



April 2022 Service Delivery Committee

Minutes

April 26th 2022

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

1. Opening

Mr. Paul Tobin called the meeting to order at 1:00 PM ET. A quorum was established.

Members Present: Ms. Janet Good, Mr. Paul Tobin 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. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

The March 29, 2022, Service Delivery Committee meeting minutes were approved as presented by acclamation without objection. No modifications were made.

4. Regional Reuse Center Program Overview | Whitney Doyle

Ms. Whitney Doyle explained that after the last meeting she went back and updated the current service delivery model and the proposed model based on the committee's discussion. Ms. Janet Good asked what the total amount is allotted for this program. Ms. Doyle stated that the draft budget put together for the Executive Committee meeting on Thursday allots \$100,000.00. Mr. Tobin suggested that we have a scoring parameter for geographical dispersion. The committee would like to have centers that already have reuse programs so FAAST can support them with \$10,000.00 grants. The committee agreed with Ms. Doyle to call the application an invitation to apply instead of a request for proposal.



5. Discuss Regional Demonstration Center Evaluation Survey | Hannah Brock

The committee felt that the survey was too long. Ms. Lesa Kretschmer stated that all the information is relevant and not all questions need the answered or answered in complete sentences. Ms. Brock explained that she and Ms. Doyle removed the requirement for the open-ended questions, and they believe it will get some feedback from the RDC's. Ms. Brock stated that she would like the survey to be completed by the next meeting to get the feedback to the full ATAC in June. The committee agreed.

6. Action Items

Ms. Doyle presented the new accessible goal tracking document in the committee. The Committee is on track with the 2020 Strategic Plan.

7. Closing

Next Meeting- May 24, 2022, at 1:00 PM. No public comment was made. The meeting was adjourned at 1:34 PM.



Florida Reuse Service Delivery Options

Goal for reuse service delivery model: FAAST serves all Floridians through a quality and equitable level of service.

Question to answer: How can FAAST expand its capacity to reach all Floridians while maintaining a quality and equitable level of service?

Current Model – 5 \$10,000 RRC Contracts

Strengths:

Has high impact in local community

FAAST does not own or manage inventory

Weaknesses:

Has local impact in 5 cities (limited statewide impact – specific to CIL catchment areas)

Hard to move items around the state. If someone finds something on AT list the transportation is difficult.

Deliverables include posting on FAAST website and recording reuse items (examples: high volume of data entry; not currently reporting exchange activities as defined by federal requirements)

The number of devices a center can maintain is dependent on their size. A large CIL can maintain dozens of devices at a time and smaller CILs cannot.

Budget Impact:

Staff time to monitor contracts

Proposed Model – Multiple \$10,000 Grants for Reutilization Activities

Strengths:

1-year grants, so number of grants can fluctuate each year

Greater potential for more of a statewide reach over current model

Reduce administration burden by reducing reporting for “grant” versus “contract”



FAAST does not own or manage inventory

Weaknesses:

Could potentially still not have statewide reach (more likely to serve local area)

Negative image of FAAST “taking away money” for current RRC partners (3 of 5 RRCs are currently RDCs)

Would still need a solution for AT List

Budget Impact:

More staff time for grant application and review, but potentially less staff time for contract reporting oversight

Legal fees to evaluate grant (especially if creating a new application process)

Other Comments:

Rebrand to “supporting local recycling efforts” versus having a branded “Regional Reuse Center”.

Proposed Timeline

June 2022 – ATAC approves new model and Grant Application opens

July 2022 – Grant application Closes

August 2022 – Service Delivery Committee Scores applications and announces winners

September 2022 – MOUs are drafted

October 2022 – FAASTU for data entry training

ASSISTIVE TECHNOLOGY REUTILIZATION GRANT APPLICATION 2022

Florida Alliance for Assistive Services and Technology



The Florida Alliance for Assistive Services and Technology, Inc. (FAAST) is accepting grant applications for assistive technology reutilization activities. Reutilization grants are \$10,000 and support activities from October 1, 2022-September 30, 2023. The purpose of this grant program is to increase reutilization services for Floridians who have disabilities throughout the state.

FAAST describes reutilization activities as activities that exchange, repair, recycle or other reutilization of assistive technology devices (including durable medical equipment), which may include redistribution through device sales, loans, rentals, or donations.

Grant applicants must provide reutilization services as defined:

- Device Exchange
 - Listing devices in a “want ad”-type posting to [FAAST’s AT Classifieds](#). Consumers can contact and arrange to obtain the device (either by purchasing it or obtaining it for free) from the current owner. Exchange activities do not involve warehousing inventory and do not include sanitation or refurbishing of used devices.
- Device Reassignment and Refurbishment
 - Activities in which devices are accepted (usually by donation) into an inventory; are sanitized and/or refurbished as needed; and then offered for sale, loan, rental, or given away to consumers as redistributed products. The consumer becomes the permanent owner of the device.
- Device Repair
 - Activities in which device(s) are repaired for an individual (without the ownership of the device changing hands) thus avoiding the owner’s need to purchase a new device.

To be eligible, organizations must 1) currently have a reutilization program(s) or similar program(s), 2) be a nonprofit, and 3) be based in Florida. Preference will be given to organizations led by or employing individuals who have disabilities who utilize assistive technologies.

To ensure statewide support, only one grant will be given per geographical area (as determined by completed applications received). This application is limited to one grant per organization. Services provided by this grant will be reported by FAAST to the Florida Division of Vocational Rehabilitation (VR) and the Administration for Community Living (ACL) and should be considered additional services to any program currently funded by VR or ACL.

ASSISTIVE TECHNOLOGY REUTILIZATION GRANT APPLICATION 2022



Florida Alliance for Assistive Services and Technology

Applications should be submitted by Friday, July 29, 2022, at 12:00 p.m. ET (in Word or .pdf format) via email to wdoyle@faast.org AND hbrock@faast.org. Applications must not exceed three pages. Grant awards will be announced by Friday, August 26, 2022, at 12:00 p.m. ET.

Applications should be submitted by Friday, July 29, 2022, at 12:00 p.m. ET (in Word or .pdf format) via email to wdoyle@faast.org AND hbrock@faast.org. Applications must not exceed three pages. Grant awards will be announced by Friday, August 26, 2022, at 12:00 p.m. ET.

Organization Name:

Contact Name:

Contact Email:

Organization Address:

Organization FEIN#:

Geographical Area Services will be Provided:

Organization is Led by or Employs Individuals who have Disabilities: Yes No

1. What need(s) of the disability community does the organization propose to meet?
2. Describe the organization's current experience with providing reutilization services. How many people were served by your reutilization program or similar program in the last year? Two years?

ASSISTIVE TECHNOLOGY REUTILIZATION GRANT APPLICATION 2022



Florida Alliance for Assistive Services and Technology

3. Describe the reutilization services that will be provided with this funding. Provide a quantitative goal for each service (to be reported quarterly).

4. Approximately how many people will be helped and with what kind(s) of outreach effort(s)?

Timestamp	Request for Proposals	Request for Proposals	Request for Proposals
4/29/2022 12:05:07	Agree	Agree	Agree
5/2/2022 9:01:27	Agree	Neither Agree nor Disa	Neither Agree nor Disa
5/4/2022 12:36:02	Agree	Agree	Strongly Agree
5/12/2022 7:19:31	Neither Agree nor Disa	Neither Agree nor Disa	Neither Agree nor Disa
5/12/2022 9:54:58	Strongly Agree	Strongly Agree	Strongly Agree
5/12/2022 10:06:44	Agree	Agree	Neither Agree nor Disa
5/13/2022 7:49:23	Agree	Strongly Agree	Agree
5/13/2022 8:58:00	Agree	Agree	Agree
5/13/2022 12:55:42	Neither Agree nor Disa	Neither Agree nor Disa	Neither Agree nor Disa

Request for Proposals	Request for Proposals	RFP: What were the st	RFP: What were the ch
Agree	Agree		
Neither Agree nor Disa	Neither Agree nor Disagree		
Strongly Agree	Strongly Agree	It allowed for clear cut	€ None to report.
Neither Agree nor Disa	Neither Agree nor Disa	n/a	n/a
Strongly Agree	Strongly Agree	We had a good idea of	Minimizing what was re
Agree	Agree	Guidelines in proposal	' As a first time RDC, it v
Agree	Agree	Timely responses to qu	Limited budget during t
Agree	Agree		
Neither Agree nor Disa	Neither Agree nor Disa	NA	NA

Contract Execution: Ple	Contract Execution: Ple	Contract Execution: Ple	Contract Execution: Ple
Agree	Agree	Agree	Agree
Neither Agree nor Disa	Neither Agree nor Disa	Agree	Neither Agree nor Disa
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Neither Agree nor Disa			
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Strongly Agree	Agree	Strongly Agree	Agree
Strongly Agree	Strongly Agree	Agree	Strongly Agree
Agree	Agree	Agree	Agree
Neither Agree nor Disa	Neither Agree nor Disa	Neither Agree nor Disa	Strongly Disagree

Contract Execution: Ple	Contract Execution: Ple	Contract Execution: Wf	Contract Execution: Wf
Agree	Agree		
Neither Agree nor Disa	Neither Agree nor Disa	Not sure what if I was at this meeting.. I was or	
Strongly Agree	Strongly Agree	Everything was outlinec	None to Report
Neither Agree nor Disa	Neither Agree nor Disa	n/a	n/a
Strongly Agree	Strongly Agree	Past Knowledge and a	There were no challeng
Agree	Agree	FAAST staff were rece	None to report.
Strongly Agree	Strongly Agree	Timely responses to all	Nonstandard contract k
Agree	Agree		
Strongly Disagree	Strongly Disagree	The simple fact that the	NA

FAASTU (October 202	FAASTU (October 202	FAASTU (October 202	FAASTU (October 202
Agree	Neither Agree nor Disa	Neither Agree nor Disa	Agree
Neither Agree nor Disa			
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Strongly Agree	Neither Agree nor Disa	Disagree	Strongly Agree
Strongly Agree	Neither Agree nor Disa	Neither Agree nor Disa	Strongly Agree
Agree	Agree	Agree	Agree
Strongly Agree	Strongly Agree	Neither Agree nor Disa	Agree
Agree	Agree	Agree	Agree
Agree	Agree	Agree	Strongly Agree

FAASTU (October 202	FAASTU (October 202	FAASTU (October 202	FAASTU (October 202
Agree	Agree	Agree	Agree
Neither Agree nor Disa			
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Neither Agree nor Disa	Disagree	Strongly Agree	Strongly Agree
Strongly Agree	Neither Agree nor Disa	Neither Agree nor Disa	Strongly Agree
Agree	Neither Agree nor Disa	Agree	Agree
Agree	Agree	Agree	Strongly Agree
Agree	Agree	Agree	Agree
Strongly Disagree	Disagree	Agree	Disagree

