



2022-2023 ANNUAL REPORT

In accordance with contract number 80171908-21-STC, the Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2021-2022 Annual Report to the Florida Department of Management Service.



January 31, 2024

Dear Valued Partner,

Thank you for your support of the RESPECT of Florida program! Your involvement allows us to achieve our mission which is to assist individuals who are blind or have severe handicaps to achieve maximum personal independence through useful, productive, and gainful employment. The mission is achieved when governmental entities purchase goods and services produced by individuals employed through the program.

The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida has managed the program for almost 48 years under varying partnerships with the Department of Management Services. As the Department's designated Central Nonprofit Agency, we ensure an expanded and constant market for the products and services produced by individuals with visual impairments or severe handicaps.

The RESPECT program is authorized per Florida Statutes (Section 413.033 – 413.037) with the expectation that governmental agencies are to purchase available commodities and services produced by qualified non-profit community agencies across the state. 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 agencies, and Florida citizens all win because of this program.

In Fiscal Year 2022-2023, RESPECT created employment opportunities for 1,164 individuals, of which 97% earned minimum wages or higher. The average hourly wage earned was \$12.76 per hour compared to Florida's minimum wage standard of \$12.00 an hour as of September 30, 2023.

Through our partnership with the Department of Management Services, other governmental entities, and 42 non-profit Employment Centers, the RESPECT program creates real jobs for Floridians with disabilities.

Please view our Annual Report to learn more about the good work occurring through the RESPECT program.

Sincerely,

Tyler Sununu
President & CEO

RESPECT of Florida Annual Report – FY 22-23

Introduction

RESPECT of Florida is a successful program that produces quality commodities and services for governmental entities at a fair market price while creating job opportunities for over 1,100 individuals per year. Individuals with disabilities employed through RESPECT and its partnering Employment Centers enjoy the dignity and pride that comes from employment. Further, Florida's overall economy benefits because the number of individuals dependent upon welfare and other tax-supported subsidies decreases. Studies have shown that employing individuals through a program like RESPECT can create annual savings since that person can pay taxes and will require fewer government-sponsored supports.

The RESPECT program is well managed, as evidenced by independent audits, a modern website featuring a MyFloridaMarketPlace (MFMP) punch-out catalog, and experienced staff that support state purchasing needs. RESPECT receives no direct state funding for the administration of the program but is managed through a modest fee calculated within the price of the services and commodities sold.

RESPECT jobs include but are not limited to packaging, kitting, sorting/fulfillment, poly-bagging, janitorial and grounds maintenance, call center services, electronic assembly, auditing, agency staffing, and other office support service opportunities. All commodities and services provided by Floridians with disabilities are produced through local, non-profit Employment Centers.

