



May 2022 Service Delivery Committee

Minutes

May 24th 2022

2:00-3:00 p.m. ET

1. Opening

Mr. Paul Tobin called the meeting to order at 2:00 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. Marquesas Blimes

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 April 2022 Service Delivery Committee meeting minutes were approved as presented. No modifications were made. Ms. Janet Good made the motion to approve the April 2022 Service Delivery Committee meeting minutes. Mr. Eddie Hall seconded the motion. There were no objections.

4. Regional Reuse Center Program Overview | Whitney Doyle

Ms. Whitney Doyle presented the proposed RRC grant application and would like the committee to send it the full ATAC for approval. Mr. Tobin stated that device for reutilization has three categories and he asked if we are requiring the centers to show deliverables in all three categories. Ms. Doyle states that the proposal intends it to be that way. FAAST's contract with VR includes the three categories of deliverables. Mr. Tobin suggested to clarify the three categories of deliverables by stating they need any or all categories of deliverables.



The proposed RRC grant application is approved by acclamation to presented the full ATAC for final approval.

5. Regional Demonstration Center Evaluation Survey Results | Whitney Doyle

Ms. Doyle briefly reviewed the survey results. FAAST has not received the results from all the centers, and some have asked for more time.

Mr. Tobin asked to table this agenda item until the next meeting. There was no objection.

6. State Plan for Assistive Technology | Whitney Doyle

The Administration for Community Living has asked for our three-year state plan by July 1, 2022. The plan would reflect what we are currently doing and what we will continue to do then assistive technology for the next three year. Staff will work on this internally. The committee asked for the final draft once the report is submitted.

7. Action Items

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

8. Closing

Next Meeting- June 28th, 2022, at 2:00 PM. No public comment was made. The meeting was adjourned at 2:26 PM.

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	Neither Agree nor Disa	Neither Agree nor Disa	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	Neither Agree nor Disa	Neither Agree nor Disa	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	Neither Agree nor Disa	Neither Agree nor Disa	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 202	FAASTU: What were th	FAASTU: What were th	RDC Deliverables: Plea
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 col	Strongly Agree
Strongly Agree	There were changes to	If you are new you are	Neither Agree nor Disa
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 m 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 fi Working for FAAST is wonderful. Top notch lea

Quick to answer questi Working to together mc I don't think that everything, contractual or othe

FAAST staff is helpful i Create realistic quotas I think the spirit of the FAAST program is great-

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

1.State Program Manaç 1. More marketing supp; 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.



Strategic Plan 2020

Year 3 Goals & Objectives

Strategic Issue 2

Issue 2: How can FFAST expand its capacity to reach all Floridians while maintaining a quality and equitable level of service?

Description:

- Inequitable access to service based on geography
- Mismatch between local provider and consumer needs
- Telehealth and other innovations allow for cost-effective expansion
- Differing levels in service quality of contracted providers
- Wide variety of healthcare settings and needs across Florida
- Current service model limits ability to expand capacity

Consequences of Inaction:

- Inequitable service access
- Continued provider-consumer mismatch
- Organizational and consumer stagnation
- Competition from other providers
- Continued disparity in contracted-provider quality

Goal: FFAST serves all Floridians through a quality and equitable level of service.

Objective 1: By September 30, 2021, FFAST will research and establish an updated service delivery model for Regional Demonstration Centers. COMPLETED

Strategy 1-1: Update Florida map for accurate geographical representation of FFAST core 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.

Strategy 1-2: Gather data from other state AT Act programs on their service delivery to understand models of best practice.

Strategy 1-3: Gather data from state agencies and other AT providers in Florida to better understand how FAAST fits into the AT system. Map their processes to navigate clients through options.

Strategy 1-4: Gather data on different funding strategies for FAAST to serve more geographical areas. Seek to address the following:

- What does an equitable service delivery model look like? Identify the drivers and barriers to achieve an equitable model.
- What resources (i.e. funding, personnel, logistics, etc.) are needed to serve the entire state equitably?
- What does it look like to serve the state equally with current funding? How does this contrast with the historical service delivery?
- Does current funding model require different people to be served annually?
- What is the cost benefit analysis for FAAST to travel to individuals outside of their office?
- How can transportation barriers be addressed?
- Can more people be served virtually?

Strategy 1-5: Gather data on any cultural barriers in current service delivery model. (Consider outside consultants for review, i.e. Keri Gray or Central Iowa CIL)

Strategy 1-6: Bring together all research to create draft service delivery models.

