



# RDC Manual

FLORIDA ALLIANCE FOR ASSISTIVE SERVICES & TECHNOLOGY

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# Introduction

This manual is a supplement to the Regional Demonstration Center's Contract. Use this as a reference for daily activities such as data entry and processes. Refer to the contract for definitions, deliverables, and legal understanding.

## Section I: Overview of FFAST

### FFAST Mission

To improve the quality of life for Floridians with disabilities by increasing access to assistive technology through empowerment and collaboration.

### FFAST Vision

FFAST envisions to be the leader in assistive technology resources and services in Florida.

### Who FFAST Serves

- Individuals who have disabilities
- Family members, guardians, and authorized representatives
- Representatives of:
  - Education
  - Employment
  - Health, allied health, and rehabilitation
  - Community living
  - Technology

### FFAST Contact information

1-844-FL-FFAST (353-2278)

[Info@Faastinc.org](mailto:Info@Faastinc.org)

Faast.org

### Website Resources

- The FFAST website (Faast.org) has several resources for clients to use.
  - Find your center
  - Request a device loan
  - Training videos
  - Assistive technology Exchange List
  - Assistive technology blog posts

## Regional Demonstration Center (RDC) Locations

- Atlantic RDC - Orlando  
University of Central Florida Communications Disorders Clinic
- Broward RDC – Broward  
University of Miami Mailman Center
- Central RDC – Tampa  
Tampa General Hospital Rehabilitation Center
- Gulf Coast RDC – Pensacola  
Northwest Florida Center for Independent Living
- Midland RDC – Winter Park  
Center for Independent Living in Central Florida
- Northeast RDC - Jacksonville  
Hope Haven Children's Center
- Northwest RDC – Tallahassee  
FAAST Headquarters
- South RDC – Miami  
University of Miami Mailman Center
- Southwest RDC – Ft. Lauderdale  
Center for Independent Living of Gulf Coast

## Other FAAST Programs

- New Horizon Loan Program
  - FAAST provides access to, and funding for, assistive technology devices and assistive technology services through financial loans.
  - FAAST also offers a telework and self-employment loan, which can assist with the funding of assistive technology and equipment for individuals for work or seeking self-employment opportunities.
- Statewide Help Desk
  - FAAST's statewide help desk receives inquiries about FAAST, assistive technology, and much more through phone, email, and website. The Statewide Help Desk redirects clients to their regional center, refers to other resources, and helps answer assistive technology questions.
- ReUse Program
  - FAAST's reuse program has five Regional ReUse Centers in Pensacola, Largo, Miami, Broward, and Ft. Myers.
  - The FAAST reuse program provides for the exchange, repair, recycling, or other reutilization of assistive technology devices, including redistribution through device sales, loans, rentals, or donations, carried out directly or in collaboration with public or private entities.
- Step Up AT Program

- In partnership with the University of Miami, this program provides assistive technology devices and services to students, teachers, and parents in South Florida.

## AT Act Resources

- [AT3 Center](#)
  - AT3 is your one-stop connection to information about the Assistive Technology Act, State Assistive Technology Programs, and general assistive technology.
  - The purpose of the AT3 Center is to provide training and technical assistance for all AT Act Section 4 State and Territory Assistive Technology Programs and to support a national internet site that makes general AT information available to the public and other stakeholders. Check back frequently as more information is continually added to the website.
- [CATADA](#) (Center for Assistive Technology Act Data Assistance)
  - An online tool that highlights the AT Act programs and compare program data between the states. This resource has contact information for other states. If you ever get a request from out of state, use the tool to point the client in the right direction of how to receive AT resources in their area.

## Section II: Methodology of Documentation of Services

### Device Loans

Device Loans: The established loan period is 15-35 days. An occasion in which a device or devices were borrowed by an individual/entity who will use the device for one of the following purposes:

