# 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.
    - 2/13/2023 FY2022 Demographic data present to SDC at February 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.
- UPCOMING - Negotiate in next VR contract (10/1/23-9/30/26)
        - annual or semiannual deliverables
        - new deliverable amounts
    - Intended Timeline: Create reports to show to VR that prove the fluctuations throughout the year. Report to SDC at May 2023 meeting.
- UPCOMING - Review and evaluate RDC Manual to add data entry instructions and streamline the information included in the manual.
    - Intended Timeline: First edition by April SDC and RDC calls. Approve at May SDC and RDC calls. Approved by ATAC at June 2023 ATAC Meeting.
- 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.
    - 10/182022 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.

# Regional Demonstration Center Feedback Survey 2023

Goal of Survey: Evaluate successes and challenges of the service delivery model.
Instructions: Complete one survey on behalf of each Regional Demonstration Center.

**hbrock@faast.org** (not shared) Switch account

* Required

Contract Amendment Execution: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the contract were clear (regarding submitting a budget and Certificates of Insurance for Liability and Workers Compensation). | ○ | ○ | ○ | ○ | ○ |
| The timeline to finalize the contract was appropriate. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify contract and budgeting questions and concerns. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program deliverables were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| The overall contract | | | | | |

execution process was straightforward.

process was straightforward.

Contract Execution: What were the strengths of this item/process?

Your answer

Contract Execution: What were the challenges of this item/process?

Your answer

FAAST U 2023: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to attend/participate at FAASTU were clear. | ○ | ○ | ○ | ○ | ○ |
| Travel instructions and reimbursements were straightforward and appropriate. | ○ | ○ | ○ | ○ | ○ |
| The length of FAASTU was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of FAASTU were well defined by FAAST staff. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the RDC program were well defined by FAAST staff during FAASTU. | ○ | ○ | ○ | ○ | ○ |
| Attending FAASTU prepared our RDC staff to administer the program. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify program administration questions and concerns during and after FAASTU. | ○ | ○ | ○ | ○ | ○ |
| FAAST has | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| provided additional training opportunities as needed/requested. | ○ | ○ | ○ | ○ | ○ |
| The overall FAASTU training was straightforward. | ○ | ○ | ○ | ○ | ○ |

straightforward.

FAASTU: What were the strengths of this item/process?

Your answer

FAASTU: What were the challenges of this item/process?

Your answer

RDC Deliverables: Please select the response most appropriate for your RDC. Based on the RDC region's population... *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The training deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The transition training deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The information and assistance deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The device demonstration deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The short-term device loan deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The device loan device deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The success story/testimonial deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| distribution statistics deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The deliverables by county are appropriate. | | | | | |
| by county are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Deliverables: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Measuring deliverables on a quarterly basis is appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Deliverables: What were the strengths of this item/process?

Your answer

RDC Deliverables: What were the challenges of this item/process?

Your answer

RDC Manual: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations of the services provided/executed by my RDC are well defined. | ○ | ○ | ○ | ○ | ○ |
| Definitions of deliverables are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDCs are well defined. | ○ | ○ | ○ | ○ | ○ |

RDC Manual: What were the strengths of this item/process?

Your answer

RDC Manual: What were the challenges of this item/process?

Your answer

RDC Budget: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The total contract amount for my RDC region is appropriation based on the regions population of individuals who have disabilities. | ○ | ○ | ○ | ○ | ○ |
| Expectations of financial consequences are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |
| The flexibility to define program budgets by RDC needs is appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |

RDC Budget: What were the strengths of this item/process?

Your answer

RDC Budget: What were the challenges of this item/process?

Your answer

RDC Reporting: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Reporting: What were the strengths of this item/process?

Your answer

RDC Reporting: What were the challenges of this item/process?

Your answer

RDC Communication/Collaboration: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for RDC-to-RDC communication and collaboration are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for RDC-to-RDC communication and collaboration are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDC-to-RDC communication and collaboration are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDC-to-RDC communication and collaboration are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Communication/Collaboration: What were the strengths of this item/process?

Your answer

RDC Communication/Collaboration: What were the challenges of this item/process?