FAASTU (October 2022): FAASTU: What were the RDC Deliverables: Please

Agree	Staff is open and communicative	Agree
Neither Agree nor Disagree		Agree
Strongly Agree	This was a great way to	By attending virtually (n Strongly Agree
Agree	FAASTU was a good in	FAASTU attendees could Strongly Agree
Strongly Agree	There were changes to	If you are new you are : Neither Agree nor Disagree
Agree	FAASTU was informati	As a new RDC it would Disagree
Strongly Agree	The opportunity to com	Difficulty in predicting p Strongly Agree
Agree		Agree
Disagree	It gave staff the opport	Some items were chan Strongly Agree

RDC Deliverables: Ple	RDC Deliverables: Ple	RDC Deliverables: Ple	RDC Deliverables: Ple
Agree	Agree	Agree	Agree
Neither Agree nor Disa	Agree	Neither Agree nor Disa	Neither Agree nor Disa
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Agree	Agree
Disagree	Neither Agree nor Disa	Disagree	Strongly Disagree
Agree	Strongly Agree	Agree	Strongly Agree
Agree	Agree	Agree	Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Disagree

RDC Deliverables: Pleæ	RDC Deliverables: Pleæ	RDC Deliverables: Pleæ	RDC Deliverables: Pleæ
Agree	Agree	Agree	Agree
Neither Agree nor Disa	Agree	Agree	Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Agree	Agree
Strongly Disagree	Agree	Strongly Agree	Agree
Strongly Agree	Disagree	Agree	Agree
Agree	Agree	Agree	Agree
Strongly Disagree	Strongly Agree	Strongly Agree	Strongly Agree

RDC Deliverables: Ple	RDC Deliverables: Ple	RDC Deliverables: Wh	RDC Deliverables: Wh
Agree	Strongly Disagree		Having deliverables on
Neither Agree nor Disa	Neither Agree nor Disagree		
Strongly Agree	Strongly Agree	Once you understand tl	The only drawback with
Strongly Agree	Neither Agree nor Disa	All the deliverable numbers assigned to my cer	
Neither Agree nor Disa	Disagree	The requirements are r	This is still difficult with
Neither Agree nor Disa	Neither Agree nor Disa	The newsletter and suc	As a new RDC we had
Neither Agree nor Disa	Disagree	The total numbers of d	Many community activit
Agree	Agree		
Strongly Disagree	Agree	To get the word out on	Meeting device loans a

RDC Manual: Please s	RDC Manual: Please s	RDC Manual: Please s	RDC Manual: What we
Agree	Agree	Agree	
Agree	Agree	Agree	
Strongly Agree	Strongly Agree	Strongly Agree	A great resource to find
Agree	Agree	Agree	The information is avail
Strongly Agree	Strongly Agree	Strongly Agree	We are well aware of w
Agree	Neither Agree nor Disa	Neither Agree nor Disa	It is a great resource to
Strongly Agree	Strongly Agree	Strongly Agree	The manual provided c
Agree	Agree	Agree	
Agree	Strongly Disagree	Strongly Disagree	It is a written document

RDC Manual: What we	RDC Budget: Please s	RDC Budget: Please s	RDC Budget: Please s
	Neither Agree nor Disa	Agree	Agree
	Agree	Neither Agree nor Disa	Neither Agree nor Disa
None to report	Strongly Agree	Strongly Agree	Strongly Agree
able and staff are alway	Neither Agree nor Disa	Neither Agree nor Disa	Neither Agree nor Disa
Although we are aware	Neither Agree nor Disa	Agree	Agree
It is a lengthy documen	Disagree	Agree	Agree
N/a	Disagree	Strongly Agree	Strongly Agree
	Agree	Agree	Agree
Definitions are not clea	Neither Agree nor Disa	Neither Agree nor Disa	Neither Agree nor Disa

RDC Budget: Please s	RDC Budget: Please s	RDC Budget: What we	RDC Budget: What we
Agree	Agree		
Neither Agree nor Disa	Agree		
Strongly Agree	Strongly Agree	It is great to have some	None to report
Neither Agree nor Disa	Neither Agree nor Disa	n/a	n/a
Neither Agree nor Disa	Neither Agree nor Disagree		
Disagree	Disagree	It is great to have funds	Our RDC needs more f
Strongly Agree	Agree	Direct and indirect cost	The extremely limited b
Agree	Agree		
Neither Agree nor Disa	Neither Agree nor Disa	NA	NA

RDC Reporting: Please	RDC Reporting: Please	RDC Reporting: Please	RDC Reporting: Please
Agree	Agree	Agree	Agree
Strongly Agree	Agree	Strongly Agree	Strongly Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Neither Agree nor Disa	Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Neither Agree nor Disa	Neither Agree nor Disa
Strongly Agree	Strongly Agree	Agree	Agree
Agree	Agree	Agree	Agree
Disagree	Agree	Disagree	Neither Agree nor Disa

RDC Reporting: Please	RDC Reporting: Please	RDC Reporting: Please	RDC Reporting: Please
Agree	Agree	Agree	Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Neither Agree nor Disa	Agree
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Neither Agree nor Disa	Neither Agree nor Disa
Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree
Agree	Agree	Agree	Agree
Disagree	Disagree	Strongly Disagree	Strongly Disagree

RDC Reporting: What \	RDC Reporting: What \	RDC Communication/C	RDC Communication/C
	Agree		Neither Agree nor Disa
	Strongly Agree		Strongly Agree
NATADS is great for d&	None to report.	Strongly Agree	Agree
Once it has been completed several times it be	Disagree		Neither Agree nor Disa
I don't really have an ar	Personally find the NAT	Strongly Agree	Strongly Agree
Easy data entry form, e	Difficult to navigate cha	Agree	Agree
Hannah provides quick NATADS continues to l	Strongly Agree		Strongly Agree
	Agree		Agree
Great tool to keep track 1. Detailed written instr	Disagree		Neither Agree nor Disa

RDC Communication/C	RDC Communication/C	RDC Communication/C	RDC Communication/C
Agree	Agree		
Strongly Agree	Strongly Agree		
Strongly Agree	Strongly Agree	It is great to have the cl	The distance, but with \
Neither Agree nor Disa	Neither Agree nor Disa	FAAST leadership is al	Many hands make light
Strongly Agree	Strongly Agree	The staff are usually ve	Nothing
Agree	Agree	FAAST team is always	None to report.
Strongly Agree	Strongly Agree	Hannah allows opportu	N/a
Agree	Agree		
Disagree	Neither Agree nor Disa	NA	There are no strengths

Inventory: Please select	Inventory: Please select	Inventory: Please select	Inventory: Please select
Agree	Agree	Agree	Agree
Agree	Agree	Agree	Agree
Agree	Agree	Strongly Agree	Strongly Agree
Agree	Agree	Agree	Agree
Neither Agree nor Disagree	Neither Agree nor Disagree	Agree	Agree
Neither Agree nor Disagree	Neither Agree nor Disagree	Agree	Agree
Disagree	Disagree	Disagree	Neither Agree nor Disagree
Agree	Agree	Agree	Agree
Disagree	Strongly Disagree	Strongly Disagree	Neither Agree nor Disagree

Inventory: Please select	Inventory: Please select	Inventory: What were the	Inventory: What were the
Agree	Agree		
Agree	Agree		
Strongly Agree	Strongly Agree	While still learning the i	Just a need for more de
Agree	Agree	New inventory was sim	The more specialized it
Agree	Agree		
Agree	Agree	It is easy to use, but pr	Data entry system is ch
Strongly Agree	Strongly Agree	FAAST Tallahassee st	Being assigned almost
Agree	Agree		
Strongly Disagree	Neither Agree nor Disa	To be able to launch ar	Most inventory is old/ou

FAAST Headquarters// FAAST Headquarters// FAAST Headquarters// FAAST Headquarters//
Agree Agree Agree Agree
Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa
Strongly Agree Strongly Agree Strongly Agree Strongly Agree
Strongly Agree Strongly Agree Strongly Agree Strongly Agree
Strongly Agree Strongly Agree Strongly Agree Strongly Agree
Agree Agree Agree Agree
Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa
Agree Agree Agree Agree
Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa Neither Agree nor Disa

What does this RDC mean? What should change at anything else you'd like to add?

gree

The headquarter office Nothing to report . SW & SE RDC

The RDC current mode RDC staff can benefit from Working for FFAST is wonderful. Top notch leadership

Quick to answer questions Working together more I don't think that everything, contractual or other

FFAST staff is helpful in Create realistic quotas I think the spirit of the FFAST program is great-

The mission is great. So It is important to provide We do not have engagement with the advisory

1.State Program Manager 1. More marketing support No, thank you for your time and consideration.

wise is always so black and white. It doesn't seem as personalized when you are referred to a
-I am hopeful the program can be delivered in a way that it is adequately resourced and provide
council anymore. In the past, we were invited to provide regular updates in person beyond deliv

l manual, or a set of instructions. There has to be some flexibility, some personalization. It just seems
: AT for people with disabilities who are low SES. I am glad FAAST is conducting this survey. I do think t
verable reports and to engage in a professional manner with the advisory council and board members.

a little stiff at times. RDCs should be able to talk to each other and FAAST without fear they are going to cause
the questions can be improved from mainly being about understandability to the feasibility of operating an RDC

e an issue or hurt someone's feelings. We should be well oiled and working together as a unit.

State Grants for Assistive Technology Program
Florida
State Plan for Assistive Technology
Federal Fiscal Years 2018-2020

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Expiration Date: March 31, 2021

Assistive Technology State Grant Program

State Plan for FY 2018-2020

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Assistive Technology State Grant Program

State Plan for FY 2018-2020

Section A: Identification and Description of Lead Agency and Implementing Entity; Change in Lead Agency or Implementing Entity

Section 4(d)(2) of the AT Act requires that the State Plan contain information identifying and describing the Lead Agency and Implementing Entity (if applicable) designated by the state’s governor. A state either has a Lead Agency alone or has both a Lead Agency and an Implementing Entity. The Implementing Entity is a subcontractor separate from the Lead Agency who is responsible for implementing the State AT Program activities. The Lead Agency does not also name itself or a unit within the agency as the Implementing Entity.

If there is an Implementing Entity, section 4(d)(4)(B) requires that the State Plan include a description of the mechanisms established to ensure coordination of activities and collaboration between the Implementing Entity and the Lead Agency. If the governor chooses to re-designate the Lead Agency or Implementing Entity, section 4(c)(1)(C) requires that good cause for this change be shown in the State Plan, including why that previously designated agency or entity no longer should serve. If the Lead Agency or Implementing Entity is changing, the information provided in this State Plan should pertain to how the new agency or entity will conduct the Statewide AT Program. The following items are intended to satisfy the requirements just described.

