



# Service Delivery Committee

Strategic Plan 2020 – Goal Tracking Year 3

Strategic Issue 2, Objective 2 - By September 30, 2022, FAAST will create, develop, and establish an online Training Resource page on the FAAST 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 - FFASTU: Additional NATADS training
  - 9/13/2022 Hannah and Whitney began planning for FFASTU 2023 10/18-21/2022
  - 10/18/2022 FFASTU training included NATADS training. Additional NATADS training was provided one-on-one to West Central RDC staff.
- COMPLETED - FFASTU: Include more detailed device training
  - 9/13/2022 Hannah and Whitney began planning for FFASTU 2023 10/18-21/2022
  - 10/18/2022 At FFASTU 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 FFASTU training) where each month and RDC shares a device they learned about to teacher others how to use it.
- COMPLETED - Schedule listening session with FFAST Executive Director and RDCs that are CILs to understand concerns of staff time on FFAST contracts and philosophy alignments
  - 9/13/2022 Held the week of 9/29/2022. Follow up conversations were requested with NCRDC and MRDC.