Your answer

Inventory: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The AT devices in the core inventory are appropriate for my RDC's needs. | ○ | ○ | ○ | ○ | ○ |
| My RDC has the inventory/access to the inventory to meet deliverables. | ○ | ○ | ○ | ○ | ○ |
| Expectations for maintaining AT device inventory are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for maintaining AT device inventory are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for maintaining AT device inventory are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for maintaining AT device inventory are appropriate. | ○ | ○ | ○ | ○ | ○ |

Inventory: What were the strengths of this item/process?

Your answer

Inventory: What were the challenges of this item/process?

Your answer

FAAST Headquarters/Assistive Technology Advisory Council: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |

What does this RDC model or program do well?

Your answer

What should change about this RDC model or program?

Your answer

Anything else you'd like to add?

Your answer

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# ReUse Grant Feedback Survey 2023

Goal of Survey: Evaluate successes and challenges of new service delivery model.
Instructions: Complete one survey on behalf of each Organization

**hbrock@faast.org** (not shared) Switch account

* Required

Grant Applications: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the Grant Application were clear. | ○ | ○ | ○ | ○ | ○ |
| The timeline to submit the Grant Application was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the Grant Application. | ○ | ○ | ○ | ○ | ○ |
| The overall application process was straightforward. | ○ | ○ | ○ | ○ | ○ |

Grant Application: What were the strengths of this item/process?

Your answer

Grant Application: What were the challenges of this item/process?

Your answer

Contract Execution: Please select the response most appropriate for your Organzation. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the contract were clear (regarding submitting a budget and Certificates of Insurance for Liability and Workers Compensation). | ○ | ○ | ○ | ○ | ○ |
| The timeline to finalize the contract was appropriate. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify contract and budgeting questions and concerns. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program deliverables were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| The overall contract | | | | | |

execution process was straightforward.

process was straightforward.

Contract Execution: What were the strengths of this item/process?

Your answer

Contract Execution: What were the challenges of this item/process?

Your answer

FAASTU Training Event in October 2022: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to attend/participate at FAASTU were clear. | ○ | ○ | ○ | ○ | ○ |
| Travel instructions and reimbursements were straightforward and appropriate. | ○ | ○ | ○ | ○ | ○ |
| The length of FAASTU was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of FAASTU were well defined by FAAST staff. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the ReUse Grant were well defined by FAAST staff during FAASTU. | ○ | ○ | ○ | ○ | ○ |
| Attending FAASTU prepared our staff to administer the grant. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify grant administration questions and concerns during and after FAASTU. | ○ | ○ | ○ | ○ | ○ |

| | | | | | |
|---|---|---|---|---|---|
| FAAST has provided additional training opportunities as needed/requested. | ○ | ○ | ○ | ○ | ○ |
| The overall FAASTU training was straightforward. | ○ | ○ | ○ | ○ | ○ |

FAASTU: What were the strengths of this item/process?

Your answer

FAASTU: What were the challenges of this item/process?

Your answer

ReUse Grant Deliverables: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The Recycle, Refurbish, Reassign deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The AT list deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The success story/testimonial deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter distribution statistics deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |

ReUse Grant Deliverables: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Measuring deliverables on a quarterly basis is appropriate. | ○ | ○ | ○ | ○ | ○ |

Grant Deliverables: What were the strengths of this item/process?

Your answer

Grant Deliverables: What were the challenges of this item/process?

Your answer

ReUse Budget: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The total contract amount for my grant services is appropriation based on the regions population of individuals who have disabilities. | ○ | ○ | ○ | ○ | ○ |
| Expectations of financial consequences are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |
| The flexibility to define grant budgets by organization's needs is appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |

ReUse Grant Budget: What were the strengths of this item/process?

Your answer

ReUse Grant Budget: What were the challenges of this item/process?

Your answer

Grant Reporting: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are appropriate. | ○ | ○ | ○ | ○ | ○ |

Grant Reporting: What were the strengths of this item/process?

Your answer

Grant Reporting: What were the challenges of this item/process?

Your answer

Inventory: What were the strengths of this item/process?

Your answer

Inventory: What were the challenges of this item/process?

Your answer

FAAST Headquarters/Assistive Technology Advisory Council: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |

What does this grant model do well?

