

# **RESPECT**<sup>TM</sup> OF FLORIDA

## Annual Report

July 1, 2008 - September 30, 2009



In accordance with ITN No. 13-914-000-E, The Florida Association of Rehabilitation Facilities, Inc.  
RESPECT of Florida  
Submits the Central Nonprofit Agency FY 2008-2009 Annual Report  
to the Florida Department of Management Services

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## INTRODUCTION

RESPECT of Florida is a preferential purchasing program established by the Florida Legislature in 1974 through Chapters 413.032-413.037, Florida Statutes. The purpose of RESPECT is to encourage and assist individuals who have severe disabilities to achieve maximum personal independence through useful, productive, and gainful employment by assuring an expanded and constant market for their products and services.

The statute directs state agencies to purchase certain products and services from participating qualified nonprofit agencies throughout Florida employing individuals who have severe disabilities. The idea is simple: state and local government agencies purchase products and services they already need from Florida-based nonprofit community organizations employing persons with disabilities. Under RESPECT, persons with disabilities, governmental agencies, and Florida citizens all win.

- Meaningful employment is created for individuals with severe disabilities whose opportunities are otherwise limited;
- Government receives quality products and services at a fair market price determined by the Department of Management Services; and
- Florida and its populace benefit by having fewer citizens dependent upon welfare and other tax-supported subsidies, and the state experiences economic benefit as a result.

The purchase of these products or services is made available by RESPECT of Florida, the designated Central Nonprofit Agency and an entity of the Florida Association of Rehabilitation Facilities, Inc.

RESPECT is an example of privatized government operating at its best, requiring no direct state funding for operation. Jobs include packaging, janitorial and grounds maintenance, coin collection, electronic assembly, and various office employment opportunities. RESPECT of Florida has affirmed that citizens with disabilities are capable of competing in any industry if given the opportunity.

In an effort to simplify the reporting process this annual report covers a total of fifteen months ending on September 30, 2009, and aligns the report with the organizations fiscal year end. Sales for the three month period of July 1, 2008 through September 30, 2008 are reported separately, while all annual figures reflect the results of the twelve month period ending September 30, 2009.





The downturn in Florida's economy has continued to impact RESPECT sales. The State of Florida, in response to increased budget deficits, reduced spending where possible. RESPECT has worked closely with our Employment Centers and our customers to minimize contract costs by re-evaluating contract scopes of services, frequency of service, etc. This approach saved many of our contracts and limited our decline in Service Sales to 2.1%, resulting in an annual service sales total of **\$20,520,555**. RESPECT product sales totaled **\$3,276,094**, down from last year's total of \$3,772,004. RESPECT of Florida's total sales of **\$23,796,649** enabled **1,204** persons with disabilities to be employed through the RESPECT program. During this period there were 48 DMS certified nonprofit agencies (employment centers) located throughout the State of Florida.

The RESPECT Oversight Committee, a cross-section of employment center representatives that oversees operations and discusses important state use issues and developments, continues to meet. We foresee the RESPECT Oversight Committee remaining actively involved in exploring new employment opportunities for Floridians with disabilities while providing an increased focus on the area of peer governance. Three targeted surveys were conducted to solicit feedback from our customers, employment centers, and most importantly the individuals we serve. Results of the surveys were overwhelmingly positive and are included for review.

Below are the "standards and indicators," as stated in the contract, that RESPECT of Florida is expected to achieve in order to increase employment in integrated settings of those individuals who are blind or have other severe disabilities:

- 1) Place 5% of individuals with disabilities into competitive and supported employment annually (3.14% were placed);
- 2) Maintain placement of at least 25% of individuals with disabilities in supported employment annually (47% placement was maintained);
- 3) Increase the number of employment centers by one annually (increased by 3 Employment Centers);
- 4) Increase the number of individuals being served by 5% annually (decreased by 11.5%);
- 5) Increase the hourly wage by 3% annually (The average hourly wage remained constant).

The program's success in the area of employment was limited by economic factors. Reductions to funding levels for supported employment combined with legislative mandates to reduce state expenditures and a flat CPI are directly reflected in the program's inability to meet indicators 1, 4, and 5. Although these indicators were not fully met, the deficiencies were minimized in relation to the decline in Florida's economy.



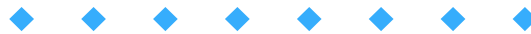


The RESPECT of Florida program is evaluated annually on the following performance measures, and performance is indicated below:

- 1) Increase gross revenue by 5% annually (decreased by 3.8%);
- 2) Achieve a minimum score of 90% on customer satisfaction survey (achieved a score of 98%);
- 3) Achieve a minimum score of 90% on employee satisfaction survey (achieved a score of 94%);
- 4) Achieve a minimum score of 90% on employment center satisfaction survey (achieved a score of 99%);
- 5) Achieve a minimum score of 90% on satisfaction survey conducted by DMS annually (No negative responses);
- 6) Increase the number of employment center employees receiving benefits by 3% annually (decreased by 9.9%).

RESPECT highlights information with its members on a regular basis, utilizing newsletters, product promotions, employment center updates, and opportunity announcements. RESPECT of Florida's interactive website has become an integral element of the marketing plan for RESPECT products and services. Orders are received through [respectofflorida.org](http://respectofflorida.org), [MyFlorida.com](http://MyFlorida.com), Fax and by phone.

RESPECT of Florida is committed to working closely with the Department of Management Services to develop employment opportunities for individuals with severe disabilities. We will continue to pursue all avenues that lead to both increased job opportunities for Florida citizens with disabilities and quality products and services for all government entities within the State of Florida.







## The RESPECT of Florida Team

### SERVICE CONTRACTING

Bob Scripter, Service Contracts Director  
Aubrey Goff, Northeast Project Manager  
John Maslar, Northwest Project Manager  
Nancy Robertson, South Florida Project Manager  
Nancy Perlman, Service Contracts Administrator

### PRODUCT MARKETING - CUSTOMER SERVICE

Randy Borges, Products Manager  
Faith Mears, Customer Service Coordinator  
Erin Albertson, IT Administrator

### PROGRAM SUPPORT

Suzanne Sewell, President/CEO  
Scott Gaedtke, Executive Director  
Jennifer Upton, Chief Financial Officer  
Patty Allen, Accounting Supervisor  
John Bruntlett, Director of Operations  
Lisa Felder, Program Coordinator





## RESPECT OF FLORIDA RESPONSIBILITIES

- Represent participating nonprofit agencies to DMS
- Represent participating nonprofit agencies to government agencies
- Recommend products and services to DMS
- Negotiate contracts with government agencies
- Process purchase orders from government agencies
- Invoice government agencies for products and services provided
- Administration and reporting
- Provide technical assistance and training to participating nonprofit agencies
- Maintain nonprofit agencies' annual DMS certification
- Develop marketing packages of products and services for government Agencies
- Monitor quality of products and services
- Conduct annual satisfaction surveys (employee, nonprofit agency, customer)
- Maintain RESPECT of Florida Web site
- Maintain all standards, indicators, and measures as required in the contract between DMS and RESPECT of Florida





## DEPARTMENT OF MANAGEMENT SERVICES RESPONSIBILITIES

- Support RESPECT of Florida
- Designate a DMS liaison for RESPECT of Florida
- Designate products and services to be procured by government agencies
- Participate in service provider coordination
- Determine fair market prices for designated products and services
- Assist the service provider in making program improvements
- Monitor the procurement list for duplications
- Assign products and service contracts to qualified nonprofit agencies
- Certify nonprofit agencies as qualified to participate in the program
- Assist the service provider with awards and recognition at state venues
- Establish rules and procedures necessary to operate the program





# RESPECT of Florida

## Employees of the Year

2005 / 2006



### Employee of the Year - Services

**Jack Bergman**

SMA Behavioral Healthcare

Mr. Bergman is a team player. He has made a lot of friends over the years. People stop at the rest area just to visit with him. He will stay over his shift sometimes to help other attendants.

Mr. Bergman is an 80 year old disabled veteran. He has worked all his life in supporting & raising 3 disabled sons. He has seven grandchildren, 5 of which are disabled. He and his wife are currently the guardians of his disabled grand-daughter. Mr. Bergman has perfect attendance and completes his work above satisfactory performance. He is a role model for RESPECT employees.



### Employee of the Year - Products

**Michelle Lee**

MacDonald Training Center

Michelle is not only one of the top producers of desk pad calendars, but she also performs high quality and error free work on all aspects of preparing the product (fold corners, glue corners on pad, collate months, insert months). Michelle also performs quality control checks prior to distribution to the customers. She is a hard worker who always comes to work prepared.

She works Independently , obtains materials for contract completion and is very meticulous in every aspect of what she does. While Michelle is focused on her work, she is aware of what is going on around her and initiates assistance when she sees one of her peers needs help.

### Most Improved Employee of the Year



**Penny Esancy**

Quest, Inc.

