



Annual Report

October 1, 2014—September 30, 2015

**In accordance with Contract Number 914-000-10-R,
The Florida Association of Rehabilitation Facilities, Inc.
RESPECT of Florida
Submits the Central Nonprofit Agency FY 2014-2015 Annual Report
to the Florida Department of Management Services**

Letter of Support



RICK SCOTT
GOVERNOR

September 2015

Dear Friends:

As Governor, I am proud of the job opportunities RESPECT of Florida has provided to Floridians with disabilities for over 35 years. Working with the Florida Department of Management Services on performance and price requirements, the RESPECT program provides valuable services to participating state and local government agencies.

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.

Florida's economic turnaround is making it possible for us to make record investments this year totaling \$1.2 billion for the Agency of Persons with Disabilities, including over \$40 million to remove more than 2,000 individuals from the waiting list for the third year in a row. The budget also includes \$1 million for job placement and training for individuals with developmental disabilities on the waiting list. With this increased funding, more young adults with developmental disabilities will have firsthand opportunities to demonstrate their skills in the workplace.

Your organization is 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

Table of Contents

OVERVIEW

Introduction	1-8
RESPECT Awards	9-11

SATISFACTION SURVEY RESULTS

Employee Survey	12
Employment Center Survey	13
Customer Survey	14

SALES REPORTS

Employment Centers	15-16
Product Categories	17-18
Customers	19-22
Service Sales	23

Introduction

Introduction

The purpose of the RESPECT program is to encourage and assist blind and other severely handicapped individuals to achieve maximum personal independence through useful, productive, and gainful employment by assuring an expanded and constant market for the products and services they produce. The program was established by the Florida Legislature in 1974, and Florida ARF dba RESPECT of Florida has managed the program for almost 40 years under varying partnerships.

Section 413.033 – .037, Florida Statutes, directs state entities to purchase available commodities and services produced by certified, non-profit, community agencies throughout Florida who employ individuals with severe disabilities. The program operates as a result of governmental purchasing, contingent upon RESPECT ensuring that the goods and services produced by Floridians with disabilities are offered at comparable prices. When purchasing through RESPECT, governmental entities are exempted from the competitive solicitation process.

RESPECT fulfills the intent of the law by creating employment opportunities for more than 1,250 adults with disabilities each year. By providing a market for RESPECT products and services, the program creates productive employment options for individuals with disabilities, thereby helping them achieve their employment goals.

Floridians with disabilities, governmental agencies, and Florida citizens all win as a result of the program. RESPECT proves that Floridians with severe disabilities are capable of competing in any industry when given the opportunity. The celebrated business model is *“Changing lives one purchase at a time.”*

The RESPECT Model

The RESPECT program is well managed as evidenced by independent audits, a modern website featuring a MyFloridaMarketPlace (MFMP) punch-out catalog and an experienced staff that ensures compliance to state purchasing needs and requirements. All RESPECT resources are dedicated to achieving the mission of the program.

RESPECT is effective because governmental entities purchase commodities and contractual services produced by Floridians with severe disabilities, thereby creating job opportunities for Floridians who would otherwise be reliant on government assistance. Benefits of the program include:

- Through RESPECT, governmental entities receive quality commodities and services at a fair market price, as determined by the Florida Department of Management Services.
- By decreasing the number of Floridians who are dependent upon welfare and other tax supported subsidies, Florida’s overall economy benefits by providing employment opportunities to Floridians with disabilities. Studies by independent firms determined that employing individuals in 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 supports.
- Most importantly, individuals with disabilities employed through RESPECT and its partnering “Employment Centers” enjoy the dignity and pride that comes with employment and becoming a contributing member of society.

The RESPECT program receives no direct state funding for its operations. The commodities and services made by Floridians with disabilities are produced through local, non-profit Employment Centers. Jobs include but are not limited to: packaging, kitting, sorting/folding, poly-bagging, janitor and grounds maintenance, call center services, coin collection, electronic assembly, auditing, agency staffing, and various office employment opportunities.

Florida Governor Rick Scott recognized the value of the RESPECT program when he wrote:

“The State of Florida is proud of the accomplishments of RESPECT of Florida. For over 35 years, RESPECT of Florida, in partnership with Florida’s state and local government agencies, has provided meaningful employment opportunities to 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.

I encourage all state agencies and political subdivisions to fully comply with the statutory responsibility of purchasing from RESPECT of Florida.”

Governance

RESPECT governance comes through the Department of Management Services (DMS). Florida ARF dba RESPECT of Florida is the designated Central Non-Profit Agency (CNA) that administers the program. In 2015, the DMS approved a five year contract extension, meaning RESPECT is now in its first year of the contractual agreement to serve as the CNA managing entity. As part of the new agreement, the Department ceded additional responsibilities to RESPECT including re-certification of Employment Centers and assurance of Employment Center compliance with applicable laws and regulations.

Governance is also provided by the RESPECT Oversight Committee (ROC). The ROC consists of members who represent a cross-section of affiliated Employment Centers and governmental agencies. The ROC serves in an advisory committee role with committee members providing programmatic oversight to ensure that RESPECT achieves its stated mission. The ROC meets quarterly to review RESPECT policy and procedure changes and to track program activity.

Additionally, the program receives input and guidance from a Business Development Committee (BDC). The BDC is made up of individuals with business and human services expertise who share business practices that will result in sound decision-making for RESPECT initiatives. The BDC also serves as a consulting body to RESPECT and is involved in the development of ideas and strategies that will result in job development for individuals with disabilities. The BDC membership includes representation such as a banking executive and marketing and communications professionals.