- Documented as one event: To make a decision (one decision) per AT device category based on data, judgments, and other relevant information gained from trial use of the device in a natural environment with technical assistance available, upon request, from someone who has technical expertise related to the device(s) borrowed.
  - Under this purpose, if the same individual or entity requires additional time to make a decision, count each extension as a separate loan only if the loans result in a different decision.
  - If the borrower is an “intermediary” borrowing on behalf of others, and the intermediary is requesting an extension to accommodate a second end-user, count each extension as a separate loan.
  - If AT devices are borrowed from multiple device categories (such as vision and mobility) these are considered separate decisions and would result in separate loans.
- Documented as one event: To provide loaner equipment during device repair or while waiting for funding (no decision is involved).
  - Under this purpose, if the person requires the loaner equipment beyond the loan period, do not count an extension as a separate loan.
- An extension may be counted as a separate loan if funding sources require trial periods in excess of 35 days.
- Documented as one event: To provide accommodation for a time-limited event such as a meeting or hospital stay (no decision is involved).
  - Under this purpose, if an individual needs accommodation beyond the loan period, do not count an extension as a separate loan.
- Documented as one event: To conduct training, self-education, or other professional development activities (no decision involved).
  - Under this purpose, do not count an extension as a separate loan.

### Device Demonstration

Device Demonstrations: An occasion in which one or more devices were demonstrated, within the same device category, to an individual with a disability or a small group who will make a decision (one decision) based on data, judgments, comparisons and other relevant information gained from the interaction with the equipment and/or demonstrator.

- An individual with a disability does not need to be present during the Device Demonstration but a specific individual with a disability must be the beneficiary of the demonstration.
  - By the standard of an individual with a disability (one person), Device Demonstrations are typically not for the benefit of more than one individual with a disability
  - For the sole purpose of a device demonstration, a small group may be defined as an individual who assists an individual with a disability.
- The Centers shall document Device Demonstrations as follows:
  - The number of individuals who participated in the Device Demonstration event, such as individuals with disabilities, parents, educators, employers, providers of employment services, health care workers, counselors, other service providers, or vendors, and
  - The type of assistive technology demonstrated.
- The Centers shall use the following guidelines to determine the number of additional Device Demonstrations:
  - If the same individual with a disability, another decision maker, or small group including the decision maker(s) receives a demonstration of one or more devices in a different device category with the intent of making a decision on a device within this category, document each occasion as separate Device Demonstration events,
  - If the same individual with a disability, another decision maker or small group including the decision maker(s) receives a demonstration of one or more devices from the same category as the initial device demonstration but on different occasions, with the intent of making a decision, document each occasion as separate Device Demonstration events.

## Training

Training Events: A Training Event is an occasion, planned in advance and for a specific purpose or audience, which are designed to increase participants' knowledge, skills, and competencies regarding assistive technology.

- To be considered a Training Event, the Centers needs to meet the following guidelines:
  - Planned.
    - Training Events have a specific Purpose or Audience.
  - Established Goal.
    - Goals are limited to one of the following:
      - To Increase Knowledge
      - To Increase Skills
      - To Increase Competencies
        - If the event's purpose is to inform the audience of services provided by FFAST or general assistive technology information, this event is a Public Awareness activity and documented as such.

- The intended audience size is small or large groups.
  - Activities designed for one person are Information and Assistance and documented as such.
- Designed to be delivered either:
  - In-person,
  - Via telecommunications, or
  - Other distance learning mechanisms.
- Designed to document attendees.
- The Centers shall document a Training Event as follows:
  - The number of individuals who participated in the Training Event,
    - Such as individuals with disabilities, parents, educators, employers, providers of employment services, health care workers, counselors, other service providers, or vendors.
  - The type and topic of the training.
  - The purpose of the training: to increase knowledge, skills, or competencies.
  - The method of delivery: in-person, telecommunications, or other distance learning mechanisms.
  - To the extent practicable, a list of attendees.
  - To the extent practicable, the geographic distribution of attendees.
    - To collect client county information, ask the organizer or include that requested information on registration.
    - For virtual training webinars, include the county in the registration form so the information is collected before the training.
    - If the host is unable to provide county of residence for participants, the Centers may use the county that the host organization is located.
- The Centers shall use the following guidelines to determine the number of additional Training Events:
  - For a series, each Training Event shall count as a separate Training Event,
  - A Training Event may include the same participants on different days if the trainer uses a hierarchical method of building on skills and competencies, count each occasion as a separate Training Event, or
  - **PLEASE NOTE:** A Training Event which occurs on the same day and includes the same participants, but focuses on different skills and competencies.
    - The Centers shall count the occasion as one Training Event.
    - The Centers shall develop a topic for this event which best summarizes what occurred.
- Assistive Technology Transition Trainings
  - Assistive technology transition must be related to school transition (e.g., secondary school to post-secondary school) and/or community living transition (e.g., congregate living to community living).
  - Transition training topics focus on how an individual would transition into a new stage of life and how assistive technology resources may differ or aid in these processes.