Your answer

What should change about this grant model?

Your answer

Anything else you'd like to add?

Your answer

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# February 2023 Service Delivery Committee

## Minutes

February 13th 2022
2:00-3:00 p.m. ET

1. Opening

   Ms. Lesa Kretschmer called the meeting to order at 2:00 PM ET. A quorum was established.

   Members Present: Ms. Janet Good, Mr. TJ Moon, Ms. Kretchmer, Mr. Brandon Palermo

   Staff Present: Ms. Whitney Doyle, Ms. Hannah Brock, Mr. Eric Reed

   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. Mr. Palermo made the motion to approve the agenda. Mr. Moon seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

   No Minutes to review at this time.

4. FY 2022 Deliverables Report | Hannah Brock.

   Ms. Brock presented the demographic data. She stated that the RDC service delivery model meetings. the committee wanted to revisit the demographic data. Only a small portion of the data is represented due client data being optional. New data fields that were added this year were, ethnic identity, gender identity, disability type, and age range. The county data has been broken down into client data only. Data has also been broken down in to center.

5. Action Items

   The Committee is on track with the 2020 Strategic Plan.  strategic issue 2 objective 2 has been marked complete that will need to be revisited in the future.  Ms. Doyle Reviewed the progress on the RDC feedback survey.

6. Closing

   Next Meeting- March 13th, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 3:38 PM.

# January 2023 Service Delivery Committee

## Minutes

January 9th 2022
2:00-3:00 p.m. ET

1. Opening

   Ms. Lesa Kretschmer called the meeting to order at 2:00 PM ET. A quorum was established.

   Members Present: Ms. Janet Good, Mr. TJ Moon, Ms. Kretchmer

   Staff Present: Ms. Whitney Doyle, Ms. Hannah Brock, 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. Ms. Good made the motion to approve the agenda. Mr. Moon seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

   The August 2022 Service Delivery Committee meeting minutes were approved as presented. No modifications were made. Ms. Good made the motion to approve the August 2022 Service Delivery Committee meeting minutes. Mr. Moon seconded the motion. There were no objections.

4. Discussion On YouTube Trainings Video | Whitney Doyle

   Ms. Doyle discusses how training was counted in the past. She referred to the AT APR from ATAP. This document explains how each deliverable is reported federally. She reviewed everything that is needed for reporting, the number and the general characteristics of the individuals that participated in the training which we currently do with analytics. You're unable to classify the participants in the training by analytics. Ms. Good suggested we implement a survey and the end of the training

to obtain the demographics needed to meet requirement #3. We currently are meeting with training deliverables without the use of the YouTube views. Good also mentioned adding a link or QR code to the end of the video just for participants to verify watching the entire prerecorded training.

5. FY 2022 Deliverables Report | Whitney Doyle & Hannah Brock.

   Ms. Doyle stated that was conversation is kicking off how we think deliverables should be reported in the future. This year, October 2023 is the start of a new contract with VR and our new contracted centers have asked how we are coming up with their deliverables. Which is based on headquarters VR deliverables. The AT ACT has new language and does not require performance measures. However, our VR contract does require performance measures. our contract manager, is aware that we are having this conversation. Ms. Brock has put together the last 8 years of deliverable numbers. Ms. Doyle briefly reviewed the numbers and where Florida stands with other states AT programs.

   Ms. Brock reviewed the deliverables and FAAST is surpassing all the deliverable goals. The new RDC's are still leaning and getting comfortable with the deliverables. All of the centers meet the Reuse deliverables.
6. Action Items

   The Committee is on track with the 2020 Strategic Plan.

7. Closing

   Next Meeting- February 13th, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 3:00 PM.

# January 2023 Service Delivery Committee

## Minutes

January 9th 2022
2:00-3:00 p.m. ET

1. Opening

   Ms. Lesa Kretschmer called the meeting to order at 2:00 PM ET. A quorum was established.

