

CLIENT DATA ONLY

Fiscal Year FY 2019

Count of Serviced Row Labels	Column Labels			
	Atlantic RDC	Central RDC	Gulf Coast RDC	Northeast RDC
	12	28	4	6
ALACHUA	5	1		
BAY				
BRADFORD				
BREVARD	88			
BROWARD	31	1		1
CHARLOTTE		1		
CITRUS	3			
CLAY	8			66
COLLIER	1	1		
COLUMBIA				
DIXIE				
DUVAL		1	3	1563
ESCAMBIA			801	1
FLAGLER	3			2
FRANKLIN				
GADSDEN				
GILCHRIST				
GLADES				
GULF				
HAMILTON				
HARDEE	1	1		
HERNANDO		21		
HIGHLANDS				
HILLSBOROUGH	37	998	2	1
HOLMES			1	
INDIAN RIVER	2			
JACKSON				
JEFFERSON				
LAFAYETTE				
LAKE	38	1		
LEE		10		
LEON	1		7	
LEVY				
LIBERTY				

MANATEE	1	6		
MARION	57			
MARTIN	1			
MIAMI-DADE	6	1		
MONROE				
NASSAU				21
OKALOOSA			48	
ORANGE	3423	4		
OSCEOLA	304	2		
PALM BEACH	4			
PASCO		43		
PINELLAS	2	96	5	
POLK	50	25		
PUTNAM				1
SAINT JOHNS	23			54
SAINT LUCIE	2			9
SANTA ROSA			155	
SARASOTA		21		
SEMINOLE	752	1		1
SUMTER	25	1		
SUWANNEE				
TAYLOR				
VOLUSIA	101	5		
WAKULLA				
WALTON			10	
WASHINGTON				
Grand Total	4981	1269	1036	1726

Northwest RDC	South RDC	State Headquarters	Grand Total
1	21	79	151
1		24	31
14		33	47
		3	3
		11	99
1	317	50	401
		2	3
		4	7
		7	81
	1	13	16
		2	2
		4	4
		50	1617
1	2	25	830
			5
		1	1
27		10	37
		2	2
		1	1
		3	3
		1	1
		5	7
		5	26
		3	3
		64	1102
			1
	2	2	6
49		10	59
		3	3
		1	1
		13	52
	17	31	58
814	1	177	1000
		4	4
21		1	22

		17	24
		9	66
	1	1	3
	1230	82	1319
	9	2	11
		1	22
		6	54
		52	3479
		9	315
	56	26	86
		18	61
		39	142
	2	33	110
		1	2
		5	82
	10	4	25
		6	161
		12	33
	3	10	767
		3	29
		6	6
		1	1
		9	115
	16	3	19
		2	12
		1	1
945	1672	1002	12631

County	FY2019	FY2022
ALACHUA	31	86
BAKER	-	3
BAY	47	19
BRADFORD	3	5
BREVARD	99	96
BROWARD	401	772
CALHOUN		1
CHARLOTTE	3	21
CITRUS	7	19
CLAY	81	7
COLLIER	16	23
COLUMBIA	2	25
DIXIE	4	4
DUVAL	1617	107
ESCAMBIA	830	207
FLAGLER	5	8
FRANKLIN	1	2
GADSDEN	37	9
GILCHRIST	2	11
GLADES	1	3
GULF	3	1
HAMILTON	1	2
HARDEE	7	11
HENDRY		6
HERNANDO	26	5
HIGHLANDS	3	72
HILLSBOROUGH	1102	415
HOLMES	1	2
INDIAN RIVER	6	7
JACKSON	59	6
JEFFERSON	3	3
LAFAYETTE	1	1
LAKE	52	57
LEE	58	208
LEON	1000	307

LEVY	4	7
LIBERTY	22	
MADISON		5
MANATEE	24	26
MARION	66	86
MARTIN	3	9
MIAMI-DADE	1319	1017
MONROE	11	42
NASSAU	22	2
OKALOOSA	54	34
OKEECHOBEE		1
ORANGE	3479	977
OSCEOLA	315	307
PALM BEACH	86	322
PASCO	61	61
PINELLAS	142	126
POLK	110	522
PUTNAM	2	1
SAINT JOHNS	82	18
SAINT LUCIE	25	302
SANTA ROSA	161	108
SARASOTA	33	58
SEMINOLE	767	324
SUMTER	29	3
SUWANNEE	6	3
TAYLOR	1	
UNION		7
VOLUSIA	115	167
WAKULLA	19	5
WALTON	12	9
WASHINGTON	1	1
Grand Total	12631	7081



Service Delivery Committee

Strategic Plan 2020 – Goal Tracking Year 3

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.
- COMPLETED - 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.
 - o 9/13/2022 Training videos are live on faast.org
 - o 1/04/2023 Training metrics have been added to January 2023 Technology Awareness Committee for review
 - o 2/08/2023 Technology Awareness Committee met and felt that YouTube training metrics were not substantial enough to invest more dollars into.



