

Annual Report

October 1, 2016 – September 30, 2017



In accordance with contract number 914-000-10-R, The Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2016-2017 Annual Report to the Florida Department of Management Services.



RICK SCOTT
GOVERNOR

December 2016

Dear Friends:

For more than 40 years, RESPECT of Florida, in partnerships with state and local government agencies such as the Department of Management Services, has provided meaningful employment opportunities to Florida citizens with disabilities.

Every individual should have the opportunity to get a great job and education to pursue the American Dream, regardless of the challenges they may face. That's why we are committed to supporting families' efforts to help their loved ones find jobs by increasing opportunities for job training skills for individuals with disabilities.

I am proud that the Florida First budget makes record investments this year totaling \$1.3 billion for the Agency of Persons with Disabilities, including over \$39 million to remove more than 1,400 individuals from the waiting list for the fourth year in a row. The Florida First budget also provides \$500,000 for job placement and training for individuals with developmental disabilities on the Agency for Persons with Disabilities waitlist. With this funding, more young adults with developmental disabilities will have opportunities to demonstrate their skills in the workplace.

RESPECT of Florida and the participation of community-based organizations are critical to growing job opportunities for Florida citizens with disabilities. Thank you for helping Floridians with disabilities grow and prosper in their own communities.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rick Scott".

Rick Scott
Governor



January 4, 2018

Dear Reader,

Thank you for your support of the RESPECT of Florida program! Your involvement assists individuals who are blind or have severe handicaps achieve maximum personal independence through gainful employment. This mission is achieved when governmental entities purchase goods and services produced by individuals employed through RESPECT.

In Fiscal Year 2016-2017, governmental entity purchasing through RESPECT created employment opportunities for 1,201 individuals, of which 84% earned minimum wages or higher. The average hourly wage earned by an individual employed through RESPECT was \$9.39 per hour compared to Florida's minimum wage standard of \$8.10.

The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida has managed the program for 40 years under varying partnerships with the Department of Management Services. As the Central Nonprofit Agency that manages the program, we ensure an expanded and constant market for the products and services produced by individuals with visual impairments or severe handicaps.

The RESPECT program, authorized under Section 413.033 – 413.037, Florida Statutes, requires that governmental entities purchase available commodities and services produced by qualified non-profit community agencies. These partner agencies, known as Employment Centers, operate across the state and employ individuals who are blind or have severe handicaps to produce RESPECT commodities and services. An added benefit for governmental entities is that when they purchase through RESPECT, they are exempt from the competitive bid process. Floridians with disabilities, governmental entities, and Florida citizens win because of this program. The celebrated model is literally changing lives through one purchase at a time.

Through our partnership with the Department of Management Services, other governmental entities, and more than 50 nonprofit Employment Centers, the RESPECT program creates real jobs for Floridians with disabilities. Please read our Annual Report to learn more about the good work that is occurring through RESPECT!

Sincerely,

A handwritten signature in blue ink that reads 'Suzanne Sewell'.

Suzanne Sewell
President & CEO, Florida ARF
Acting RESPECT of Florida Executive Director

RESPECT of Florida Annual Report – FY 16-17

Introduction

The RESPECT of Florida program is well managed as evidenced by independent audits, a modern website featuring a MyFloridaMarketPlace (MFMP) punch-out catalog, and an experienced staff that supports state purchasing needs. Benefits of the RESPECT model include:

- Individuals with disabilities employed through RESPECT and its partnering Employment Centers enjoy the dignity and pride that comes from employment.
- Governmental entities receive quality commodities and services at a fair market price while creating job opportunities for about 1,200 individuals per year.
- Florida's overall economy benefits because the number of individuals who are dependent upon welfare and other tax supported subsidies decreases. A study by an independent firm determined that employing individuals through a program such as RESPECT creates a savings of about \$2,400 - \$4,700 per person since that person can pay taxes and will require fewer government sponsored supports.
- Governmental entities are exempt from the competitive bid process and can work with RESPECT to develop commodities and services specific to their unique needs.

RESPECT receives no direct state funding but operates through a modest fee calculated within the price of the services and goods sold. RESPECT jobs include but are not limited to: Packaging, kitting, sorting/fulfillment, poly-bagging, janitorial and grounds maintenance, call center services, coin collection, electronic assembly, auditing, agency staffing, and other office employment opportunities. All commodities and services produced by Floridians with disabilities are produced through local, nonprofit Employment Centers.