   Members Present: Ms. Janet Good, Mr. TJ Moon, Ms. Kretchmer

   Staff Present: Ms. Whitney Doyle, Ms. Hannah Brock, 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. Ms. Good made the motion to approve the agenda. Mr. Moon seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

   The August 2022 Service Delivery Committee meeting minutes were approved as presented. No modifications were made. Ms. Good made the motion to approve the August 2022 Service Delivery Committee meeting minutes. Mr. Moon seconded the motion. There were no objections.

4. Discussion On YouTube Trainings Video | Whitney Doyle

   Ms. Doyle discusses how training was counted in the past. She referred to the AT APR from ATAP. This document explains how each deliverable is reported federally. She reviewed everything that is needed for reporting, the number and the general characteristics of the individuals that participated in the training which we currently do with analytics. You're unable to classify the participants in the training by analytics. Ms. Good suggested we implement a survey and the end of the training

to obtain the demographics needed to meet requirement #3. We currently are meeting with training deliverables without the use of the YouTube views. Good also mentioned adding a link or QR code to the end of the video just for participants to verify watching the entire prerecorded training.

5. FY 2022 Deliverables Report | Whitney Doyle & Hannah Brock.

   Ms. Doyle stated that was conversation is kicking off how we think deliverables should be reported in the future. This year, October 2023 is the start of a new contract with VR and our new contracted centers have asked how we are coming up with their deliverables. Which is based on headquarters VR deliverables. The AT ACT has new language and does not require performance measures. However, our VR contract does require performance measures. our contract manager, is aware that we are having this conversation. Ms. Brock has put together the last 8 years of deliverable numbers. Ms. Doyle briefly reviewed the numbers and where Florida stands with other states AT programs.

   Ms. Brock reviewed the deliverables and FAAST is surpassing all the deliverable goals. The new RDC's are still leaning and getting comfortable with the deliverables. All of the centers meet the Reuse deliverables.
6. Action Items

   The Committee is on track with the 2020 Strategic Plan.

7. Closing

   Next Meeting- February 13th, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 3:00 PM.

# February 2023 Service Delivery Committee

## Minutes

February 13th 2022
2:00-3:00 p.m. ET

1. Opening

   Ms. Lesa Kretschmer called the meeting to order at 2:00 PM ET. A quorum was established.

   Members Present: Ms. Janet Good, Mr. TJ Moon, Ms. Kretchmer, Mr. Brandon Palermo

   Staff Present: Ms. Whitney Doyle, Ms. Hannah Brock, Mr. Eric Reed

   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. Mr. Palermo made the motion to approve the agenda. Mr. Moon seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

   No Minutes to review at this time.

4. FY 2022 Deliverables Report | Hannah Brock.

   Ms. Brock presented the demographic data. She stated that the RDC service delivery model meetings. the committee wanted to revisit the demographic data. Only a small portion of the data is represented due client data being optional. New data fields that were added this year were, ethnic identity, gender identity, disability type, and age range. The county data has been broken down into client data only. Data has also been broken down in to center.

5. Action Items

   The Committee is on track with the 2020 Strategic Plan.  strategic issue 2 objective 2 has been marked complete that will need to be revisited in the future.  Ms. Doyle Reviewed the progress on the RDC feedback survey.

6. Closing

   Next Meeting- March 13th, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 3:38 PM.

# 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.
    - 2/13/2023 FY2022 Demographic data present to SDC at February 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.
- UPCOMING - Negotiate in next VR contract (10/1/23-9/30/26)
        - annual or semiannual deliverables
        - new deliverable amounts
    - Intended Timeline: Create reports to show to VR that prove the fluctuations throughout the year. Report to SDC at May 2023 meeting.
- UPCOMING - Review and evaluate RDC Manual to add data entry instructions and streamline the information included in the manual.
    - Intended Timeline: First edition by April SDC and RDC calls. Approve at May SDC and RDC calls. Approved by ATAC at June 2023 ATAC Meeting.
- 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.
    - 10/182022 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.

# Regional Demonstration Center Feedback Survey 2023

Goal of Survey: Evaluate successes and challenges of the service delivery model.
Instructions: Complete one survey on behalf of each Regional Demonstration Center.