In the amount of time that Penny has worked on the Enclave Team, she has absolutely been the most improved employee. Penny has

Improved her communication skills tremendously and has formed new friendships with individuals of her own choice. Penny has greatly improved in taking pride in her appearance and has been consistent with making sure she looks appropriate for work. Penny has the motivation and desire to attain community based employment. Penny is well deserving of the title of Most Improved Employee of the year.

### Rookie of the Year





**Chad Mitchell**

Brevard Achievement Center

Chad was chosen Rookie of the Year because of his dedication to BAC and what BAC stands for. He has grown in his ability to complete a variety of tasks for the RESPECT of Florida program. He has developed his work skills which are equal to and surpass employees who have been at BAC for a couple of years. His positive attitude sets an example for all those who come in contact with him. His supervisor can now depend on Chad because of his increase in maturity and self-confidence to get the job done.



**OUTSTANDING EMPLOYEES OF THE YEAR**

<p><b>John Gaddy</b> <i>ARC-Nature Coast</i></p>	<p><b>Daisy Ramos</b> <i>MacDonald Training Center</i></p>	<p><b>Sally Hayman</b> <i>Lakeview Center</i></p>
<p><b>Frank Walczak</b> <i>Brevard Achievement Center</i></p>	<p><b>Mark Claus</b> <i>UCP of East Central Florida</i></p>	<p><b>David Allen Carlson</b> <i>MacDonald Training Center</i></p>
<p><b>Katherine Mann</b> <i>Quest, Inc.</i></p>	<p><b>Carl Odom</b> <i>Brevard Achievement Center</i></p>	<p><b>Duane Rampe</b> <i>UCP of East Central Florida</i></p>
<p><b>John Quinones</b> <i>MacDonald Training Center</i></p>	<p><b>William Jones</b> <i>ARC-Gateway</i></p>	<p><b>Juan Viera</b> <i>MacDonald Training Center</i></p>
	<p><b>Alice Rudolph</b> <i>ARC-Gateway</i></p>	

**Employment Center of the Year – Products**

**Goodwill of South Florida —The Flag Center**

**Employment Center of the Year – Services**

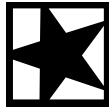
**ARC of Washington-Holmes Counties, Inc.**



RESPECT OF FLORIDA CUSTOMERS OF THE YEAR

PRODUCTS

PASCO COUNTY DISTRICT  
SCHOOL BOARD



SERVICES

SOUTH WEST FLORIDA WATER  
MANAGEMENT DISTRICT

SPECIAL RECOGNITION AWARD

Gines Olivares  
*Goodwill of South Florida*







**CHARLIE CRIST**  
GOVERNOR

Dear Friends:

The state of Florida is proud of the accomplishments of RESPECT of Florida. For over 30 years, RESPECT of Florida, in partnership with Florida's state and local government agencies, has provided meaningful employment opportunities to Florida citizens with disabilities.

I encourage all state agencies and political subdivisions to fully comply with the statutory responsibility of purchasing from RESPECT of Florida. Your cooperation is critical to the program and to its continued expansion of employment for Florida citizens with disabilities.

State and local government agencies who participate in the RESPECT program receive high quality products and services which have been reviewed and evaluated by the Department of Management Services for performance and price requirements. Florida residents with disabilities are employed in the production of these products and services, thereby reducing their dependence on government support.

RESPECT of Florida and the participating community-based organizations are working to ensure every individual with a disability in the sunshine state is provided an opportunity to enjoy a higher quality of life and economic independence.

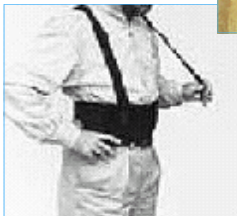
Sincerely,

A handwritten signature in blue ink that reads 'Charlie Crist'.

Charlie Crist



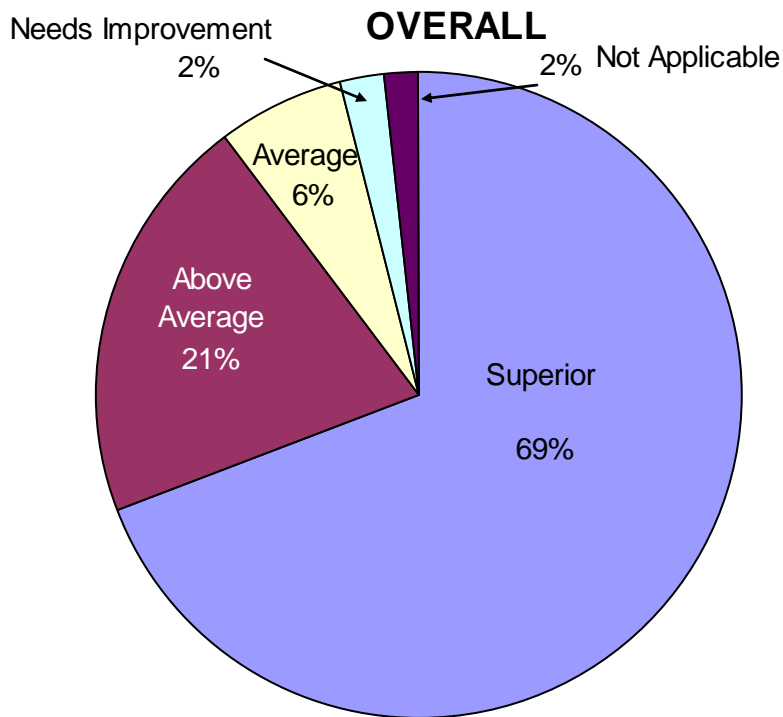
## Sales History



## Client Satisfaction Survey

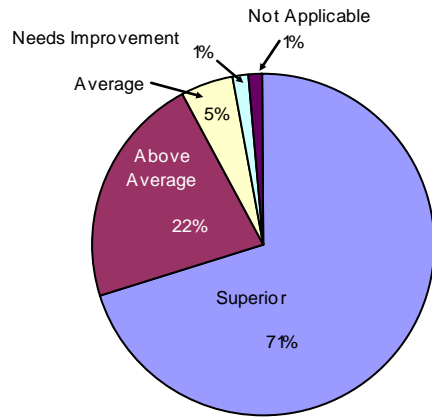
### July 1, 2008 – September 30, 2008

	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) I like what I do in my job.	327	105	23	6	7	468
2) I am happy with my salary and benefits.	250	122	49	29	12	462
3) I like where I work.	337	96	37	4	4	478
4) I get the help I need when I ask for it.	347	83	18	8	5	461
5) I want to keep my job for another year.	351	75	22	5	10	463
<b>TOTAL</b>	<b>1612</b>	<b>481</b>	<b>149</b>	<b>52</b>	<b>38</b>	<b>2332</b>

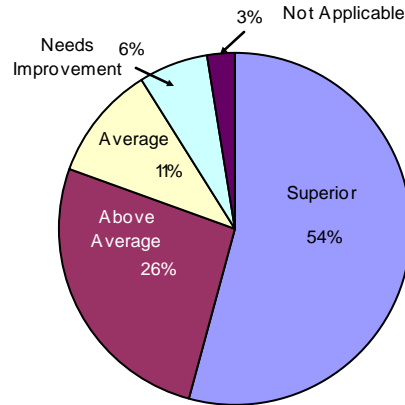




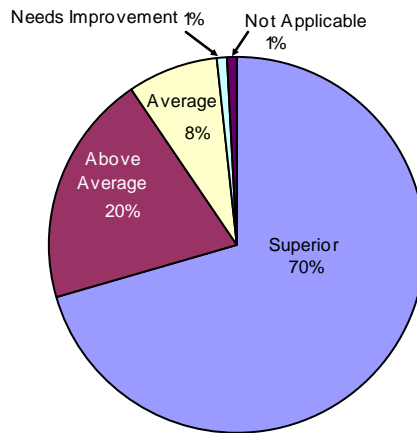
**1. I like what I do in my job.**



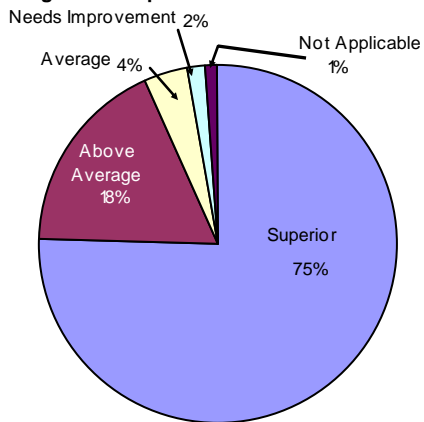
**2. I am happy with my salary and benefits.**