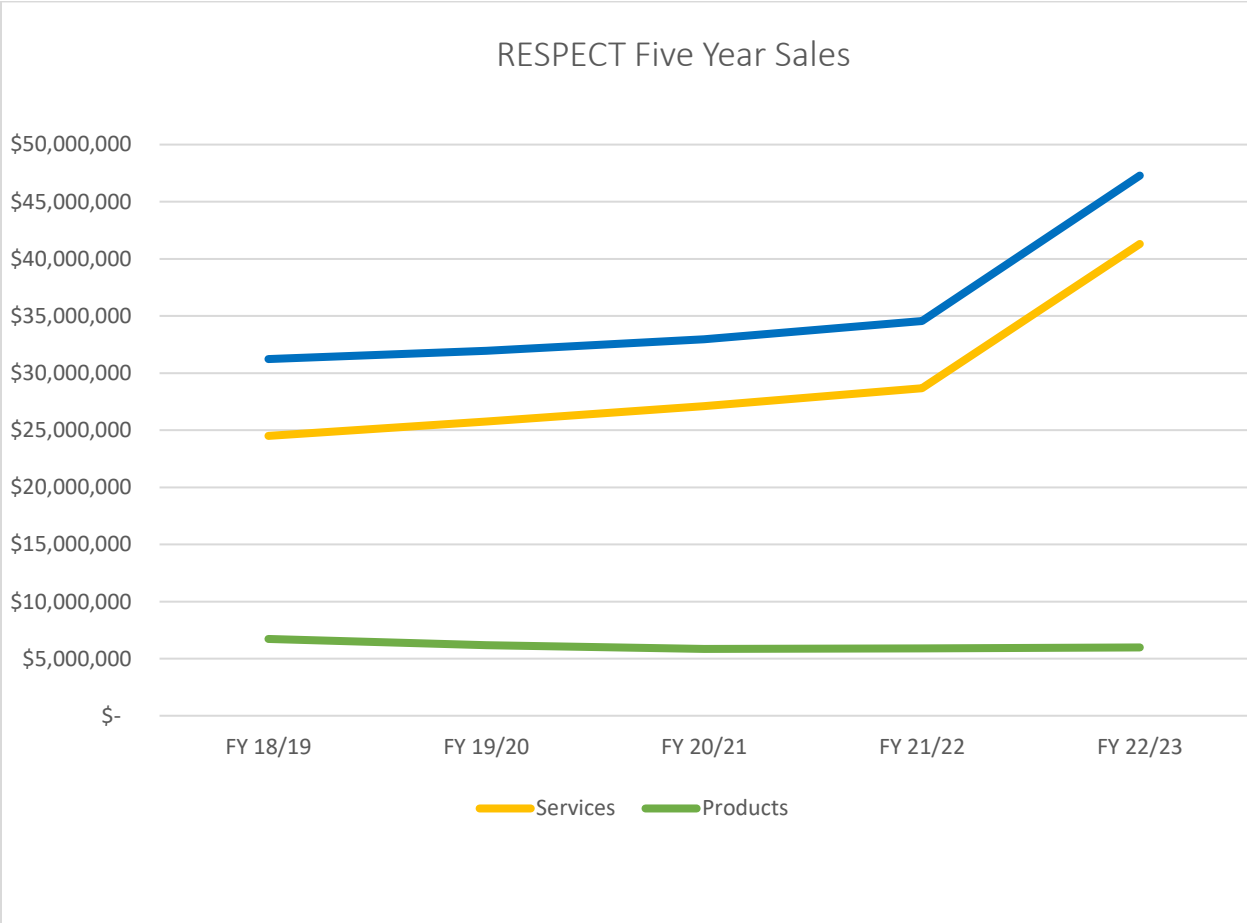
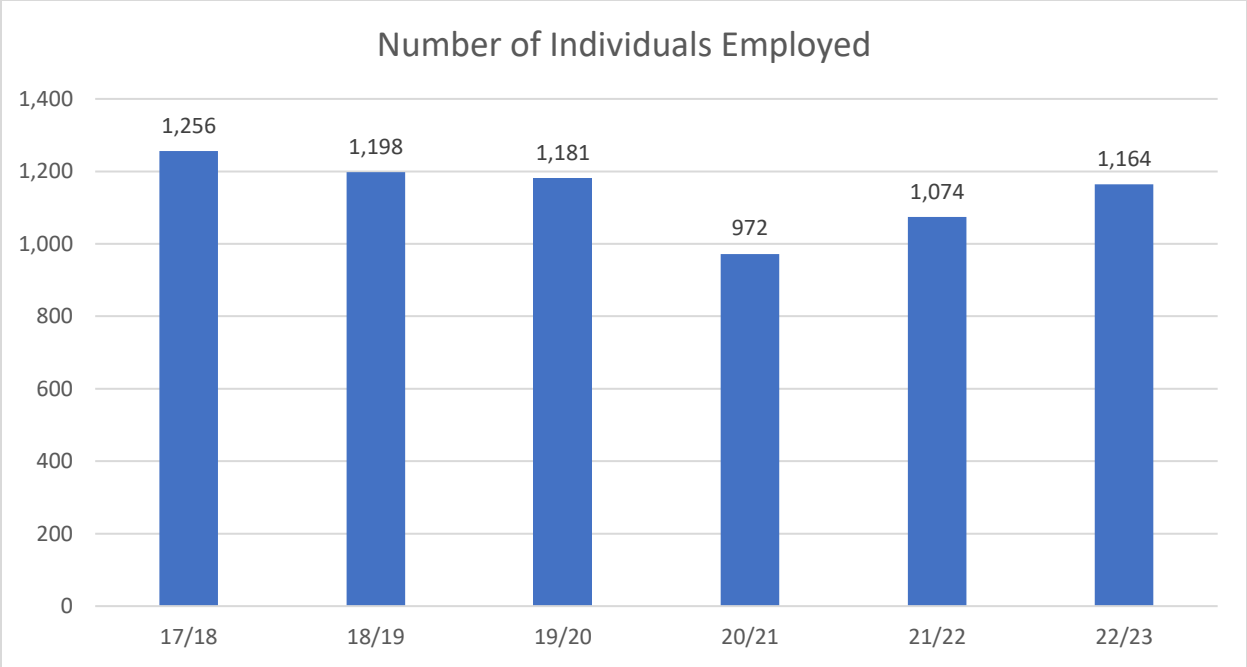
Program Oversight