Indicator 1-1: By January 31, 2021, all data and updates will be gathered from State Agencies and presented to the Service Delivery Committee.

Indicator 1-2: By March 31, 2021, all data and updates will be gathered and presented to the Service Delivery Committee.

Indicator 1-3: By June 30, 2021, the Service Delivery Committee will have agreed to a new service delivery model and new draft contracts will be sent to the RDCs/RRCs.



Indicator 1-4: By June 30, 2021, contract discussion will be held with VR.

Indicator 1-5: By September 30, 2021, new contracts with VR and the subrecipients will be signed and any transition activities will be finalized.

Objective 2: By September 30, 2022, FAAST will create, develop, and establish an online Training Resource page on the FAAST website.

Strategy 2-1: Review website capabilities and establish home webpage for training videos.

Strategy 2-2: Gather data from other state AT Act programs on their training video libraries to understand models of best practice and for potential partnerships opportunities.

Strategy 2-3: Discuss with RDCs the AT devices that need training videos (prioritize AT videos to be made).

Strategy 2-4: Establish dedicated video recording set up at FAAST headquarters.

Strategy 2-5: With help from RDCs, begin creating video library, ensuring that all content is accessible and 508 compliant.

Strategy 2-6: Develop marketing and dissemination plan for training video library, ensuring all videos are accessible for all audiences.

Strategy 2-7: Continue video development, marketing, and dissemination.

Indicator 2-1: By October 31, 2021, the training website will be created on FAAST website.

Indicator 2-2: By December 31, 2021, FAAST will have dedicated recording area and will begin gathering training videos.

Indicator 2-3: By December 31, 2021, the Technology Awareness Committee will approve a marketing and dissemination plan for training videos.

Indicator 2-4: By January 30, 2022, the training webpage will be live and marketing/dissemination plan will begin. Any collaboration opportunities with other state AT programs will be confirmed and implemented.

Indicator 2-5: By September 30, 2022, data will be collected on training video website and an analysis will be done on the success of the webpage.



Objective 3: By September 30, 2021, FAAST will create more collaboration amongst RDCs and RRCs. COMPLETED

Strategy 3-1: With help from RDCs/RRCs, develop new tactics for RDCs and RRCs to collaborate amongst themselves.

Strategy 3-2: Implement collaboration tactics.

Strategy 3-3: Continually revisit and adjust collaboration tactics as needed.

Indicator 3-1: By December 31, 2020, draft plans for collaboration tactics will be created and approved by Executive Director.

Indicator 3-2: By March 31, 2021, collaboration plans will be implemented and presented to Service Delivery Committee for update on success/challenges.

Indicator 3-3: By September 30, 2021, collaboration tactics will be revisited and add incorporated into new service delivery model as appropriate (SI2I12).

Objective 4: By September 30, 2022, evaluate and adjust AT List. COMPLETED

Strategy 4-1: Create cost benefit and value analysis of AT List.

Strategy 4-2: Research current programs (CILs) that have reuse and refurbish programs to explore partnership opportunities.

Strategy 4-3: Create marketing plan to expand reach of AT List.

Indicator 4-1: By September 30, 2022, the AT List will be revised as needed.

Objective 5: By September 30, 2022, FAAST will implement the updated service delivery model for RDCs.

Strategy 5-1: FAAST will hold orientation and training for RDCs during FAASTU 2021.

Strategy 5-2: Evaluate successes and challenges of new service delivery model.

Strategy 5-3: Make any necessary changes to service delivery models for next contract period.

Indicator 5-1: By October 30, 2021, FAASTU will be held and RDCs will receive training.



Indicator 5-2: By June 30, 2022, successes and challenges of new service delivery model are collected and presented to the Service Delivery Committee.

Indicator 5-3: By September 30, 2022, new contracts will be drafted and changes will be made if needed.

Objective 6: By September 30, 2021, September 30, 2022, and September 30, 2023, create annual legislative priorities to implement within the strategic plan.

Strategy 6-1: Legislative Priorities drafted and approved by Public Policy and Advocacy Committee.

Indicator 6-1: By June of the prior FY, the Legislative Priorities are approved by the ATAC.

Objective 7: By September 30, 2023, FAAST will achieve an equitable service delivery model.

Strategy 7-1: The Regional Demonstration Center service delivery model will be evaluated, updated, implemented, and reevaluated to achieve an equitable model.

Strategy 7-2: The Regional ReUse Center service delivery model will be evaluated, updated, implemented, and reevaluated to achieve an equitable model.

