



**Suzanne Sewell  
President & CEO**

**Stephen Bailey  
Board Chair**

**Shirley Balogh  
RESPECT Oversight Committee Chair**

**Suzanne Sewell  
Acting RESPECT of Florida, Executive Director**



**RESPECT Oversight Committee Meeting  
November 16, 2017  
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

**Present / via:**

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

**Guests:**

John Nederhoed	Brevard Achievement Center
Lori Ann Whittington	Pinecastle

**Present / via:**

YES / via phone  
YES / via phone

**FARF/RESPECT:**

Suzanne Sewell	FL ARF President & CEO
John McBride	Service Contracts Director
Lindsey Boyington	Commodities and Procurement Director
Dayna Lenk	HR / Compliance Director
Joe Pierini	CFO

**Present / via:**

YES / in person  
YES / in person  
YES / in person  
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 10:10 a.m. by Bailey.
II.	Roll Call	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Carol Collins and Amar Patel. Karenne Levy joined late.  A quorum was announced.  Guests John Nederhoed of BAC and Lori Ann Whittington of Pinecastle attended via phone.
III.	Approval 9/27/2017 Meeting Minutes	Bailey noted the date was listed incorrectly on the September 27, 2017 minutes. The proposed date read September 127 but should have read September 27.  Bailey called for a motion to approve the September 27, 2017, ROC meeting minutes with the mentioned date correction.  Gilmartin motioned and Nasehi seconded a motion to approve the minutes.
IV.	Additions to the Agenda	Bailey called for any additions to the agenda. No additions were requested.
V.	Old Business/Action Items	Bailey called for discussion on any old business. Members did not identify any old business.
VI.	RESPECT Overview	Sewell presented an overview highlighting the following: <ul style="list-style-type: none"> <li>• This meeting follows the September 27 ROC meeting which was rescheduled because of Hurricane Irma. Since then, staff have focused on monitoring and corrective action follow-up, developing new contracts, awarding two micro-enterprise grants, and handling commodity orders.</li> <li>• RESPECT had a successful Awards ceremony in early November that recognized several RESPECT individuals and Employment Centers.</li> <li>• The October 1 budget reduces personnel costs and continues to look at whether it is feasible to reduce the CNA fee. Sales are a little below \$30 million which is too close to recommend a change.</li> <li>• Today's meeting will focus on the ROC Concept paper, particularly the membership section.</li> </ul>

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VII.	Annual Re-certification Results	<p>Lenk gave a review of the RESPECT annual re-certification results with the following highlights:</p> <ul style="list-style-type: none"> <li>• 1,201 disabled individuals served</li> <li>• 821,647 total disabled hours worked</li> <li>• \$9.39 average disabled hourly wages paid</li> <li>• \$7,716,820.99 RESPECT total wages paid</li> <li>• \$2,136,536.01 total benefits paid</li> <li>• 519,760 Supported Employment hours</li> <li>• 220 disabled employees are new to RESPECT</li> <li>• 26 former RESPECT employees were placed in outside employment</li> <li>• 46 Employment Centers went through the re-certification process</li> </ul> <p>In comparison to last year's data, increases were noted in all areas except for the number of hours worked.</p>
VIII.	Sales Report	<p>Pierini reported on the sales for services and commodities through the 4th quarter of fiscal year 2017:</p> <p>Total RESPECT sales for FY 17 = \$29.9 Million</p> <ul style="list-style-type: none"> <li>• Service Sales = \$23.8 Million</li> <li>• Product Sales = 6.1 Million</li> <li>• Service Sales Exceeded Prior Sales by \$1 Million or 4.64%</li> <li>• Product Sales fell short of Prior Year Sales by \$890k or 12.80%. Part of the Variance for Service and Product Sales year-over-year was the reclassification of Price Per Page sales. In the Prior Year PPP was classified as a Commodity; in FY 17 it was classified as a Service (\$440k).</li> <li>• Janitorial Sales make up 88% of all Service Sales.</li> <li>• Drug Testing Kits, Prophylactics, and Transponders make up 80% of all Product Sales.</li> <li>• State Agencies continue to be RESPECT's largest Customer, comprising 75% of all Service Sales, and 96% of all Product Sales.</li> </ul>
IX.	WIOA Impact	<p>Sewell gave an update on the WIOA Impact:</p> <ul style="list-style-type: none"> <li>• Nasehi stated not only will the Division of Blind Services (CBS) not approve referral fees to DBS vendors for placements at their sites, they will not approve employment supports because jobs located at DBS sites do not meet the competitive employment mandate.</li> <li>• Sewell encouraged affected parties to communicate concerns to federal policy makers who want to hear from affected individuals versus providers.</li> </ul>