## Assistive Technology Usage/Troubleshooting

Assistive Technology Usage/Troubleshooting: Documented as one event each time the Centers works with an individual with a disability on how to use a particular assistive technology device or troubleshoots problems on a particular assistive technology device.

- Documented as Information and Assistance.

## Information and Assistance

Information and Assistance: Documented as one event each time a Centers responds to requests for information and/or puts individuals in contact with other agencies, organizations, or companies that can provide them with needed information on assistive technology products, devices, services, or funding sources or provides intensive assistance to individuals about assistive technology products, devices, services, or funding sources. This information may be provided in person, over the telephone, via email, or by some other communication mechanism.

- The Centers shall report the number of individuals provided Information and Assistance services by category of the individual and by the content of the assistance provided.

## Public Awareness

Public Awareness: The Centers is to document activities as Public Awareness which do not meet the criteria for Device Loans, Device Demonstrations, and Training Events.

- The Centers shall report the number of participants.

## Section III: Data Collection

### Service Data Entry

- Centers enter service data into the National Assistive Technology Act Database System (NATADS). Refer to the RDC contract for the scope of work, deliverables, and definitions for these services. The following is an overview of information required for the data entry of services:
  - Clients
    - NATADS stores client contact information and service provided to the client. Most services in NATADS require you to link a client. The following contact information is requested for each client, however, the more information documented, the better:
      - Name
      - Company
      - Client type
      - Address
      - Phone Number
      - Email
      - Disability type
      - Gender
      - Ethnicity/Race
      - Age
      - County
  - Information & Assistance
    - Information and Assistance Activities are added to the client's profile to track inquiries on assistive technology. To enter an information and assistance activity, write a brief description of the inquiry in the space provided. A client and description are required for these entries.
    - When receiving an inquiry, search their NATADS profile for past information and assistance activities to better assist the client.
  - Device Demonstration
    - Device demonstrations track who received a demonstration and the decision made based on the service. For the activities, the required fields are client, client type, decision/outcome. To better track the event, add additional participants, devices, referrals, and an anecdote.
    - Device demonstrations help someone who is deciding which assistive technology device would best suit their needs. These events can feature separate devices or different features on a single device.
    - There is only one decision-maker involved in device demonstrations, but there may be support participants present. Report all participants in the database.
    - You are not required to track the devices demonstrated, but it is good practice to record devices used. For example, if a client returns six

months after their device demonstration and requests information about the device demonstrated, keeping a record would aid in this situation.

- Performance Measures
  - Access/Acquisition Performance measures are required to track the decision made based on the client's service and satisfaction.
- Device loan
  - Device loans are entered to keep track of who has checked out which device.
  - The following is required for entering a device loan:
    - client
    - client type
    - reason for borrowing
    - devices borrowed
    - loan duration
    - performance measures
  - Device loans help with the decision-making process, help accommodate for an event, increase knowledge, and replace their device during funding or repair wait times. However, the most common of these options is to help with the decision-making process.
  - Devices loans are not counted on the report until it is returned and checked in.
- Training
  - Training data entry consists of the participants and training topics. It is not required to attach a client to the training event. Include a brief description of the event and who attended the training.
  - Creating a sign in sheet for the training event will help collect the client/participant information needed for the data entry.
  - For training that focuses on IT telecommunications, performance measures must be entered.
  - For training posted on social media, center staff must include dated analytics report to submit the training. A screenshot of the video's overall views is not sufficient.
- Trouble Shooting Data entry
  - For assistance on data entry, contact the State AT Program Manager (SATPM). For technical issues on NATADS, contact NATADS Senior Application Developer, Vance Dhooode, directly at [vdhooge@iltech.org](mailto:vdhooge@iltech.org).
- How to track Client by county:
  - To track client county, use the user defined fields (UDF) in NATADS for each service. These fields include the county breakdown on each service report.

- Device loans has a check box for the client's county and a number entry for the devices to be counted for the appropriate county.
- Device demos has a check box for the decision maker's county. While there may be several participants, only one county per demo is tracked.
- Training has a numeric entry per county to sum each participant's county.
- Information and assistance activities have a checkbox for the client's county.
- These UDFs will be required in order to collect as much location data as possible. If the county information is unavailable, there will a non-response option for all entries.