Highlights and Accomplishments for FY 2014-15

- **Obtained Pricing for key services now on the State Procurement List**

During the past year, RESPECT worked in collaboration with the Florida Department of Management Services (DMS) to obtain pricing approval for service contracts offered through the program. DMS approval of pricing for these services now provides greater access for state customers because the service contract pricing is now included on the state procurement list. This change should lead to growth and the creation of more jobs. Because service contracts account for roughly 75% of RESPECT's annual revenues, inclusion of these categories of business on the DMS procurement list is a major step forward.

- **Branched into new lines of business**

Traditional areas of work for state programs such as RESPECT include janitorial / custodial, food service, and lawn maintenance work. In cooperation with the DMS, RESPECT added a new business category called Nurse Auditing. The new partnership began when DMS' Bureau of Private Prisons contracted with RESPECT to provide Nurse Auditing of prisoner health records. This program provides on-site review of records by qualified nurses and employs individuals with disabilities in performing various elements of the contract.

- **Focused on quality improvement**

RESPECT embarked on a Quality Improvement Plan to improve performance in all areas of the program. The primary focus has been improving the quality of work in service contracts and providing consistent, high quality performance. RESPECT project managers and other staff are working closely with Employment Center staff to enhance service quality. This effort involves training, standardized inspections, and improved communication with government customers. On the commodities side, assisting with better forecasting, inventory control, and supply chain management are areas of focus.

- **Implemented information management system**

Organizing and utilizing thousands of customers, contacts and opportunities has been a challenge for RESPECT. To address this problem, during FY 2014-15 RESPECT began implementation of Salesforce, a customer relationship management system that will more effectively track inspections, contacts, contract activity, and growth opportunities. The new system will give RESPECT the ability to market more efficiently to its customers and to keep better track of lead conversions and sales productivity.

- **Focused on potential governmental customers**

State agencies currently account for approximately 75% of total RESPECT sales. Community colleges, universities, cities, counties, ports, airports and other governmental entities represent business growth areas. In the past year, RESPECT began to identify and reach more customers in these categories. Although state agencies will likely remain the primary customers, RESPECT hopes to see substantial growth in other areas.

- **Funded two Self-Employment Micro-enterprise grants**

RESPECT’s mission is to increase employment opportunities for individuals with disabilities. To expand the employment options it offers, during FY 2014-15 RESPECT funded two \$12,500 micro-enterprise grants to promote self-employment. The first grant was awarded to the owner of Moira’s Ventures LLC, based in Jacksonville, FL. The founder is a 27 year old woman with Down syndrome who established a company that creates training videos and workbooks on self-advocacy for young adults with disabilities.

The second grant was awarded to the owner of Jeff’s Corner, a local small scale agricultural enterprise based in Pensacola, FL. The recipient, who is age 24, was left with a learning disability as a result of a childhood disease and is now growing heirloom herbs and vegetables in a community garden in downtown Pensacola, FL. He delivers the produce to local restaurants using a cooler-equipped tricycle. The company has joined with a RESPECT partner Employment Center, The Arc Gateway, to offer internships to individuals with disabilities who want to work with the enterprise.

- **Employed more than 1,250 individuals with disabilities**

RESPECT partner Employment Centers employed 1,269 individuals with disabilities, of which 1,159 received employee benefits; the average hourly wage increased by 35 cents per hour!

RESPECT Employment Centers placed 11 individuals with disabilities in competitive employment jobs and another 22 individuals working through the RESPECT program were placed in supported or subsidized employment for transition to competitive employment.

- **Conducted Employment Center Program Reviews**

To ensure that partner Employment Centers were in full compliance with statutes, rules, and policies and procedures, RESPECT conducted Program Reviews on all Employment Centers. The reviews evaluated compliance with: Disability ratios, revenues and expenses, documentation of disabilities, value added for commodities, and wage calculations. Appropriate corrective actions were implemented and quarterly follow-up and support is being provided to Employment Centers as needed.