Screen 1: Identification & Description of Lead Agency and Implementing Entity

Statewide AT Program (Information to be listed in national State AT Program Directory)	
1. State Program Title: Florida Alliance for Assistive Services and Technology, Inc.	
2. State AT Program URL (home page for State AT Program): https://faast.org/	
3. Mailing address: 820 East Park Avenue, Suite D-200	5. State: Florida
4. City: Tallahassee	6. Zip code: 32301
7. Main email address (for general public to use to contact State AT Program): info@faastinc.org	

8. Main phone number (for general public to use to contact State AT Program): 1 (844) 353-2278 or 1 (850) 487-3278	
9. Separate TTY number (for general public to use to contact State AT Program): 1 (877) 506-2723	
Lead Agency	
10. Agency name: State of Florida Department of Education, Division of Vocational Rehabilitation	
11. Mailing address: 4070 Esplanade Way, 2 nd Floor	13. State: Florida
12. City: Tallahassee	14. Zip code: 32399-7016
15. Lead Agency URL: http://www.rehabworks.org/	
Implementing Entity	
16. Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <i>If yes, complete Items 17–22.</i>	
17. Name of Implementing Entity: Florida Alliance for Assistive Services and Technology, Inc.	
18. Mailing address: 820 East Park Avenue, Suite D-200	20. State: Florida
19. City: Tallahassee	21. Zip code: 32301
22. Implementing Entity URL: https://faast.org/	
Program director and other contacts	
23. Program Director for State AT Program (last, first): Daniels, Michael	
24. Title: Executive Director	
25. Phone: 1 (850) 487-3278 x102	
26. E-mail: mdaniels@faastinc.org	
27. Primary Contact at the Lead Agency (last, first): Moye, Monica	
28. Title: CAMS Unit Manager, Bureau of Vendor & Contracted Services	
29. Phone: 1 (850) 245-7004	
30. E-mail: Monica.Moye@vr.fldoe.org	
31. Primary Contact at Implementing Entity (last, first) – If applicable: Daniels, Michael	

32. Title: Executive Director
33. Phone: 1 (850) 487-3278 x102
34. E-mail: mdaniels@faastinc.org
Person Responsible for completing this form if other than State AT Program Director
34. Name (last, first): Harris, Whitney
35. Title: Comptroller
36. Phone: 1 (850) 487-3278 x 107
37. E-mail: wharris@faastinc.org
Certifying Representative
38. Name (last, first): Reed, Eric
39. Title: Deputy Director
40. Phone: 1 (850) 487-3278 x 104
41. E-mail: ereed@faastinc.org

Screen 2: **Change in Lead Agency or Implementing Entity**

- 1. Describe the mechanisms established to ensure coordination of activities and collaboration between the Implementing Entity and the state if you have a designated Implementing Entity identified above.**

Instructions: According to section 4(c)(1)(B) of the AT Act of 1998, as amended, the Implementing Entity must carry out its responsibilities through a subcontract or other administrative agreement with the Lead Agency. The description should identify the mechanism used and how the Lead Agency provides oversight and holds the Implementing Entity accountable for appropriate implementation of the Statewide AT Program.

The Florida Alliance for Assistive Services and Technology, Inc. (FAAST) is 501©3 nonprofit based in Tallahassee, Florida. FAAST is the implementing agency for the Florida State AT Program and holds two contracts with the Lead Agency, the Florida Division of Vocational Rehabilitation (DVR). Contract Number 18-126 is the state funding for the AT program and is effective October 1, 2017 to June 30, 2020. Contract Number 18-127 is the federal funding for the AT program and is effective October 1, 2017 to September 30, 2020. Both contracts include monthly, quarterly, and annual deliverables that are reported to DVR at the end of every quarter. If the deliverables in the two contracts are not met, FAAST receives financial consequences in the amount described in the respected contract.

- 2. Is the Lead Agency named in this State Plan a new or different Lead Agency from the one designated by the Governor in your previous State Plan?**

Instructions: The “previous state plan” was the plan under which the Statewide AT Program operated from October 1, 2015 until the submission of this State Plan. If a change in Lead Agency already has been approved by ACL under the previous State Plan, there is no change now. If there is no lead agency change and you use an Implementing Entity, move on to Question 5 about changing Implementing Entities.

If you answered no to this question, and you do not use an Implementing Entity, you may skip ahead to the next section. Otherwise, you must answer the following questions.

No, the lead agency remains the same.

- 3. Explain why the Lead Agency previously designated by the Governor should not serve as the Lead Agency. Answer only if Question 2 above is yes.**

Instructions: Describe all factors that led the state to consider changing from the previous Lead Agency or Implementing Entity, such as concerns about performance, state policies that require periodic competition for contracts, or restructuring of state government.

- 4. Explain why the Lead Agency newly designated by the Governor should serve as the Lead Agency. Answer only if Question 2 above is yes.**

Instructions: Describe how and why the new Lead Agency was chosen to implement the Statewide AT Program and justify the appropriateness of the choice.

- 5. Is the Implementing Entity named in this State Plan a new or different Implementing Entity from the one designated by the Governor in the previous State Plan?**

Instructions: The “previous state plan” was the plan under which the Statewide AT Program operated from October 1, 2015 until the submission of this State Plan. If a change in Implementing Entity already has been approved by ACL under the previous State Plan, there is no change now.

If you answered no to this question, you may skip ahead to the next section. Otherwise, you must respond to Items 6 and 7 below.

- 6. Explain why the Implementing Entity previously designated by the Governor should not serve as the Implementing Entity. Answer only if Question 5 above is yes.**

Instructions: Follow the same instructions for Item 3 above.

- 7. Explain why the Implementing Entity newly designated by the Governor should serve as the Implementing Entity. Answer only if Question 5 above is yes.**

Instructions: Follow the same instructions for Item 4 above.

Assistive Technology State Grant Program

State Plan for FY 2018-2020

Section B: Advisory Council, Budget Allocations and Actual Expenditures, and Identification of Activities Conducted

Section 4(c)(2) of the AT Act requires the Statewide AT Program to establish a consumer-majority advisory council that provides consumer-responsive, consumer-driven advice to the state for planning of, implementation of, and evaluation of the activities carried out through the grant, including setting measurable goals. Exceptions to these requirements are allowed under section 4(c)(2)(E) if the requirements will affect existing state statutes, rules, or official policies relating to advisory bodies or require changes to existing governing bodies of incorporated agencies. The following items provide assurances related to and identify compliance with the requirements of section 4(c)(2).

Screen 3: **Advisory Council**

- 1. In accordance with section 4(c)(2) of the AT Act of 1998, as amended our state has a consumer-majority advisory council that provides consumer-responsive, consumer-driven advice to the state for planning of, implementation of, and evaluation of the activities carried out through the grant, including setting measurable goals. This advisory council is geographically representative of the State and reflects the diversity of the State with respect to race, ethnicity, and types of disabilities across the age span, and users of types of services that an individual with a disability may receive. Answer yes or no.**

Instructions: This statement assures that the advisory council is representative of the state in terms of geography and diversity and meets the purposes and performs the functions required under the AT Act.

Yes.

- 2. The advisory council includes a representative of the designated State agency, as defined in section 7 of the Rehabilitation Act of 1973 (29 U.S.C. 705). Answer yes/no/NA.**

Yes.

- 3. The advisory council includes a representative of the State agency for individuals who are blind (within the meaning of section 101 of that Act (29 U.S.C. 721)). Answer yes/no/NA.**

No.

4. **The advisory council includes a representative of a State center for independent living described in part C of title VII of the Rehabilitation Act of 1973 (29 U.S.C. 796f et seq.). Answer yes/no/NA.**

NA.

5. **The advisory council includes a representative of the State workforce development board established under section 101 of the Workforce Innovation and Opportunity Act). Answer yes/no/NA.**

NA.

6. **The advisory council includes a representative of the State educational agency, as defined in section 9101 of the Elementary and Secondary Education Act of 1965 as reauthorized. Answer yes/no/NA.**

Yes.

Instructions: For items 2-6 above, verify that the advisory council has each of the members listed by answering “yes” or “no” or “not applicable”. In order to answer “yes,” you must have an official representative of the applicable agency on record as named and appointed to the council at the time of submitting this plan. In order to answer “not applicable,” you must either not have a separate agency for individuals who are blind or not be required to have a member because existing statutes, rules or policies related to advisory bodies or governing bodies of Statewide AT Programs would be affected.

7. **The advisory council includes other representatives (list below).**

Instructions: Many advisory councils include agency or other organization representatives beyond those required under the AT Act. Identify those members and the entities they represent here, though you need not provide personal names. Do not list consumer representatives here.

Florida Independent Living Council (in Florida Statute replacing a state Center for Independent Living representative), Florida Department of Economic Opportunity (written agreement with CareerSource Florida that the representative from the Department of Economic Opportunity will meet their statutory requirement), and Agency for Persons with Disabilities

8. **The advisory council includes a majority of individuals with disabilities that use assistive technology or their family members or guardians:**

A. Enter the number of individuals with disabilities that use AT or their family members or guardians on the advisory council - 5

B. Enter the total number of individuals on the advisory council - 12

C. Calculate the percentage (divide A/B) – 42%

If the ratio is less than 51% you must provide explanation of why advisory council does not include a consumer majority in Item 9 below.

Instructions: Section 4(c)(2)(B)(ii) of the AT Act requires that a majority, not less than 51 percent, of the members of the advisory council be individuals with disabilities that use assistive technology or their family members or guardians. Enter the number of these individuals that are current members of your council. In order to include an individual, he or she must be on record as named and appointed to the council at the time of submitting this plan. This total cannot include agency representatives from the previous lists.

9. If the Statewide AT Program does not have the composition and representation required under section 4(c)(2)(B), explain here.

Instructions: Provide the reasons that the Statewide AT Program does not have representatives of the required agencies or does not have a consumer-majority on the advisory council and where the Statewide AT Program is in the process of filling vacant positions and otherwise taking actions to become in compliance. If the composition of the advisory council is different from the requirements of 4(c)(2)(B) because existing statutes, rules or policies related to advisory bodies or governing bodies of Statewide AT Programs would be affected, explain here. Statewide AT Programs do not need to explain if “not applicable” is selected because the state does not have a separate agency for individuals who are blind.

FAAST has seven applicants currently waiting for appointment by the Florida Commissioner of Education.

Screen 4: Actual Expenditures and Budgeted Allocations

1. Actual Expenditures Carryover Year Close-out (annual update required-table reset)

In the following table provide the actual expenditure data for the closed-out carryover fiscal year AT grant award (liquidated the previous December 31). Please note, this data is for a specific year AT Act grant award amount, NOT any specific 12- month period of time as funds from a grant award can be obligated over a 24-month period. (For a State Plan submitted in the spring of 2018, the most recent closed-out carryover year grant award will be the FY16 grant award that began 10/1/2015 with the first year ending on 9/30/2016 and the second carryover year ending on 9/30/2017 with 3-month liquidation period ending 12/31/2017).

Actual Expenditures for Closed-out Carryover Year Award	Final Expenditures	Percentage
A. All State Level Activities	\$415,779.60	59.32%
B. All State Leadership Activities	\$285,285.46	40.70%
C. Transition Training & Technical Assistance	\$14,264.27	5.00%
D. Total Expenditures	\$701,065.06	100.03%
E. Total Award	\$700,881.00	100%

Actual Expenditures for Closed-out Carryover Year Award	Final Expenditures	Percentage
F. Lapsed Amount	(\$184.06)	-0.03%

Note: The final expenditure amount on line D must equal the amount drawn down in the ACL Payment Management System.

