



Suzanne Sewell
President & CEO

Kevin Johnson
Board Chair

Stephen Bailey
RESPECT Oversight Committee Chair

Dayna Lenk
RESPECT Program Director



RESPECT Oversight Committee Meeting

February 20, 2020
10:00 AM – 12:00 PM

ROC Members:

Stephen Bailey	CARC / Chair	Yes / Via Phone
Amar Patel	Brevard Achievement Center	Not Present
Carol Shay	SMA Behavioral Healthcare	Yes / Via Phone
Karen Higgins	PARC	Yes / Via Phone
Kyle Johnson	Lighthouse Works	Not Present
Rich Gilmartin	GCE	Yes / Via Phone
John Roper	Arc Emerald Coast	Yes / Via Phone
Steven DeVane	Duvall Homes	Yes / Via Phone
Karenne Levy	MacDonald Training Center	Not Present
Ellyn Drotzer	Lighthouse Broward	Yes / Via Phone

Present / Via:

ROC Guests:

Nicole Higgins	Lighthouse Works	Yes / Via Phone
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Present / Via:

FARF/RESPECT:

Suzanne Sewell	FL ARF President & CEO	Yes / In Person
Lindsey Boyington	Commodities and Procurement Director	Yes / In Person
Dayna Lenk	Program Director	Yes / In Person
Keith Bettcher	Services Director	Yes / In Person
Danielle Owens	Finance and Accounting Director	Yes / In Person
Rebekah Small	Contract Manager	Yes / In Person
Harry Friends	Contract Manager	Yes / Via Phone

Present / Via:

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	<p>The RESPECT Oversight Committee was called to order at 10:00 a.m. by Chair Bailey.</p> <p>Bailey introduced new ROC member Ellyn Drotzer from Lighthouse Broward and the new Florida ARF Director of Finance and Accounting, Danielle Owens.</p>
II.	Roll Call	<p>Lenk conducted roll call. Members of the Committee were present via phone except for Amar Patel, Karenne Levy, and Kyle Johnson. Nicole Higgins called in as a guest for Kyle Johnson.</p> <p>A quorum was announced.</p>
III.	Approval of 8/15/2019 Meeting Minutes	<p>Bailey called for a motion to approve the August 15, 2019, ROC meeting minutes.</p> <p>Shay motioned and Gilmartin seconded the motion to approve the minutes. The minutes were approved.</p>
	Additions to the Agenda	<p>Bailey called for any additions to the agenda. No additions were requested.</p>
IV.	RESPECT Overview	<p>Sewell presented an overview of RESPECT highlights for the last two quarters, including.</p> <ul style="list-style-type: none"> • Last fiscal year, RESPECT created 1,198 jobs for individuals with disabilities (severe handicaps) or who were blind. This number is lower than hoped, but wages did increase significantly. • Last fiscal year revenues came in at above \$.32 million, an all-time high. Other highlights will be discussed during the presentation of the Annual Report. • The program remains stable with some increases and losses in commodities and service offerings. • RESPECT found it necessary to terminate the Price-Per-Page contract (PPP) and provided the following reasons for termination: <ul style="list-style-type: none"> - RESPECT operates under Chapter 413.032-412.037, FS, which allows governmental entities to forego competitive bid solicitations and other requirements under Chapter 287.

	RESPECT Overview (Continued)	<ul style="list-style-type: none"> - Procurement procedures for the RESPECT “set aside” and state contracting guidelines are distinctly different and cannot be intermingled. Once a commodity or service is assigned, it is expected that all governmental entity purchases that fall under the Assignment Agreement flow through RESPECT. - RESPECT learned the PPP vendor / Employment Center was performing work through the “set aside” provision and through competitive bid opportunities with governmental entities. Further, an existing RESPECT customer terminated its RESPECT contract to piggy-back onto a contract obtained competitively with a governmental entity outside the RESPECT process - RESPECT cannot continue an assignment in which the provisions of Chapters 413 and 287, FS., are being used alternatively for the same work sold to governmental entity customers. - RESPECT worked with its PPP customers, the EC, and the vendor to phase out the contract. - RESPECT continues to work with the involved EC which has other assignments <ul style="list-style-type: none"> • Rich Gilmartin is retiring from GCE. Gilmartin will begin working with Florida ARF in March as the Employment Forum Consultant. Sewell thanked Gilmartin for his contributions to the ROC.
V.	Sales Report	<p>Owens presented the sales report for the fiscal year-end, September 30, 2019. Highlights included:</p> <p>Revenues for the fourth quarter were above budget.</p> <ul style="list-style-type: none"> • Respect Product / Commodity Sales were \$354k above budget. • Respect Service Sales were \$220k above budget. <p>On a YTD basis, revenues finished \$1 Million, or 3.1%, below budget.</p> <ul style="list-style-type: none"> • Commodity Sales = \$6.17 Million for the year. <ul style="list-style-type: none"> - \$666,331 under budget, or 9.8% - \$556,839 under prior year, or 8.3% decrease

