



RRC Manual

FLORIDA ALLIANCE FOR ASSISTIVE SERVICES & TECHNOLOGY

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Regional ReUse Center Manual

Introduction

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

Regional ReUse Center (RRC) Locations

- Miami
- Fort Myers
- Largo
- Pensacola
- Broward

FAAST Contact information

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

Info@Faastinc.org

Faast.org

Website Resources

- The FAAST 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

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.
- Demonstration Centers
 - FAAST Demonstration centers provide training, demonstration, short term device loans and information and assistance. There are twelve Regional Demonstration Centers in Tampa, Orlando, Winter Park, Miami, Broward,

Fort Lauderdale, Fort Myers, Gainesville, Jacksonville, Tallahassee, and Pensacola.

- Step Up AT Program
 - In partnership with the University of Miami, this program provides assistive technology and services to students, teachers, and parents in South Florida

Section II: Data Collection

Service Data Entry

- Centers enter service data into the National Assistive Technology Act Database System (NATADS). Refer to the RRC 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
 - Clients are added to NATADS at the point of contact. NATADS stores client contact information and service provided to the client. The following contact information is requested for each client:
 - Name
 - Company
 - Client type
 - Address
 - Phone Number
 - Email
 - Equipment
 - Centers may enter donated devices into NATADS. The Reutilization inventory section is designed to store the data for the long-term loans and reassign activities. When entering an activity, centers have the choice of adding a device from the database or entering information about the device. When adding a device include device description, category, estimated retail cost, and cost to consumer.
 - Reassign, Repair, Refurbish and Open-Ended Loans
 - Devices can be reassigned on a permanent basis to a new “owner” or provided as an open-ended loan to a borrower as long as required to meet a particular need. The required information for the two entries is Reutilization type, device(s) received, and performance measures.
 - AT List Items

- Items added to the AT List will be entered in the custom activities section of NATADS report. Select RRC Exchange Items, include a brief description of items, and enter the number of devices sorted by device category.
- For more details on posting to the AT List, see Section IV.

Monthly Reporting

- Centers enter monthly service data into the Monthly Invoicing and Deliverable Database with Little Effort (MIDDLE).
- Monthly reports allow the State AT Program Manager (SATPM) to monitor the service delivery at the center. The report contains monthly 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:
 - Reutilization report and review
 - Custom Activities report and review
 - Success stories/anecdotes
- Monthly Report Process:
 - Upload all necessary reports and fill out the numbers of services reported.
 - Submit by the 5th 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 annual deliverables, the SATPM will note it on the monthly report.
 - 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.
- Success Stories
 - Center Staff should upload 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.

Center Collaboration and Communication

- Slack
 - Slack is an online team collaboration platform. The majority of communication from FFAST headquarters will be sent through Slack. 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.
- Public Awareness
 - Centers are encouraged to participate in marketing and public awareness activities to increase awareness of FFAST services.
 - Social media
 - Centers may operate social media accounts as long as the content meets the organization's standard of accessible content.
 - 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.
 - 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 SATPM.

Posting to AT List

- When posting an item on the AT List, center staff must include a picture and detailed descriptions about the product. In the description, provide measurements, accessories included or required, condition, and other defining characteristics about the equipment.
- Things to Note:

- Titles of posts need to be very descriptive. Examples: in good condition, one previous owner, like new, wooden, aluminum frame, etc. If thinking of using a descriptor like “Cane”, go a step further by describing the cane (i.e. “Wooden Cane”). For example, “Free Reacher” should be “Free Reacher with Magnetic Tip in Good Condition”.
 - The RRC’s full address must be added in the “Address” box as it is linked to Google searches.
 - Pictures must be named when added and must have ALT Text for each picture.
 - Do not place the inventory number in the post title. Unless the inventory number is relevant to the end users, it’s not needed anywhere in the post.
 - If you’d like to add contact information to the body paragraph, place it at the end of the paragraph.
 - If a post is not sufficient, you may be asked to update the post with more information.
- AT List Post Best Practice Examples:

Raised Toilet Seat with Arms

 Aids of Daily Living / Posted 2 months ago by CIL NWF / 33 views



A raised toilet seat is often a necessity for those who have mobility needs. The handles on the raised toilet seat will make the toilet more accessible for those who have difficulty sitting down and getting up.

Bathtub Grab Bar Ref #: 10149FA-RRC

 Aids of Daily Living / Posted 2 months ago by CIL NWF / 142 views



Bathtub rail has a wide contact area that helps disperse weight evenly, up to 250 lbs. Offers sturdy support for getting into and out of the bathtub. This rail is ideal for use on fiberglass tubs. It also attaches easily to the tub with a mounting clamp.