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.

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. A Florida ARF Board member serves as the ROC Chair and reports activity to the full Board of Directors.

RESPECT Highlights for FY 22-23

- Individuals Served 1,164
 - 10% Produced RESPECT Commodities
 - 90% Provided RESPECT Services
- Average Hourly Wages Earned \$12.76 per hour
- Total Hours Worked 1,097,429.33
- Total Sales \$62,825,678.87
- Partner Employment Centers (EC) 42
- Individuals Employed for First Time 401
- Supported Employment Hours 262,351
- Micro-enterprise Grants (1) \$25,000
- Florida Project SEARCH Adult Model Project - Year 3 Grant \$888,782.68
- Monthly Newsletters for Customers
- Quality Assurance & Financial Program Reviews on all Active Employment Centers
- In-Person Annual Awards Ceremony for Participants, Partners, & Customers



Standards & Indicators

In addition to providing quality goods and services for governmental entities produced by individuals who are blind or have severe handicaps, RESPECT is required to demonstrate progress towards better wages and benefits as well as providing support to our partner Employment Centers. Performance in these areas was tracked via the following measures for Fiscal Year 2022-23:

- **Achieve an average rating of 90% on annual employee satisfaction surveys. (Met)**

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 99.79%.

- **Provide annual training for all Employment Centers on health and safety issues. (Met)**

On August 29, 2023, RESPECT provided Employment Centers with training on I-9 & E-Verify. The training addressed the changes to the employer I-9 and E-Verify requirements and provided insight into the new processes so that Employment Centers can make sure all proper steps are taken. The Krizner Group Employment Law provided participants with information and responded to questions from participants.

- **Ensure that 75% of CNA staff attend MFMP university courses annually. (Met)**

All RESPECT of Florida staff participated in an MFMP course in 2023.

- **Increase the average hourly wage of individuals served to meet or exceed Florida's minimum wage. (Met)**

In Fiscal Year 22/23, individuals employed through RESPECT earned, on average, \$12.76 per hour, which exceeds Florida's current minimum wage of \$12.00 an hour as of September 30, 2023. The increased average hourly wage is a 7.05% increase from the previous year in wage earnings.

- **Increase the number of Direct Labor hours performed annually by 3%. (Not Met)**

RESPECT served 1,164 individuals in Fiscal Year 22/23, an 8.4% increase from the previous year. The number of direct labor hours performed annually for RESPECT

increased by 6,962 hours or .13% from the previous year. While this did not meet our goal for the amount of direct labor hours performed, RESPECT was pleased to see the number of individuals employed grow with a slight increase in the hours performed.