## Monthly Reporting

- Centers enter monthly service data into the FFAST Website
- Monthly reports allow the SATPM to monitor the service delivery at the center. The report contains monthly invoice, budget reconciliation, travel reimbursement requests, and service delivery reports. Center staff will submit a signed and verified report by the 5th day of the following month.
- Service delivery reports included in monthly monitoring report:
  - Device loan NATADS report & review by end date
  - Device demonstration NATADS report & review
  - Training NATADS report & review
  - Information and assistance NATADS report
  - Success stories/anecdotes
  - Newsletter copy and distribution
- Monthly Report Process:
  - Upload all necessary reports and fill out the numbers of services reported.
  - Submit by the 5<sup>th</sup> day of the following month.
  - SATPM will review the reports in comparison to the numbers reported.
  - If the numbers do not match the report, the SATPM will send the report back to the center coordinator to review and edit. The center staff will need to reagree to the numbers at the bottom of the monitoring report to reflect these changes.
  - Once the numbers match the report, the SATPM will complete the monitoring report.
  - If the center is not trending to meet the quarter deliverables, the SATPM will note it on the monthly report.
  - The SATPM will submit the invoice and monitoring report to the Administrative and Financial Coordinator to process the monthly payment.
  - Once these reports are submitted, the numbers will not change unless approved by the SATPM. Adjusting entries in NATADS after agreeing to the monthly report will not change it.

- Testimonials/Success Stories
  - Center Staff should upload testimonials/success stories to the monthly monitoring report. These anecdotes can be either recorded or written. The coordinator may write it on behalf of a client; first-person success stories are preferred.

## Inventory Management

- All staff involved with the acquisition, recording maintenance, or disposal of property and equipment must be knowledgeable of the federal and state rules and regulations concerning property management. Refer to specific contracts for rules and regulations. Review the FFAST accounting manual for specific details on equipment management.
- Centers must have an up to date and accurate inventory system. Center staff should maintain inventory records using NATADS or other asset management systems.
- The following information should be kept on file for the inventory:
  - Inventory code
  - A description of the property
  - Manufacturer's serial number, Federal Stock number, national stock number or other identification number
  - Acquisition date and cost
  - Location and condition of equipment and the date the information was reported
  - Funding Source(s)
- An audit of the inventory will be conducted annually. This audit includes verifying the center's inventory system is up to date and labeled based on the device's status. All items found to be in poor condition are reported to the SATPM for follow-up.
- Inventory disposal
  - Idle property and disposals are properly identified and recorded correctly through the FFAST Property Disposal Form.
  - Inventory will be disposed of at the discretion of the Executive Director and SATPM of FFAST. Contact the SATPM before disposing of equipment purchased by FFAST. Equipment with an acquisition cost of more than \$5,000 requires Assistive Technology Advisory Council (ATAC) approval.

## Section IV: Overdue Device Policy

FAAST clients are provided equipment for trial purposes or to address a short-term need. In order to fulfill equipment loan requests in a timely manner we rely on clients respecting to the agreed upon length of loans and the stated due date for return. When items are not returned on time FAAST Center Staff will make every effort to contact the client to facilitate the return if possible. Our effort will combine emails, phone calls, and letters mailed through the US Postal Service.

### Timeline

Start Date	Device loan agreement signed and customer receives device(s)
Before due date	Reminder email*
After due date up to 30 Days	(3 attempts to contact before sending to Program Manager)
Reminder 1	Email and Phone call*
Reminder 2	Email and Phone call*
Reminder 3	Email and Phone call*
30 days after due date	Send device loan information to Program Manager. Send letter and invoice via email and mail (with note of previous attempts). Followed with weekly reminders.
60 days after due date	Program Manager will provide the Executive Director with a monthly report of unresolved overdue equipment loans. The Executive Director will determine if a police report for stolen property is appropriate on a case-by-case basis**. If a police report is filed, customer is contacts via email, phone, and letter.
90 days after due date	If device is not returned and the invoice not paid, the Executive Director will determine whether to proceed further or write off the device.

\*At any point a contact method is no longer available, for example a phone line is disconnected, please document this on NATADS and use other methods for communication. You may need to send a letter in the mail sooner if other methods are no longer available.

\*\*Factors that will contribute to this decision include client response to contact attempts, current replacement cost of equipment, frequency of requests, and program need for the equipment.

