



**Suzanne Sewell
President & CEO**

**Shirley Balogh
Board Chair**

**Shirley Balogh
RESPECT Oversight Committee Chair**

**Ryland Musick
RESPECT of Florida, Executive Director**



**RESPECT Oversight Committee Meeting
February 16, 2017
10:00 AM – 12:00 PM**

ROC Members:

Shirley Balogh
Amar Patel
Ivan Cosimi
Jon May
Karen Higgins
Lee Nasehi
Rich Gilmartin
Stephen Bailey
Tina Philips

Alliance for Independence / Chair
Brevard Achievement Center
SMA Behavioral Healthcare
Pine Castle
PARC
Lighthouse Works
GCE
CARC
Palm Beach Habilitation

Present / via:

YES / via phone
NOT PRESENT
NOT PRESENT
YES / via phone
NOT PRESENT
YES / via phone
YES / via phone
NOT PRESENT
YES / via phone

Guests:

Carol Collins
John Nederhoed

SMA Behavioral Healthcare
Brevard Achievement Center

Present / via:

YES / via phone
YES / Via phone

FARF/RESPECT:

Suzanne Sewell
Ryland Musick
John McBride
Lindsey Boyington
Dayna Lenk
Joe Pierini

FL ARF President & CEO
RESPECT Executive Director
Service Contracts Director
Procurement and Commodities Director
HR / Compliance Director
CFO

Present / via:

YES / in person
YES / in person

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:00 a.m. by Balogh.
II.	Roll Call	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Amar Patel, Ivan Cosimi, Steven Bailey, and Karen Higgins. A quorum was announced. Guests Carol Collins of SMA Behavioral Healthcare and John Nederhoed from BAC were also in attendance via phone.
III.	Approval of 11/10/16 Meeting Minutes	Balogh called for a motion to approve the November 10, 2016 ROC meeting minutes. May motioned and Gilmartin seconded a motion to approve the minutes.
IV.	Additions to the Agenda	Balogh called for any additions to the agenda. No additions were requested.
V.	Old Business/Action Items	Balogh called for discussion on any old business; members did not identify any old business. Action Items for next meeting: <ul style="list-style-type: none"> • ROC to add an agenda item to discuss Blind Preference per section 413.035(1) • ROC Packets to be sent out a week before the ROC Meeting • Staff to review Capitol kiosk to evaluate location and messaging • Draft of the Policies and Procedures Handbook to be sent out for a 2-week review to all ECs • RESPECT to send out to those who requested: <ul style="list-style-type: none"> ○ ROC Concept Paper ○ Complete Audit Report ○ RESPECT Budget for FY 16-17 ○ 990 Tax Form ○ Latest Financials
VI.	RESPECT Overview	Sewell presented an overview on the RESPECT program highlighting the following points: The 2016 Final Audit indicated that the RESPECT program is well managed fiscally and the 990 Tax form has been filed. The 2015-16 Annual Report was finalized. The report indicated that RESPECT had: <ul style="list-style-type: none"> • Growth in sales;

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	RESPECT Overview (Continued)	<ul style="list-style-type: none"> • Some loss in number served, but better wages are being earned with more hours worked per individual; • Satisfaction levels of customers, employees, & DMS remained high. <p>Staff are in the process of rewriting the Policies and Procedures RESPECT Manual. The changes will:</p> <ul style="list-style-type: none"> • Incorporate RESPECT's compliance role. The message is two-fold. <ul style="list-style-type: none"> ○ Compliance with the Law, Rule and DMS contract is required; ○ RESPECT will work with ECs to reach compliance in a reasonable/fair manner. • Strengthen assignment procedures. <p>RESPECT continues to market commodities and services with a goal of:</p> <ul style="list-style-type: none"> • Creating more jobs for individuals who are blind or have severe handicaps; • Increasing governmental purchasing activity. <p>We continue to monitor judicial use of RESPECT resources.</p>
VII.	Sales Report	<p>Pierini gave a brief overview of the annual audit pointing out the highlights:</p> <ul style="list-style-type: none"> • The Association received a clean audit with no findings, and an unqualified opinion. • Total assets increased \$500k year over year with a \$57k change for fiscal year 17.
VIII.	Review of Performance Measure Activity	<p>Sewell reviewed the performance measures and standards that RESPECT and staff use to demonstrate effectiveness and importance of the program.</p> <p>DMS Contract Specific:</p> <ul style="list-style-type: none"> • Provide a Minimum of one service training workshop to Employment Centers. • Provide a minimum of one commodity training workshop to Employment Centers. • Increase the number of individuals served by 5% annually. • Increase the average hourly wage to meet or exceed Florida's minimum wage.