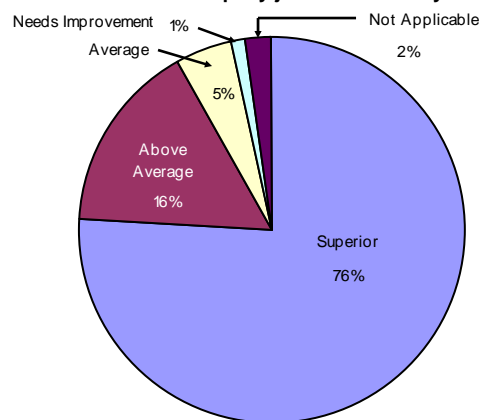
**3. I like where I work.**



**4. I get the help I need when I ask for it.**

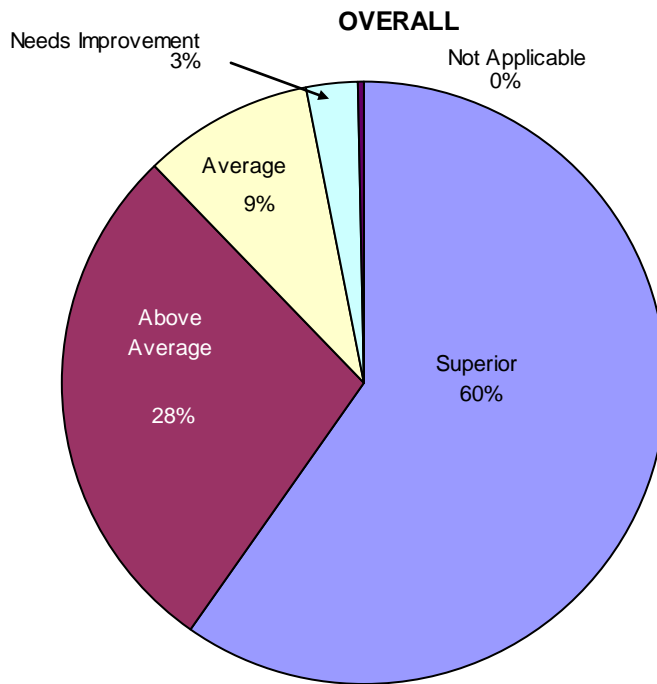


**5. I want to keep my job for another year.**

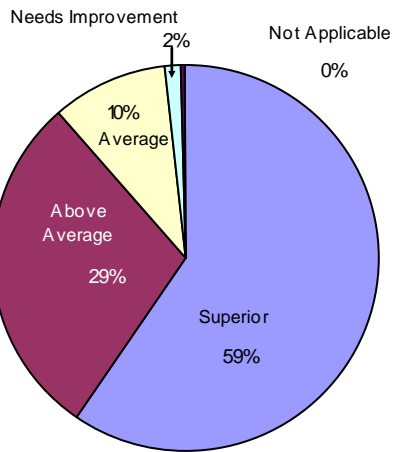


## Client Satisfaction Survey October 1, 2008 – September 30, 2009

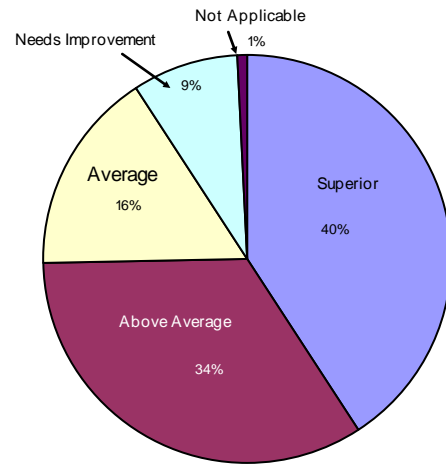
	5	4	3	2	1	Total
	Superior	Above Average	Average	Needs Improvement	N/A	
1) I like what I do in my job.	731	360	119	19	2	1231
2) I am happy with my salary and benefits.	503	418	196	105	9	1231
3) I like where I work.	762	357	99	9	3	1230
4) I get the help I need when I ask for it.	822	306	85	11	2	1226
5) I want to keep my job for another year.	848	284	75	19	5	1231
<b>TOTAL</b>	<b>3666</b>	<b>1725</b>	<b>574</b>	<b>163</b>	<b>21</b>	<b>6149</b>



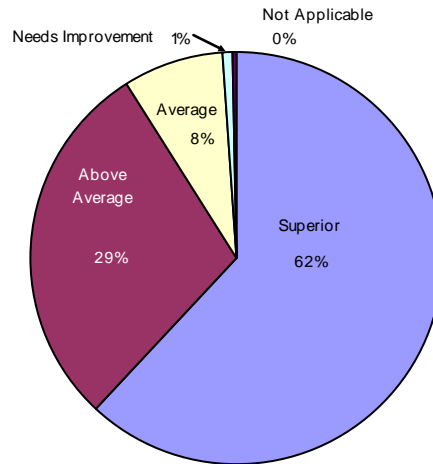
**1. I like what I do in my job.**



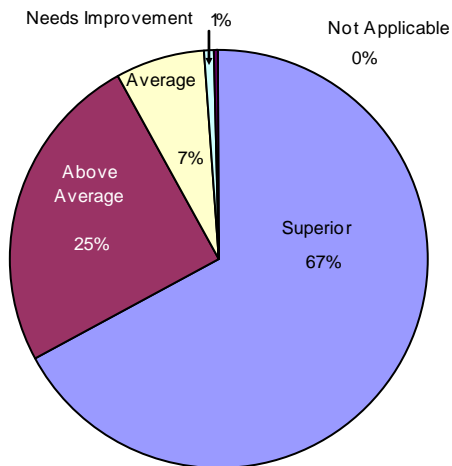
**2. I am happy with my salary and benefits.**



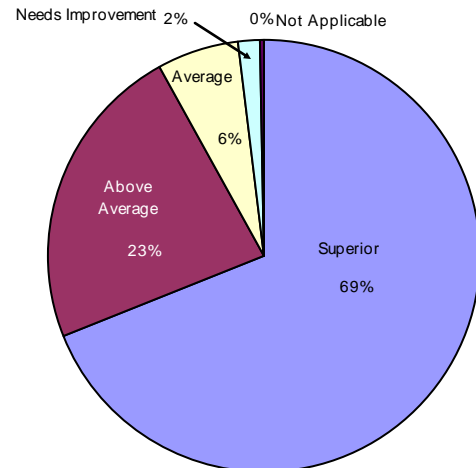
**3. I like where I work.**



**4. I get the help I need when I ask for it.**

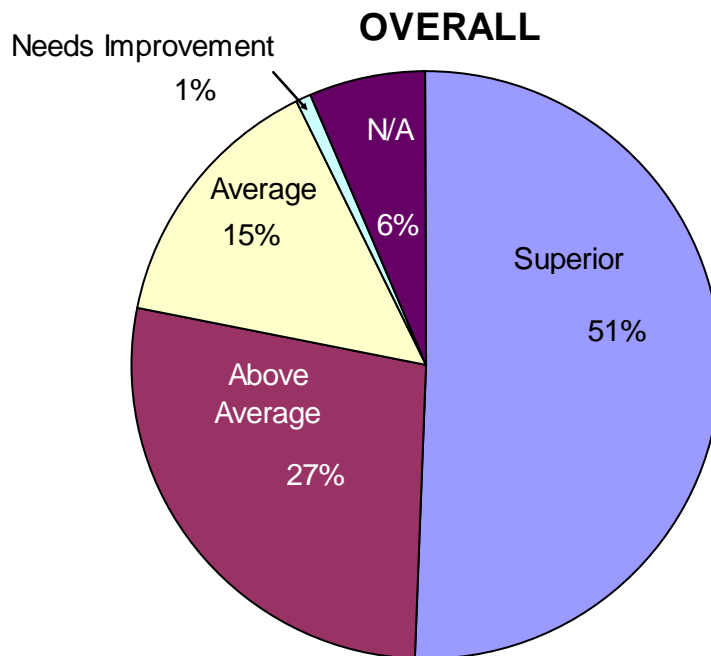


**5. I want to keep my job for another year.**

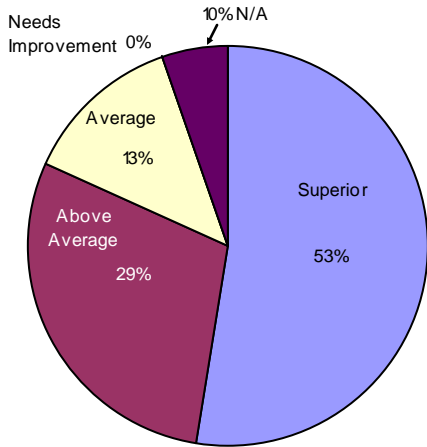


## Employment Center Satisfaction Survey July 1, 2008—September 30, 2008

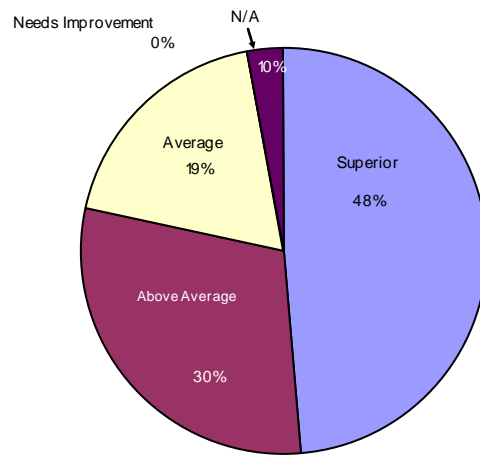
	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) ROF's operational procedures are clear. (product development, certification, invoicing procedure, etc.)	20	11	5	0	2	38
2) ROF staff provided complete and accurate information to you.	18	11	7	0	1	37
3) ROF staff was courteous and helpful.	25	8	3	0	3	39
4) When help was requested, ROF staff provided a response in a reasonable amount of time.	20	10	4	0	2	36
5) The ROF web site is easy to navigate.	11	10	9	1	4	35
6) My overall experience with ROF was positive.	19	11	5	1	2	38
<b>TOTAL</b>	<b>113</b>	<b>61</b>	<b>33</b>	<b>2</b>	<b>14</b>	<b>223</b>



