



April 2022 Interagency Committee

Minutes

April 20, 2022

10:00-10:30 a.m. ET

1. Opening

Ms. Elizabeth Moya opened the meeting. No member presented an issue with being recorded. The meeting was called to order at 10:04 am.

Members Present: Ms. Elizabeth Moya, Ms. Genevieve English-Charles, Mr. Horace Brown

Staff Present: Ms. Whitney Doyle and Ms. Megan Atkinson

Members of the Public: Ms. Sarah Goldman and Ms. Kristi Warren

2. Approval of Agenda

No members of the public commented. No modifications were made to the agenda. Ms. English Charles made a motion to approve the agenda. Mr. Brown seconded the motion. The agenda was approved without any objection

3. Approval of Minutes

No members of the public commented. No modifications were made to the January 2022 Interagency Committee meeting minutes. Mr. Brown made a motion to approve the minutes. Ms. English-Charles seconded the motion. The January 2022 Interagency Committee meeting minutes were approved without any objection

4. Discuss and Propose Bylaw Changes Regarding Interagency Committee | Whitney Doyle

Ms. Doyle explains that SB 418 removes committee language from the statute. She asked the committee if they would like to keep the Interagency Committee or change anything. The committee would only like to meet as needed.

5. State Agency Toolkit



Ms. Doyle presents the completed State Agency Toolkit. There are a few changes and correction that need to be made. Mr. Brown asks if the Toolkit will be available in large print, Spanish and Creole. Ms. Moya asked that it is up to ADA guidelines.

6. Action Items

Ms. Doyle explains that she has converted the goal tracking document from a excel spreadsheet to an accessible word document. The Committee is on track and has completed the State Agency Toolkit.

7. Closing

Next Meeting- Wednesday July 20th, 2022, at 10:00 am. Ms. Sarah Goldman give kudos to Ms. Doyle and staff on the Toolkit. She would like to invite the RDC to a meeting mid-year to get their feedback.

Ms. English-Charles made the motion to adjourn the meeting. Mr. Brown seconded the motion. The Meeting was adjourned at 10:20 am.



Strategic Plan 2020

Year 3 Goals & Objectives

Strategic Issue 1

Issue 1: How can FFAST raise public awareness of the organization and its programs, benefits, service areas, and successes?

Description:

- Addressing this improves consumer quality of life
- Reaching and serving more consumers
- Increases knowledge, empowerment, choice for consumers
- Improved social and political justification, value
- Desire to serve all Floridians

Consequences of Inaction:

- Operational and consumer stagnation
- Lack of access, empowerment, and choice for consumers
- Reduced policymaker attention, budget cuts
- Individuals in need will not have access to FFAST programs and information
- Competition from other programs to fill the void
- Inequitable access to services for all areas of Florida
- Inability to adequately address service and information gaps for consumers

Goal: Increase awareness of FFAST.

Objective 1: By December 30, 2020, appeal to the public to increase awareness to taxpayers, legislators, and the general public through testimonials.

Strategy 1-1: Begin sending out a campaign (social, email, partners) asking for the story and a photo of someone who benefitted from FFAST in addition to the success stories submitted as part of the RDC Contracts (personal or professional).



Follow-up call, speak with client to ask if willing to provide their story, create video testimonials.

Strategy 1-2: Build a library of testimonials and messages to schedule out on a regular basis to increase the public awareness of FAAST programs.

Strategy 1-3: Integrate testimonials with regular communications to highlight the work we do.

Indicator 1-1: By October 31, 2020, have a process for submitting testimonials in place.

Indicator 1-2: By November 1, 2020, have a working database of testimonials in place to build upon.

Indicator 1-3: By December 1, 2020, include testimonials as part of regular communications.

Objective 2: By September 30, 2022, increase awareness of FAAST to partner organizations and businesses.

Strategy 2-1: Compile a list of potential partners.

Strategy 2-2: Reach out to partners to discuss sharing appropriate information regarding FAAST programs and services such as the device and financial loan programs to Audiologists, SLPs, OTs, etc.

Strategy 2-3: Foster relationship building between RDCs/RRCs with local state agency staff/offices to broaden interagency bandwidth.

Strategy 2-4: Create targeted "category" email lists in listserv (i.e., businesses, organizations, individuals, etc.)

Strategy 2-5: Engage the ATAC, organizations and businesses in actively sharing FAAST public awareness materials.

Indicator 2-1: By November 1, 2020, have a form in place for ATAC/Staff to add contacts to a spreadsheet.

Indicator 2-2: By December 1, 2020, form sent out to all FAAST ATAC, Staff, & RDC/RRC.