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		<ul style="list-style-type: none"> • Achieve a minimum score of 90% on customer satisfaction surveys. • Achieve a minimum score of 90% on employee satisfaction surveys. • Achieve a minimum score of 90% on Employment Center satisfaction surveys. • Achieve a minimum score of 90% on satisfaction surveys conducted by the Department of Management Services (DMS). <p>DMS General:</p> <ul style="list-style-type: none"> • Increase growth in number of Employment Centers. • Provide support to Employment Centers. <p>RESPECT Internal:</p> <ul style="list-style-type: none"> • Increase sales by 2%. • Develop strong relationships with governmental entities. • Show a strong RESPECT presence with Employment Centers and customers. • All RESPECT staff develop annual performance measures to support the above measures.
IX.	Annual Report	<p>Musick reviewed the 2015/2016 RESPECT Annual Report.</p> <p>Areas of highlight included:</p> <ul style="list-style-type: none"> • Increases in hourly wages, and Gross Revenue • Added service contracts • Developed new lines of businesses • Funded Micro Enterprise Grant • 1,173 individuals served (down from last year), but wages and earnings increased. • 52 partner Employment Centers • New letter from the Governor indicating his support of the RESPECT program • Review of DMS and internal standards and Indicators <p>Gilmartin recommended that next year's report should highlight individuals served prior to discussing wages, hours, or sales.</p>
X.	Policies and Procedures Changes	<p>Musick reviewed the ongoing changes being made to the RESPECT Policy and Procedure Manual.</p>

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	Policies and Procedures Changes (Continued)	<p>Musick announced that the week of 2/20/17 a draft would be sent out to all ECs for review and comment. The review and comment session will remain open for two weeks. Once the review session is closed, suggested changes will be considered and the document will be forwarded to DMS for final approval once all edits are incorporated.</p> <p>The goal is to have the Policies & Procedures document completed by the end of March 2017.</p>
XI.	Commodities Update	<p>Boyington provided the following updates on commodity products.</p> <p>Program Reviews:</p> <ul style="list-style-type: none"> • 4 visits completed • 4 scheduled in February • On Track to complete all 20 reviews by June 30, 2017. <p>Commodities Development:</p> <ul style="list-style-type: none"> • Market Analysis is being done for 7 types of items • 6 new Assignment Agreements were added • No new Assignments for the 2017 calendar year • Digging deeper on commodities to provide more market analysis, follow up on questions and details concerning proposed commodities. <p>Marketing:</p> <ul style="list-style-type: none"> • Attended trade show targeting educational procurement agents. Made secondary contact with 45 individuals at mostly community colleges • Attending trade show for the FL Association of Public Procurement Officers in May 2017 • Updating marketing materials • Working with several ECs for targeted marketing pieces • RESPECT is co-hosting a ribbon-cutting event at Hawkins Park on February 27, 2017 • RESPECT will be attending Developmental Disabilities Awareness Day on March 23, 2017 <p>Recruiting efforts:</p> <ul style="list-style-type: none"> • Met with BASCA. They plan to rejoin RESPECT • Assisting several ECs with current assignments and onboarding new ECs <p>Website Developments:</p>

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		<ul style="list-style-type: none"> Updating procurement list Several more web updates are scheduled in next few months
XII.	Service Contracts Update	<p>McBride provided the Service Contracts update.</p> <p>Opportunities under development:</p> <ul style="list-style-type: none"> Gainesville Regional Transit – janitorial and lawn care Gainesville - developing pricing Areas – This is a private company having challenges filling positions at several locations. The company is interested in finding a way to place people with disabilities at various locations. DMS Temporary Staffing – Pricing package turned in last week DEO Call Center – 10 agent call center contract <p>New Contracts:</p> <ul style="list-style-type: none"> Turnpike Enterprise - janitorial Turkey Lake. \$282,669 APD janitorial & lawn care Hawkins Park \$38,000 FDOT District 3 mowing \$282,000 Gadsden & Leon Counties interstate mowing \$310,000 City of Lynn Haven lawn care \$24,000 Emergency Management monthly janitorial \$3,360 Sum of new contracts: \$940,029 <p><i>No service contracts were lost during the quarter.</i></p> <p>Training:</p> <ul style="list-style-type: none"> Contracted ISSA for Cleaning 101 training. Able to offer to all partners as requested plus it will be a part of regional training. Conducted two-day training in NW Florida stressing janitorial and SourceAmerica Scheduled Upcoming Training - Orlando (Feb 20-21) Palm Beach (Feb 23-24) for two-day janitorial and SourceAmerica

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XIII.	EC Recruitment and Development Activity	<p>Musick reported on current EC recruitment and development activity including:</p> <ul style="list-style-type: none"> • Visits to inactive and prospective Employment Centers • Email invitations and communication • Newsletters: RESPECTED Partners & RESPECTFULLY Yours • Distribution of Weekly Bid Reports <p>The list of possible Partner organizations includes:</p> <ul style="list-style-type: none"> • BASCA - Jacksonville • Center for Visually Impaired – Daytona Beach • ARC Bradford - Starke • ARC Nature Coast - Brooksville • Goodwill of Central Florida - Orlando • Jewish Community Services - Miami • The Duval Home - DeLand • Habilitation Center for the Handicapped - Boca Raton <p>Approaching Substance Abuse and Mental Health involved with ECs:</p> <ul style="list-style-type: none"> • Broward Behavioral • Health Coalition • Central Florida Behavioral Health Network • Central Florida Cares Health Systems
XIV.	Next Meeting Reminder	The next ROC meeting is scheduled for May 11, 2017 at 10:00 AM.
XV.	Adjournment	After calling for any more business and none being stated, Balogh called for a motion to adjourn the meeting. Nasehi motioned and Balogh seconded. The meeting was adjourned at 12:00 PM.