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X.	Monitoring and Corrective Actions Status Report	<p>Lenk reviewed the RESPECT Monitoring and Corrective Action Process</p> <ul style="list-style-type: none"> <li>• 11 ECs are Corrective Action or Monitoring Status</li> <li>• 5 ECs have been removed from either Corrective Action or Monitoring Status</li> <li>• 4 ECs are on Corrective Action Status</li> <li>• 3 ECs are on monthly Monitoring Status</li> <li>• 6 ECs are on quarterly Monitoring Status</li> </ul>
XI.	Changes in the PFA Process	<p>McBride gave an update on the change in the PFA Process, as follows:</p> <ul style="list-style-type: none"> <li>• Salesforce and DocuSign integration is complete and tested.</li> <li>• New PFA procedures have been tested.</li> <li>• Staff are updating PFA flowchart with changes to the PFA process. The process will go live on or around December 4th.</li> </ul>
XII.	Review ROC Concept Paper	<p>Sewell provided a review of the ROC Concept Paper and discussed suggested edits.</p> <ul style="list-style-type: none"> <li>• Suggested edits include updating introductory text; clarifying who can serve; changing the number of participants; and, removing term limits.</li> <li>• The ROC Board provided edits such as clarifying the voting role of members.</li> <li>• The suggested staff and member changes to the ROC Concept Paper were approved.</li> <li>• Karenne Levy volunteered to serve as Vice Chair, and all members agreed.</li> </ul>
XIII.	Commodities Update	<p>Boyington provided the following Commodities updates:</p> <ul style="list-style-type: none"> <li>• There are no major customer complaints.</li> <li>• Marketing activities include: <ul style="list-style-type: none"> <li>○ Registration for FAPPO trade show in May and NIGP reverse tradeshow in October.</li> <li>○ New additions to Respectfully Yours newsletter</li> <li>○ New Swag bags</li> <li>○ Meetings with state agencies</li> </ul> </li> <li>• Micro-Enterprise Grants <ul style="list-style-type: none"> <li>○ Exceptional Employer October 4 – Recognized Tiffany Roper, Plant Princess</li> <li>○ RESPECT Awards Ceremony – Recognized Edwin Rodriguez, Ybor Eddie</li> </ul> </li> </ul>

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XIV.	Service Contracts Update	<p>McBride provided the following updates on service contracts.</p> <ul style="list-style-type: none"> <li>• Opportunities Under Development: <ul style="list-style-type: none"> <li>○ City of Miami Beach Janitorial</li> <li>○ Pinellas County DOH Janitorial</li> <li>○ Seminole County School Board Managed Print Services</li> <li>○ FDOT Bartow Ops Janitorial</li> </ul> </li> <li>• New &amp; Increased Contracts: <ul style="list-style-type: none"> <li>○ APD Rish Park Janitorial</li> <li>○ Palm Beach County Waste Disposal</li> <li>○ APD Hodges Receptionist</li> </ul> </li> </ul> <p>Program Reviews: Service Contract Staff members are assisting with compliance oversight activity.</p> <p>Focus: RESPECT has a small number of important contracts where performance is not meeting the customer expectations. Staff are spending significant time working to bring two contracts up to customer expectations.</p>
XV.	Next Meeting	<p>Next Call in Meeting – February 15, 2018 at 10:00 AM-12:00 PM.</p> <p>Lenk will send out meeting notices for all 2018 ROC meeting dates.</p>
XVI.	Adjournment	<p>After calling for any more business and none being stated, Bailey adjourned the meeting at 11:15 AM.</p>