Sales Data by Employment Center: FY 2022-2023

Employment Center	Commodities	Services
ARC Gateway		\$1,182,801.70
ARC Nassau		\$3,262,915.52
ARC North Florida		\$3,478,604.16
ARC Washington-Holmes Co		\$2,001,635.22
Brevard Achievement Center	\$3,385,842.00	\$3,169,575.52
CARC-Advocates for Citizens with Disabilities		\$1,156,579.70
Challenge Enterprises		\$228,062.04
Gadsden ARC		\$1,235,949.76
Global Connections to Employment, Inc.		\$1,534,287.33
Goodwill Industries Big Bend Services	\$267,150.22	\$1,064,231.90
Goodwill Industries of South Florida	\$69,233.99	\$6,095,907.09
Goodwill North Florida		\$3,291.05
Inspire of Central Florida	\$5,163.17	
Jackson County ARC		\$945,138.59
Jeff Industries	\$147,656.56	
Lighthouse Central Florida	\$118,641.05	\$17,451,305.64
Lighthouse for the Visually Impaired and Blind	\$95,985.52	
Louise Graham Center	\$10,213.16	\$159.57
MacDonald Training Center	\$1,254,644.36	
Parc Center for Disabilities	\$22,659.18	
Pine Castle, Inc.	\$1,079,659.31	
ServiceSource	\$8,256.20	\$382,903.56
SMA Behavioral Healthcare	\$7,392.38	\$3,628,092.17
Sunrise Community of NE FL, Inc.	\$5,291.90	
Supporting Individuals w/ Disabilities		\$634.69
The Arc Big Bend		\$4,061,818.67
The Arc Emerald Coast		\$2,180,459.34
The Arc of Palm Beach County		\$335,794.85
The Arc of Putnam County		\$287,052.76
The Arc of the Bay		\$39,762.00
The Arc of the Glades		\$485.96
The ARC of the Treasure Coast		\$2,620,100.56
UCO of South Florida	\$340.52	
Total	\$ 6,478,129.52	\$ 56,347,549.35

Commodity Sales by Category: FY 2022-2023

DRUG TESTING KITS AND SUPPLIES	\$1,079,659.31
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FIRST AID AND SAFETY	\$3,444,059.85
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Alcohol Pads	\$6,681.62
Biohazard Kits/Refills	\$401.85
CPR Kits/Refills	\$173.47
Ear Plugs	\$173.87
First Aid Kits/Refills	\$9,060.18
Gloves	\$149,711.33
Prophylactics (All Types)	\$3,223,465.35
Safety Glasses & Goggles	\$145.29
Toothbrushes	\$54,246.89
JANITORIAL AND KITCHEN	\$94,684.23
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Mop Products/Handles	\$39,926.58
Waste/Lift Station Cleaners	\$2,239.72
Sanitizer Surface Spray/Wipes	\$459.73
Hand Sanitizer and Dispensers	\$3,212.89
Soap and Dispensers	\$2,748.44
Trash Can Liners	\$46,096.87
MEDICAL	\$58,270.16
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Medical and Dental Supplies (Including Cavi Wipes)	\$28,399.04
HemoPoint Meter/Microcuvettes	\$29,871.12
OTHERS	\$1,407,727.53
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Apparel, Non-Customizable	\$78,557.28
Flags (State, USA, and POW)	\$69,233.99
Survey Stakes	\$5,291.90
Transponders	\$1,254,644.36
OFFICE	\$52,315.77
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Batteries	\$10,068.97
Calendars (All Types)	\$10,213.16
Clocks	\$9,374.46
Pens, Pencils, Highlighters, and Markers	\$22,659.18

Commodity Sales by Category: FY 2022-2023 (Continued)

PROMOTIONAL	\$341,412.67
Award Plaques	\$5,163.17
Clothing - Silk Screened/Embroidery	\$67,230.38
Promotional, Various	\$269,019.12
Commodities Total	\$6,478,129.52

Service Sales by Category: FY 2022-2023

Call Center Operations	\$17,733,456.69
Call Monitoring	\$8,700.00
Document Shredding	\$159.57
Herbicide Treatment	\$253,330.88
Janitorial (non-rest area)	\$9,131,755.49
Janitorial (rest area)	\$26,979,405.22
Kitchen Cleaning Services	\$2,520.00
Lawn Care Services	\$110,814.32
Litter Pick-Up	\$1,903,795.46
Mowing	\$114,799.45
Nursing Consultants	\$68,907.30
Parking Meter Collections	\$39,904.97
Services Total	\$56,347,549.35