2022 RDC Feedback Survey

Action Item Tracking

Before March 30, 2023

- IN PROGRESS - Through Service Delivery Committee, research and evaluate deliverable amounts (including success of county level deliverables)
 - 1/04/2023 FY2022 data presented to SDC at January 2023 meeting.
- IN PROGRESS - Explore what “marketing support” means to the RDCs and evaluate what FAAST can assist with in 2023 annual budget
 - 1/04/2023 Review of FAAST marketing materials was added to January 2023 TAC meeting.
- IN PROGRESS - Include AT Funding Guide in marketing strategy
 - 1/04/2023 2022 Funding Guide update send to Bella in December. Once updated it will be included in monthly marketing strategies.
- Negotiate in next VR contract (10/1/23-9/30/26)
 - annual or semiannual deliverables
 - new deliverable amounts
- Review and evaluate RDC Manual to add data entry instructions and streamline the information included in the manual.
- Explore leasing/renting options for higher tech AT devices for loan libraries

Before September 30, 2023

- Funding/FAAST Budget
 - Continue to explore increases in funding for RDC program
 - Continue to budget for new AT device purchases in FAAST annual budget
 - Research other funding opportunities to purchase new AT (especially high-tech items)
- Evaluate VideoAsk app (video and written testimonial app) pilot to potentially adjust success story deliverables from reporting one story/month to sending VideoAsk link to XX number of individuals that received FAAST service. If VideoAsk pilot is unsuccessful, research and consider other options for this deliverable.



For next Strategic Plan Discussion (FY2023)

- Explore opportunities to increase RDC program budget (i.e., state general revenue funding, fundraising, grants)
- Research other opportunities to create more detailed funding toolkits or guides for clients to purchase AT (what are other state AT programs doing?)

For next RDC RFP (FY2024)

- Extended RFP timeline
- Include day to day expectation/FTE estimates for each region in RDC contracts

Before September 30, 2022 - COMPLETED

- COMPLETED - RDC Contract: Continue to streamline and simplify RDC contracts
 - 9/13/2022 Contract amendments were created for FY23 to avoid lengthy contract review.
- COMPLETED - FAASTU: Incorporate hands on training, quizzes, and role-playing activities to next FAASTU
 - 9/13/2022 Hannah and Whitney began planning for FAASTU 2023 10/18-21/2022.
 - 10/18/2022 FAASTU held in Tallahassee. RDC staff were asked to train others on a new device, an intro quiz was incorporated and there was a role-playing activity for device demos and loans.
- COMPLETED - FAASTU: Utilize established RDC staff to train new RDC staff on program implementation
 - 9/13/2022 Hannah and Whitney began planning for FAASTU 2023 10/18-21/2022.
 - 10/18/2022 Atlantic RDC staff provided training on AAC devices.
- COMPLETED - FAASTU: Include training on implementation of RDC program to support efforts of RDC staff efficiency
 - 9/13/2022 Hannah and Whitney began planning for FAASTU 2023 10/18-21/2022.
 - 10/18/2022 FAASTU included implementation discussions and best practice sharing from all RDCs.



- COMPLETED - FAASTU: Additional NATADS training
 - 9/13/2022 Hannah and Whitney began planning for FAASTU 2023 10/18-21/2022
 - 10/18/2022 FAASTU training included NATADS training. Additional NATADS training was provided one-on-one to West Central RDC staff.
- COMPLETED - FAASTU: Include more detailed device training
 - 9/13/2022 Hannah and Whitney began planning for FAASTU 2023 10/18-21/2022
 - 10/18/2022 At FAASTU 2023, RDC staff were given time to select a device and learn how it operates, then they shared about the device to other RDCs.
- COMPLETED - Implement more conversation topics on monthly RDC calls for each Center to share any updates or challenges they are facing.
 - 9/13/2022 Hannah has implemented a portion of the monthly RDC for brainstorming/getting feedback on any challenges a person is facing.
 - 1/04/2023 Monthly RDC calls will also incorporate device training (similar to FAASTU training) where each month and RDC shares a device they learned about to teacher others how to use it.
- COMPLETED - Schedule listening session with FAAST Executive Director and RDCs that are CILs to understand concerns of staff time on FAAST contracts and philosophy alignments
 - 9/13/2022 Held the week of 9/29/2022. Follow up conversations were requested with NCRDC and MRDC.