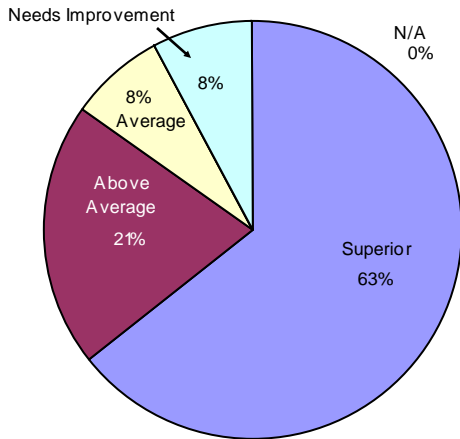
**1. ROF's operational procedures are clear.**  
(product development, certification, invoicing procedures, etc.)



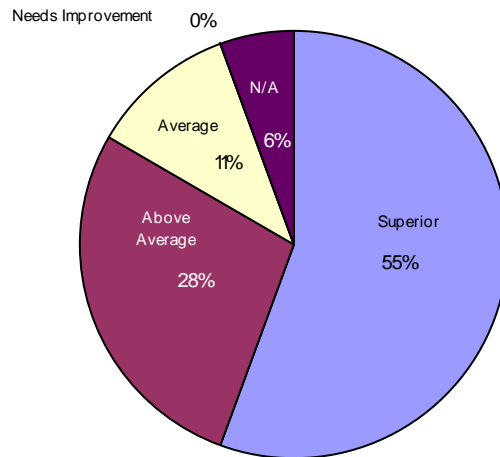
**2. ROF Staff provided complete and accurate information to you.**



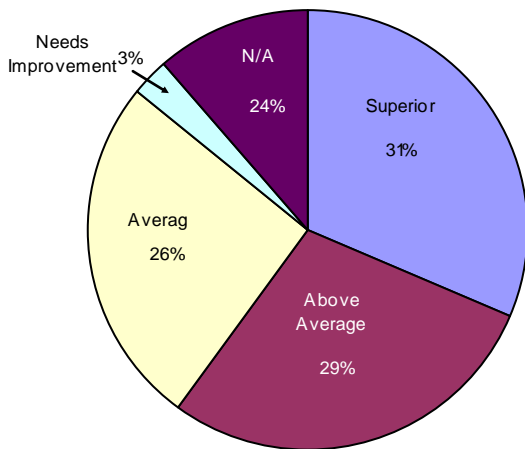
**3. ROF staff was courteous and helpful.**



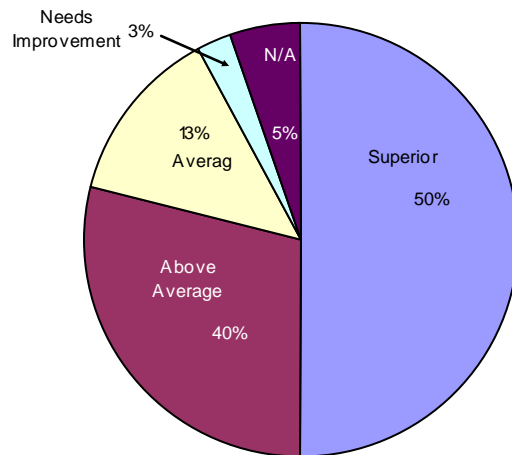
**4. When help was requested, ROF staff provided a response in a reasonable amount of time.**



**5. The ROF web site is easy to navigate.**

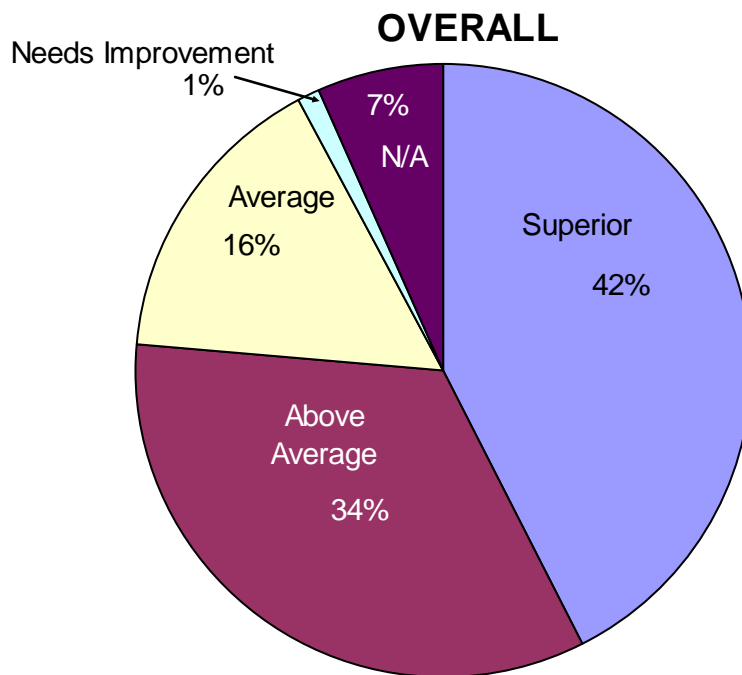


**6. My overall experience with ROF was positive.**



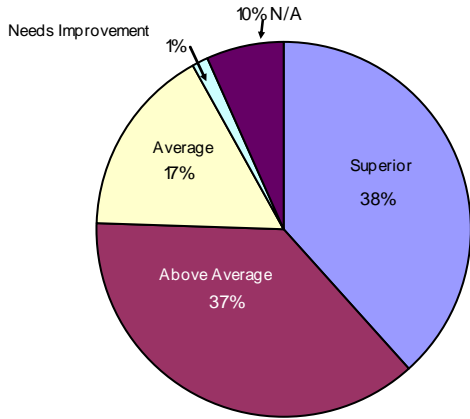
## Employment Center Satisfaction Survey October 1, 2008 – September 30, 2009

	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) ROF's operational procedures are clear. (product development, certification, invoicing procedure, etc.)	58	56	25	2	10	151
2) ROF staff provided complete and accurate information to you.	63	47	35	1	6	152
3) ROF staff was courteous and helpful.	83	48	13	0	8	152
4) When help was requested, ROF staff provided a response in a reasonable amount of time.	69	54	12	2	13	150
5) The ROF web site is easy to navigate.	39	58	33	2	17	149
6) My overall experience with ROF was positive.	73	45	25	2	7	152
<b>TOTAL</b>	<b>385</b>	<b>308</b>	<b>143</b>	<b>9</b>	<b>61</b>	<b>906</b>

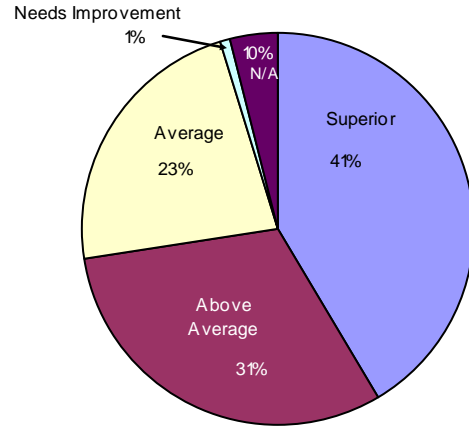




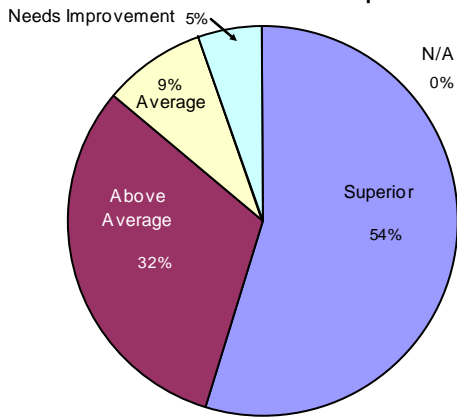
**1. ROF's operational procedures are clear. (product development, certification, invoicing procedures, etc.)**