Indicator 7-1: By September 30, 2023, the Regional Demonstration Center service delivery model will be equitable.

Indicator 7-2: By September 30, 2023, the Regional ReUse Center service delivery model will be equitable.

Objective 8: By September 30, 2023, with support from VR and DOE, the New Horizon Loan Program will be a separate nonprofit for the purpose of a Community Development Financial Institution.

Strategy 8-1: Initiate the discussion with VR and DOE on NHLP becoming a separate nonprofit.

Strategy 8-2: Create plan for entity separation.

Strategy 8-3: Execute separation plan.

Indicator 8-1: By March 31, 2021, the discussion will be held with VR and DOE able NHLP becoming a separate nonprofit.



Indicator 8-2: By September 30, 2021, ATAC approves a separation plan.

Indicator 8-3: By September 30, 2022, the financial loan program new entity is created and the transition of the program is completed.

Objective 9: By September 30, 2022, FAAST will research and establish an updated service delivery model for Regional ReUse Centers.

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.

Strategy 9-2: Gather data from other state AT Act programs on their service delivery to understand models of best practice.

Strategy 9-3: Gather data from state agencies and other AT providers in Florida to better understand how FAAST fits into the AT system. Map their processes to navigate clients through options.

Strategy 9-4: Gather data on different funding strategies for FAAST to serve more geographical areas. Seek to address the following:

- What does an equitable service delivery model look like? Identify the drivers and barriers to achieve an equitable model.
- What resources (i.e. funding, personnel, logistics, etc.) are needed to serve the entire state equitably?
- What does it look like to serve the state equally with current funding? How does this contrast with the historical service delivery?
- Does current funding model require different people to be served annually?
- What is the cost benefit analysis for FAAST to travel to individuals outside of their office?
- How can transportation barriers be addressed?
- Can more people be served virtually?
- How can Reuse be more cost effective?

Strategy 9-5: Bring together all research to create draft service delivery models.



Indicator 9-1: By January 31, 2022, all data and updates will be gathered from State Agencies and presented to the Service Delivery Committee.

Indicator 9-2: By March 31, 2022, all data and updates will be gathered and presented to the Service Delivery Committee.

Indicator 9-3: By June 30, 2022, the Service Delivery Committee will have agreed to a new service delivery model and new draft contracts will be sent to the RRCs.

Indicator 9-4: By June 30, 2022, if needed, contract discussion will be held with VR.

Indicator 9-5: By September 30, 2022, new contracts with VR and the subrecipients will be signed and any transition activities will be finalized.

Objective 10: By September 30, 2023, FAAST will implement the updated service delivery model for RRCs.

Strategy 10-1: FAAST will hold orientation and training for RRCs during FAASTU 2022.

Strategy 10-2: Evaluate successes and challenges of new service delivery model.

Strategy 10-3: Make any necessary changes to service delivery models for next contract period.

Indicator 10-1: By October 30, 2022, FAASTU will be held and RRCs will receive training.

Indicator 10-2: By June 30, 2023, successes and challenges of new service delivery model are collected and presented to the Service Delivery Committee.

Indicator 10-3: By September 30, 2023, new contracts will be drafted and changes will be made if needed.



National Assistive Technology Act Data System

State Plan - Full Report

Florida

General Information

Statewide AT Program (Information to be listed in national State AT Program Directory)

State AT Program Title	Florida Alliance for Assistive Services and Technology
State AT Program URL	www.faast.org
Mailing Address	2145 Delta Blvd, Suite 200
City	Tallahassee
State	FL
Zip Code	32303
Program Email	info@faast.org
Phone	1-844-353-2278
TTY	1-877-506-2723

Lead Agency

Agency Name	Florida Department of Education Division of Vocational Rehabilitation
Mailing Address	325 W Gaines St. Suite 1144
City	Tallahassee
State	FL
Zip Code	32399
Program URL	www.rehabworks.org/

Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? Yes	
Name of Implementing Agency	Florida Alliance for Assistive Services and Technology
Mailing Address	2145 Delta Blvd, Suite 200

City	Tallahassee
State	FL
Zip Code	32303
Program URL	www.faast.org

General Information (Continued...)

