



# May 2023 Service Delivery Committee

## Minutes

May 8<sup>th</sup> 2022

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

### 1. Opening

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

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

Staff Present: Ms. Marquesas Blimes, Ms. Hannah Brock

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

### 3. Approval of Minutes

The April 2023 Service Delivery Committee meeting minutes were approved as presented. No modifications were made. Mr. Palermo made the motion to approve the April 2023 Service Delivery Committee meeting minutes. Ms. Moon seconded the motion. There were no objections.

### 4. Service Delivery Surveys | Hannah Brock.

Ms. Hannah Brock reviewed the additions and edits she made from the last meeting. The committee liked the edits and additions made to the survey.



## 5. RDC Manual

Ms. Brock reviewed the draft manual with the committee. She has downsized the manual from 28 pages to 13 pages. The information in the manual has been simplified.

## 6. Action Items

The Committee is on track with the 2020 Strategic Plan.

## 7. Closing

Next Meeting- June 12<sup>th</sup>, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 2:34 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 June 2023 meeting.
- UPCOMING - Review and evaluate RDC Manual to add data entry instructions and streamline the information included in the manual.
  - Intended Timeline: Approve at May SDC and RDC calls. Finalize at June SDC Meeting. 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.
  - 10/18/2022 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.