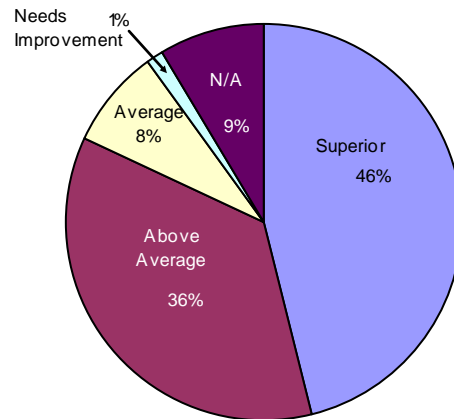
**2. ROF Staff provided complete and accurate information to you.**



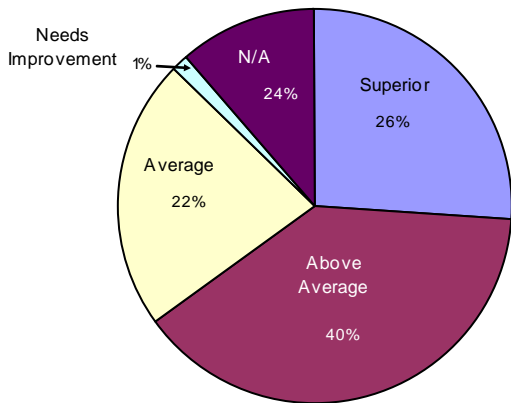
**3. ROF staff was courteous and helpful.**



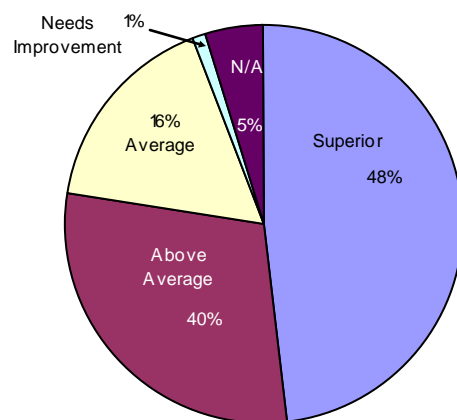
**4. When help was requested, ROF staff provided a response in a reasonable amount of time.**



**5. The ROF web site is easy to navigate.**

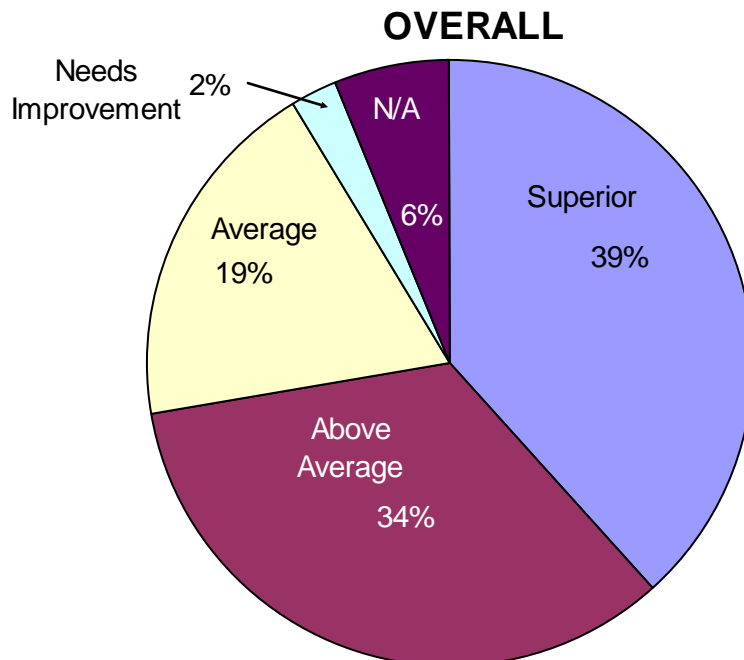


**6. My overall experience with ROF was positive.**

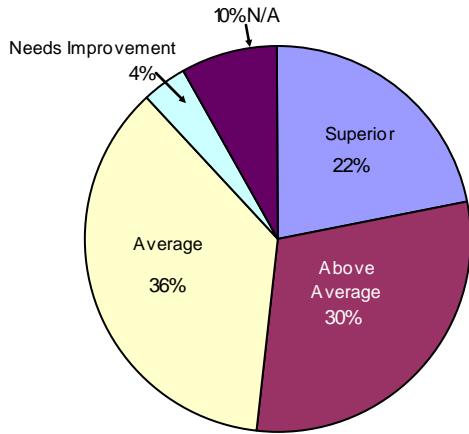


## Customer Satisfaction Survey July 1, 2008 - June 30, 2009

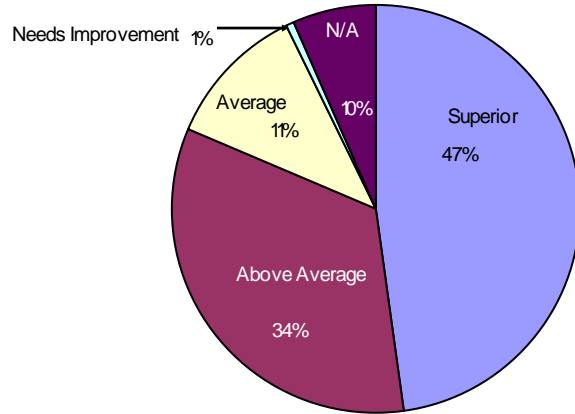
	5 Superior	4 Above Average	3 Average	2 Needs Improve- ment	1 N/A	Total
1) Is the Respect of Florida website easy to navigate?	33	45	55	6	12	151
2) Is the RESPECT staff courteous and helpful?	72	51	17	1	10	151
3) Did our staff provide complete & accurate information to you?	64	46	27	1	13	151
4) Did we respond in a reasonable amount of time?	60	50	28	5	8	151
5) Was the product/service received from us per the terms of the purchase order/contract agreement?	59	52	26	3	11	151
6) Overall my experience with RESPECT was?	60	62	22	5	2	151
<b>TOTAL</b>	<b>348</b>	<b>306</b>	<b>175</b>	<b>21</b>	<b>56</b>	<b>906</b>



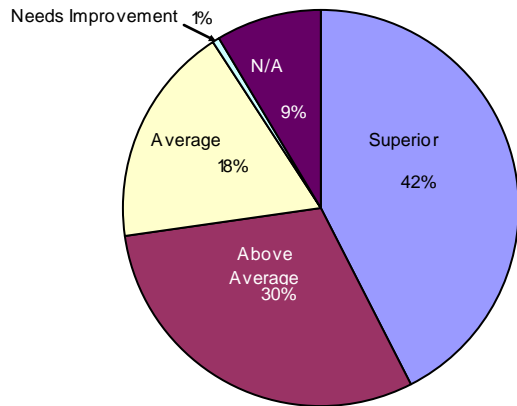
**1. Is the RESPECT of Florida website easy to navigate?**



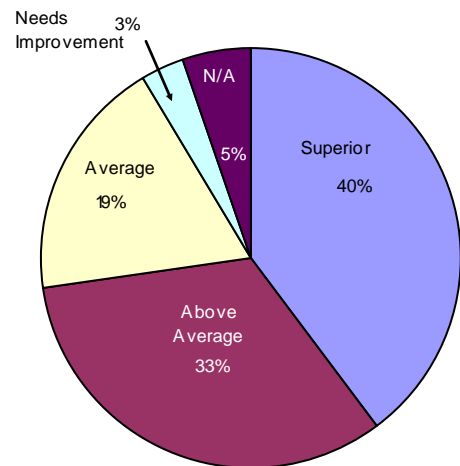
**2. Is the RESPECT staff courteous and helpful?**



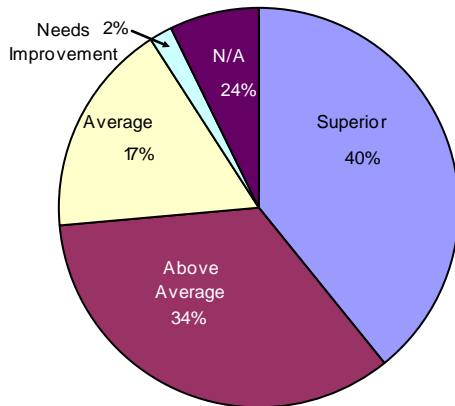
**3. Did our staff provide complete and accurate information to you?**