Program Oversight

RESPECT governance originates through the Department of Management Services (DMS). The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida is the designated Central Nonprofit Agency (CNA) that administers the program through a contractual arrangement with the Department. In 2015, DMS approved a five-year contract extension for RESPECT to serve as the managing entity.

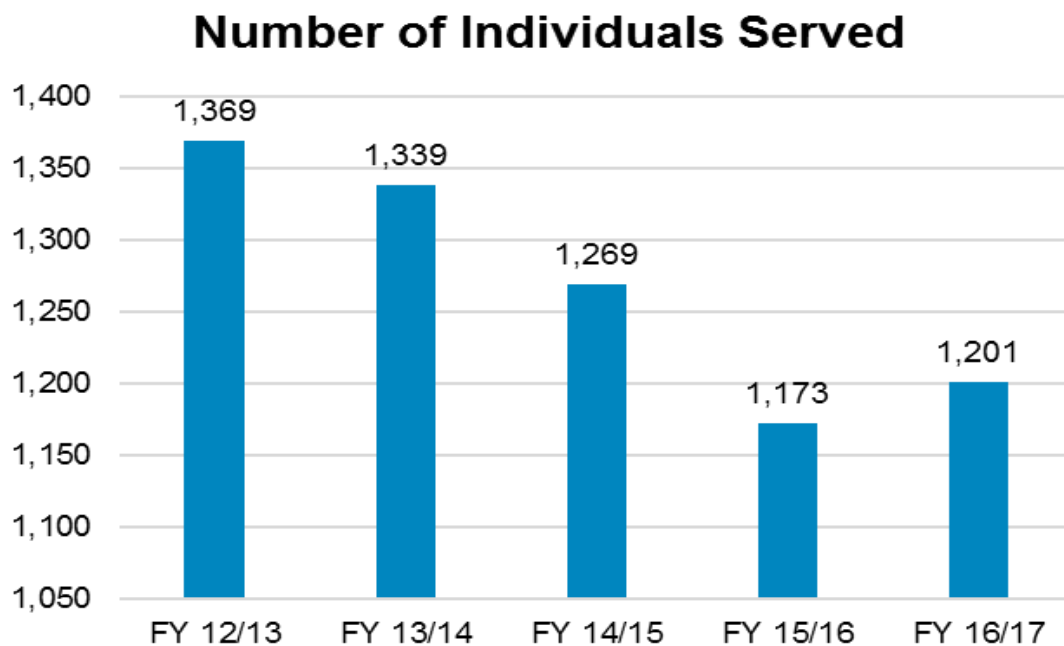
Program oversight is provided by a RESPECT Oversight Committee (ROC) consisting of members who represent a cross-section of affiliated Employment Centers. The ROC serves in an advisory capacity and provides programmatic oversight to ensure that RESPECT achieves its stated mission. The ROC meets quarterly to review RESPECT

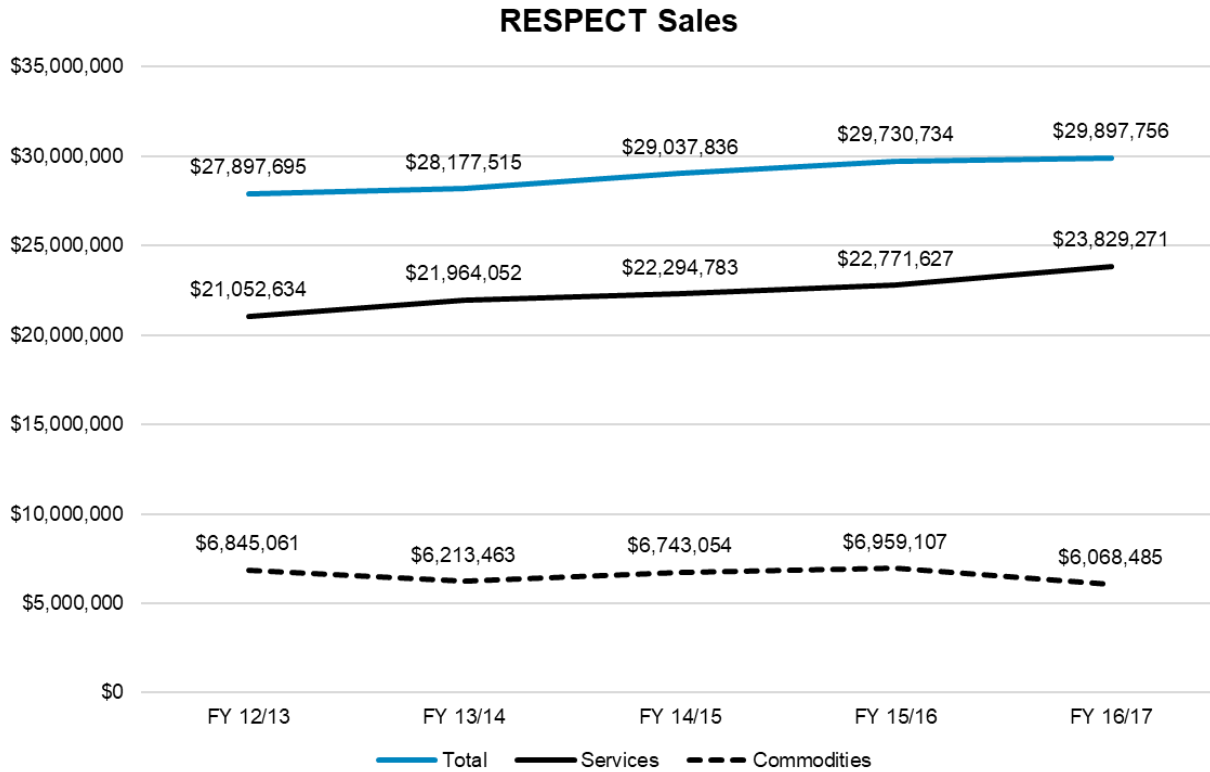
policy and procedure changes and to monitor program activity. The ROC is chaired by a Florida ARF Board member who reports RESPECT activity to the Board.