Instructions: Section 4(e)(3)(A) of the AT Act requires States to use not more than 40% of an annual award to carry out state leadership activities if the state does not use flexibility. If a state does claim flexibility in their approved State Plan, Section 4(e)(6)(B)(ii) of the AT Act requires the State to use not more than 30% of an annual award to carry out state leadership activities. (See next paragraph for definition of flexibility). In both cases, Section 4(e)(3)(A) of the AT Act requires all States to use at least 5% of the state leadership funds for transition training or technical assistance activities.

Section 4(e)(6) of the AT Act allows a state to carry out any two or more of the required state-level activities, meaning a state can choose not to conduct up to two activities. If the state has claimed flexibility for a state level activity in a given fiscal year, the state does not report data for that activity during that fiscal year and the grant award for that fiscal year would be subject to a maximum 30% of total expenditures for state leadership activities.

States must have a mechanism in place to accurately track all AT Act expenditures by grant award FY and by the state level and state leadership categories. Most direct expenditures like salaries and benefits, contractual expenses, etc. will be clearly attributable to a state level or state leadership activity. For example, expenditures for purchasing equipment for a device loan program will be state level expenses while staff salaries and travel expenses to deliver training will be state leadership. A helpful way of determining state level or state leadership will be to identify where the data reported in the annual progress report for an expenditure activity will be reported. Since most all activities should have associated data reported, if the data is state level (state financing, reuse, device loan or device demonstration) then the activity and associated expenditure is state level. Most staff salaries and benefits can be assigned in total or in portions to state level or state leadership depending on staff job responsibilities and any time and effort logs they are required to keep for federal reporting purposes.

For very generic administrative and operational expenditures, like paper or similar general office supplies, an arbitrary ratio allocation can be used such as a 50/50 split. These very generic expenditures should not be a large portion of the total fiscal year AT Act expenses especially if an indirect rate is used to cover overhead costs. The same arbitrary ratio allocation can be applied to any indirect costs claimed.

2. Actual YTD Expenditures and Budgeted Allocations for Immediately Preceding Year Award (annual update required-table reset)

In the following table provide year-to-date (YTD) obligated and liquidated expenditure data for the immediately preceding fiscal year AT grant award along with planned budget allocations for the unobligated remainder of that award. Please note, this data is for a specific year AT Act grant award amount, NOT any specific 12-month period of time as

funds from a grant award can be obligated over a 24-month period. (For a State Plan submitted in the spring of 2018, the immediately preceding fiscal year award will be the FY17 grant award that began 10/1/2016 with the first year ending 9/30/2017 and the second carryover year ending 9/30/18).

Actual & Planned Immediately Preceding Year Award Expenditures	YTD Obligated not Liquidated Expenditures	YTD Liquidated Expenditures	Planned not yet Obligated Expenditures	Total
All State Level Activities	\$414,945.22	\$186,012.11	\$0.00	\$600,957.33
All State Leadership Activities	\$122,521.41	\$49,391.26	\$0.00	\$171,912.67
Transition Training & Technical Assistance	\$9,124.38	\$536.50	\$0.00	\$9,660.88
Total	\$537,466.63	\$235,403.37	\$0.00	\$772,870.00

Screen 5: **Activities Conducted**

1. **State Level Activities Conducted and Program Structure**

Using the table below, identify all types of state level activities that will be conducted by the Statewide AT Program, who is conducting the activity, from where it is conducted and if a fee is charged. Please remember that annual progress report data is required for any activity identified as conducted in this State Plan.

Instructions: Enter “yes” or “no” to indicate each of the activities conducted in the table below.

AT Act State Level Activities	Activity Conducted?	Who conducts? State	Who conducts? Other	Who conducts? Both	Where conducted? Central	Where conducted? Regional	Where conducted? Both	Fee Charged
State Financing-Financial Loan	Yes			Yes			Yes	No
State Financing-Other that Directly Provides AT	No							

AT Act State Level Activities	Activity Conducted?	Who conducts? State	Who conducts? Other	Who conducts? Both	Where conducted? Central	Where conducted? Regional	Where conducted? Both	Fee Charged
State Financing-Other that Creates Savings for AT	No							
Reuse-Device Exchange	Yes			Yes			Yes	No
Reuse-Device Open Ended Loan or Reassign	Yes			Yes			Yes	No
Device short-term loan	Yes			Yes			Yes	No
Device demonstration	Yes			Yes			Yes	No

For each activity conducted, select the one option that best describes who conducts each state level activity from the choices of:

- *The Statewide AT Program (State AT)*
- *Other entities e.g. contractors (Others)*
- *Both the Statewide AT Program and other entities/contractors (Both)*

Use the following guidance to select the choice that best or most closely describes who conducts each activity.

Lead Agencies/Implementing Entities implement their activities in many ways. Some implement their activities directly using their own staff and resources, others use subcontractors, and others use combinations of both. Remember, the Implementing Entity is considered the Statewide AT Program, not an “other entity.” Indicate how your program conducts this activity using the following rules:

Answer “yes” for “The Statewide AT Program” and do not select “Other entities” if this activity is carried out exclusively by employees of the Lead Agency/Implementing Entity working directly with consumers using Lead Agency/Implementing Entity facilities and resources. Regional sites that are staffed by employees of the Lead Agency/Implementing Entity are considered part of the Statewide AT Program.

Answer “yes” for BOTH “The Statewide AT Program” and “Other entities” if the Lead Agency/Implementing Entity carries out the activity using its employees and facilities to work directly with consumers and ALSO uses some subcontracts or other agreements with external organizations whose own employees, facilities, and resources are used to work directly with consumers.

Answer ONLY “Other entities” if the Lead Agency/Implementing Entity does not work directly with consumers using Lead Agency/Implementing Entity facilities and resources and instead uses external organizations only.

For each activity conducted, select the one option that best describes from where each activity is conducted from the choices of:

- *One central location (Central)*
- *Regional sites (Regional)*
- *A combination of a central location and regional sites (Combination)*

Use the following guidance to select the choice that best or most closely describe the location from which each activity is conducted.

One central location – Answer “yes” if the Statewide AT Program conducts this activity from a single site that houses all employees and resources engaged in the activity. It may be the case that employees or resources travel from this site to other places, but they are based at a single site, and the other places are not established/permanent sites. Sites that simply serve as referral sources or provide minimal assistance to a central location are not considered regional sites. Remember that this is tied to the activity itself, so two different activities could take place at two different central locations. Also, if in previous items it was indicated that subcontractors are used, it does not automatically mean that regional sites are used. For example, your Statewide AT Program may have a building on a university campus that houses the staff and devices for a device loan program. The university campus is the central location for that program. The Statewide AT Program also may contract with a CBO in another part of the state to operate an AFP as your state financing activity. If the employees and resources for operating the AFP are housed at the CBO, the CBO is considered the central location for state financing and not a regional site.

Regional sites – Answer “yes” only if the activity is conducted from at least two sites that operate relatively independently without any of them being considered the main site or headquarters (if one of them is considered the headquarters, choose a combination of central location and regional sites instead). Regional sites can be directly managed by the Lead Agency/Implementing Entity or can be subcontractors. For example, the Lead Agency may employ three part-time staff people at three different one-stop centers in the state. Those one-stop centers have their own small inventory of devices purchased by the Lead Agency and the part-time staff uses those devices to provide device demonstrations on a regular basis. These could be considered regional sites. Sites that simply serve as referral sources or provide minimal assistance to a central location are not considered

regional sites. For example, if all of the devices for the Statewide AT Program loan program are located at a central site along with those responsible for operating the program, but independent living centers provide referrals and the Statewide AT Program sends devices to those centers for pick-up by consumers, the independent living centers are not considered regional sites.

A combination of central location and regional sites – Answer “yes” only if you have a site that is considered the main site or headquarters that houses the majority of employees and resources and regional sites that also have their own employees and resources. For example, if the majority of the devices for your loan program are located in a central inventory along with those responsible for operating the loan program, but independent living centers under subcontract house their own, smaller inventories and have staff assigned to do loans, you would have both a central location and regional sites.

For each activity you conduct, identify if a fee is charged. Many programs support their activities by charging some kind of fee. Fees can be a set amount for participation in the activity, a prescribed amount charged for each service, set amount charged for services provided within a set time period like an annual fee, or fees can be variable based on a number of factors such as a participant/recipient’s ability to pay, the type of participant/recipient (individual with a disability, professional, or organization) or by the complexity of the devices/services provided. If any type of fee is charged answer “yes” and in the description of that activity in later sections describe the fee structure used in the simplest terms possible.

2. Comparability and Flexibility

For any of the four State Level Activities that are not conducted, the Statewide AT Program must claim comparability or flexibility in the table below. The table below repeats the yes/no from the previous table identifying the activities the state is conducting and requires identification of flexibility or comparability for those activities the Statewide AT Program is not conducting.

Comparability & Flexibility	Yes/No	State Level Activities	Not Performed Claiming -
Financial Loan	Yes	State Financing	Comparability/Flexibility (required if all 3 are No)
Other State Financing that Directly Provides AT	No	State Financing	Comparability/Flexibility (required if all 3 are No)
Other State Financing that Creates Savings for AT	No	State Financing	Comparability/Flexibility (required if all 3 are No)
Device Exchange	Yes	Reuse	Comparability/Flexibility (required if both are No)
Device Reassignment or Open-Ended Loan	Yes	Reuse	Comparability/Flexibility (required if both are No)

Comparability & Flexibility	Yes/No	State Level Activities	Not Performed Claiming -
Device short-term loan	Yes	Short-term Loan	Comparability/Flexibility
Device demonstration	Yes	Demonstration	Comparability/Flexibility

Flexibility - Section 4(e)(6) of the AT Act allows a state to carry out any two or more of the required state-level activities, meaning a state can choose not to conduct up to two activities. If the state claims flexibility in a given fiscal year, do not report data for that activity during that fiscal year and the grant award for that fiscal year will be subject to a maximum 30% of total expenditures for state leadership activities.

Comparability - Section 4 (e)(1)(B) of the AT Act provides that a state shall not be required to carry out a required state-level activity if the amount of financial support provided from the state or other nonfederal resources or entities for that activity is comparable or greater than the amount that the state would have expended for the activity. When a Statewide AT Program claims comparability; the state will not report data for any state-level activities for which the state claimed comparability.

For any activity for which the Statewide AT Program is claiming comparability, describe the comparable activity and comparable financial support. In the text box, explain in the simplest terms possible what the comparable activity is, who conducts the activity, who supports the activity, and what makes it comparable both in terms of resources supporting the activity and how the activity is related to the purposes of the AT Act.

Multiple Activity Item Instructions

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. For the purposes of the following portions of the State Plan, there is no distinction between a Lead Agency or Implementing Entity in terms of implementation. If an Implementing Entity is used, the State Plan reports on how that entity is implementing the Act.

Section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities.

Sections C-G of this State Plan contains items intended to meet these requirements for each AT Act authorized activity. While Sections do request unique information about specific activities, each begins with the same request for information regarding collaboration. Use the instructions below as a reference for this question throughout the State Plan, as the instructions will not be repeated in each section.

