



Suzanne Sewell
President & CEO

Jon Fisher
Board Chair

Stephen Bailey
RESPECT Oversight Committee Chair

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



RESPECT Oversight Committee Meeting
November 15, 2018
10:00 AM – 12:00 PM

ROC Members:

Stephen Bailey	CARC / Chair
Amar Patel	Brevard Achievement Center
Carol Collins	SMA Behavioral Healthcare
Karen Higgins	PARC
Lee Nasehi	Lighthouse Works
Rich Gilmartin	GCE
Karenne Levy	MacDonald Training Center
Stephen DeVane	Duvall Homes
John Roper	The Arc of the Emerald Coast
Ron Sharpe	The Arc of the Bay

Present / via:

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

ROC Guests:

John Nederhoed BAC

Present / via:

YES / via phone

FARF/RESPECT:

Suzanne Sewell	FL ARF President & CEO
Keith Bettcher	Service Contracts Director
Lindsey Davun	Commodities and Procurement Director
Dayna Lenk	HR / Compliance Director
Joe Pierini	CFO
Mike Yon	IT Administrator
Harry Friends	Project Manager

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 10:05 a.m. by Chair Bailey.
II.	Roll Call	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Amar Patel, Ron Sharpe, Karenne Levy, Karen Higgins and Lee Nasehi. John Nederhoed with BAC attended as a guest. A quorum was announced.
III.	Approval 8/16/2018 Meeting Minutes	Bailey called for a motion to approve the August 16, 2018, ROC meeting minutes. Roper motioned and DeVane seconded the motion to approve the minutes. The minutes were approved without any additions or corrections.
III.B	Additions to the Agenda	Bailey called for any additions to the agenda. No additions were requested.
IV.	RESPECT Overview	Sewell presented an overview of RESPECT activity highlights from the last quarter: <ul style="list-style-type: none"> • All Certified Employment Centers who sought recertification were recertified prior to the October 1, 2018, deadline. • All active Certified Employment Centers had Program Reviews that were completed and finalized prior to the end of the fiscal year. • The CFO and staff spent an extensive amount of time refining guidelines on revenue/expense questions within the Program Review Process. • RESPECT held its annual awards ceremony in September in Clearwater Beach. Several Certified Employment Centers, individuals and customers were recognized. The speeches given by individuals served and their families/employers were inspirational. RESPECT also announced the recipient of the 2018 microenterprise grant. • RESPECT entered into a Business Development Consultant agreement with a firm that has contacts with multiple state agencies and is helping schedule state agency contacts. So far, this appears to be a successful venture. • RESPECT marketing materials were updated. • RESPECT hired a new Service Contracts Director.

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		<ul style="list-style-type: none"> Total Sales increased 4.44% over prior year. Total Sales have increased in each of the last five years. <p>Sales Concentrations were also analyzed for both Services and Commodities, including at the Customer and Employment Center Levels.</p>
VII.	Business Development Activity	<p>Davun reported on Business Development activity and reviewed new outreach materials including sample kits, personalized letters, and customized purchasing guides for State Agencies.</p> <p>Outreach to Employment Centers in October</p> <ul style="list-style-type: none"> Emailed all commodity producing Employment Centers to notify and gain support for efforts <p>Meetings with Agencies in October</p> <ul style="list-style-type: none"> Department of Agriculture Department of Veterans Affairs Department of Education Department of Children and Families Agency for Health Care Administration Department of Management Services <p>Follow Up Actions in October</p> <ul style="list-style-type: none"> Sample Boxes Handwritten Letters Identifying New Events to Attend (Supplier Diversity Exchanges) Working with ECs to Understand Capacity Reaching New Levels of Concierge Service (follow up calls to agencies after orders are placed) <p>Upcoming Meetings in November</p> <ul style="list-style-type: none"> Department of Health Department of Transportation Department of Business and Professional Regulation Department of Economic Opportunity Department of Financial Services <p>Upcoming Meetings in December</p> <ul style="list-style-type: none"> Department of State

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	Business Development Activity (Continued)	<p>Follow Up Actions</p> <ul style="list-style-type: none"> • Prepare for new Governor and agency staff. • Create welcome “RESPECT bootcamp” packets for incoming agency heads. • Continue to follow up with agencies that we have previously met.
VIII.	Microenterprise Summary Report	Davun gave a status update on the past and current RESPECT Microenterprise winners.
IX.	IT Updates	<p>Yon provided an Information Technology update on what is currently occurring at RESPECT:</p> <p>MyFloridaMarketPlace (MFMP) Interactions:</p> <ul style="list-style-type: none"> • RESPECT has been working with DMS and the MFMP team to perform price auditing of commodities on the punchout catalog. <ul style="list-style-type: none"> ○ Pricing from commodities purchased in MFMP from the catalog is compared against the audit pricing sheet approved and uploaded by DMS Manager and MFMP team. ○ If there is a price discrepancy, the state employee and DMS Contract Manager are notified. If the commodity is under state term contract and the price from our website is higher than what it should be, the price will be adjusted to the approved pricing. • Every month a price discrepancy report is provided to RESPECT to ensure State of Florida vendors are not charging state employees more than the contract price for the commodity. • Price validation is performed on all orders coming through ARIBA/MFMP so orders that have had price changes will immediately fail. • The following changes to pricing updates for Employment Centers have been implemented: <ul style="list-style-type: none"> ○ Price changes will only be made once a quarter. State term contract approvals and price increases/decreases can be submitted at any time; however, the price adjustments or new commodities will not be updated on the website/punchout catalog until the quarterly upload of the audit pricing sheet. ○ The new pricing update schedule applies to both contract and non-contract items.