## Device Loan Agreement

- All borrowers must sign the device loan agreement that states the expectations and terms of the loan program. This document has been updated to reflect these changes. Once this process is in place, all borrowers must reagree to the new loan agreement.
- In addition to the agreement, all borrowers must provide a copy of their driver's license or ID.
- The device loan packing slip is included in all device loans. This document lists the devices borrowed, expectations of borrower, and details on the return process.

## New Loan Request from Unresolved Loan Borrower

If a device has not been returned within the first 30 days after the due date, the borrower may receive another device loan (of a different device, not an extension) only if they return the first device that was borrowed. After the first 30 days after the due date, the borrower may receive another device loan (of a different device, not an extension) with written permission from the Executive Director.

## Extensions

- Extensions are optional for the center to grant based on device demand and special circumstances. Special circumstances include:
  - Borrowing the device for any reason other than decision making;
  - Having limited time to use the device within the original loan duration (i.e., the borrower using the device at weekly appointments with a Speech-Language Pathologist resulting in only an hour worth of training per week); and
  - Any other circumstance as approved in writing from the State AT Program Manager.
- Extensions must be made within the original loan duration or within the first 30 days after the loan due date. Extensions requested after the first 30 days after the due date must be approved in writing by the State AT Program Manager.
- Extensions can increase the due date by an additional 30 days.
- A clear due date should be agreed upon when extending the loan.
- Extensions reset the retrieval timeline above.
- Do not create a new loan for the extension on NATADS, instead increase the loan duration so the due date reflects the agreed upon extension due date and make a note on the loan.

## Email Reminder Template

- Shipped Device:

Hi [Borrower],

We hope the [Device] borrowed through our FFAST Device Loan Program helped you decide if this device will meet your needs. This is a friendly reminder that your device was/is due on [Date]. Your return shipping label was included in the packaging. All you have to do is pack up the device in its original packaging, attach the label, and drop off at your local US Post Office or schedule a free USPS Pick up: <https://tools.usps.com/schedule-pickup-steps.htm>. If you no longer have the included return shipping label, please let me know.

Please don't forget to fill out the survey on the back of your device loan packing slip, so our funders know how important this program is or to provide any feedback to help make this program better!

Let me know if you have any questions or if there are any other devices you wish to borrow from our AT Lending Library.

Thank you,

- Picked Up Device:

Hi [Borrower],

We hope the [Device] borrowed through our FFAST Device Loan Program helped you decide if this device will meet your needs. This is a friendly reminder that your device was/is due on [Date]. Please let me know what date and time works best for you to drop off the device at our center.

Please don't forget to fill out the survey on the back of your device loan packing slip, so our funders know how important this program is or to provide any feedback to help make this program better!

Let me know if you have any questions or if there are any other devices you wish to borrow from our AT Lending Library.

Thank you,

## Multiple Attempts to Contact Template

Hi [Borrower],

I'm writing to follow up on the items listed below. These items were loaned to you in [Date] but have not yet been returned. Please let us know if you are able to return these items, whether they are in working condition or not. It is not our intention to cause a financial hardship by billing for the replacement of these items. However, we do have a responsibility to lend our equipment to any Florida resident with a disability and if you are unable to return these items they will need to be replaced.

Items Borrowed: [Device]

Your return shipping label was included in the packaging. All you have to do is pack up the device in its original packaging, attach the label, and drop off at your local US Post Office or schedule a free USPS Pickup: <https://tools.usps.com/schedule-pickup-steps.htm>. If you no longer have the included return shipping label, please let me know.

Please don't forget to fill out the survey on the back of your device loan packing slip, so our funders know how important this program is or to provide any feedback to help make this program better!

Let me know if you have any questions or if there are any other devices you wish to borrow from our AT Lending Library.

Thank you,

## 30 Day Letter Template

[Recipient Name]

[Street Address, City, ST ZIP Code]

Dear [NAME],

The items loaned to you on [DATE] remain overdue. As the items have not been returned, we are providing a return shipping label for your convenience. In the event these items cannot be returned for any reason you will be responsible for the cost of the replacement. It is not our intention to cause a financial hardship by billing for the replacement of these items. However, we do have a responsibility to

lend our equipment to any Florida resident with a disability and if you are unable to return these items they will need to be replaced.