If this activity is conducted through a formal written agreement, by providing financial support to other entities or by receiving financial support from other entities please identify that coordination and collaboration in the table below.

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	Yes	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No
Disability/AT Organizations	Yes	No	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	Yes
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

Instructions: Identify all types of formal/written agreements and financial support provided and received for this activity by answering “yes” as appropriate for each type of entity identified. Do not confuse these options with the use of an Implementing Entity (for purpose of these questions, the Implementing Entity is the Statewide AT Program).

Have written agreement with this entity – Answer “yes” in this column if the Statewide AT Program has a formal agreement of some sort with an entity to conduct all or part of a state level or state leadership activity. If an entity is providing the State AT Program with data for activities they are conducting and that data is reported in the Annual Progress Report, the Statewide AT Program should have an agreement with that entity and should report it in this column. The Statewide AT Program should also have a written agreement with a funding source for an activity and similarly would have such agreement with an entity to whom the Statewide AT Program is providing funding for an activity. Both of these would be reported in this column and one of the two other columns asking about direct financial support. It is possible to have a formal agreement with an entity to support conducting an activity without associated direct financial support provided (e.g. The Statewide AT Program provides a device demonstration provider with all the AT devices for their inventory instead of direct dollars). In-kind support with a written agreement will be reported in this category. It is likely that if one of the financial support columns is checked “yes” that this column would also be checked “yes”. However, this column could be checked “yes” without the associated direct financial support (only in-kind or non-monetary). If no formal, written agreement is in place this column should NOT be checked.

Provide financial support to this entity- Select this category “yes” if the Statewide AT Program provides dollars directly to an entity to conduct all or part of a state level or state leadership activity. This entity will be providing the State AT Program with data to submit for the activity in the Annual Progress Report. In-kind support is NOT included here.

Receive financial support from this entity- Select this category “yes” if the Statewide AT Program receives dollars directly from an entity to conduct all or part of a state level or state leadership activity. Details of this financial support will be reported in the Leveraged Funding section of the Annual Progress Report. In-kind support is NOT included here.

Select all organization types that apply for each column.

Banks/financial institution – Self-explanatory, typically only used with financial loan programs.

Independent Living Center – Entity identified in the state as a recognized Independent Living Centers funded with federal and/or state independent living funding.

Easter Seals – Entity recognized as an affiliate of the Easter Seals organization.

Disability/AT Organizations – Any entity that primarily serves individuals with disabilities or provides AT services that is not more definitively identified in another category.

Federal Entities/Agencies – Any public federal entity (usually reported as an agency providing funding) such as Department of Education, Rehabilitation Services Administration or Administration on Community Living, National Institute on Disability, Independent Living, and Rehabilitation Research, etc.

State Entities/Agencies – Any public state entity such as Vocational Rehabilitation, State Medicaid Agencies, Special Education, State Colleges and Universities, etc.

Local/Community Entities – Any public local or community entities, such as local school districts, city government, county election offices, etc.

Private Entities – Private entities of any type, non-profits, foundations, etc. at any level, national, state, or local.

Other – This category should only be used when the entity cannot reasonably be categorized in any of the previous categories provided. (Should be used rarely and a description must be provided.)

Assistive Technology State Grant Program

State Plan for FY 2018-2020

Section C: State Financing Activities

The AT Act describes state financing activities as activities that increase:

“access to, and funding for, assistive technology devices and assistive technology services (which shall not include direct payment for such a device or service for an individual with a disability but may include support and administration of a program to provide such payment), including development of systems to provide and pay for such devices and services, for targeted individuals and entities described in section 3(16)(A), including—

- (i) support for the development of systems for the purchase, lease, or other acquisition of, or payment for, assistive technology devices and assistive technology services; or
- (ii) support for the development of State-financed or privately financed alternative financing systems of subsidies (which may include conducting an initial 1-year feasibility study of, improving, administering, operating, providing capital for, or collaborating with an entity with respect to, such a system) for the provision of assistive technology devices, such as—
 - (I) a low-interest loan fund;
 - (II) an interest buy-down program;
 - (III) a revolving loan fund;
 - (IV) a loan guarantee or insurance program;
 - (V) a program providing for the purchase, lease, or other acquisition of assistive technology devices or assistive technology services; or
 - (VI) another mechanism that is approved by the Secretary.”

For the purposes of this State Plan, state financing activities include financial loan programs, programs that directly provide AT such as home modification programs, telecommunications distribution programs, and last resort funds, and programs that create savings for AT acquisition such as cooperative buying programs and AT leasing programs. Each of these activities is defined in the corresponding section of this State Plan.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further,

section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are intended to meet these requirements for State Financing Activities. Respond only to the items that correspond with the State Financing Activities selected in Section B of this Plan.

Screen 6: **Financial Loan Program -**

A financial loan program provides financial loans for purchase of AT devices and services. A financial loan program may make loans directly (revolving loans) or may make partnership loans using dollars from another source, usually a financial institution.

- 1. If you conduct this activity through a formal written agreement, by providing financial support to other entities or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	Yes	No	No
Independent Living Center	No	No	No
Easter Seals	No	No	No
Disability/AT Organizations	No	No	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	No	No	No
Local/Community Entities	Yes	Yes	No
Private Entities	No	No	No
Other (describe)	No	No	No

- 2. This activity offers the following types of assistance (identify all that apply).**

- Revolving loans**
- Loan guarantees**
- Interest buy-downs**
- Combined loan guarantee and interest buy-down**

Instructions: Identify all types of loans the Statewide AT Program offers, regardless of whether any loans of that type are currently outstanding. The types of loan products are defined as follows:

Revolving loan: A loan that uses Statewide AT Program funds for loans. The AT program directly provides the funds that are to be loaned out and retains full control over to whom and at what terms the funds are loaned. As loans are repaid, the money is lent out again to other AT consumers — that is, the same money “revolves” out to other borrowers as earlier borrowers return it to the program.

Loan guarantee or insurance program: The grantee uses its funds to guarantee all or a portion of loans for AT. A guaranteed loan is a loan in which the Statewide AT Program guarantees that the loan to a consumer is secure and will be repaid, thus increasing the lender’s willingness to loan funds.

Interest buy-down loan: A loan in which AT program funds are used to buy down the interest rate of a loan. The AT program uses funds to reduce the interest rate that lending institutions offer to consumers for loans to purchase AT. The AT program pays the lending institution for a portion of the interest on the loan, resulting in lower interest payments for the consumer over the long term.

- 3. The lowest interest amount for loans as established by the policies of the activity (leave blank if NA). Provide a percentage in XX.XX% form.**

5.00%

- 4. The highest interest amount for loans as established by the policies of the activity (leave blank if NA). Provide a percentage in XX.XX% form.**

6.00%

- 5. The lowest loan amount provided as established by the policies of the activity (leave blank if N/A). Provide dollar amount.**

Instructions: The response to this item must be based on the Statewide AT Program’s established, written policies. This is not the lowest loan actually provided in a given year, but the lowest loan amount that would be provided as reflected in the written policies. Leave it blank if the written policies do not specify a lowest loan amount.

\$0.00

- 6. The highest loan amount provided as established by the policies of the activity (leave blank if N/A). Provide dollar amount.**

Instructions: The response to this item must be based on the Statewide AT Program established, written policies. This is not the highest loan amount actually provided in a given year, but the highest loan amount provided as reflected in the written policies. Leave it blank if the written policies do not specify a highest loan amount.

\$40,000.00

7. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described.

FAAST provides both an alternative finance program and a Telework loan program, collectively known as the New Horizon Loan Program through three different types of AT Act activities. FAAST provides: a direct loan program through a revolving loan fund; a bank guarantee loan program; an interest rate buydown program. The direct loan program provides financial loans for all types of AT with loans up to \$25,000. All underwriting and loan decisions are made within the FAAST organization. The bank guarantee loan program is primarily used for modified vehicle purchases and the maximum loan amount is \$40,000. The bank partner is First Federal Bank of Florida and they require a 30% loan reserve balance to be maintained. Final underwriting and loan decisions are made by the bank with FAAST recommendations. The interest rate buydown program is only used for home modification loans, has a maximum loan amount of \$15,000 and a buydown percentage of 2%. The buydown program is in partnership with a Florida based non-profit, SELF, that has a strong history in affordable home modifications, energy efficiency modifications and needed home repairs for various underserved populations. The loan decisions are made by SELF and all loan risk is carried by SELF.

The financing programs are open to all Floridian’s with disabilities statewide. Each program does have financial and credit underwriting criteria however the thresholds for the programs are significantly lower or less stringent than traditional financing, allowing FAAST to serve greater numbers of the underserved population.

8. The online page for this specific activity can be found at:

Instructions: Enter the URL for the financial loan program (not the general home page URL) or enter N/A if information about the activity is not available online.

<https://faast.org/services/nhlp/>

Screen 7: Other State Financing Activities Directly Provide AT

- 1. If other state financing activities that directly provide AT are conducted through a formal written agreement, by providing financial support to other entities or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution			
Independent Living Center			
Easter Seals			
Disability/AT Organizations			
Federal Entities/Agencies			
State Entities/Agencies			
Local/Community Entities			
Private Entities			
Other (describe)			

2. The following activities are conducted

Activities	Check if Conducted
Telecommunications Equipment Distribution Program (EDP)-State	
Deaf/Blind Telecommunications EDP-Federal	
Last Resort Fund	
Home Modification Program	
Other (describe)	

Instructions: Identify all types of other state financing programs that directly provide AT. The types of programs are defined as follows:

Telecommunications Equipment Distribution Program (State): This is a state program to distribute telecommunications equipment that serves the needs of people with disabilities, including safety needs during emergencies. (This is not the federally funded NDBEDP or iCanConnect). States may not use AT Act dollars to provide funds or devices directly to individuals. AT Act dollars may be used to administer a telecommunications distribution program comprising non-AT Act dollars.

Deaf/Blind Telecommunications Equipment Distribution Program (Federal): This is the National Deaf/Blind Equipment Distribution Program funded by the Federal

Communications Commission also known as iCanConnect. This program provides telecommunications equipment for individuals who are deaf/blind. States may not use AT Act dollars to provide funds or devices directly to individuals. AT Act dollars may be used to administer a telecommunications distribution program comprising non-AT Act dollars.

Last Resort Fund: These programs provide AT, or funds to purchase AT, to consumers when other options have been exhausted or are unavailable. These may be earmarked for particular types of consumers (such as children) or particular types of AT (such as home modification) or they may be for any group or type of AT. States may not use AT Act dollars to provide funds or devices directly to individuals. AT Act dollars may be used to administer a last resort fund comprised of non-AT Act dollars.

Home Modification Program: A home modification program provides home modifications, including the addition of wheelchair ramps. States may not use AT Act dollars to provide funds or devices directly to individuals. AT Act dollars may be used to administer a home modification program comprising non-AT Act dollars.

Other: Specify and describe in the text box provided.