- **Increased annual gross revenues**

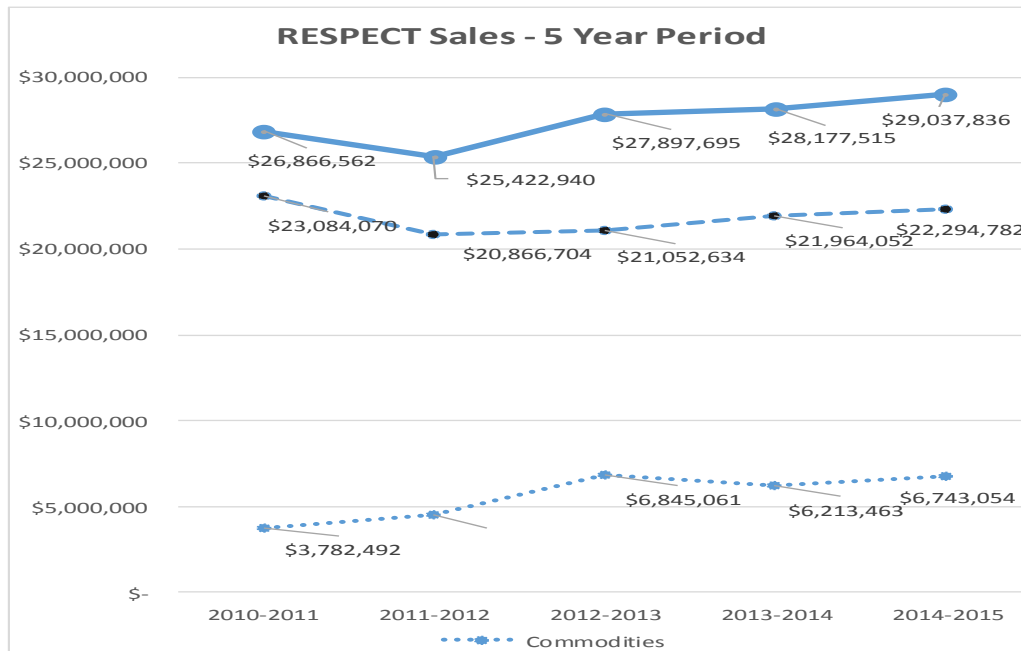
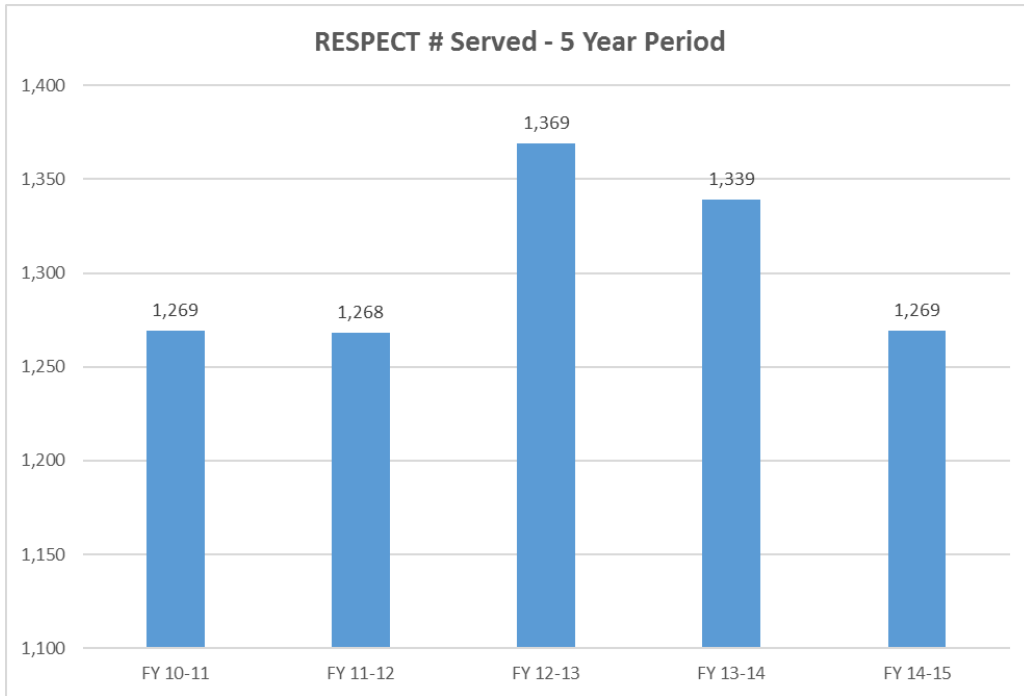
RESPECT’s annual gross revenues grew by 3.4% compared to previous year sales.

Metrics

The following key metrics demonstrate RESPECT’s performance for FY 2014-15 compared to the previous year:

<u>Fiscal Year</u>	<u>2013-2014</u>	<u>2014-2015</u>
Individuals Employed:	1,339	1,269
Number of Employment Centers:	53	52
Sales: <i>Services</i>	\$21,964,052	\$22,294,782
Sales: <i>Commodities</i>	<u>\$ 6,213,463</u>	<u>\$ 6,743,054</u>
Total	<u>\$28,177,515</u>	<u>\$29,037,836</u>

The following chart shows the growth patterns for numbers served and sales for the last five years. As shown, RESPECT continues to create employment options for individuals with disabilities while successfully producing commodities and services purchased by governmental entities.



DMS Standards and Indicators

RESPECT tracks several standards and indicators that measure progress toward goals such as enhanced employee wages, benefits for individuals with severe disabilities, and support given to Employment Centers. The specific standards and indicators required per the Department of Management Services / RESPECT contract are as follows:

1. Annually provide a minimum of one training workshop to increase the productivity of Employment Centers managing service contracts that employ Floridians with disabilities. (Met)

Trainings provided included:

- Roundtable Teleconference for all Employment Centers. Topics of training and discussion included emerging opportunities, 2014-2015 vision for RESPECT service contracts, statewide coverage, and a new capacity study.

2. Annually provide a minimum of one training workshop to increase the capability of Employment Centers to develop and produce commodities that provide employment for people with disabilities. (Met)

Examples of Commodities Trainings included:

- Roundtable Teleconference for Employment Centers. Topics included product development, new product opportunities and expansion of markets for existing products.
- Florida DOT Procurement through RESPECT - March 2015.
- Florida DCF Procurement through RESPECT - December 2014.

Other training programs for Employment Center personnel included:

- State Use Training Forums - October 27-29, 2014
- EOP II Training, St. Cloud, FL - February 4-6, 2015
- Direct Labor Ratio Training, Milton, FL - February 11, 2015
- Informational trainings on the RESPECT Program and buying commodities through RESPECT at several purchasing offices for Florida cities, counties, state agencies and universities in partnership with Employment Centers.

3. Annually increase the number of individuals being served by 5%. (Not Met)

The number of individuals employed in FY 2014-15 decreased from 1,339 to 1,269, a 5.2% decrease. Reasons for the decrease include:

- Implementation of the Affordable Care Act caused Employment Centers to continue to distinguish between employees who require health care coverage and individuals who participate in day activities.
- Advocacy efforts to limit the use of 14(c) Certificates that permit payment of special-minimum wages to individuals based upon their level of productivity continues, and while this emphasis results in higher wage earnings for some individuals, it does reduce employment opportunities for those who cannot work at full production levels.

- An economic uptick created more employment options for all job seekers, including those with disabilities.