RESPECT also receives input and guidance from a Business Development Committee (BDC) that serves as a consulting body. The BDC is involved in the development of ideas that will result in job development for individuals who are blind or have disabilities. The BDC membership includes banking, marketing, and communications representation.

RESPECT Highlights

- Individuals Served 1,201 - up 2%.
- Average Hourly Wages Earned \$9.39 per hour - up 2%.
- Total Sales \$29,897,756
- Partner Employment Centers (EC) 53
- Individuals working via Other EC initiatives 7,227
- Supported Employment Hours 519,760
- Micro-enterprise Grants 2





Standards & Indicators

Beyond providing employment opportunities, RESPECT is to demonstrate progress towards better wages and benefits and provide support to Employment Centers. Performance for the following measures for Fiscal Year 2016-17 follows:

1. Provide a Minimum of One Service Training Workshop to Employment Centers. (Met)

Fiscal Year 16/17 training workshops included:

- Regional Training – February 20-21, 2017
- Regional Training – February 23-24, 2017

2. Provide a Minimum of One Commodity Training Workshop to Employment Centers. (Met)

Fiscal Year 16/17 training workshops included:

Commodities Roundtable – October 31, 2016
Commodities Roundtable – January 19, 2017
Commodities Roundtable – May 31, 2017

3. Increase the Number of Individuals Served by 5% annually. (Not met)

RESPECT served 1,201 individuals in Fiscal Year 16/17, a 2% increase from the previous year. While the number served is trending upward, it did not reach the 5% goal. Employment Centers continue to move away from subminimum wages and are covering more employee benefits which means better jobs for those employed, but fewer new employees. As the program grows, this metric should improve.

4. Increase the Average Hourly Wage to Meet or Exceed Florida's Minimum Wage. (Met)

Florida's minimum wage increased to \$8.10 per hour in January 2017. In Fiscal Year 2016-2017, individuals employed through RESPECT earned on average \$9.39 per hour.

5. Achieve a minimum score of 90% on customer satisfaction surveys. (Met)

RESPECT customers, governmental entities throughout the state, reported an overall satisfaction level of 95%.

6. Achieve a minimum score of 90% on employee satisfaction surveys. (Met)

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 92%. Comments from participants were overwhelmingly supportive and many expressed they appreciate the opportunity to work.

7. Achieve a minimum score of 90% on Employment Center satisfaction surveys. (Met)

Partner Employment Centers reported a 97% satisfaction level with the program.

8. Achieve a minimum score of 90% on satisfaction surveys conducted by the Department of Management Services (DMS). (Met)

DMS rates RESPECT's performance regarding adherence to customer specifications, meeting delivery expectations, issuing accurate invoices, and providing excellent customer service. DMS uses a grading score of one to five; three or above indicates that customer requirements and expectations have been met

satisfactorily. RESPECT's average overall score was 3.49.