Program Director and Other Contacts

Program Director for State AT Program (last, first)	Doyle, Whitney
Title	Executive Director
Phone	8504873278 x107
E-mail	wdoyle@faast.org
Program Director at Lead Agency (last, first)	Sims, Cacetha
Title	Contract Manager
Phone	8502453373
E-mail	Cacetha.Sims@vr.fldoe.org
Primary Contact at Implementing Agency (last, first) - If applicable	Doyle, Whitney
Title	Executive Director
Phone	8504873278
E-mail	wdoyle@faast.org

Person Responsible for completing this form if other than Program Director

Name (last, first)	Brock, Hannah
Title	State AT Program Manager
Phone	8504873278
E-mail	hbrock@faast.org

Certifying Representative

Name (last, first)	Sims, Cacetha
Title	Contract Manager
Phone	8502453373
E-mail	Cacetha.Sims@vr.fldoe.org

Module A: Change in Lead Agency or Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf (From General Information)? Yes

1. Describe the mechanisms established to ensure coordination of activities and collaboration between the Implementing Entity and the state.

The Florida Alliance for Assistive Services and Technology, Inc. (FAAST) is a 501(c)3 nonprofit based in Tallahassee, Florida. FAAST is the implementing agency for Florida's AT Act program and holds a contract with the Lead Agency, the Florida Division of Vocational Rehabilitation (DVR). Contract Number 21-101 is both the state and federal funding for the AT program and is effective from October 1, 2020, to September 30, 2023. The contract includes monthly, quarterly, and annual deliverables that are reported to DVR at the end of every quarter. If the deliverables in the contract are not met, FAAST receives financial consequences in the amount described in the 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? No

3. 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? No

Module B: Advisory Council

1. How many representatives of the designated State agency for Vocational Rehabilitation are members of the advisory council? 1
2. How many representatives of the designated State agency for Vocational Rehabilitation for individuals who are blind are members of the advisory council (when there is such a separate VR agency for individuals who are blind)? 1
3. How many representatives of a state Center for Independent Living are members of the advisory council? 0
- 3.1 Please provide the reason(s) the Advisory Council does not have this required agency representative member and describe the actions that will be taken to become in compliance for Question 3.**
The statute that governs FFAST, FS 413.407, states that a representative from the Florida Independent Living Council must be on the Advisory Council. The statute was amended on July 1, 2022, to remove the Florida Independent Living Council representative and replace them with a representative from a state Center for Independent Living. An applicant to represent a state Center for Independent Living was submitted to the Commissioner of Education for appointment in November 2021. FFAST is still wa
4. How many representatives of the State workforce development board established under the Workforce Innovation and Opportunity Act are members of the advisory council? 0
- 4.1 Please provide the reason(s) the Advisory Council does not have this required agency representative member and describe the actions that will be taken to become in compliance for Question 4.**
An applicant to represent CareerSource Florida was submitted to the Commissioner of Education for appointment in November 2021. FFAST is still waiting for that individual to be appointed.
5. How many representatives of the State educational agency are members of the advisory council? 1
6. How many additional representatives of other agencies and/or organizations are members of the advisory council? 3
- 6.1 Description of additional representatives of other agencies and/or organizations are members of the advisory council.**
The advisory council has three representatives of business and industry concerned with assistive technology. They are from the Department of Education's assistive technology program, a speech-language pathologist, and a vision technology company owner.
7. How many individuals with disabilities who use assistive technology or their family members or guardians are members of the advisory council? 9

Advisory Council Calculation

Description	Number
Individuals with disabilities that use AT or their family members or guardians on the advisory council	9
Total number of individuals on the advisory council	15
Percentage	60%

8. 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. Yes

Module C: Actual Expenditures and Budgeted Allocations

1. Actual Expenditures Carryover Year Close-out

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 more than that initial 12 month period.

For the State Plan submitted in the spring of 2022, you will report the closed-out grant award for FY19. The grant began 10/1/2018 with the first year ending on 9/30/2019, the first carryover year ended on 9/30/2020 and the second carryover year ended on 9/30/2021 with the 3 month liquidation period ending 12/31/2021.

Actual Expenditures for Closed-out Carryover Year Award	Final Expenditures	Percentage	Requirements
a. All State Level Activities	\$387,059.58	50.00%	The AT Act required state level expenditures to be at least 60% of grant award. If flexibility is claimed, at least 70% is required.
b. All State Leadership Activities	\$313,821.42	40.54%	
c. Total Expenditures	\$700,881.00		
d. Total Award	\$774,102.00		
e. Lapsed Amount	\$73,221.00	9.46%	
f. Transition Training & Technical Assistance Set Aside	\$0.00	0.00%	The AT Act requires at least 5% of state leadership expenditures to be spent on transition activities.

