2
Idaho	8	11	6	3	2	2
Minnesota	1	0	5	4	1	2
Nebraska	14	1	8	27	2	2
Puerto Rico	16	9	3	15	2	2
Wyoming	1	22	2	0	1	2
South Carolina	2,079	25	21	13	12	1
Alabama	0	0	0	0	0	0
Alaska	0	0	0	0	0	0
Arkansas	1	2	0	3	0	0
Connecticut	1	1	3	2	0	0
District of Columbia	0	0	0	0	0	0
Georgia	2	0	61	59	33	0
Guam	0	0	0	0	0	0
Hawaii	18	19	23	21	0	0
Illinois	1	0	0	0	0	0
Indiana	0	0	0	0	0	0
Kansas	0	0	0	0	0	0
Kentucky	1	0	0	1	0	0
Maine	11	3	3	4	0	0
Maryland	13	14	19	19	7	0
Mississippi	1	0	0	0	0	0
Missouri	55	31	21	40	0	0
Nevada	0	0	0	0	0	0
New Hampshire	2	3	0	0	0	0
New Jersey	15	10	15	22	33	0
New Mexico	0	0	0	0	0	0

North Dakota	0	0	0	0	0	0
Northern Mariana Islands	0	0	0	0	0	0
Ohio	0	0	0	0	0	0
Pennsylvania	3	2	0	19	6	0
South Dakota	72	86	99	21	0	0
Tennessee	0	0	0	0	0	0
Texas	0	0	0	0	0	0
Virgin Islands	0	0	0	0	0	0
Virginia	21	8	12	0	0	0
Washington	0	0	16	1	1	0
West Virginia	70	69	77	103	29	0
All programs with data	4,915	3,458	4,540	2,141	3,685	12,380

Service Delivery Committee
2020 Strategic Planning Tracking

Strategic Issue	TASK	DUE	STAFF	ACTIONS	Key		
					Not Started	In Progress	Completed
Issue 2, Objective 2	By September 30, 2022, 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.	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. 3/1/2022 Resource Directory webpage is scheduled to launch in March 2022 with training videos		
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, 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, FAAST 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: FAAST will hold orientation and training for RDCs during FAASTU 2021. 10/14/2021 Northwest, Midland, and Southwest RDCs attended FAASTU in person, Atlantic, Gulf Coast, Central, South, and Broward attended virtually. A second FAASTU 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, FAAST 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 FAAST 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. 1/25/2022 Tabular data was presented in January SDC meeting instead of in a geographical form.	Strategy 9-2: Gather data from the other state AT Act programs on their service delivery to understand models of best practice. 3/1/2022 10 other state AT programs reviewed at March SDC meeting	Strategy 9-4: Gather data on different funding strategies for FAAST 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.