**hbrock@faast.org** (not shared) Switch account

* Required

Contract Amendment Execution: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the contract were clear (regarding submitting a budget and Certificates of Insurance for Liability and Workers Compensation). | ○ | ○ | ○ | ○ | ○ |
| The timeline to finalize the contract was appropriate. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify contract and budgeting questions and concerns. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program deliverables were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| The overall contract | | | | | |

execution process was straightforward.

process was straightforward.

Contract Execution: What were the strengths of this item/process?

Your answer

Contract Execution: What were the challenges of this item/process?

Your answer

FAAST U 2023: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to attend/participate at FAASTU were clear. | ○ | ○ | ○ | ○ | ○ |
| Travel instructions and reimbursements were straightforward and appropriate. | ○ | ○ | ○ | ○ | ○ |
| The length of FAASTU was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of FAASTU were well defined by FAAST staff. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the RDC program were well defined by FAAST staff during FAASTU. | ○ | ○ | ○ | ○ | ○ |
| Attending FAASTU prepared our RDC staff to administer the program. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify program administration questions and concerns during and after FAASTU. | ○ | ○ | ○ | ○ | ○ |
| FAAST has | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| provided additional training opportunities as needed/requested. | ○ | ○ | ○ | ○ | ○ |
| The overall FAASTU training was straightforward. | ○ | ○ | ○ | ○ | ○ |

straightforward.

FAASTU: What were the strengths of this item/process?

Your answer

FAASTU: What were the challenges of this item/process?

Your answer

RDC Deliverables: Please select the response most appropriate for your RDC. Based on the RDC region's population... *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The training deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The transition training deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The information and assistance deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The device demonstration deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The short-term device loan deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The device loan device deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The success story/testimonial deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| distribution statistics deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The deliverables by county are appropriate. | | | | | |
| by county are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Deliverables: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Measuring deliverables on a quarterly basis is appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Deliverables: What were the strengths of this item/process?

Your answer

RDC Deliverables: What were the challenges of this item/process?

Your answer

RDC Manual: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations of the services provided/executed by my RDC are well defined. | ○ | ○ | ○ | ○ | ○ |
| Definitions of deliverables are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDCs are well defined. | ○ | ○ | ○ | ○ | ○ |

RDC Manual: What were the strengths of this item/process?

Your answer

RDC Manual: What were the challenges of this item/process?

Your answer

RDC Budget: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The total contract amount for my RDC region is appropriation based on the regions population of individuals who have disabilities. | ○ | ○ | ○ | ○ | ○ |
| Expectations of financial consequences are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |
| The flexibility to define program budgets by RDC needs is appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |

RDC Budget: What were the strengths of this item/process?

Your answer

RDC Budget: What were the challenges of this item/process?

Your answer

RDC Reporting: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Reporting: What were the strengths of this item/process?

Your answer

RDC Reporting: What were the challenges of this item/process?

Your answer

RDC Communication/Collaboration: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for RDC-to-RDC communication and collaboration are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for RDC-to-RDC communication and collaboration are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDC-to-RDC communication and collaboration are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for RDC-to-RDC communication and collaboration are appropriate. | ○ | ○ | ○ | ○ | ○ |

RDC Communication/Collaboration: What were the strengths of this item/process?

Your answer

RDC Communication/Collaboration: What were the challenges of this item/process?

Your answer

Inventory: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The AT devices in the core inventory are appropriate for my RDC's needs. | ○ | ○ | ○ | ○ | ○ |
| My RDC has the inventory/access to the inventory to meet deliverables. | ○ | ○ | ○ | ○ | ○ |
| Expectations for maintaining AT device inventory are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for maintaining AT device inventory are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for maintaining AT device inventory are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for maintaining AT device inventory are appropriate. | ○ | ○ | ○ | ○ | ○ |

Inventory: What were the strengths of this item/process?

Your answer

Inventory: What were the challenges of this item/process?

Your answer

FAAST Headquarters/Assistive Technology Advisory Council: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |

What does this RDC model or program do well?

Your answer

What should change about this RDC model or program?

Your answer

Anything else you'd like to add?