4. Increase the average hourly wage equal to or greater than Florida's minimum wage. The State's annual minimum wage calculation is based on the percentage increase in the federal Consumer Price Index for Urban Wage Earners and Clerical Workers in the South Region for the 12-month period prior to September 1. (Met)

The CPI calculations for Florida's minimum wage decreased during the applicable time period; however, Florida's minimum wage does not decrease even if the CPI goes down. The average hourly wage for FY 2014-15 was \$9.16 for individuals employed through RESPECT Employment Centers, compared to an hourly average of \$8.81 for FY 2013-14. RESPECT's average hourly wage increased 4%, or 35 cents per hour.

Internal Performance Measures

As stated in the Florida Department of Management Services contract with RESPECT, the performance measures listed below are evaluated annually. FY 2014-15 results were as follows:

1. Achieve a minimum score of 90% on customer satisfaction survey. (Met)

After responding to a series of four questions, RESPECT's customers, government employees throughout the state, reported an overall satisfaction level of **95%**. These surveys were conducted twice in the fiscal year and customers were encouraged to provide input. See Page 14.

Customers noted more ease when ordering commodities through RESPECT because of improvements to the ordering website.

2. Achieve a minimum score of 90% on employee satisfaction survey responses. (Met)

After responding to a series of five questions, Floridians with disabilities employed through RESPECT Employment Centers reported an overall positive satisfaction level of **96%**. Comments from individuals who are employed through the RESPECT program were overwhelmingly supportive and many individuals expressed appreciation for the opportunity to work. See page 12.

3. Achieve a minimum score of 90% on Employment Center satisfaction survey responses. (Met)

After responding to a series of six questions, Employment Centers certified through RESPECT reported a satisfaction level of **98%**. See page 13.

4. Achieve a minimum score of 90% on annual satisfaction survey conducted by Department of Management Services (DMS). (Met)

According to DMS data for FY 2014-15, RESPECT of Florida either met or exceeded all five criteria evaluated within their Vendor Performance Tracking Report. RESPECT's average score was 3.5 or better for all criteria. The methodology revealed a **100%** satisfaction score.

The criteria were as follows:

Scale:

1. Failed to meet most requirements/expectations
2. Failed to meet some requirements/expectations
3. Met requirements/expectations
4. Exceeded some requirements/expectations
5. Exceeded most requirements/expectations.

Performance Criteria

- Performance to Specifications - conformance to the commodity/service to the requirements of the order;
- Delivery - comparing commodity delivery or service performance dates to the order schedule;
- Invoicing- comparing the pricing or budget and invoice accuracy and detail to order requirements;
- Customer Service – rating the vendor’s service in areas such as communication and problem solving to the customer’s expectations.

Conclusion

The RESPECT of Florida program remains a viable employment option for Floridians with severe disabilities. The invaluable partnership between RESPECT staff, its governmental entity customers, and the Employment Centers throughout the state demonstrates that Floridians with severe disabilities are achieving their employment goals.



Suzanne Sewell
President & CEO,

Florida Association of Rehabilitation Facilities



Ryland Musick
Executive Director,

RESPECT of Florida



2014-2015 Employees of the Year

Congratulations to:

Employee of the Year for Products/Commodities

*Cheryl B.
Of
Brevard Achievement Center*



Employee of the Year for Services

*Donnell H.
Of
Lakeview Center*



Most Improved Employee of the Year

*Christopher H.
Of
Goodwill Industries
Big Bend Services*



2014-2015 Employees of the Year

Rookies of the Year

*Daniel S.
Of
Goodwill Industries
Big Bend Services*



*Marcus P.
Of
Gulfstream
Goodwill Industries*

2014-2015 Outstanding Employees

Christopher W.—Palm Beach Habilitation Center
Bernardo T.— Palm Beach Habilitation Center
Bruce M.—Palm Beach Habilitation Center
Jerry S.—Jackson County Arc
Nancy M.—Jackson County Arc
Vickie B.—Seagull Services
Kevin F.—Seagull Services
Floyd B.—Seagull Services
Larry H.—Pine Castle
Chip H.—Pine Castle
Matthew N.—Pine Castle
Sharon D.—SMA Behavioral Healthcare

Michael B.—Ark of Nassau
James B.—Ark of Nassau
Kevin S.—Ark of Nassau
Wayne R.—Gulfstream Goodwill Industries
Dwayne A.—Gulfstream Goodwill Industries
Anthony D.—The Arc Jacksonville
Danny B.—PARC, Inc.
DeJan Nikolic—PARC, Inc.
Stephanie J.—PARC, Inc.
Aleck J.—Brevard Achievement Center
Johnny W.—Brevard Achievement Center
Brady B.—The Arc Gateway