Indicator 2-3: By December 31, 2020, have a draft communication message in place.



Indicator 2-4: By January 1, 2021, communications to partners will begin to be distributed.

Indicator 2-5: By March 31, 2022, introductions will be made between RDCs/RRCs and local state agency staff/offices.

Indicator 2-6: By March 31, 2022, email list will be separated into targeted groups.

Indicator 2-7: By September 30, 2022, ATAC meeting agendas will include public awareness messaging for ATAC members to share.

Indicator 2-8: By June 30, 2022, materials will be created and made available for organizations and businesses to share FAAST information.

Objective 3: By September 30, 2022, have a statewide presence as the primary resource for Assistive Technology.

Strategy 3-1: Utilize a network of people, ATAC members, partners, center staff, etc. that are trained on FAAST to present at local events.

Strategy 3-2: Develop a plan for an Annual AT Expo to highlight FAAST and partner organizations as outlined in Strategic Issue 1, Objective 2.

Strategy 3-3: Update the State Agency Toolkit with new branding guidelines and disseminate to state agencies.

Strategy 3-4: FAAST event participation will be shared with ATAC to promote FAAST brand within individual member's networks.

Indicator 3-1: By December 31, 2020, FAAST will add 2 additional "wildcard" (not disability related) events to our roster throughout FY 2021.

Indicator 3-2: By January 1, 2022, begin planning a virtual AT Expo.

Indicator 3-3: By September 30, 2022, FAAST will host a virtual Annual AT Expo.

Indicator 3-4: By November 30, 2021, FAAST will have update the State Agency Toolkit with new branding guidelines.

Indicator 3-5: By December 31, 2021, FAAST will develop a dissemination plan for the State Agency Toolkit.



Indicator 3-6: By March 31, 2022, ATAC members will be well versed on FAAST event exhibits and presentations.

Objective 4: By December 31, 2021, update marketing materials for consumers to better understand FAAST services and what to expect.

Strategy 4-1: Evaluate current marketing materials to identify need. Consider branded materials for difference audiences (i.e., cultures and senior population).

Strategy 4-2: Create draft marketing material language with help from RDCs/RRCs. Seek to address the following:

- Who is paying for services?
- Transportation barriers
- Resistance to being thought of as disabled
- Materials in other languages
- Pathways to permanent loans
- How FAAST fits with AT statewide system

Strategy 4-3: Use updated branding standards to create printed and electronic (website/emails) materials, as well as accessible videos.

Strategy 4-4: Test marketing materials with sample group.

Strategy 4-5: Share marketing materials with all RDCs/RRCs.

Strategy 4-6: Create marketing strategy to continually distribute new marketing materials to all counties in Florida.

Indicator 4-1: By October 31, 2020, evaluate current marketing materials.

Indicator 4-2: By December 31, 2021, all FAAST marketing materials will be updated.

Strategic Issue 2

Issue 2: How can FAAST 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.

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 FFAST 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.

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.

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.

Strategic Issue 3

Issue 3: How can FAAST address structural and operational weaknesses to improve governance, streamline operations, and pursue innovation?

Description:

- Unclear governance roles and responsibilities
- Ineffective inventory control system
- Rigid and outdated policies and procedures
- Siloed management structure
- Rigid personnel management system



Consequences of Inaction:

- Additional oversight from funders, Inspector General
- Ineffective and inefficient organizational output
- Organizational stagnation
- Missed opportunities
- Failure to serve people of Florida
- Inequitable service delivery system
- High staff and board turnover

Goal: FAAST to have up to date, appropriate, and responsible organizational structure and operations.

Objective 1: By March 31, 2021, FAAST procedural and employee manuals will be updated (i.e., accounting, personnel, NHLP, SDLP, brand, marketing, board, inventory, RDC & RRC).

Strategy 1-1: Appropriate staff review and update FAAST manuals.

Strategy 1-2: The Executive Director reviews manuals.

Strategy 1-3: Manuals are sent to Vocational Rehabilitation to be reviewed, if desired by the Executive Director or Vocational Rehabilitation.

Strategy 1-4: Draft manuals are sent to the appropriate board committee for review.

Strategy 1-5: Draft manuals are presented to full board for approval and adoption.

Strategy 1-6: FAAST staff will ensure manuals are stored and documented appropriately in the office.

Strategy 1-7: FAAST staff are trained on new manuals and sign documentation that they have received such training.

Indicator 1-1: By October 31, 2020, the staff reviews manuals.

Indicator 1-2: By November 30, 2020, the Executive Director has reviewed manuals.