Your answer

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# ReUse Grant Feedback Survey 2023

Goal of Survey: Evaluate successes and challenges of new service delivery model.
Instructions: Complete one survey on behalf of each Organization

**hbrock@faast.org** (not shared) Switch account

* Required

Grant Applications: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the Grant Application were clear. | ○ | ○ | ○ | ○ | ○ |
| The timeline to submit the Grant Application was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the Grant Application. | ○ | ○ | ○ | ○ | ○ |
| The overall application process was straightforward. | ○ | ○ | ○ | ○ | ○ |

Grant Application: What were the strengths of this item/process?

Your answer

Grant Application: What were the challenges of this item/process?

Your answer

Contract Execution: Please select the response most appropriate for your Organzation. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to complete the contract were clear (regarding submitting a budget and Certificates of Insurance for Liability and Workers Compensation). | ○ | ○ | ○ | ○ | ○ |
| The timeline to finalize the contract was appropriate. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify contract and budgeting questions and concerns. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program budget/award amount were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the program deliverables were well defined in the contract. | ○ | ○ | ○ | ○ | ○ |
| The overall contract | | | | | |

execution process was straightforward.

process was straightforward.

Contract Execution: What were the strengths of this item/process?

Your answer

Contract Execution: What were the challenges of this item/process?

Your answer

FAASTU Training Event in October 2022: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The instructions on how to attend/participate at FAASTU were clear. | ○ | ○ | ○ | ○ | ○ |
| Travel instructions and reimbursements were straightforward and appropriate. | ○ | ○ | ○ | ○ | ○ |
| The length of FAASTU was appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations of FAASTU were well defined by FAAST staff. | ○ | ○ | ○ | ○ | ○ |
| Expectations of the ReUse Grant were well defined by FAAST staff during FAASTU. | ○ | ○ | ○ | ○ | ○ |
| Attending FAASTU prepared our staff to administer the grant. | ○ | ○ | ○ | ○ | ○ |
| FAAST staff were able to clarify grant administration questions and concerns during and after FAASTU. | ○ | ○ | ○ | ○ | ○ |

| | | | | | |
|---|---|---|---|---|---|
| FAAST has provided additional training opportunities as needed/requested. | ○ | ○ | ○ | ○ | ○ |
| The overall FAASTU training was straightforward. | ○ | ○ | ○ | ○ | ○ |

FAASTU: What were the strengths of this item/process?

Your answer

FAASTU: What were the challenges of this item/process?

Your answer

ReUse Grant Deliverables: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The Recycle, Refurbish, Reassign deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The AT list deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The success story/testimonial deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |
| The annual newsletter distribution statistics deliverables are appropriate. | ○ | ○ | ○ | ○ | ○ |

ReUse Grant Deliverables: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Measuring deliverables on a quarterly basis is appropriate. | ○ | ○ | ○ | ○ | ○ |

Grant Deliverables: What were the strengths of this item/process?

Your answer

Grant Deliverables: What were the challenges of this item/process?

Your answer

ReUse Budget: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| The total contract amount for my grant services is appropriation based on the regions population of individuals who have disabilities. | ○ | ○ | ○ | ○ | ○ |
| Expectations of financial consequences are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are well defined. | ○ | ○ | ○ | ○ | ○ |
| The program's allowable costs for expenses are appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |
| The flexibility to define grant budgets by organization's needs is appropriate for my organization. | ○ | ○ | ○ | ○ | ○ |

ReUse Grant Budget: What were the strengths of this item/process?

Your answer

ReUse Grant Budget: What were the challenges of this item/process?

Your answer

Grant Reporting: Please select the response most appropriate for your Organization. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for data entry are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations for report submissions are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes for report submission are appropriate. | ○ | ○ | ○ | ○ | ○ |

Grant Reporting: What were the strengths of this item/process?

Your answer

Grant Reporting: What were the challenges of this item/process?

Your answer

Inventory: What were the strengths of this item/process?

Your answer

Inventory: What were the challenges of this item/process?

Your answer

FAAST Headquarters/Assistive Technology Advisory Council: Please select the response most appropriate for your RDC. *

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Expectations from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Expectations from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are well defined. | ○ | ○ | ○ | ○ | ○ |
| Processes from FAAST are appropriate. | ○ | ○ | ○ | ○ | ○ |

What does this grant model do well?

Your answer

What should change about this grant model?

Your answer

Anything else you'd like to add?

Your answer

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