Module C: Actual Expenditures and Budgeted Allocations (Continued...)

2. Actual YTD Expenditures and Budgeted Allocations for Preceding Year Award

In the following table provide year-to-date (YTD) obligated and liquidated expenditure data for the 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 the State Plan submitted in the spring of 2022, you will report the closed-out grant award for FY20. The grant began 10/1/2019 with the first year ending on 9/30/2020, the first carryover year ended on 9/30/2021 and the second carryover year ended on 9/30/2022 with the 3 month liquidation period ending 12/31/2022.

The total grant award for was **\$816,871.00**

Actual & Planned Immediate Preceding Year Award Expenditures	YTD Obligated not Liquidated Expenditures	YTD Liquidated Expenditures	Planned not yet Obligated Expenditures	Total
All State Level Activities	\$26,400.00	\$622,085.40	\$0.00	\$648,485.40
All State Leadership Activities	\$17,600.00	\$150,785.60	\$0.00	\$168,385.60
Total	\$44,000.00	\$772,871.00	\$0.00	\$816,871.00
Transition Training & Technical Assistance	\$880.00	\$5,536.50	\$0.00	\$6,416.50

Module D: State Level Activity Summary

1. Which State Financing Activities do you conduct?

- Financial Loan

2. Which Reutilization Activities do you conduct?

- Device Exchange
- Device Reassignment or Open Ended Loan

3. Do you conduct Short-term Device Loans?

Yes

4. Do you conduct Device Demonstrations?

Yes

Module E: Financial Loan

1. Select the one option that best describes who conducts this activity.

The Statewide AT Program (State AT)

2. Select the one option that best describes from where this activity is conducted.

One central location (Central)

3. Do you charge a fee for this activity? (This fee is separate from and addition to the financial loan made.)

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

- Have written agreement with this entity

Independent Living Center (select any/all)

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module E: Financial Loan (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

Other (select any/all)

5. This activity offers the following types of assistance. (select all that apply – at least one is required)

Identify all types of loans the Statewide AT Program offers, regardless of whether any loans of that type are currently outstanding.

- Revolving loans
- Loan guarantees
- Interest buy-downs

- | | |
|--|------------|
| 6. The lowest interest percentage for loans as established by the policies of the activity. | N/A |
| 7. The highest interest percentage for loans as established by the policies of the activity. | N/A |
| 8. The lowest loan amount (in dollars) provided as established by the policies of the activity. | N/A |
| 9. The highest loan amount (in dollars) provided as established by the policies of the activity. | \$40000.00 |

10. Describe the activity.

FAAST provides both an alternative finance program and a telework loan program, collectively known as the New Horizon Loan Program, through four different types of AT Act activities. FAAST provides a direct loan program through a revolving loan fund, a bank guarantee loan program, a credit builder loan program, and 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 credit builder loan is for individuals that do not meet the credit guidelines for the direct loan and is used to build credit. The interest rate buydown program is only used for home modification loans and 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, which 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 Floridians 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 more significant numbers of the underserved population.

11. The online page for this specific activity can be found at: <https://faast.org/services/financial-loans/>

Module H: Device Exchange

1. Select the one option that best describes who conducts this activity.

Both the Statewide AT Program and other entities/contractors (Both)

2. Select the one option that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module H: Device Exchange (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. Select the option that best describes what happens when a device is exchanged. (select all that apply)

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

6. Describe the activity.

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 Classifieds” section that allows any individual or organization in Florida to post an AT device to be exchanged. If 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 its 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.

7. The online page for this specific activity can be found at: <https://www.floridafaast.org/classifieds>

Module I: Device Refurbish and Reassignment and/or Open-ended Loan

1. Select the one option that best describes who conducts this activity.

Both the Statewide AT Program and other entities/contractors (Both)

2. Select the one option that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module I: Device Refurbish and Reassignment and/or Open-ended Loan (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. Select the option(s) that describe how a reutilized device is provided to a recipient. (select all that apply)

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

6. Describe the activity.

FAAST provides device refurbishment activities at its headquarters and contracts with five Centers for Independent Living (CILs) across the state to provide device refurbishment activities to individuals who have disabilities. FAAST and 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. No fees are charged for this program.

7. The online page for this specific activity can be found at: <https://faast.org/services/device-reuse-and-reutilization/>

Module J: Device Loan

1. Select the one option that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the one option that best describes from where this activity is conducted.