An invoice is enclosed listing the amount owed for each item. If you are unable to pay the amount owed in full at this time a payment plan may be possible.

A copy of this correspondence has also been emailed to [EMAIL]. Please contact our office as soon as possible to discuss the return of the items or payment of the enclosed invoice.

Sincerely,

Name Here

Your Title

Contact Information

## 60 Day Letter Template

[Recipient Name]

[Street Address, City, ST ZIP Code]

Dear [NAME],

The items loaned to you on [DATE] remain overdue. As the items have not been returned, we are providing a return shipping label for your convenience. In the event these items cannot be returned for any reason you will be responsible for the cost of the replacement. It is not our intention to cause a financial hardship by billing for the replacement of these items. However, we do have a responsibility to lend our equipment to any Florida resident with a disability and if you are unable to return these items they will need to be replaced.

An invoice is enclosed listing the amount owed for each item. If you are unable to pay the amount owed in full at this time a payment plan may be possible.

If we do not hear back from you about paying the invoice or returning the item, a police report may be filed as the device would then be considered stolen.

A copy of this correspondence has also been emailed to [EMAIL]. Please contact our office as soon as possible to discuss the return of the items or payment of the enclosed invoice.

Sincerely,

Name Here

Your Title

Contact Information

## 90 Day Letter Template

[Recipient Name]

[Street Address, City, ST ZIP Code]

Dear [NAME],

The items loaned to you on [DATE] remain overdue. We have attempted to contact you multiple times and have not received a response.

Attempted Contact:

- [ATTEMPTS]

A police report has been filed to report [DEVICE] as stolen, (Case #0000). If you return the device or pay the amount owed the stolen report case filed will be dropped.

It is not our intention to cause personal or financial hardship by billing for the replacement of these items. However, we do have a responsibility to lend our equipment to any Florida resident with a disability and if you are unable to return these items they will need to be replaced.

An invoice is enclosed listing the amount owed for each item.

A copy of this correspondence has also been emailed to [EMAIL]. Please contact our office as soon as possible to discuss the return of the items or payment of the enclosed invoice.

Sincerely,

Name Here

Your Title

Contact Information

## Section V: Collaboration

### Center Collaboration and Communication

- Slack
  - The majority of communication from FFAST headquarters will be sent through slack, including announcements, meetings, and online device loan requests.
  - Center Staff should check the platform at least once a day to stay updated with the latest messages from SATPM or other centers.
  - Centers are encouraged to communicate with other centers to help deliver services.
- FFAST University
  - FFAST University is an annual retreat for center coordinators. This retreat is designed to prepare centers for the upcoming contract year, teach any new processes, and increase engagement amongst centers.
  - A representative from each center will attend FFAST University.
  - Travel to FFAST University must follow state travel guidelines and will be arranged and paid for by FFAST.
- Vendor Spotlight
  - Each month center staff are invited to attend a presentation from an AT vendor or a disability related resource. These presentations are optional to attend but encouraged, to increase center staff awareness and knowledge of new assistive services and technology.

### Headquarters Service Collaboration

- Device Lending Library
  - To aid in service delivery, the FFAST Headquarters maintains a statewide delivery-based lending library. These devices are mailed directly to the consumer. These devices can be requested through the FFAST website, Statewide Help Desk, or a regional center.
  - Device Loan Requests from State Headquarters Process
    - Contacting Client
      - After the request is made, the SATPM will forward the client's contact information and requested devices to the center based on location.
      - To eliminate confusion, the Center Coordinator(s) will be the sole contact for the client. When assistance is needed from State Headquarters, the coordinator will reach out to the SATPM on their behalf.
      - Once the center coordinator receives a request, they should contact the client for the appropriate documents and offer