Sales by Employment Center: FY 2016-2017

Employment Center	Commodities	Services
Arc of Alachua County	-	\$15,765.12
Arc Big Bend	\$20,151.81	\$1,403,914.86
Arc Gateway	-	\$718,827.12
Ark of Nassau	-	\$725,681.64
Arc Jacksonville	-	\$150,492.62
Arc North Florida	-	\$1,214,502.96
Arc of Putnam County	-	\$387,725.28
Arc South Florida	\$73.62	-
Arc of Walton County	-	\$162,050.91
Arc Washington-Holmes Co.	-	\$1,733,459.56
Alliance for Independence	\$107,786.95	-
Brevard Achievement Center	\$2,286,675.37	\$1,504,545.22
CARC	\$894.17	\$1,024,304.98
Challenge Enterprises	\$205,146.75	-
Gadsden ARC	\$14,709.06	\$896,388.04
The Arc of The Glades	-	\$7,289.40
Goodwill Big Bend Services	\$36,396.40	\$1,325,054.91
Goodwill Industries of South FL	\$89,169.02	\$4,652,940.97
Gulf County ARC	-	\$21,142.35
Gulfstream Goodwill	-	\$965,448.32
Horizon Okaloosa County	-	\$1,369,173.77
Jackson County ARC	-	\$539,049.56
Jeff Industries	\$35,319.02	-
Lakeview Center	-	\$1,268,046.89
Lighthouse Works	\$112,305.12	\$43,954.56
LVIB	\$51,573.79	-
Louise Graham Center	\$55,409.08	\$443,981.03
MacDonald Training Center	\$1,752,878.61	\$658.39
PARC	\$27,858.40	-
Palm Beach Hab. Center	-	\$190,928.39
Pine Castle	\$1,451,837.54	
Quest, Inc	-	\$3,184.64
Seagull Services	\$1,900.82	\$82,675.82
ServiceSource	\$373.80	\$241,124.18
SMA Behavioral Healthcare	\$19,921.57	\$2,452,481.15
St. Andrew Bay Center	-	\$25,342.56
WORC, Inc.	\$5,776.49	-
Subcontractor/Sassy's	-	\$53,988.60
Total	\$6,068,485.35	\$23,829,270.55

Commodity Sales by Category: FY 2016-2017

Drug Testing Kits and Supplies	\$1,151,790.82
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First Aid and Safety	\$2,362,926.51
Alcohol Pads	\$1,369.36
Biohazard Kits and Refills	\$1,072.47
CPR Kits and Refills	\$1,672.44
Ear Plugs/Elastic Bandages	\$1,284.11
First Aid Kits and Refills	\$82,351.61
Hand Sanitizer	\$4,923.60
Latex Gloves and Dispensers	\$238,109.33
Prophylactics (All Types)	\$1,928,116.86
Personal Protective Equipment	\$157.23
Safety Glasses & Goggles/Sunscreen	\$2,266.44
Toothbrushes	\$101,603.06
Janitorial and Kitchen	\$372,077.25
Dust Mops	\$1,686.97
Mop Products/Handles	\$300,267.22
Shop Towels	\$55.38
Soap and Dispensers	\$23,514.56
Trash Can Liners	\$46,553.12
Medical	\$116,244.04
Clarity Urocheck	\$801.90
Medical & Dental Supplies	\$9,457.69
HemoPoint Meter/Microcuvettes	\$105,984.45
Other	\$1,855,743.25
Bicycle Rack	\$4,965.29
Flags (USA, State, POW)	\$89,169.02
Jumper Cables	\$1,962.68
Parking Stops	\$73.62
Custom Metal/Sandblasted Signs	\$2,602.62
Survey Stakes/ City Water Kits	\$3,383.83
Transponders	\$1,753,586.19

Commodity Sales by Category: FY 2016-2017 (Continued)

Office	\$104,256.99
Air Duster Canisters	\$2,501.94
Calendars	\$27,673.40
Clocks	\$12,754.27
Laser & Ink Jet Cartridges	\$35,076.75
Writing Instruments	\$25,356.46
Staplers and Accessories	\$894.17
Customized Commodities	\$105,446.49
Award Plaques	\$14,045.31
Apparel—Silk Screen & Embroidery	\$72,132.38
Promotional, Various	\$19,268.80
Commodities Total	\$6,068,485.35

Service Sales by Category: FY 2016-2017

Call Center Operations	\$241,124.18
Call Monitoring	\$43,954.56
Document Shredding	\$4,017.20
Fleet Vehicle Detailing	\$10,120
Janitorial (non-rest area)	\$8,950,166.95
Janitorial (rest area)	\$11,776,984.58
Lawn Care Services	\$174,335.05
Litter Pick-Up	\$1,330,963.10
Mailing Services	\$648.39
Mowing	\$570,281.38
Nursing Consultants	\$95,336.40
Price Per Page Services	\$440,392.33
Parking Meter Collections	\$70,685.24
Refuse Collection	\$58,914.77
Services Total	\$23,829,270.55