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X.	Emergency Management Contract	<p>Bettcher discussed the Department of Emergency Management Contract for Hurricane Michael Shelter Clean up:</p> <ul style="list-style-type: none"> • RESPECT was able to respond quickly. • Only one EC responded to the quick turn PFA • The contract work is for shelter clean up • The scope changed daily, but RESPECT and the EC were able to meet the demand.
XI.	Service Contracts Update	<p>Bettcher provided the following Service Contracts updates:</p> <p>Opportunities</p> <ul style="list-style-type: none"> • PFA 2018-04 FDOT Tallahassee Janitorial <ul style="list-style-type: none"> ○ 2 Notices of Intent • PFA 2018-05 FDEM Hurricane Janitorial <ul style="list-style-type: none"> ○ 1 Notice of Intent ○ Award – Goodwill Big Bend • PFA 2018-06 City of St. Petersburg Landscaping <ul style="list-style-type: none"> ○ 1 Notice of Intent • FDOT Palatka Construction Office Janitorial <ul style="list-style-type: none"> ○ Courtesy notification ○ Satisfied with current vendor • Walsh Group Sub-contract - FDOT I-4 and I-257 Corridor WIMs Janitorial <ul style="list-style-type: none"> ○ Pre-bid discussion • Palm Beach County Parks & Recreation Department Landscaping <ul style="list-style-type: none"> ○ Under review <p>Current Activities</p> <ul style="list-style-type: none"> • Annual Sites Visit Goal is being met • Quality Assurance/Quality Control activity is being enhanced <p>Program Reviews</p> <ul style="list-style-type: none"> • 100% Completed
XII.	Commodities Update	<p>Davun reviewed new Commodities marketing cards and brochures and provided the following updates.</p> <p>Trade Shows, Marketing, and Events</p> <ul style="list-style-type: none"> • New marketing collateral – brochures, rack cards, and presentation folders • Attended NIGP Reverse Trade Show Sarasota • Attended NIGP Reverse Trade Show in Maitland
	Commodities Update	

Key Points Discussed

No.	Topic	Highlights
	(Continued)	<ul style="list-style-type: none"> • Upcoming – SUPRA Conference January 29 • Upcoming – Supplier Exchange Pensacola, February 5 <p>New Procurement List Additions</p> <ul style="list-style-type: none"> • Latex, Nitrile, Vinyl Gloves • Atlas condoms • Calendars • Amended/combined several Assignment Agreements in the Customized Commodities lines to add more flexibility and selection for customers • New materials for plaques <p>Price Increase requests:</p> <ul style="list-style-type: none"> • Sunblock (approved) • Caviwipes (approved) • Survey Stakes (approved) • Mop handles (pending) • Uurity Claro-Check (pending) • Condom Assortment (pending) • Sterile Tronex Exam Gloves (pending) <p>New Opportunities</p> <ul style="list-style-type: none"> • DOH contacted RESPECT to add an assortment of items. Staff are working with the ECs to get pricing and add these items to the Procurement List.
XIII.	Compliance Update	<p>Lenk gave an update on the Monitoring and Corrective Action status for Compliance issues:</p> <p>RESPECT has realized a reduction in the number of Employment Centers on Corrective Action and Monitoring Status. Lenk noted that if the agency wide ratio is not at risk, the Employment Center is not placed on monitoring if RESPECT direct labor ratios are above majority.</p> <p>Currently on Monitoring or Corrective Action Status</p> <ul style="list-style-type: none"> • 7 Employment Centers are on either Corrective Action or Monitoring Status • 2 Employment Centers are on Corrective Action • 6 Employment Centers are on quarterly Monitoring • 2 Employment Centers are on monthly Monitoring • 4 are on Monitoring/Corrective Action for direct labor ratios, • 4 are on Monitoring for revenue/ expenses, • 1 is on Corrective Action for Performance

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XIV.	Next Meeting	Next Call in Meeting: Thursday February 21, 2019, 10:00AM - 12:00PM. Meeting Dates for the 2019 Calendar Year <ul style="list-style-type: none">• Thursday, February 21, 2019• Thursday, May 16, 2019• Thursday, August 15, 2019• Thursday, November 21, 2019
XV.	Adjournment	After calling for more business and none being stated, Bailey adjourned the meeting at 11:30 AM.