



July 2023 Service Delivery Committee

Minutes

July 10th 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. Lesa Kretschmer, Ms. Mary Jarrett Mr. Brandon Palermo

ATAC Members present: Ms. Kailey Medlock

Staff Present: 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. Brandon Palermo made the motion to approve the agenda. Ms. Kailey Medlock seconded the motion. The agenda was approved as presented by acclamation without any objection.

3. Approval of Minutes

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

4. Service Delivery Surveys | Hannah Brock.

Ms. Hannah Brock presents the survey with hers and Mr. Eric Reed feedback. The survey is 28 pages. She touches on the highlights and action items. The Action Item categories include resources to create or modify, State Headquarters support, Program management and budgets and Assistive Technology education. See page



27 for more information. The results have not been shared with the centers. Ms. Brock wanted to get the action items in place before sharing. Many items will be done by internal staff.

Ms. Brock presented the Reuse Center survey results. She shares comparable data. The committee would like to look at Center fundraising.

5. Action Items

The Committee is on track with the 2020 Strategic Plan and 2022 Survey Tracking.

Ms. Brock will be putting together a new tracking spreadsheet for this committee.

6. Closing

Next Meeting- August 14th, 2023, at 2:00 PM. No public comment was made. The meeting was adjourned at 2:40 PM.