- other services. Please note, this initial contact wouldn't be considered an I&A since it is part of the device loan process.
- Collect the following documents.
    - Device Loan Application
    - Copy of Photo ID
  - Once the paperwork is collected, the center coordinator will enter the client into NATADS.
  - If the equipment requested is durable medical equipment or a load-bearing device, the client should also complete the liability waiver.
- Requesting Shipment
    - Once the paperwork is collected and the client is in NATADS, the Center Coordinator will send the client name, NATADS client ID, duration of the loan, and requested devices to SATPM.
    - The SATPM will respond with what equipment is currently available.
      - If a requested device is unavailable, the client will be added to the device waitlist.
      - A client can borrow up to four devices at a time. If the client requests more than four, highlight which to borrow first, and the rest will be added to the waitlist.
      - Clients will be added to the waitlist once the paperwork is complete, not at the time of the request.
      - Once the device is available, the SATPM will notify the Center Coordinator of the availability. If there are other people behind them on the waiting list, the Center Coordinator will have seven days to reach out to the client to see if they are still interested in borrowing it. If they do not respond, the device will go to the next person on the waitlist. If the device is available, but the client has out the max number of devices, they will have to wait until they return one.
      - If a device is unavailable and similar devices are available, the SATPM will reach out to Center Coordinator to send what is available or wait for the requested devices. However, waiting for responses may delay shipment.
  - Shipments
    - The SATPM will prepare the shipment and check out devices on the center's NATADS.
      - The loan will start on the estimated delivery date, so the client has the loan's full duration with the device.
    - Shipments will be mailed on Fridays for a Monday/Tuesday Delivery. To ship that week, requests must be submitted by

Wednesday 12 pm EST. Requests sent after this will be shipped the next week. This processing time is to make sure everything is charged, sanitized, and packed up.

- Shipments will include:
  - Devices and Accessories
  - Instructions
  - NATADS Packing slip
  - "Keep your box" Reminder
  - FFAST Brochure/promo (Email SATPM to request specific promo)
  - Return label
- The SATPM will send the client and Center Coordinator the tracking number via Pitney Bowes and put the tracking information in the NATADS Device loan.
- Device Returns
  - It is up to the Center Coordinator to remind the client of their due date.
  - There will be a reminder included in the box to keep packing materials and a return label.
    - If the original packing or return label is unavailable, send package dimensions and weight when requesting a return label. You can order the client free packing supplies from USPS if they do not have a box on hand.
  - Once the device is returned, the SATPM will check the device loan in on NATADS.
    - For performance measures, the SATPM will enter based on the survey. If a survey is not returned, center staff will contact the client to check their satisfaction and decision.
  - If the client needs more time with the device, a one-time extension may be offered if no one is waiting on the device. Check with the SATPM first to make sure there is no one on the waiting list.
  - If a client returns the device to the center instead of headquarters, the Center Coordinator must return to headquarters before checking in the device.
  - At the end of each quarter, the SATPM will send a list of outstanding loans for the Center Coordinator to give updates.
- Public Awareness
  - Centers are encouraged to participate in marketing and public awareness activities to increase awareness of FFAST services.
  - Social media
    - FFAST will maintain social media accounts on Facebook, Instagram, Twitter, and YouTube. Centers are encouraged to share FFAST posts

- on their social media accounts, and well as, create accessible content for their organization's social media accounts.
      - Accessible content includes image descriptions, alt texts, audio descriptions, transcripts, captioning, and high-contrast imaging. Posts that are not fully accessible will need to be reuploaded.
      - Centers may send content to SATPM for statewide social media distribution and posting.
      - Centers are discouraged from creating FFAST branded social media accounts.
    - Branding
      - For branding guidelines, refer to the FFAST branding guide. Printed marketing materials and digital marketing designs are available.
    - Emails and Magazines
      - FFAST sends out emails to Clients across Florida and other interested parties. These emails can include upcoming events, webinars, and important announcements. If a center wants to be featured on an email, contact the SATPM with the included content.
      - Promotional emails from centers must be accessible for all readers and follow FFAST branding guidelines.
      - FFAST produces magazines that highlight assistive technology and services. To be involved in the process of creating the magazine, please contact the SATPM.
    - Public Awareness Events
      - FFAST encourages center staff to attend and exhibit at local disability-related events. FFAST reimburses travel expenses for center staff to attend and traveled to their secondary county areas. Staff must receive travel authorization before attending. Contact the FFAST Administrative and Financial Coordinator to request travel reimbursement.
      - If FFAST is invited to an event in the center's service area, we may ask center staff to attend on the organization's behalf.
  - Training Webinars
    - FFAST headquarters hosts live training webinars on their Zoom platform. These training webinars are recorded and posted on the FFAST YouTube page. RDC have the opportunity to host these webinars.
      - The views from these trainings will count towards the deliverables of the center(s) who participated in the webinar.
    - FFAST Headquarters will advertise these webinars through FFAST listserv, emails and social media. Contact SATPM to include center hosted training webinars to the emails.