Commodity & Service Sales by Customer: FY 2016-2017

Customer	Commodities	Services
Cities	\$10,864.85	\$790,195.48
Boynton Beach	\$1,100.06	-
Deland	-	\$429.55
Ft. Walton Beach	\$664.40	-
Inglis	\$319.87	-
Jacksonville	\$113.98	-
Kissimmee	\$512.85	-
Lakeland	\$841.92	-
Leesburg	\$797	-
Lake City	\$31.33	-
Lynn Haven	-	\$22,819.20
Melbourne	\$1,305.84	-
Neptune Beach	\$2,513.70	-
Oldsmar	\$1,487.46	-
Panama City	-	\$636,656.04
Pensacola	\$140.32	-
Tallahassee	-	\$56,425.56
Tampa	\$132.63	\$648.39
West Palm Beach	-	\$73,646.29
Winter Haven	\$473.94	-
Counties	\$44,513.94	\$4,605,791.55
Alachua	\$1,250.70	-
Brevard	-	\$82,225.11
Broward	\$75.72	\$372,702.47
Clay	\$658.36	-
Escambia	\$9,062.40	-
Hillsborough	\$8,023.18	-
Lee	\$2,537.06	-
Martin	\$760.49	-
Miami-Dade	\$526.20	\$3,993,993.45
Palm Beach	\$14,179.82	\$150,870.52
Pasco	\$3,950.07	-
Pinellas	\$51.71	-
Seminole	-	\$6,000
Volusia	\$3,438.23	-

Commodity & Service Sales by Customer - Continued

Customer	Commodities	Services
School Boards	\$177,011.95	\$427,586.32
Broward	\$81,612.17	-
Hernando	\$92.60	-
Lake	\$3,804	-
Manatee	-	\$101,832.05
Miami-Dade	\$82,680	-
Pasco	\$744.60	\$310,078.45
Sarasota	\$169.53	-
Seminole	\$7,909.05	\$15,675.82
State Agencies	\$5,797,296.54	\$9,502,409.57
Agency for Persons with Disabilities	\$576.75	\$163,948.77
Administrative Services	-	\$31,083.92
Agency for Health Care Administration	\$2,557.69	-
Agriculture & Consumer Services	\$2,541.74	\$4,314.64
Business & Professional Regulations	\$5,320.67	-
Children & Families	\$329,839.12	\$100,620.16
Corrections	\$1,167,892.60	-
Div. of Admin. Hearings	-	\$3,744.64
Economic Opportunity	-	\$38,234.56
Education	\$3,218.60	\$39,051.45
Environmental Protection	\$31,855.93	\$71,552.50
Financial Services	\$4,749	-
Fish & Wildlife Commission	\$41,595.83	\$20,826.93
FL National Guard	\$5,692.25	-
Health	\$2,210,235.43	\$863,405.23
Highway Safety & Motor Vehicles	\$32,072.61	\$41,008.44
Juvenile Justice	\$90,712.72	-
Law Enforcement	\$30,483.50	-
Management Services	\$3,692.62	\$331,515.92
Military Affairs	\$5,125.18	\$50,167.24
Parole Commission	\$216.91	-
Public Defender's Office	\$292.88	-
Public Employee Relations	\$69.99	-
Revenue	\$5,642.90	-
State Department	\$1,873.64	-
Transportation	\$1,815,967.84	\$7,729,999.02
Veterans' Affairs	\$3,776.22	-

Commodity & Service Sales by Customer – Continued

Customer	Commodities	Services
State Colleges/Universities	\$1,360.01	\$552,511.53
St. John’s River State College	-	\$552,511.53
Gulf Coast State College	\$257.88	-
University of North Florida	\$1,102.13	-
	\$35,744.44	\$44,124.84
Other Entities		
Employment Centers	\$379.87	-
Private Individuals	\$957.19	-
Private Sector—In State	\$30,343.65	-
Private Sector—Out of State	\$4,063.73	-
St. Johns River Water Management	-	\$44,124.84
	\$1,693.62	\$7,906,570.26
Asset Management Contracts		
ICA (DOT)	-	\$4,450,568.36
DBI Services (TME Enterprises)	-	\$2,474,821.66
Roy Jorgensen	\$1,693.62	\$904,504.74
Broadspectrum Infrastructure	-	\$76,675.50
Totals	\$6,068,485.35	\$23,829,270.55