Special Recognition Award — Paul M. of Goodwill Industries Big Bend Services

2014-2015 RESPECT
Employment Center & Customer Awards

Employment Center of the Year for Services



Employment Center of the Year for Commodities/Products



ServiceSource

A LEADING RESOURCE FOR PEOPLE WITH DISABILITIES

Customer of the Year for Services



Customer of the Year for Commodities/Products



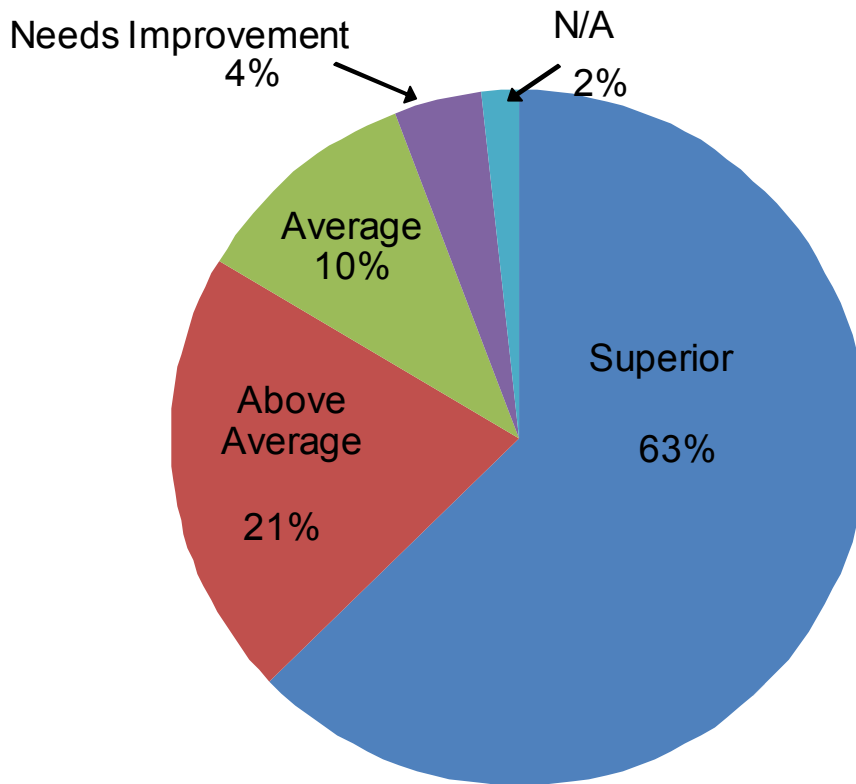
**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**
MYFLFAMILIES.COM

Employee Satisfaction Survey

October 1, 2014—September 30, 2015



	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) I like what I do in my job.	1022	328	159	30	7	1546
2) I am happy with my salary and benefits.	697	355	249	183	62	1546
3) I like where I work.	1028	319	156	31	12	1546
4) I get the help I need when I ask for it.	1025	317	146	40	18	1546
5) I want to keep my job for another year.	1075	289	114	33	35	1546
TOTAL	4847	1608	824	317	134	7730



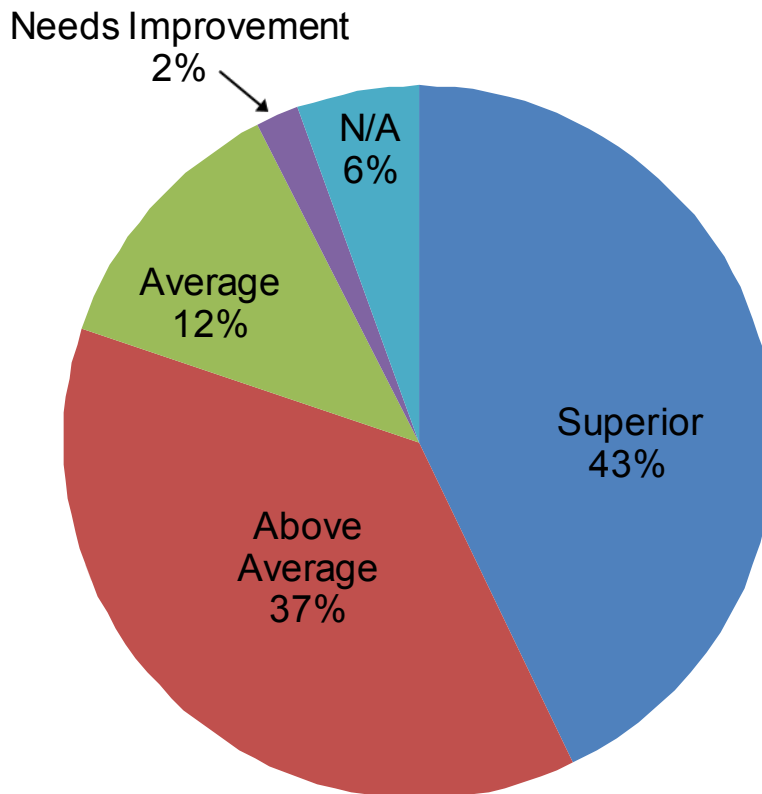
**96% of employees surveyed were satisfied
with their employment**

Employment Center Satisfaction Survey

October 1, 2014—September 30, 2015



	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.)	14	20	6	1	1	42
2) ROF staff provided complete and accurate information to you.	16	17	6	2	1	42
3) ROF staff was courteous and helpful.	25	13	1	1	2	42
4) When help was requested, ROF staff provided a response in a reasonable amount of time.	21	13	5		3	42
5) The ROF web site is easy to navigate.	12	18	7		5	42
6) My overall experience with ROF was positive.	20	13	6	1	2	42
TOTAL	108	94	31	5	14	252



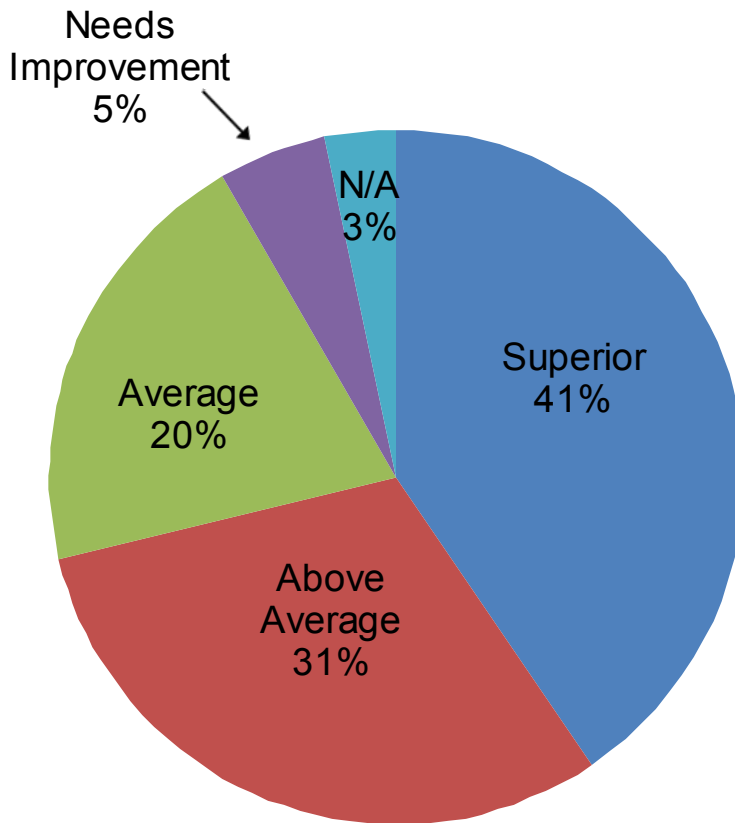
**98% of Employment Centers surveyed were satisfied with
RESPECT of Florida's performance**