Regional sites (Regional)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Module J: Device Loan (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

5. Select the option that describes how the majority of devices loaned are delivered to and returned from a borrower. (select one)

The majority of devices are delivered or picked up in-person

6. Describe the activity.

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 12 libraries that house the equipment for the short-term loans. FAAST also operates an online library 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 12 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-ups to ensure the 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.

7. The online page for this specific activity can be found at: <https://faast.org/library/>

Module K: Device Demonstration

1. Select the **one option** that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the **one option** that best describes from where this activity is conducted.

Regional sites (Regional)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Module K: Device Demonstration (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

5. Describe the activity.

FAAST has 12 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.

6. The online page for this specific activity can be found at: <https://faast.org/services/device-demonstrations/>

Module L: Training

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Module L: Training (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

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 AT products/services, funding, transition, and Information and Communication Technology (ICT). We partner with different AT vendors and professionals from the industry to bring our audience varied topics. We partner with vendors of website accessibility tools or professionals who have experience with IT accessibility to bring our audience ICT training. We follow up these webinars with an automatic survey sent to the participants to collect required ICT Training Performance measures. We also have recordings of previous webinars on our Youtube Channel to act as a resource for people interested in a topic we have already presented.

Planned Transition Training or Other Training Activity (optional)

Our demonstration centers have a quarterly deliverable to train at least 5% of their training participants in transition. This initiative is to help increase focus on transition training and make it a priority for our program. The other 95% of their training participant deliverable can be met with training on the other three topics.

Planned Statewide Conference or Other Training Activity (optional)

3. The online page for this specific activity can be found at: <https://faast.org/services/public-awareness-training/>

Module M: Technical Assistance

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Module M: Technical Assistance (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

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 is working to grow the Regional Demonstration Center program and has worked with five new organizations to create assistive technology demonstration centers. FAAST is currently working with Hope Services in Pasco County to open it's 12th Regional Demonstration Center on October 1, 2022.

Planned Other Technical Assistance Activity (optional)

Module N: Public Awareness

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module N: Public Awareness (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

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 Florida's largest cross-disability event held in Orlando, FL each June, serving thousands of people a year. FFAST purchases two exhibit booths at this event. A majority of attendees are Floridians, who can utilize our services with the information we provide.

Planned Other Public Awareness Activity (optional)

FAAST has been exploring public awareness activities at new annual events hosted by the Florida Association of Speech-Language Pathologists and Audiologists, the Florida Academy of Audiology, the National Federation of the Blind of Florida, Florida Partners in Policymaking, Florida Occupational Therapy Association, and the Florida DeafBlind Association.

Module O: Information and Assistance

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Module O: Information and Assistance (Continued...)

Local/Community Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

2. Describe the activity

For information and assistance activities, there are several ways to contact FFAST about 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 with FFAST 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 12 Regional Demonstration Centers answers inquiries about their center via phone or email.

Assurances and 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.

Assurances

As the Certifying Representative of the Lead Agency for the State of , I hereby assure the following:

1. The Lead Agency prepared and submitted this State Plan on behalf of the State of FL.
2. 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.
3. The State agency has authority under State law to perform the functions of the State under this program.
4. The State legally may carry out each provision of this plan.
5. All provisions of this plan are consistent with State law.
6. 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.
7. The State officer who submits this plan, specified by title in this certification, has authority to submit this plan.
8. The agency that submits this plan has adopted or otherwise formally approved this plan.
9. The plan is the basis for State operation and administration of the program.
10. The Lead Agency will maintain and evaluate the program under this State Plan.
11. 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.
12. The Lead Agency will submit the annual progress report on behalf of the State.
13. 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.
14. The Lead Agency will control and administer the funds received through the grant.
15. The Lead Agency will make programmatic and resource allocation decisions necessary to implement the State Plan.
16. 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.
17. The Lead Agency will ensure conformance with all applicable Federal and State accounting requirements.
18. 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.
19. 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.
20. 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.
21. 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)
22. 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)
23. 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.
24. 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.



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.
 - o 7/25/2022 11 Training video recordings are up on YouTube. Now working with Bella Business Solutions to post them on the website.

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. Now 7/26/2022.
- IN PROGRESS - Strategy 5-3: Make any necessary changes to service delivery models for next contract period.

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.
 - 3/23/2021 Discussion to evaluate RRC service delivery model in FY2022 added to Mar. meeting agenda
 - 5/25/2021 RRC service delivery model approved by SD to be reviewed in FY22
 - 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.
 - 5/25/2021 Scheduled time in FY22 for CILs to present current reuse programs



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