Commodity & Service Sales by Customer: FY 2022-2023

CUSTOMER	COMMODITIES	SERVICES
CITIES	\$8,853.14	\$480,147.45
Brooksville	\$2,239.72	
Boynton Beach	\$651.52	
Jacksonville	\$34.05	
Leesburg	\$739.40	
Melbourne	\$2,842.20	
Miami Springs	\$536.84	
Palm Bay	\$670.50	
Palm Beach	\$63.00	
Panama City		\$374,565.88
St. Cloud	\$854.00	
Tallahassee		\$65,676.60
West Palm Beach		\$39,904.97
Wildwood	\$110.67	
Winter Haven	\$111.24	
COUNTIES	\$16,017.13	\$5,826,162.70
Broward	\$438.28	\$119,755.74
Clay	\$219.79	
Highlands	\$1,848.50	
Lee	\$3,301.35	
Martin	\$2,752.22	
Miami/Dade		\$5,495,677.66
Palm Beach	\$1,633.80	\$202,029.30
Pinellas	\$1,195.38	
Polk	\$2,806.40	
Seminole		\$8,700.00
Volusia	\$1,821.41	
COMMUNITY COLLEGES	\$0.00	\$27,289.12
St. John's River State College		\$27,289.12
SCHOOL BOARDS	\$6,549.14	\$0.00
Bay	\$744.60	
Broward	\$556.55	
Seminole	\$5,247.99	

Commodity & Service Sales by Customer (Continued)

OTHERS	\$52,027.32	\$0.00
A.H. of Monroe County	\$368.16	
Abe Brown Ministries	\$1,830.83	
Army	\$192.72	
Bay Correctional Facility	\$5,848.74	
CoreCivic/Lake City Correctional Facility	\$2,254.66	
Disc Village	\$6,052.26	
Employment Centers	\$722.51	
Gadsden Correctional Facility	\$4,805.33	
Lutheran Services Florida	\$47.70	
MTC	\$5,288.00	
Private Individuals	\$2,732.70	
Private Sector	\$21,632.11	
Roy Jorgensen Associates	\$251.60	
STATE AGENCIES	\$6,393,903.81	\$22,949,838.24
Administrative Services	\$535.81	
Agency for Persons with Disabilities		\$49,973.88
Agriculture & Consumer Services	\$1,609.39	\$3,408.12
Business & Professional Regulations	\$580.44	
Children & Families	\$310,158.93	\$14,554,840.12
Commerce	\$1,169.14	\$3,081,077.99
Corrections	\$917,103.71	
Department of State	\$135.32	
Division of Emergency Management		\$2,520.00
Education	\$3,564.27	\$90,885.85
Elder Affairs	\$20.96	
Environmental Protection	\$36,821.72	\$50,861.20
Fish & Wildlife Conservation Commission	\$16,629.46	\$30,345.66
Florida National Guard	\$6,601.98	
Gaming Commission	\$1,312.00	
Governor's Office	\$215.91	
Health	\$3,666,197.58	\$749,350.19
Highway Safety & Motor Vehicles	\$3,055.63	\$54,699.80
Judicial	\$28,480.62	
Juvenile Justice	\$79,428.96	
Law Enforcement	\$10,986.59	

Commodity & Service Sales by Customer (Continued)

Legal Affairs	\$2,457.30	
Lottery	\$8,400.00	
Management Services	\$2,698.19	\$359,758.35
Military Affairs		\$57,320.98
Public Defender's Office	\$848.00	
Revenue	\$2,315.22	
Transportation	\$1,281,012.10	\$3,864,796.10
Veterans' Affairs	\$11,564.58	
UNIVERSITIES	\$778.98	\$0.00
Florida Atlantic University	\$384.00	
Pepperdine University	\$223.16	
University of Florida	\$171.82	
ASSET MANAGEMENT CONTRACTS	\$0.00	\$27,064,111.84
Ferrovial Services Infrastructure, Inc.		\$6,329,344.86
Oasis Landscape Services, Inc.		\$991,176.15
Roy Jorgensen Associates, Inc.		\$3,601,122.98
Walsh Infrastructure Management, LLC		\$16,142,467.85
Totals	\$6,478,129.52	\$56,347,549.35
Grand Total		\$62,825,678.87