Indicator 1-3: By December 31, 2020, the draft manuals are sent to Vocational Rehabilitation to be reviewed, if desired by the Executive Director or Vocational Rehabilitation.

Indicator 1-4: By December 31, 2020, the draft manuals are placed on the appropriate board committee agendas.

Indicator 1-5: By January 31, 2021, the draft manuals are placed on the full board/ATAC meeting agenda.

Indicator 1-6: By February 28, 2021, the full board/ATAC accepts the updated manuals.

Indicator 1-7: By March 15, 2021, FAAST staff ensure proper documentation and storage of new manuals.

Indicator 1-8: By April 30, 2021, FAAST staff are trained on new manuals.

Objective 2: By March 31, 2021, the FAAST inventory system will be up to date, and an annual inventory will be completed.

Strategy 2-1: The Executive Director meets with staff and subcontractors to better understand needs of the FAAST inventory system and makes changes/updates to the inventory database/system as needed (staff assignments are updated through job descriptions in Objective 1 and procedures are updated through manual in Objective 2).

Strategy 2-2: Appropriate FAAST staff complete annual inventory.

Indicator 2-1: By November 30, 2020, the Executive Director has evaluated current inventory.

Indicator 2-2: By March 31, 2021, Subcontractors and FAAST Headquarters annual inventory is completed.

Objective 3: By March 31, 2021, the FAAST board and ATAC will be one body and the Public Policy and Advocacy and Interagency Committee to be separated into two committees as reflected in statute 413.407.

Strategy 3-1: The Executive Committee to review the separate bylaws for the board and ATAC.

Strategy 3-2: The Executive Committee will draft and propose a new combine set of bylaws to the full board/ATAC.



Strategy 3-3: The draft bylaws are sent to Vocational Rehabilitation and nonprofit attorney for review.

Strategy 3-4: FAAST staff will ensure draft bylaws are shared with full board/ATAC 15 days before meeting.

Strategy 3-5: The full board/ATAC will review and accept the new combined bylaws.

Strategy 3-6: FAAST staff will ensure bylaws are stored and documented appropriately in the office.

Indicator 3-1: By October 31, 2020, the board bylaws and ATAC bylaws are placed on the Executive Committee's meeting agenda.

Indicator 3-2: By November 30, 2020, a draft combined set of bylaws is completed by the Executive Committee.

Indicator 3-3: By November 30, 2020, the draft bylaws are sent to Vocational Rehabilitation and nonprofit attorney for review.

Indicator 3-4: By January 31, 2021, the proposed draft combined set of bylaws is placed on the full board/ATAC meeting agenda.

Indicator 3-5: By February 28, 2021, the full board/ATAC accepts the combined bylaws.

Indicator 3-6: By March 15, 2021, FAAST staff ensure proper documentation and storage of new bylaws.

Objective 4: FAAST will continue to ensure up to date, appropriate, and responsible organizational structure and operations.

Strategy 4-1: Appropriate staff will review and update Strategic Issue 3 Objectives on an annual basis.

Indicator 4-1: By September 30, 2023, FAAST will continue to maintain up to date, appropriate, and responsible organizational structure and operations.



Interagency Committee

Strategic Plan 2020 – Goal Tracking Year 2

Strategic Issue 1, Objective 2 - By September 30, 2022, increase awareness of FFAST to partner organizations and businesses.

Strategy 2-3: Foster relationship building between RDCs/RRCs with local state agency staff/offices to broaden interagency bandwidth.

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

Actions:

- COMPLETED - Introductions will be made between RDCs/RRCs and local state agency staff/offices
 - o 1/06/2022 RDCs/RRCs invited to January IA committee meeting
- Follow up before end of fiscal year to ensure a local connection has been made.

Completed Objectives

Strategic Issue 1, Objective 3 - By September 30, 2022, FFAST will have a statewide presence as the primary resource for assistive technology.

Strategy 3-3: Update the State Agency Toolkit with new branding guidelines and disseminate to state agencies.

- Due: 12/31/2021
- Staff Assigned: Whitney Doyle

Actions:

- COMPLETED - Sent State Agency Toolkit to Bella Business Solutions for updated branding
 - o 11/24/2021 Confirmed receipt
 - o 4/4/2022 Bella Business Solutions confirmed updated branding is complete; waiting to be sent to FFAST to begin dissemination plan
- COMPLETED - Develop dissemination plan for toolkit
 - o 1/6/2022 Draft plan added to January IA committee agenda
 - o 1/19/2022 Interagency Committee approved dissemination plan