Customer Satisfaction Survey

October 1, 2014—September 30, 2015



	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) What was the quality of customer service you received?	50	30	14	4	7	105
2) How satisfied are you with the product(s) that you purchased?	39	32	28	5	1	105
3) Rate your overall experience with RESPECT of Florida.	49	35	18	3	0	105
4) Please rate your ability to find products on the RESPECT website.	32	32	26	9	6	105
TOTAL	170	129	86	21	14	420



**95% of customers surveyed were satisfied with
RESPECT of Florida's performance**

Product/Commodity & Service Sales by Employment Center

October 1, 2014—September 30, 2015

	<u>Products</u>	<u>Services</u>
Alliance for Independence, <i>Lakeland</i>	\$ 35,118.74	\$ -
Arc Big Bend, Inc., <i>Madison</i>	\$ -	\$ 1,528,682.88
Arc Gateway, <i>Pensacola</i>	\$ -	\$ 718,146.72
Arc of the Glades, Inc., <i>Belle Glade</i>	\$ -	\$ 6,803.44
Arc Jacksonville, Inc., <i>Jacksonville</i>	\$ -	\$ 163,728.10
Ark of Nassau, <i>Yulee</i>	\$ -	\$ 713,331.96
Arc North Florida, Inc., <i>Live Oak</i>	\$ -	\$ 1,214,502.96
Arc of Putnam County, Inc., <i>Palatka</i>	\$ -	\$ 402,093.64
Arc Santa Rosa, <i>Milton</i>	\$ -	\$ 388,661.44
Arc of Walton County, Inc., <i>DeFuniak Springs</i>	\$ -	\$ 145,823.98
Arc of Washington-Holmes Counties, Inc., <i>Chipley</i>	\$ -	\$ 1,733,868.07
Brevard Achievement Center, <i>Rockledge</i>	\$ 2,231,169.43	\$ 1,624,682.34
CARC-Advocates for Citizens with Disabilities, Inc., <i>Lake City</i>	\$ 2,468.58	\$ 949,982.47
CHAC, <i>Sarasota</i>	\$ -	\$ 19,127.04
Challenge Enterprises of North Florida, Inc., <i>Green Cove Springs</i>	\$ -	\$ 33,468.16
Gadsden ARC, Inc., <i>Quincy</i>	\$ 20,731.09	\$ 961,496.66
Goodwill Industries Big Bend Services, Inc., <i>Tallahassee</i>	\$ 509,716.68	\$ 1,057,907.00
Goodwill Industries of South Florida, <i>Miami</i>	\$ 98,684.38	\$ 4,527,976.73
Gulf County ARC, <i>Port St. Joe</i>	\$ -	\$ 60,669.84
Gulfstream Goodwill Industries, Inc., <i>West Palm Beach</i>	\$ -	\$ 1,018,700.70
Horizons of Okaloosa County, Inc., <i>Ft. Walton Beach</i>	\$ -	\$ 916,913.74
Jackson County Arc, Inc., <i>Marianna</i>	\$ -	\$ 581,775.63
Jeff Industries, Inc., <i>Hypoluxo</i>	\$ 9,460.86	\$ -

Product/Commodity & Service Sales by Employment Center

October 1, 2014—September 30, 2015
(continued)

	<u>Products</u>	<u>Services</u>
Lakeview Center, Inc., <i>Pensacola</i> (dba as Gulf Coast Enterprises)	\$ -	\$ 706,196.79
Lighthouse Works, Inc., <i>Orlando</i>	\$ 64,770.60	\$ 5,955.00
Lighthouse for the Visually Impaired & Blind, Inc., <i>Port Richey</i>	\$ 21,358.63	\$ -
Louise Graham Regeneration Center, Inc., <i>St. Petersburg</i>	\$ -	\$ 2,982.00
MacDonald Training Center, Inc., <i>Tampa</i>	\$ 1,736,076.94	\$ 1,272.45
PARC, Inc., <i>St. Petersburg</i>	\$ 41,246.86	\$ -
Palm Beach Habilitation Center, Inc., <i>Lake Worth</i>	\$ -	\$ 205,823.95
Pine Castle, Inc., <i>Jacksonville</i>	\$ 1,364,130.98	\$ -
Seagull Industries for the Disabled, Inc., <i>West Palm Beach</i> (dba Seagull Services)	\$ 74.76	\$ 80,449.78
ServiceSource, <i>Clearwater</i> (Abilities, Inc. of Florida dba ServiceSource)	\$ 579,121.26	\$ 220,225.50
Stewart-Marchman-Act Behavioral Healthcare, <i>Daytona Beach</i>	\$ 22,648.35	\$ 2,222,001.95
St Andrew Bay Center, Inc., <i>Lynn Haven</i>	\$ -	\$ 27,542.56
WORC, Inc., <i>Daytona Beach</i>	\$ 6,275.88	\$ -
Sub-Contractors/Sassy's Cleaning Services, <i>Jacksonville</i>	\$ -	\$ 53,988.60
	\$ 6,743,054.02	\$22,294,782.08