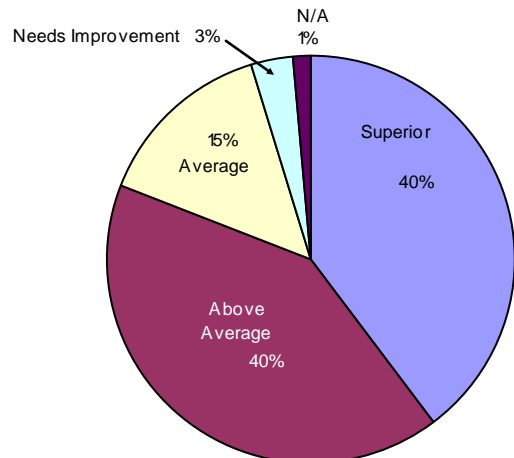
**4. Did we respond in a reasonable amount of time?**



**5. Was the product/service received from us per the terms of the purchase order/contract agreement?**



**6. Overall my experience with RESPECT was?**



## SALES BY EMPLOYMENT CENTERS

**July 2008 - September 2008**

Name	Product Sales	Service Sales
ACT Corporation, <i>Daytona Beach</i>	\$ 39,195.10	\$ 448,563.03
ARC of Alachua, <i>Gainesville</i>	\$ -	\$ 6,294.78
ARC Brevard (Bridges BTC), <i>Rockledge</i>	\$ -	\$ 15,894.18
ARC Gateway, <i>Pensacola</i>	\$ -	\$ 174,589.10
ARC Gulf, <i>Port St. Joe</i>	\$ -	\$ 15,721.62
ARC Nassau, <i>Yulee</i>	\$ -	\$ 132,804.61
ARC Nature Coast, <i>Brooksville</i>	\$ -	\$ 55,722.88
Archways, <i>Ft. Lauderdale</i>	\$ -	\$ 3,180.63
Axon Technologies, <i>Port Richey</i>	\$ 211,124.64	\$ 130,874.86
Brevard Achievement Center, <i>Rockledge</i>	\$ 328,678.24	\$ -
CARC, <i>Lake City</i>	\$ 759.63	\$ 199,973.36
Comprehensive Community Svs., <i>Live Oak</i>	\$ -	\$ 250,342.05
East Coast Contract Industries, <i>Orlando</i>	\$ 111.80	\$ -
Gadsden ARC, <i>Quincy</i>	\$ 4,716.17	\$ 222,652.43
Glades ARC, <i>Belle Glade</i>	\$ -	\$ 15,071.49
Goodwill Industries-Gulfstream, <i>West Palm Beach</i>	\$ -	\$ 190,391.04
Goodwill Industries-South FL, <i>Miami</i>	\$ 20,959.11	\$ 1,363,657.70
Hope Center, <i>Miami</i>	\$ -	\$ 3,067.62
Horizons of Okaloosa County, <i>Ft Walton Beach</i>	\$ -	\$ 20,942.58
Jackson ARC, <i>Marianna</i>	\$ -	\$ 67,779.23
Lakeview, <i>Pensacola</i>	\$ 28,472.06	\$ 423,854.31
MacDonald Training Ctr, <i>Tampa</i>	\$ 15,628.52	\$ 537,674.56

## SALES BY EMPLOYMENT CENTERS

**July 2008 - September 2008**

(CONTINUED)

Name	Product Sales	Service Sales
MACtown Inc., <i>Miami</i>	\$ 1,236.24	\$ 12,252.24
Madison/Jefferson ARC, <i>Madison</i>	\$ 65,383.68	\$ 295,895.21
Palm Beach Habilitation Ctr., <i>West Palm Beach</i>	\$ -	\$ 40,276.50
Pine Castle, <i>Jacksonville</i>	\$ 59,364.12	\$ -
Quest, <i>Sunrise</i>	\$ -	\$ 74,411.50
The ARC of Santa Rosa County, <i>Milton</i>	\$ -	\$ 251,811.24
Seagull Industries f/t Disabled, <i>Riviera Beach</i>	\$ 337.50	\$ 84,083.14
St Andrew Bay Center, <i>Lynn Haven</i>	\$ -	\$ 5,612.01
Walton County ARC, <i>Defuniak Springs</i>	\$ -	\$ 20,500.55
Washington/Holmes ARC, <i>Chipley</i>	\$ 3,533.01	\$ 370,730.60
UCP of East Central FL, <i>Daytona Beach</i>	\$ 5,555.72	\$ -
ICA Sub-Contractors	\$ -	\$ 11,361.73
	<b><u>\$ 785,055.54</u></b>	<b><u>\$ 5,445,986.78</u></b>

## SALES BY EMPLOYMENT CENTERS

October 2008 - September 2009

Name	Product Sales	Service Sales
ACT Corporation, <i>Daytona Beach</i>	\$ 114,583.53	\$ 1,835,341.71
ARC of Alachua, <i>Gainesville</i>	\$ -	\$ 25,389.39
ARC Brevard (Bridges BTC), <i>Rockledge</i>	\$ -	\$ 63,591.93
ARC Gateway, <i>Pensacola</i>	\$ -	\$ 581,901.48
ARC Gulf, <i>Port St. Joe</i>	\$ -	\$ 62,880.06
ARC Nassau, <i>Yulee</i>	\$ -	\$ 543,164.49
ARC Nature Coast, <i>Brooksville</i>	\$ -	\$ 234,544.73
ARC South Florida, <i>Miami</i>	\$ 682.40	\$ -
Archways, <i>Ft. Lauderdale</i>	\$ 63,596.70	\$ 9,541.89
Axon Technologies, <i>Port Richey</i>	\$ 920,006.56	\$ 491,638.04
Brevard Achievement Center, <i>Rockledge</i>	\$ 1,511,533.82	\$ -
CARC, <i>Lake City</i>	\$ 2,731.13	\$ 796,304.97
Comprehensive Community Svcs., <i>Live Oak</i>	\$ -	\$ 1,023,892.98
East Coast Contract Industries, <i>Orlando</i>	\$ 226.20	\$ -
Gadsden ARC, <i>Quincy</i>	\$ 22,178.61	\$ 865,683.36
Glades ARC, <i>Belle Glade</i>	\$ -	\$ 29,593.96
Goodwill -Big Bend, <i>Tallahassee</i>	\$ -	\$ 720.00
Goodwill Industries-Gulfstream, <i>West Palm Beach</i>	\$ -	\$ 765,819.84
Goodwill Industries-South FL, <i>Miami</i>	\$ 79,434.65	\$ 5,237,380.90
Hope Center, <i>Miami</i>	\$ -	\$ 12,270.48
Horizons of Okaloosa County, <i>Ft Walton Bch.</i>	\$ -	\$ 121,902.19
Jackson ARC, <i>Marianna</i>	\$ -	\$ 276,044.77





## SALES BY EMPLOYMENT CENTERS

October 2008 - September 2009

(CONTINUED)

Name	Product Sales	Service Sales
Jeff Industries, <i>Hypoluxo</i>	\$ 3,101.79	\$ -
Lakeview center, <i>Pensacola</i>	\$ -	\$ 1,550,762.21
MacDonald Training Center/James Ranch, <i>Tampa</i>	\$ 102,009.83	\$ 914,705.65
MACtown Inc., <i>Miami</i>	\$ -	\$ 31,966.34
Madison/Jefferson ARC, <i>Madison</i>	\$ 123,092.83	\$ 1,209,856.13
Palm Beach Habilitation Ctr., <i>West Palm Beach</i>	\$ -	\$ 165,356.66
Pine Castle. <i>Jacksonville</i>	\$ 289,388.09	\$ -
Quest, <i>Sunrise</i>	\$ -	\$ 112,755.92
The ARC of Santa Rosa County, <i>Milton</i>	\$ -	\$ 1,043,334.46
Seagull Industries f/t Disabled, <i>Riviera Beach</i>	\$ -	\$ 248,571.87
St Andrew Bay Center, <i>Lynn Haven</i>	\$ -	\$ 22,624.86
Walton County ARC, <i>Defuniak Springs</i>	\$ -	\$ 149,519.63
Washington/Holmes ARC, <i>Chipley</i>	\$ 18,732.07	\$ 1,499,393.35
UCP of East Central FL, <i>Daytona Beach</i>	\$ 24,796.09	\$ -
ICA Sub-Contractors	\$ -	\$ 44,601.16
DOT District 2 Incentive	\$ -	\$ 549,500.00
	<b><u>\$ 3,276,094.30</u></b>	<b><u>\$ 20,520,555.41</u></b>



**SALES BY CATAGORIES**

**July 2008 - September 2008**

**COMPUTERS**

Personal Computer Up-Grades	\$ 36,699.08
	<hr/>
	<b>\$ 36,699.08</b>

**FIRST AID & SAFTEY**

Back Support Belts	\$ 619.52
Biohazard Kits/Refills	\$ 1,742.39
CRP Kits/Refills	\$ 24.79
Ear Plugs	\$ 926.64
Elastic Bandages	\$ 290.36
Eyewash Solution/holders	\$ 278.82
First Aid Kits/Refills	\$ 9,179.72
Hand Sanitizer	\$ 1,031.11
Latex Glove & Dispensers	\$ 76,923.62
Prophylactics (All Types)	\$ 227,628.09
Safety Glasses & Goggles	\$ 1,544.32
Safety Vest	\$ 3,305.34
Wheelchairs/Parts	\$ 28,472.06
	<hr/>
	<b>\$ 351,966.78</b>