3. Describe the activity or activities.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly. The example provided below is for a Last Resort Fund, but a similar concept should be applied here.

Example: Our State AT Program implements both the State Telecommunication Equipment Distribution Program and the federally funded NDBEDP (iCanConnect). The State program provides a full range of adaptive telephone equipment to all state residents who are unable to use a traditional telephone due to disability. The NDBEDP provides a full range of adaptive equipment needed by individuals who are deaf/blind for communication. All funding used to purchase adaptive equipment is provided by state and federal sources outside the AT Act. AT Act funds are used to support the administration of both programs. There are no fees associated with this program but there are financial eligibility criteria for both programs.

4. The online page (or pages) for this specific activity can be found at:

Instructions: Enter the specific URL for each of the state financing programs that directly provide AT (not the general home page URL) or enter N/A if information about these activities is not available online.

Screen 8: **Other State Financing Activities Create AT Savings**

1. If other state financing activities that create AT savings are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution			
Independent Living Center			
Easter Seals			
Disability/AT Organizations			
Federal Entities/Agencies			
State Entities/Agencies			
Local/Community Entities			
Private Entities			
Other (describe)			

2. The following activities are conducted

Activities	Check if Conducted
Cooperative Buying Program	
AT Lease Program	
AT Fabrication Program	
Other (describe)	

Instructions: Identify all types of other state financing programs that create AT savings that are conducted by the state. The types of programs are defined as follows:

Cooperative Buying Program: Cooperative buying programs procure AT in bulk at a discount from AT suppliers and then pass the savings on to consumers/beneficiary recipients.

AT Lease Program: These programs provide AT to consumers on a leased arrangement which provides savings over a direct purchase. Typically, there is external funding used to purchase the devices that are leased to consumers. The leasing arrangement can include a lease-to-buy provision.

AT Fabrication Program: These programs fabricate AT systems for recipients from readily available materials providing functional AT products at a significant savings.

Other: Specify and describe in the text box provided.

3. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly.

4. The online page (or pages) for this specific activity can be found at:

Instructions: Enter the URL for each of the state financing programs that create AT savings (not the general home page URL) or enter N/A if information about these activities is not available online.

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Section D: Device Reutilization Activities

The AT Act describes the State-level activity of device reutilization as follows:

“DEVICE REUTILIZATION PROGRAMS. —The State shall directly, or in collaboration with public or private entities, carry out assistive technology device reutilization programs that provide for the exchange, repair, recycling, or other reutilization of assistive technology devices, which may include redistribution through device sales, loans, rentals, or donations.”

For the purposes of this State Plan, device reutilization activities are categorized as either device exchange activities, device refurbish and reassign activities or open-ended loan activities. Device exchange activities are those in which the Statewide AT Program facilitates the transfer of a device from a consumer who does not need the device to a consumer who could use the device without the organization taking possession of the device at any time. Devices are listed in a “want ad” or other type of posting and consumers can contact and arrange to obtain the device (either by purchasing it or obtaining it for free) from the current owner. Exchange activities do not involve warehousing inventory and do not include repair, sanitization or refurbishing of used devices. In some cases, a Statewide AT Program serves as an intermediary directly involved in making this exchange; in others the consumer and current owner make this exchange without the involvement of the Statewide AT Program.

Section 4(d)(5) of the AT Act requires the State Plan include a description of how the Statewide AT Program will implement State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities.

Screen 9: **Device Exchange**

1. If device exchange activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No
Disability/AT Organizations	No	No	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	No	No	No
Local/Community Entities	No	No	No
Private Entities	No	No	No
Other (describe)	No	No	No

2. Select the option that best describes what happens when a device is exchanged. Identify only one.

- The transaction is direct consumer-to-consumer
- The Statewide AT Program is involved in the transaction

The transaction is direct consumer-to-consumer - The exchange is set up so that the person who wants the device directly contacts the person who has the device and the two of them work out the details of the exchange without the involvement of the Statewide AT Program. Occasionally, an individual may not want to post contact information on the exchange and requests that the Statewide AT Program be the contact. In these cases, the Statewide AT Program’s only responsibility is providing the contact information to those who ask.

The Statewide AT Program is involved in the transaction - A consumer who wants a device **must** go through the Statewide AT Program to connect with the person who has the device. The role of the Statewide AT Program may vary once this connection has been made, but the Statewide AT Program undertakes some level of control over the exchanges made through its program.

3. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly.

FAAST contracts with five Centers for Independent Living across the state of Florida to assist with device exchange activities. On the FAAST website, there is an “AT Exchange Classifieds” section which allows any individual or organization in Florida to post an AT device to be exchanged. If a users see a device that they would like to use/have, they can contact the owner of the listing directly to establish obtaining the device. Our contracts with the Centers for Independent Living require them to post regularly to the AT Classifieds and facilitate device exchanges if needed. Any individual in Florida can use the AT Classified list, as there are no qualifications to participate. The Statewide AT Program hosts the AT Classifieds on their website, and maintains the regular approval of new devices added to the list. Individuals who post a device that they would like to sell at a cost, can include the cost of the item on the AT Classified posting. FAAST is not involved in any monetary transfers of devices.

4. The online page for this specific activity can be found at:

Instructions: Enter the URL for the device exchange program (not the general home page URL) or enter N/A if information about these activities is not available online.

<https://faast.org/listings/page/8/>

Screen 10: Device Refurbish and Reassignment and/or Open-ended Loan

- 1. If device refurbish and reassignment and/or open-ended loan activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Disability/AT Organizations	No	No	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	No	No	No
Local/Community Entities	No	No	No
Private Entities	No	No	No
Other (describe)	No	No	No

2. Select the option(s) that describe how a reutilized device is provided to a recipient. Identify as many as apply.

- Device ownership is transferred to the recipient**
- Device is loaned for as long as the recipient needs it with no ownership transfer.**

Device ownership is transferred to the recipient – After the device is reassigned it is not tracked or in any way controlled by the State AT Program or its supportive agencies.

Device is on open-ended loan - A recipient has possession of the device as long as they need it but the State AT Program or its partner agencies retain ownership of the device.

3. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining, sanitizing, refurbishing (if applicable), and reassigning or long-term loaning the devices. Include a description of how the program ensures an appropriate person/device match. If some or all of the program is for a particular agency/entity, identify that agency/entity and the purpose/population served. Describe any supports provided to the recipient to ensure successful device use. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly.

Example: The ALS Association subcontracts with us to operate an open-ended loan program for individuals with ALS in the state. We have a pool of communication and adaptive daily living devices set aside for this program within our large reuse program. When the ALS organization identifies an individual in need, they contact and inform the State AT Program of the types of devices that could assist him or her. We arrange to provide the devices, and support for their use, to the individual. We track all devices as they come in and out of the program, and contact the individual

with the device on a regular basis to determine if he or she still is benefiting from it. When the device no longer can be used by the individual, we collect it and take care of any necessary sanitization and maintenance of the item in preparation for another open-ended loan. No fees are charged for these open-ended loans.

FAAST contracts with five Centers for Independent Living (CILs) across the state to provide device refurbish activities to individuals who have disabilities. The CILs collect and store the AT devices in their office until an individual requests the item. The money that the CILs receive from FAAST can be used towards refurbishing and repairing AT devices, however, the CILs use funding outside of the FAAST program for their reuse activities as well. The FAAST state headquarters is also able to assist individuals with refurbishing devices also. No fees are charged for this program.

4. The online page (or pages) for this specific activity can be found at:

Instructions: Enter the URL(s) for the device refurbishment and reassignment or open-ended loan program(s) (not the general home page URL) or enter N/A if information about these activities is not available online.

N/A

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Section E: Device Short-term Loan Activity

The AT Act indicates that Statewide AT Programs are to “directly or in collaboration with public or private entities, carry out device loan programs that provide short-term loans of assistive technology devices to individuals, employers, public agencies, or others seeking to meet the needs of targeted individuals and entities, including others seeking to comply with IDEA, ADA and Section 504.” The purpose of a device loan may be -- (1) to assist in decision making, (2) to serve as a loaner while the consumer is waiting for device repair or funding, (3) to provide an accommodation on a short-term basis for a time limited event or situation or (4) to conduct training, self-education or other professional development activity.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for device loan activities.

Screen 11: Short-term Device Loan

- 1. If short-term device loan activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Disability/AT Organizations	Yes	Yes	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	No
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

2. Select the option that describes how the majority of devices loaned are delivered to and returned from a borrower. Identify only one.

- The majority of devices are shipped via mail or other delivery service.**
- The majority of devices are delivered or picked up in-person.**

Statewide AT Programs use one of two methods for getting devices to borrowers using their short-term loan program. Choose the option that is used for the majority of the device loans issued.

3. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining devices for the inventory, the procedures used by borrowers to request devices, how the program tracks and ensures devices are returned and ready to be loaned out again, etc. If any portion of the program is for a particular agency or entity, identify that agency or entity and the purpose and population served. Describe any supports provided to the borrower to ensure a successful loan. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly. See example below.

The short-term loan program is operated by the State AT Program and is available to any agencies, entity or school districts in the state. Equipment is available for loan that meets the needs of adults and children of all ages with all types of disabilities. Entities must have an approved short-term loan program agreement on file with the program assuring acceptance of specific responsibilities to be able to borrow devices. The program includes a wide range of equipment including switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, vision devices and augmentative communication devices and the entire inventory is viewable online. Each

loan period is up to six weeks and an entity can borrow up to six devices. With each tablet loan, up to 10 applications can be borrowed.

Items are shipped and returned by commercial delivery service except for a few exceptionally heavy devices that must be delivered and picked up in person. All loans are tracked in a database with routine follow-up to ensure timely return of devices. All devices are sanitized and checked for functionality before being loaned out again. All device loans include manufacturer's instructions and/or a "cheat sheet" developed by the program with basic instructions about set-up and use to support the borrower(s). The device loan program inventory is updated as resources will allow and priority is given to purchasing devices to reduce waiting lists and provide current high demand items. No fees are charged to borrow devices.

FAAST operates a short-term loan program serving Floridians in need of Assistive Technology. This program is available to any individual, family member, representative, or professional. Participants must have an approved short-term loan program agreement and ID on file with the program assuring acceptance of specific responsibilities to be able to borrow devices. Available equipment meets the needs of adults and children of all ages with all types of disabilities. The program includes a wide range of equipment, including switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, vision devices, and augmentative communication devices

FAAST has seven libraries that house the equipment for the short-term loans: The statewide library serves all of Florida and six regional libraries serving their respective communities. The statewide library operates through an e-commerce platform on the FAAST website; clients can view and request the available inventory directly from the site. Clients can also request short-term loans from the statewide library over the phone through FAAST's Statewide Help-Desk. The regional libraries serve the clients who visit one of the six Regional Demonstration Centers. After training or demonstration, the client can take home the devices to further explore the functions and compatibility.

Each loan period is up to 35 days, extending for certain circumstances that require more time with the device, such as insurance evaluations. A participant can borrow up to four devices at one time. The Statewide Library ships and receives devices by commercial delivery service except for a few cumbersome devices that must be delivered and picked up in person. The Regional Center's libraries are pick up and drop off only.