Product/Commodity Sales by Categories

October 1, 2014—September 30, 2015



	<u>Total Sales</u>
DRUG TESTING KITS AND SUPPLIES	
Drug Testing Kits & Supplies	\$ 1,106,830.58
	<u>\$ 1,106,830.58</u>
FIRST AID AND SAFETY	
Alcohol Pads	\$ 1,777.98
Biohazard Kits/Refills	\$ 2,197.97
CRP Kits/Refills	\$ 1,004.19
Ear Plugs	\$ 995.40
Elastic Bandages	\$ 197.40
First Aid Kits/Refills	\$ 72,013.32
Hand Sanitizer	\$ 22,436.47
Latex Gloves & Dispensers	\$ 285,201.16
Prophylactics (All Types)	\$ 1,821,489.33
Safety Glasses & Goggles	\$ 3,057.38
Safety Vest	\$ 9,849.27
Toothbrushes	\$ 55,377.27
	<u>\$ 2,275,597.14</u>
JANITORIAL AND KITCHEN	
Dust Mops	\$ 4,367.42
Mop Products/Handles	\$ 257,300.40
Shop Towels	\$ 3,068.70
Soap & Dispensers	\$ 20,101.42
Trash Can Liners	\$ 14,835.25
Zep Meter Mist	\$ 3,454.68
	<u>\$ 303,127.87</u>
MEDICAL	
Clarity Urocheck	\$ 74.76
HemoPoint Meter/Microcuvettes	\$ 35,118.74
	<u>\$ 35,193.50</u>
OTHERS	
Bicycle Rack	\$ 475.00
Flags (State, USA, & POW)	\$ 98,684.38
Jumper Cables	\$ 2,194.60
Parking Stops	\$ -
Custom Metal/Sandblasted Signs	\$ 4,128.31
Survey Stakes	\$ 6,382.28
Transponders	\$ 1,699,899.23
	<u>\$ 1,811,763.80</u>

Product/Commodity Sales by Categories

October 1, 2014—September 30, 2015
(continued)



	<u>Total Sales</u>
OFFICE	
Air Duster Canister	\$ 3,497.61
Calendars (All Types)	\$ 31,687.85
Clipboards & Arch files	\$ 214.12
Clocks	\$ 12,033.58
Laser & Ink-Jet Cartridges	\$ 83,132.94
Mailing Tubes	\$ 257.48
Pens, Pencils, Highlighters & Markers	\$ 36,100.22
Price Per Page Services	\$ 502,236.65
Staplers/Accessories/Hole Punch	\$ 2,438.58
Surge Protector	\$ 1,649.03
Toner Services	\$ 1,987.75
	\$ 675,235.81
PROMOTIONAL	
Award Plaques	\$ 20,731.09
Clothing-Silk Screened/Embroidery	\$ 202,469.23
Promotional, Various	\$ 312,105.00
	\$ 535,305.32
PRODUCT'S GRAND TOTAL	\$ 6,743,054.02

Product/Commodity & Service Sales by Customer



October 1, 2014—September 30, 2015

CITIES	<u>Products</u>	<u>Services</u>
Altamonte Springs	\$ -	\$ -
Belleair	\$ 436.34	\$ -
Boynton Beach	\$ 1,143.59	\$ -
Bristol	\$ -	\$ -
Cooper City	\$ -	\$ -
Deland	\$ -	\$ -
Ft Lauderdale	\$ -	\$ -
Ft. Walton Beach	\$ 1,207.85	\$ -
Havana	\$ -	\$ -
Inglis	\$ 94.09	\$ -
Kissimmee	\$ 271.60	\$ -
Lake Butler	\$ -	\$ -
Lantana	\$ 3,638.31	\$ -
Leesburg	\$ 277.80	\$ -
Lynn Haven	\$ 50.66	\$ -
Miami Springs	\$ 210.48	\$ -
Oldsmar	\$ 2,363.94	\$ -
Panama City	\$ -	\$ 612,169.20
Pensacola	\$ 105.24	\$ -
Pompano Beach	\$ 209.64	\$ -
Port St Lucie	\$ 305.28	\$ -
Punta Gorda	\$ 966.50	\$ -
Tallahassee	\$ -	\$ 168,588.72
Tampa	\$ -	\$ 1,436.71
West Melbourne	\$ -	\$ -
West Palm Beach	\$ -	\$ 80,630.64
Wildwood	\$ 430.06	\$ -
Winter Haven	\$ 95.32	\$ -
	<u>\$ 11,806.70</u>	<u>\$ 862,825.27</u>

Product/Commodity & Service Sales by Customer

October 1, 2014—September 30, 2015
(continued)



COUNTIES	<u>Products</u>	<u>Services</u>
Alachua	\$ 1,673.68	\$ -
Brevard	\$ 8,805.60	\$ 61,019.97
Broward	\$ 82.03	\$ -
Clay	\$ 605.96	\$ -
Escambia	\$ 2,396.00	\$ -
Highland	\$ 2,158.39	\$ -
Hillsborough	\$ 19,899.89	\$ -
Lee	\$ 1,717.78	\$ -
Martin	\$ 1,412.25	\$ -
Miami/Dade	\$ 28,777.74	\$ 4,255,547.00
Orange	\$ -	\$ -
Palm Beach	\$ 10,478.56	\$ 147,338.64
Pasco	\$ 4,099.71	\$ -
Pinellas	\$ 76.01	\$ -
Seminole	\$ -	\$ 5,955.00
Taylor	\$ 98.95	\$ -
Volusia	\$ 1,638.59	\$ -
Walton	\$ -	\$ -
	<u>\$ 83,921.14</u>	<u>\$ 4,469,860.61</u>