**JANITORIAL & KITCHEN**

Wiping Rags	\$ 2,064.17
Dust Mops	\$ 328.78
Mop Products/Handles	\$ 59,364.12
Soap & Dispensers	\$ 11,793.45
Scrubbers	\$ 1,468.84
	<hr/>
	<b>\$ 75,019.36</b>



## SALES BY CATAGORIES

**July 2008 - September 2008**

(CONTINUED)

### MUNICIPAL

Condiment Kits	\$	1,236.24
Drug Testing Kits	\$	337.50
Flags (Sate, USA, & POW)	\$	20,959.11
Jumper Cables	\$	283.72
Survey Stakes	\$	1,395.00
Underpads/WashCloths(Disposable)	\$	31,992.06
	<b>\$</b>	<b>56,203.63</b>

### OFFICE

Bulletin Boards	\$	960.58
Calculators	\$	36.72
Calendars (All Types)	\$	11,932.34
Chair Mats	\$	2,159.54
Clipboards & Archfiles	\$	200.75
Clocks	\$	3,840.76
Ergonomic Accessories	\$	111.70
Laser & Ink-Jet Cartridges	\$	52,865.66
Paper Clips & Push Pins	\$	111.80
Pens, Pencils. Highlighters & Markers	\$	13,279.60
Price Per Page Services	\$	91,336.38
Staplers/Accessories/Hole Punch	\$	759.63
Toner Services	\$	16,175.98
White Marker Boards & Accessories	\$	254.80
	<b>\$</b>	<b>194,026.24</b>

### PROMOTIONAL

Award Plaques	\$	4,716.17
Clothing-Silk Screened/Embroidery	\$	65,383.68
Document Frames-Wood & Metal	\$	1,040.60
	<b>\$</b>	<b>71,140.45</b>

<b>PRODUCTS GRAND TOTAL</b>	<b>\$</b>	<b>785,055.54</b>
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**SALES BY CATEGORIES**

**October 2008 - September 2009**

**COMPUTERS**

Personal Computer Up-Grades	\$	91,942.39
	\$	<b>91,942.39</b>

**FIRST AID & SAFTEY**

Back Support Belts	\$	704.00
Biohazard Kits/Refills	\$	12,938.67
CRP Kits/Refills	\$	2,599.74
Ear Plugs	\$	1,443.64
Elastic Bandages	\$	786.32
Eyewash Solution/ HOLDERS	\$	725.98
First Aid Kits/Refills	\$	49,066.53
Hand Sanitizer	\$	19,157.03
Latex Glove & Dispensers	\$	316,865.62
Prophylactics (All Types)	\$	1,054,126.50
Safety Glasses & Goggles	\$	3,325.67
Safety Vest	\$	19,830.25
Sunscreen Lotion	\$	67.15
Wheelchairs/Parts	\$	63,596.70
	<b>\$</b>	<b>1,545,233.80</b>



## SALES BY CATAGORIES

October 2008 - September 2009

(CONTINUED)

### JANITORIAL & KITCHEN

Wiping Rags	\$	1,910.37
Dust Mops	\$	2,739.17
Mop Products/Handles	\$	289,388.09
Soap & Dispensers	\$	45,351.24
Scrubbers	\$	<u>16,821.70</u>
	\$	<u><b>356,210.57</b></u>

### MUNICIPAL

Bike Racks	\$	3,101.79
Flags (Sate, USA, & POW)	\$	79,434.65
Jumper Cables	\$	1,240.92
Recycled Plastic Products	\$	682.40
Survey Stakes	\$	4,493.50
Underpads/WashCloths(Disposable)	\$	<u>91,814.14</u>
	\$	<u><b>180,767.40</b></u>

**SALES BY CATAGORIES**

**October 2008 - September 2009**

(CONTINUED)

**OFFICE**

Bulletin Boards	\$	6,698.42
Calculators	\$	322.99
Calendars (All Types)	\$	89,517.79
Chair Mats	\$	10,494.19
Clipboards & Archfiles	\$	203.16
Clocks	\$	13,226.86
Correction Fluid	\$	48.48
Ergonomic Accessories	\$	248.33
Laser & Ink-Jet Cartridges	\$	260,132.32
Paper Clips & Push Pins	\$	226.20
Pens, Pencils, Highlighters & Markers	\$	40,388.39
Price Per Page Services	\$	241,432.47
Staplers/Accessories/Hole Punch	\$	2,731.13
Toner Services	\$	284,787.19
White Marker Boards & Accessories	\$	3,100.80
	<b>\$</b>	<b><u>953,558.72</u></b>

**PROMOTIONAL**

Award Plaques	\$	22,178.61
Clothing-Silk Screened/Embroidery	\$	123,092.83
Document Frames-Wood & Metal	\$	3,109.98
	<b>\$</b>	<b><u>148,381.42</u></b>

**PRODUCTS GRAND TOTAL**      **\$ 3,276,094.30**



## SALES BY CUSTOMER

July 2008 - September 2008

CITIES		
NAME	PRODUCTS	SERVICES
Boynton Beach	\$ 106.38	\$ 11,435.49
Casselberry	\$ 308.28	\$ -
Kissimmee	\$ 279.40	\$ -
Oldsmar	\$ 230.80	\$ -
Palm Bay	\$ 75.18	\$ -
Pensacola	\$ -	\$ 230,414.60
Tallahassee	\$ -	\$ 56,652.15
West Palm Beach	\$ -	\$ 19,390.44
Winter Park	\$ -	\$ 12,491.20
	<b>\$ 1,000.04</b>	<b>\$ 330,383.88</b>

COUNTIES		
NAME	PRODUCTS	SERVICES
Brevard	\$ -	\$ 15,368.31
Broward	\$ 191.38	\$ -
Citrus	\$ -	\$ 9,180.00
Escambia	\$ 779.80	\$ -
Highland	\$ 311.00	\$ -
Hillsborough	\$ 37,463.08	\$ 78,468.79
Miami/Dade	\$ 1,314.36	\$ 1,458,766.85
Orange	\$ -	\$ 61,920.30
Palm Beach	\$ 2,629.62	\$ 93,833.26
Pasco	\$ 740.52	\$ -
Volusia	\$ 931.50	\$ -
	<b>\$ 44,361.26</b>	<b>\$ 1,702,169.20</b>

SCHOOL BOARDS		
NAME	PRODUCTS	SERVICES
Broward	\$ 4,225.04	\$ -
Calhoun	\$ 1,342.52	\$ -
Columbia	\$ 680.20	\$ -
Duval	\$ 3,443.00	\$ -
Gadsden	\$ 1,160.64	\$ -
Lake	\$ 1,864.50	\$ -
Miami/Dade	\$ 28,192.00	\$ -
Osceola	\$ 15,678.50	\$ -
Pasco	\$ 47,000.00	\$ -
Seminole	\$ 18,444.10	\$ -
	<b>\$ 122,030.50</b>	<b>\$ -</b>





## SALES BY CUSTOMER

**July 2008 - September 2008**

(CONTINUED)

OTHERS		
NAME	PRODUCTS	SERVICES
Aerostar Environmental	\$ 219.48	\$ -
Enviro-Pro-Tech	\$ 219.48	\$ -
Florida League of Cities	\$ 806.70	\$ -
Southwest FL Water Mgmt	\$ -	\$ 73,999.32
St John River Water Mgmt	\$ -	\$ 49,730.65
	<b>\$ 1,245.66</b>	<b>\$ 123,729.97</b>

STATE AGENCIES		
NAME	PRODUCTS	SERVICES
Agency for Health Care	\$ 367.78	\$ -
Agriculture & Consumer Svs	\$ 1,957.67	\$ 3,180.63
Business & Professional Regulation	\$ 2,068.99	\$ -
Children & Families	\$ 34,616.00	\$ -
Corrections	\$ 104,475.24	\$ -
Education	\$ 3,899.35	\$ -
Elder Affairs	\$ 577.89	\$ -
Environmental Protection	\$ 8,109.85	\$ 12,252.24
Financial Services	\$ 196.98	\$ -
Fish & Wildlife Conservation Commission	\$ 5,724.31	\$ 4,290.15
Health	\$ 261,945.24	\$ 232,836.99
Highway Safety & Motor Vehicles	\$ 11,409.07	\$ 6,031.74
Judicial	\$ 131.26	\$ 5,321.37
Juvenile Justice	\$ 67,586.99	\$ -
Law Enforcement	\$ 382.42	\$ -
Lottery	\$ 64,123.68	\$ -
Management Services	\$ 4,284.45	\$ 48,702.94
Military Affairs	\$ 71.36	\$ -
Public Defenders Office	\$ 1,409.87	\$ -
Revenue	\$ 22,530.87	\$ -
State's Attorney Office	\$ 1,610.24	\$ -
Department of State	\$ 2,234.56	\$ -
Transportation	\$ 13,962.26	\$ 1,143,399.70
Veterans' Affairs	\$ 2,481.23	\$ -
	<b>\$ 616,157.56</b>	<b>\$ 1,456,015.76</b>