All loans are tracked in a database with routine follow-up to ensure timely return of devices. All devices are sanitized and checked for functionality before being loaned out again. All device loans include manufacturer's instructions, and device troubleshooting is available from FAAST staff or manufacturer referral. The device loan program inventory is updated as resources will allow, and priority is given to purchasing devices to reduce waiting lists and provide current high demand items. There are no fees to borrow equipment from FAAST.

4. The online page for this specific activity can be found at:

Instructions: Enter the URL for the device short-term loan program (not the general home page URL) or enter N/A if information about this activity is not available online.

<https://faast.org/services/device-loans/>

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Section F: Device Demonstration Activity

The AT Act describes device demonstrations as activities to “directly, or in collaboration with public and private entities, such as one-stop partners, as defined in section 101 of the Workforce Investment Act of 1998 (29 U.S.C. 2801), demonstrate a variety of assistive technology devices and assistive technology services (including assisting individuals in making informed choices regarding, and providing experiences with, the devices and services), using personnel who are familiar with such devices and services and their applications.” Section 4(e)(2)(D)

Device demonstrations compare the features and benefits of AT devices to enable informed decision-making. In a device demonstration, guided experience with the device(s) is provided to the participant with the assistance of someone who has technical expertise related to the device(s). This expert may be in the same location as the participant or may assist the participant through Internet or distance learning mechanism that provides real-time, effective communication to deliver the necessary device exploration.

A demonstration is characterized by its interactive nature whereby the participant can interact with the device and an expert to increase their knowledge and understanding about the details and functions of a device; the participant drives the demonstration and has the ability to interact and have their individual questions about the device addressed. If the demonstration is conducted via the internet or distance learning mechanism it must be a real-time, interactive demonstration that provides one-on-one assistance to the participant. A web-based demonstration that is archived or is a static presentation without interaction is considered an awareness activity, not a demonstration.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for device demonstration activities.

Screen 12: **Device Demonstration**

- 1. If device demonstration activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No
Disability/AT Organizations	Yes	Yes	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	No
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

2. Describe the activity.

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining devices for the demonstration inventory, how the program delivers demonstrations (if remote demonstrations are done that should be explained) and if any portion of the program is for a particular agency or entity and a restricted service population. Describe any supports provided to demonstration participants to ensure quality decision making including the referral process. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly. See example below.

Example: In addition to our general device demonstration program, the State AT Program has an agreement with the Division of Aging to provide a targeted demonstration program for seniors. The inventory for this program consists of the most popular and affordable AT needed by seniors to live independently. Regularly scheduled device demonstrations are done onsite at a number of senior centers and local aging offices. Staff provide an overview of the basic devices and then provide one-on-one guided exploration for seniors matching

AT to their specific functional limitations. If devices are identified that will meet individual needs, referrals and resources are provided to support acquisition.

FAAST has six Regional Demonstration centers that demonstrate and compare features of AT devices to help make informed decisions when choosing the right device. Device demonstrations are available to individuals or representatives. All Centers have core inventory available to serve a broad range of requests. New devices are added to the center's inventory annually, so specialized equipment is unique to each Center. For specific requests, the State Headquarters supplements the Centers with equipment from the Statewide Lending Library.

3. The online page for this specific activity can be found at:

Instructions: Enter the URL for the device demonstration program (not the general home page URL) or enter N/A if information about this activity is not available online.

<https://faast.org/services/device-demonstrations/>

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Section G: State Leadership Activities

Training Activities

The AT Act describes training as follows:

“(i) TRAINING AND TECHNICAL ASSISTANCE. —

(I) IN GENERAL. —The State shall directly, or provide support to public or private entities with demonstrated expertise in collaborating with public or private agencies that serve individuals with disabilities, to develop and disseminate training materials, conduct training, and provide technical assistance, for individuals from local settings statewide, including representatives of State and local educational agencies, other State and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education, and businesses.

(II) AUTHORIZED ACTIVITIES. —In carrying out activities under sub clause (I), the State shall carry out activities that enhance the knowledge, skills, and competencies of individuals from local settings described in sub clause (I), which may include—

(aa) general awareness training on the benefits of assistive technology and the Federal, State, and private funding sources available to assist targeted individuals and entities in acquiring assistive technology;

(bb) skills-development training in assessing the need for assistive technology devices and assistive technology services;

(cc) training to ensure the appropriate application and use of assistive technology devices, assistive technology services, and accessible technology for e-government functions;

(dd) training in the importance of multiple approaches to assessment and implementation necessary to meet the individualized needs of individuals with disabilities; and

(ee) technical training on integrating assistive technology into the development and implementation of service plans, including any education, health, discharge, Olmstead, employment, or other plan required under Federal or State law.”

Training activities are instructional events, usually planned in advance for a specific purpose or audience, and are designed to increase participants’ knowledge, skills, and competencies

regarding AT. Such events can be delivered to large or small groups, in-person, or via telecommunications or other distance education mechanisms. In general, participants in training can be individually identified and could complete an evaluation of the training. Examples of training include classes, workshops, and presentations that have a goal of increasing skills, knowledge, and competency, as opposed to training intended only to increase general awareness of AT. Training activities have more depth and breadth than public awareness activities and are focused on skill building and competency development.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for training activities.

Screen 13: Training

- 1. If training activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No
Disability/AT Organizations	Yes	Yes	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	No
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

- 2. Provide a short description of at least one and no more than three planned training activities. One of the activities described must be planned Information and Communication Technology (ICT) accessibility training that will provide the required**

ICT Training performance measures. If the Statewide AT Program is meeting the transition requirements of the AT Act through training, please describe that planned activity. If the Statewide AT Program sponsors or co-sponsors a statewide conference please include that event as one you describe.

Planned ICT Accessibility Training (required)

FAAST hosts monthly AT training webinars with topics alternating between funding, transition, and Information and Communication Technology(ICT). Every three months, the featured training is our ICT webinar series for creating accessible documents. This series explores how to make your document universally readable, troubleshoot inaccessible documents, and best practices to save and share accessible documents. The training highlights different file formats to help with a variety of problem-solving.

Planned Transition Training or Other Training Activity (optional)

Planned Statewide Conference or Other Training Activity (optional)

3. The online page for this specific activity can be found at:

Instructions: Enter the URL for training activities (not the general home page URL) or enter N/A if information about this activity is not available online.

<https://faast.org/services/training/>

Technical Assistance Activities

The AT Act describes training as follows:

“(i) TRAINING AND TECHNICAL ASSISTANCE. —

(I) IN GENERAL. —The State shall directly, or provide support to public or private entities with demonstrated expertise in collaborating with public or private agencies that serve individuals with disabilities, to develop and disseminate training materials, conduct training, and provide technical assistance, for individuals from local settings statewide, including representatives of State and local educational agencies, other State and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education, and businesses.

(II) AUTHORIZED ACTIVITIES. —In carrying out activities under sub clause (I), the State shall carry out activities that enhance the knowledge, skills, and competencies of individuals from local settings described in sub clause (I), which may include—

(aa) general awareness training on the benefits of assistive technology and the Federal, State, and private funding sources available to assist targeted individuals and entities in acquiring assistive technology;

(bb) skills-development training in assessing the need for assistive technology devices and assistive technology services;

(cc) training to ensure the appropriate application and use of assistive technology devices, assistive technology services, and accessible technology for e-government functions;

(dd) training in the importance of multiple approaches to assessment and implementation necessary to meet the individualized needs of individuals with disabilities; and

(ee) technical training on integrating assistive technology into the development and implementation of service plans, including any education, health, discharge, Olmstead, employment, or other plan required under Federal or State law.”

Technical Assistance (TA) is direct problem-solving services provided by Statewide AT Program staff to assist programs and agencies in improving their services, management, policies and/or outcomes. TA may be provided in person, by electronic media such as telephone, video or e-mail and by other means. The following are examples of technical assistance: needs assessment, program planning or development, curriculum or materials development, administrative or management consultation, program evaluation and site reviews of external organizations, and policy development.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for technical assistance activities.

Screen 14: **Technical Assistance**

- If technical assistance activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Disability/AT Organizations	Yes	Yes	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	No
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

2. Provide a short description of at least one and no more than two planned technical assistance activities. If the Statewide AT Program is meeting the transition requirements of the AT Act through technical assistance, please describe that planned activity.

Planned Transition Technical Assistance or Other Technical Assistance Activity (required)

FAAST continues to work with the Florida Department of Education on the implementation of the AT Follows a Child. FAAST will develop a Frequently Asked Questions sheet to inform families with students transitioning educational settings. FAAST will provide training on the amendments to AT Follows a Child at two state conferences.

Planned Other Technical Assistance Activity (optional)

Public Awareness Activities

The AT Act says the following about Public Awareness:

“The State shall conduct public-awareness activities designed to provide information to targeted individuals and entities relating to the availability, benefits, appropriateness, and costs of assistive technology devices and assistive technology services, including—

(aa) the development of procedures for providing direct communication between providers of assistive technology and targeted individuals and entities, which may include partnerships with entities in the statewide and local workforce investment systems established under the Workforce Innovation and Opportunities Act (29 U.S.C. 3101 et seq.), State vocational rehabilitation centers, public and private employers, or elementary and secondary public schools;

(bb) the development and dissemination, to targeted individuals and entities, of information about State efforts related to assistive technology; and

(cc) the distribution of materials to appropriate public and private agencies that provide social, medical, educational, employment, and transportation services to individuals with disabilities.”

Public awareness activities are designed to reach large numbers of people, including activities such as public service announcements, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, and public forums.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for public awareness activities.

Screen 15: **Public Awareness**

- 1. If public awareness activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	No	No	No
Easter Seals	No	No	No
Disability/AT Organizations	No	No	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	No	No	No
Local/Community Entities	No	No	No
Private Entities	No	No	No
Other (describe)	No	No	No

- 2. Provide a short description of at least one and no more than two planned major public awareness activities. If the Statewide AT Program conducts a major ongoing public awareness activity such as an annual AT awareness day with a Governor’s Proclamation, please include that activity.**

Major Annual Planned or Other Public Awareness Activity (required)

The Annual Family Cafe Conference is the Nation's largest cross-disability event held in Orlando, FL, serving an average of ten thousand people a year. FFAST hosts the Assistive Technology (AT) Pavilion showcasing our resource program and raising awareness of AT solutions. The AT Pavilion is next to the exhibit hall for attendees to browse all things FFAST and AT. A majority of attendees are Floridians, who can utilize our services with the information we provide.

Planned Other Public Awareness Activity (optional)

Information and Assistance Activities

The AT Act says the following about information and referral activities, which for the purpose of this State Plan are called information and assistance activities:

“(aa) IN GENERAL. — The State shall directly, or in collaboration with public or private (such as nonprofit) entities, provide for the continuation and enhancement of a statewide information and referral system designed to meet the needs of targeted individuals and entities.