COMMUNITY COLLEGES	<u>Products</u>	<u>Services</u>
Gulf Coast State College	\$ -	\$ -
St. Johns River State College	\$ -	\$ 574,636.60
	<u>\$ -</u>	<u>\$ 574,636.60</u>

SCHOOL BOARDS	<u>Products</u>	<u>Services</u>
Alachua	\$ 31.33	\$ -
Broward	\$ 87,009.83	\$ -
Hernando	\$ 92.60	\$ -
Lake	\$ 2,077.50	\$ -
Manatee	\$ 114,825.51	\$ -
Miami-Dade	\$ 92,719.00	\$ -
Osceola	\$ 972.75	\$ -
Pasco	\$ 330,501.06	\$ -
Seminole	\$ 16,433.69	\$ -
St. Johns	\$ 7,010.18	\$ -
St. Lucie	\$ -	\$ -
	<u>\$ 651,673.45</u>	<u>\$ -</u>

Product/Commodity & Service Sales by Customer

October 1, 2014—September 30, 2015
(continued)



OTHERS	<u>Products</u>	<u>Services</u>
Employment Centers	\$ 576.11	\$ -
Private Individuals	\$ 761.05	\$ -
Private Sector in State	\$ 43,366.71	\$ -
Private Sector Out of State	\$ 1,169.48	\$ -
Southwest Florida Water Management	\$ -	\$ 3,170.68
St. Johns River Water Management	\$ -	\$ 34,877.38
	\$ 45,873.35	\$ 38,048.06

STATE AGENCIES	<u>Products</u>	<u>Services</u>
Agency for Persons with Disabilities	\$ 4,343.95	\$ 26,691.40
Administrative Services	\$ 178.71	\$ -
Agency for Health Care Administration	\$ 2,811.15	\$ -
Agriculture & Consumer Services	\$ 5,175.83	\$ -
Business & Professional Regulation	\$ 9,994.50	\$ -
Children & Families	\$ 195,615.60	\$ -
Citrus	\$ 256.50	\$ -
Corrections	\$ 1,137,805.47	\$ -
Division of Administrative Hearings	\$ -	\$ -
Economic Opportunity	\$ 176.56	\$ -
Education	\$ 6,833.14	\$ 52,068.60
Elder Affairs	\$ -	\$ -
Environmental Protection	\$ 56,276.57	\$ 43,329.80
Financial Services	\$ 1,204.62	\$ -
Fish & Wildlife Conservation Commission	\$ 41,448.70	\$ 24,412.32
Governor	\$ 433.08	\$ -
Health	\$ 1,985,420.19	\$ 527,924.33
Highway Safety & Motor Vehicles	\$ 27,962.88	\$ 52,595.86
Juvenile Justice	\$ 122,097.58	\$ -
Judicial	\$ -	\$ -
Law Enforcement	\$ 43,469.85	\$ -
Lottery	\$ 490,887.04	\$ -
Management Services	\$ 3,520.81	\$ 263,284.78
Military Affairs	\$ 8,085.37	\$ -
Parole Commission	\$ 781.72	\$ -
Public Defenders Office	\$ 587.57	\$ -
Public Employee Relations	\$ -	\$ -
Revenue	\$ 20,429.36	\$ -
State Attorney's Office	\$ 48.12	\$ -
Department of State	\$ 2,397.13	\$ -
Transportation	\$ 1,775,225.64	\$ 7,555,543.58
Veterans Affairs	\$ 3,462.26	\$ -
Agency for Workforce Innovation	\$ 1,027.68	\$ -
	\$ 5,947,957.58	\$ 8,545,850.67

Product/Commodity & Service Sales by Customer

October 1, 2014—September 30, 2015
(continued)



UNIVERSITIES	<u>Products</u>	<u>Services</u>
Florida A&M University	\$ 166.03	\$ -
Florida Gulf Coast University	\$ 1,030.92	\$ -
Florida State University	\$ -	\$ -
University of Florida	\$ 75.99	\$ -
University of North Florida	\$ 171.82	\$ -
	<u>\$ 1,444.76</u>	<u>\$ -</u>
ASSET MANAGEMENT CONTRACTS	<u>Products</u>	<u>Services</u>
ICA (DOT)	\$ -	\$ 4,355,805.00
TME Enterprises	\$ 377.04	\$ 2,148,096.89
Transfield Services (DOT)	\$ -	\$ 1,299,658.98
	<u>\$ 377.04</u>	<u>\$ 7,803,560.87</u>
GRAND TOTAL	<u>\$ 6,743,054.02</u>	<u>\$22,294,782.08</u>



Service Sales by Category

October 1, 2014—September 30, 2015

	<u>Total Sales</u>
Bus Cleaning	\$ 164,773.33
Call Center Operations	\$ 220,185.49
Call Monitoring	\$ 5,955.00
Document Shredding	\$ 2,982.00
Janitorial,(Non-Rest Area)	\$ 7,202,654.30
Janitorial, Rest Areas	\$ 12,587,791.32
Lawn Care Services	\$ 61,537.54
Litter Pick-Up	\$ 1,539,031.66
Mailing Services	\$ 1,436.71
Mowing	\$ 244,432.85
Nursing Consultants	\$ 64,224.27
Parking Meter Collections	\$ 80,630.64
Refuse Collection	\$ 52,059.44
Sign Maintenance	\$ 67,087.53
	<u>\$ 22,294,782.08</u>