**SALES BY CUSTOMER**

**July 2008 - September 2008**

**(CONTINUED)**

**UNIVERSITIES**

NAME	PRODUCTS	SERVICES
University of Florida	\$ 260.52	\$ -
	<u>\$ 260.52</u>	<u>\$ -</u>

**ASSET MANAGEMENT CONTRACTS**

NAME	PRODUCTS	SERVICES
VMS (DOT)	\$ -	\$ 1,626,045.58
	<u>\$ -</u>	<u>\$ 207,642.39</u>
		<u>\$ 1,833,687.97</u>
<b>GRAND TOTAL</b>	<u>\$ 785,055.54</u>	<u>\$ 5,445,986.78</u>



**SALES BY CUSTOMER**

**October 2008 - September 2009**

**CITIES**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Boynton Beach	\$ 1,371.48	\$ 49,257.66
Casselberry	\$ 70.92	\$ -
Cooper City	\$ 312.72	\$ -
Ft. Walton Beach	\$ 621.20	\$ -
Kissimmee	\$ 368.80	\$ -
Oldsmar	\$ 1,609.14	\$ -
Palm Bay	\$ 139.29	\$ -
Pensacola	\$ 70.92	\$ 630,757.42
Tallahassee	\$ -	\$ 202,911.95
West Melbourne	\$ 146.61	\$ -
West Palm Beach	\$ -	\$ 77,561.76
Winter Haven	\$ 1,046.51	\$ -
Winter Park	\$ 145.50	\$ 43,581.32
	<b>\$ 5,903.09</b>	<b>\$ 1,004,070.11</b>

**COUNTIES**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Brevard	\$ -	\$ 61,473.24
Broward	\$ 748.15	\$ -
Escambia	\$ 1,169.70	\$ -
Highland	\$ 662.25	\$ -
Hillsborough	\$ 100,146.28	\$ 298,781.54
Lee	\$ 99.38	\$ -
Martin	\$ 780.12	\$ -
Miami/Dade	\$ 14,600.22	\$ 5,446,781.69
Orange	\$ -	\$ 69,174.60
Palm Beach	\$ 17,773.56	\$ 256,021.63
Pasco	\$ 3,226.37	\$ -
Volusia	\$ 3,272.59	\$ -
	<b>\$ 142,478.62</b>	<b>\$ 6,132,232.70</b>

**COMMUNITY COLLEGES**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Gulf Coast	\$ 334.48	\$ -
Santa Fe	\$ 223.74	\$ -
	<b>\$ 558.22</b>	<b>\$ -</b>



**SALES BY CUSTOMER**

**October 2008 - September 2009**

**(CONTINUED)**

**SCHOOL BOARDS**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Bay	\$ 193.85	\$ -
Broward	\$ 70,797.42	\$ -
Calhoun	\$ 2,034.26	\$ -
Columbia	\$ 1,590.08	\$ -
Duval	\$ 7,792.50	\$ -
Gadsden	\$ 967.20	\$ -
Lake	\$ 8,190.10	\$ -
Miami/Dade	\$ 101,235.80	\$ -
Osceola	\$ 54,394.38	\$ -
Pasco	\$ 334,155.29	\$ -
Seminole	\$ 68,503.49	\$ -
	<b>\$ 649,854.37</b>	<b>\$ -</b>

**OTHERS**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Aerostar Environmental	\$ 1,710.25	\$ -
Cypress Creek Juv. Offenders	\$ 428.00	\$ -
Coastal Technology	\$ 32.28	\$ -
Enviro-Pro-Tech	\$ 913.41	\$ -
Florida Hospital Association	\$ 34.18	\$ -
Messier-Broullire	\$ 104.54	\$ -
Operation PAR, Inc	\$ 360.66	\$ -
Sheridan Technical Center	\$ 3,226.40	\$ -
Southwest FL Water Mgmt		\$ 210,481.85
St John River Water Mgmt		\$ 296,902.32
Tallahassee Sports Council	\$ -	\$ 720.00
	<b>\$ 6,809.72</b>	<b>\$ 508,104.17</b>



## SALES BY CUSTOMER

October 2008 - September 2009

(CONTINUED)

### STATE AGENCIES

NAME	PRODUCTS	SERVICES
Agency for Health Care	\$ 1,624.96	\$ -
Agriculture & Consumer Svs	\$ 4,752.64	\$ 9,541.89
Business & Professional Regulation	\$ 8,740.02	\$ -
Citrus	\$ 93.25	\$ -
Children & Families	\$ 120,034.60	\$ -
Community Affairs	\$ 759.66	\$ -
Corrections	\$ 432,686.07	\$ -
Education	\$ 9,861.08	\$ -
Elder Affairs	\$ 301.68	\$ -
Environmental Protection	\$ 44,274.25	\$ 31,966.34
Financial Services	\$ 2,706.93	\$ -
Fish & Wildlife Conservation Commission	\$ 20,487.68	\$ 17,282.88
Governor's Office	\$ 1,085.27	\$ -
Health	\$ 1,211,083.86	\$ 932,613.51
Highway Safety & Motor Vehicles	\$ 26,507.91	\$ 24,126.95
Judicial	\$ 368.79	\$ 22,144.20
Juvenile Justice	\$ 182,872.28	\$ -
Law Enforcement	\$ 2,715.03	\$ -
Legislative Svs	\$ 292.64	\$ -
Lottery	\$ 115,540.38	\$ -
Management Services	\$ 13,890.51	\$ 196,559.63
Military Affairs	\$ 13,540.70	\$ -
Parole Commission	\$ 44.15	\$ -
Public Defenders Office	\$ 3,935.59	\$ -
Revenue	\$ 149,914.59	\$ -
State's Attorney Office	\$ 4,319.84	\$ -
Department of State	\$ 6,136.59	\$ -
Transportation	\$ 85,762.10	\$ 4,202,317.50
Veterans' Affairs	\$ 2,554.36	\$ -
Agency for Workforce Innovations	\$ 1,298.20	\$ -
	<b>\$ 2,468,185.61</b>	<b>\$ 5,436,552.95</b>

**SALES BY CUSTOMER**

October 2008 - September 2009

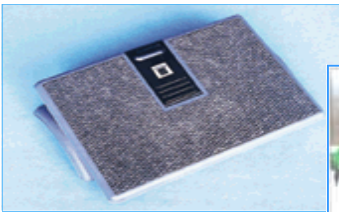
(CONTINUED)

**UNIVERSITIES**

NAME	PRODUCTS	SERVICES
University of Florida	\$ 2,304.67	\$ -
	<u>\$ 2,304.67</u>	<u>\$ -</u>

**ASSET MANAGEMENT CONTRACTS**

NAME	PRODUCTS	SERVICES
ICA (DOT)		\$ 6,598,643.76
VMS (DOT)	\$ -	\$ 840,951.72
	<u>\$ -</u>	<u>\$ 7,439,595.48</u>
<b>GRAND TOTAL</b>	<u><b>\$ 3,276,094.30</b></u>	<u><b>\$ 20,520,555.41</b></u>





## **REPSECT of Florida** **Certified Employment Centers**

### **Abilities, Inc. of Florida**

Guy Klenke, Senior Vice President  
2735 Whitney Rd.  
Clearwater, FL 33760-1610  
(727) 538-7370 FAX (727) 538-7387  
[gklenke@ourpeoplework.org](mailto:gklenke@ourpeoplework.org)  
[www.ourpeoplework.org](http://www.ourpeoplework.org)  
Contact: David Higgins, Exec. Director, Ext: 362  
[dhiggins@ourpeoplework.org](mailto:dhiggins@ourpeoplework.org)

### **Alliance for Independence (INACTIVE)**

Shirley Balogh, President & CEO  
1038 Sunshine Drive E.  
Lakeland, FL 33801-6338  
(863) 665-3846 FAX (863) 665-2330  
[sbalogh@afi-fl.org](mailto:sbalogh@afi-fl.org)  
[www.afi-fl.org](http://www.afi-fl.org)  
Contact: Shirley Balogh

### **ARC of Alachua County, Inc.**

Dick Bradley, Exec. Director ext. 121  
3303 NW 83<sup>rd</sup> Street  
Gainesville, FL 32606  
(352) 334-4060 FAX (352) 334-4059  
[dbradley@arcalachua.org](mailto:dbradley@arcalachua.org) [www.arcalachua.org](http://www.arcalachua.org)  
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