(bb) CONTENT. — The system shall deliver information on assistive technology devices, assistive technology services (with specific data regarding provider availability within the State), and the availability of resources, including funding through public and private sources, to obtain assistive technology devices and assistive technology services. The system shall also deliver information on the benefits of assistive technology devices and assistive technology services with respect to enhancing the capacity of individuals with disabilities of all ages to perform activities of daily living.”

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for information and assistance activities.

Screen 16: Information & Assistance

- 1. If information and assistance activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

Collaborating organizations conducting this activity	Have written agreement with this entity	Provide financial support to this entity	Receive financial support from this entity
Banks/financial institution	No	No	No
Independent Living Center	Yes	Yes	No
Easter Seals	No	No	No
Disability/AT Organizations	Yes	Yes	No
Federal Entities/Agencies	No	No	No
State Entities/Agencies	Yes	Yes	No
Local/Community Entities	No	No	No
Private Entities	Yes	Yes	No
Other (describe)	No	No	No

2. Describe the activity.

Instructions: This should include a description of how a consumer in need of information and assistance can contact the Statewide AT Program and how the program would provide assistance to him or her. Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing.”

Example: Our Statewide AT Program has four regional sites. Each site has a half-time person devoted to answering information and assistance calls and e-mails and this person receives extensive and ongoing training. A consumer can contact any of the four sites (usually he or she is directed to the one closest to where he or she lives) and either speak to the staff or leave a message via voicemail. E-mail inquiries are handled similarly, except that they all go to a general account and then are forwarded to the appropriate staff member. Our policy is to respond to all inquiries within one business day. When contacting a consumer, the staff has a routine of questions to ask to ensure that we have all of the information necessary to connect the consumer with appropriate resources. The expertise of the staff about AT-related resources in the state is backed up by several three-ring binders full of topical information for quick reference. If staff is not able to respond to a request for assistance alone, the request is brought to the weekly staff meeting to problem-solve.

For Information and Assistance activities, there are several ways to contact FFAST about Assistive Technology (AT), our program, and other available AT resources. The main form of communication is the Statewide Help Desk; available through phone, email, or website. A full-time staff member at the State Headquarters operates the Statewide Help Desk, directing the consumers to the appropriate center or resource. Consumers can also contact FFAST

Headquarters through our social media pages. Additionally, each of the six Regional Demonstration Centers answers inquiries about their center via phone or email. An online portal full of information regarding AT helps the staff member navigate the appropriate resource for the request.

Assistive Technology State Grant Program

State Plan for FY 2018-2020

Section H: Assurances & Measurable Goals

Section 4(d) of the AT Act prescribes the duties of the Lead Agency receiving a grant under section 4 of the AT Act and requires the State to provide a number of assurances in its application for funds. 34 CFR part 76 also requires that any State Plan include certain assurances. The Statewide AT Program certifying representative will attest to these assurances and other requirements below and by submitting the State Plan, will affirm that to the best of his or her knowledge and belief all information provided in the State Plan is true and correct and the State Plan fully discloses all known weaknesses concerning the accuracy, reliability, and completeness of the information.

Screen 17: **Assurances**

- 1. As the Certifying Representative of the Lead Agency for the State of Florida, I hereby assure the following:**
- 2. The Lead Agency prepared and submitted this State Plan on behalf of the State of Florida.**
- 3. The Lead Agency submitting this plan is the State agency that is eligible to submit this plan and if an Implementing Entity is identified it is designated to implement the required AT Act activities.**
- 4. The State agency has authority under State law to perform the functions of the State under this program.**
- 5. The State legally may carry out each provision of this plan.**
- 6. All provisions of this plan are consistent with State law.**
- 7. A State officer, specified by title in this certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan.**
- 8. The State officer who submits this plan, specified by title in this certification, has authority to submit this plan.**
- 9. The agency that submits this plan has adopted or otherwise formally approved this plan.**
- 10. The plan is the basis for State operation and administration of the program.**
- 11. The Lead Agency will maintain and evaluate the program under this State Plan.**

- 12. The State will annually collect data related to the required activities implemented by the State under this section in order to prepare the progress reports required under subsection 4(f) of the Act.**
- 13. The Lead Agency will submit the annual progress report on behalf of the State.**
- 14. The State will prepare reports to the Secretary in such form and containing such information as the Secretary may require to carry out the Secretary's functions under this Act and keep such records and allow access to such records as the Secretary may require to ensure the correctness and verification of information provided to the Secretary.**
- 15. The Lead Agency will control and administer the funds received through the grant.**
- 16. The Lead Agency will make programmatic and resource allocation decisions necessary to implement the State Plan.**
- 17. Funds received through the grant will be expended in accordance with Section 4 of the Act, and will be used to supplement, and not supplant, funds available from other sources for technology-related assistance, including the provision of assistive technology devices and assistive technology services.**
- 18. The Lead Agency will ensure conformance with all applicable Federal and State accounting requirements.**
- 19. The State will adopt such fiscal control and accounting procedures as may be necessary to ensure proper disbursement of and accounting for the funds received through the grant.**
- 20. Funds made available through a grant to a State under this Act will not be used for direct payment for an assistive technology device for an individual with a disability.**
- 21. A public agency or an individual with a disability holds title to any property purchased with funds received under the grant and administers that property.**
- 22. The physical facility of the Lead Agency and Implementing Entity, if any, meets the requirements of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding accessibility for individuals with disabilities. Section 4(d)(6)(E)**
- 23. Activities carried out in the State that are authorized under this Act, and supported by Federal funds received under this Act, will comply with the standards established by the Architectural and Transportation Barriers Compliance Board under section 508 of the Rehabilitation Act of 1973 (20 U.S.C. 794d). Section 4(d)(6)(G)**
- 24. The Lead Agency will coordinate the activities of the State Plan among public and private entities, including coordinating efforts related to entering into interagency agreements.**
- 25. The Lead Agency will coordinate efforts related to the active, timely, and meaningful participation by individuals with disabilities and their family members, guardians, advocates, or authorized representatives, and other appropriate individuals, with respect to activities carried out through the grant.**

General Description of Measurable Goals:

Section 4(d)(3) of the AT Act requires that the State include information on the measurable goals, and a timeline for meeting those goals, that the State, with the advice of the Advisory Council required in section 4(c)(2), has set for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology).

- Section 4(d)(3)(A)(i) of the AT Act states that education goals include goals involving the provision of assistive technology to individuals who receive services under the Individuals with Disabilities Education Improvement Act (20 U.S.C. 1400 et seq.). This includes infants and toddlers receiving early intervention services under Part C.
- Education also includes the provision of assistive technology to individuals who receive services under section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) and individuals in institutions of higher education and vocational education, including community colleges.
- Section 4(d)(3)(A)(ii) of the AT Act states that employment goals include goals involving the State vocational rehabilitation program carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.).

ACL has established three types of measurable goals for Section 4 grantees:

- *Access to AT Goals* relate to the activities of device loan for a decision-making purpose and device demonstration. The State will show that it has improved access to AT by reaching or exceeding the ACL set target percentage of individuals and entities who accessed device demonstration programs or device loan programs and made a decision about an AT device or service as a result of the assistance they received. The Access Goal performance measure data is found in the Annual Progress Report (APR) for State Assistive Technology Programs.
- *Acquisition of AT Goals* relate to the activities of state financing, device reutilization, and device loan for purposes other than decision-making. The State will show that it has improved acquisition by reaching or exceeding the ACL set target percentage of individuals and entities who obtained devices or services from State financing activities or reutilization programs who would not have obtained that AT device or service. The Acquisition Goal performance measure data is found in the APR for State Assistive Technology Programs.
- *Information and Communication (ICT) Accessibility Goal* is focused on obtaining an outcome/result from information and communication technology accessibility training including improvement of policies procedures or practices in the areas of website and software development and procurement. The State will show that it has improved ICT training results by reaching or exceeding the ACL set target percentage of participants reporting a targeted outcome. The ICT Training performance measure data is found in the APR for State Assistive Technology Programs.



Service Delivery Committee

Strategic Plan 2020 – Goal Tracking Year 2

Strategic Issue 2, Objective 2 - By September 30, 2022, FFAST will create, develop, and establish an online Training Resource page on the FFAST website.

Strategy: Utilize other state AT program data to create best practice for online Training page.

- Due: 12/31/2021
- Staff Assigned: Whitney Doyle & Hannah Brock

Actions:

- COMPLETED - Strategy 2-1: Review website capabilities and establish home webpage for training videos.
- IN PROGRESS - 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.
 - o 3/23/2021 Training website is delayed due to turnover on website contractor
 - o 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
 - o 7/13/2021 Website build was approved by ATAC at June meeting. Training website will be incorporated into build.
 - o 3/1/2022 Resource Directory webpage is scheduled to launch in March 2022 with training videos
 - o 4/12/2022 Resource Directory is linked to faast.org and backlog of training videos has been captioned and Bella Business Solutions is creating an opening and closing video graphic.

Strategic Issue 2, Objective 5 - By September 30, 2022, FFAST will implement the updated service delivery model for RDCs.

Strategy: Evaluate successes and challenges of updated RDC service delivery model.

- Due: 6/30/2022
- Staff Assigned: Whitney Doyle & Hannah Brock

Actions:



- COMPLETED - 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.
 - 4/12/2022 January 2022 FAASTU was held for Northeast, North Central, and Southeast RDCs.
- IN PROGRESS - Strategy 5-2: Evaluate successes and challenges of new service delivery model.
 - 4/12/2022 Draft survey was created to evaluate new service delivery model. It was presented to the SDC and feedback from the members will be sent after the meeting.
 - 5/24/2022 Survey results presented to SDC.
- IN PROGRESS - Strategy 5-3: Make any necessary changes to service delivery models for next contract period.

Strategic Issue 2, Objective 9 - By September 30, 2022, FAAST will research and establish an updated service delivery model for Regional Reuse Centers.

Strategy: Gather and analyze data to create/update RRC service delivery model.

- Due: 3/31/2022
- Staff Assigned: Whitney Doyle & Hannah Brock

Actions:

- COMPLETED - 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.
- COMPLETED - 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 in March SDC meeting
- COMPLETED - 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.)
- IN PROGRESS - Strategy 9-5: Bring together all research to create draft service delivery models.
 - 4/12/2022 Draft Reuse models presented to SDC.



Completed Objectives

Strategic Issue 2, Objective 4 - By September 30, 2021, evaluate and adjust AT List.

Strategy: 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.

- Due: 9/30/2022
- Staff Assigned: Whitney Doyle & Hannah Brock

Actions:

- COMPLETED - Strategy 4-1: Create cost benefit and value analysis of AT List.
 - o 3/23/2021 Discussion to evaluate RRC service delivery model in FY2022 added to Mar. meeting agenda
 - o 5/25/2021 RRC service delivery model approved by SD to be reviewed in FY22
 - o 4/12/2022 No additional cost to host AT List on website
- COMPLETED - Strategy 4-2: Research current programs (CILs) that have reuse and refurbish programs to explore partnership opportunities.
 - o 5/25/2021 Scheduled time in FY22 for CILs to present current reuse programs