	Sales Report (continued)	<ul style="list-style-type: none"> • Service Sales = \$26.17 Million for the year. <ul style="list-style-type: none"> - \$364,825 under budget, or 1.4% - \$1,268,573 over prior year, or 5.2% <p>Total RESPECT sales for FY 2019 = \$32.3 Million.</p> <ul style="list-style-type: none"> • Total Sales increased by 2.3% over the prior year. • Total Sales have increased in each of the last five years.
VI.	Services Update	<p>Bettcher provided the following Services updates:</p> <p>New Contracts:</p> <ul style="list-style-type: none"> • FDOT District 2 Asset Maintenance (Janitorial and Grounds) • FDOT District 5 Bartow Operations/Materials/Facilities Buildings (Janitorial) <p>Released Proposals for Assignment:</p> <ul style="list-style-type: none"> • PFA 2019-14 FDOT - Pinellas Operations Groundskeeping (Closed, no respondents) • PFA 2019-15 RESPECT Micro-Enterprise Grant for Commodities • PFA 2019-16 APD Panama City Grounds Maintenance (Closed, no respondents) • PFA 2019-17 FDOT D5 Regional Traffic Management Center (Internally Awarded, EC withdrew) • PFA 2019-18 APD P.C. Mowing (Closed, no respondents) • PFA 2019-19 City of Tallahassee Bus Cleaning (Awarded EC, withdrew) • PFA 2019-20 FDEM Hurricane Dorian Call Center Staffing (Closed, no respondents) • PFA 2019-21 DOH Kitting – Commodities

	<p>Services Update (continued)</p>	<ul style="list-style-type: none"> • PFA 2019-22 Seminole and Hernando Schools Managed Print Services (Closed, no respondents) • PFA 2019-23 FCCG Annual HelpLine Evaluation (Internally awarded, the customer selected another sub) • PFA 2019-25 FDOT Bartow Operations Center (Awarded by the customer) • PFA 2019-26 FWC Holt FL Blackwater Fisheries Janitorial (Closed, no respondents) • PFA 2019-27 Contracted Website Translation Services (1 Response, EC withdrew) • PFA 2020-01 FDOT D7 Fleet Detailing (Closed, no respondents) • PFA 2020-02 FDOT D7 Administration Building Floor Care (Multiple responses, conference call 2/13/2020) • Members questioned if RESPECT'S inability to respond to requests for quotes to the State creates a negative impact to the point the State will stop coming to RESPECT. Staff indicated RESPECT is working on EC capacity development to address this concern. • Members inquire if there had been an initiative to obtain legislation to designate a percentage of State purchases must be made through RESPECT. Sewell responded the State does not favor such a mandate, but RESPECT does have a 1% goal for state purchases.
<p>VII.</p>	<p>Commodities Update</p>	<p>Boyington reviewed current activity in the Commodities area:</p> <ul style="list-style-type: none"> • Website Project – Launched on December 20 and is completed. Only a few outlying “polish” items remain. Visit website at www.respectofflorida.org • RESPECT has expanded its social media presence.

	Commodities Update (continued)	<ul style="list-style-type: none"> - Follow RESPECT on Twitter @respect_fl. - Continue to have Facebook and LinkedIn. • Commodity Program Reviews are in progress. <ul style="list-style-type: none"> - Initial calls for Program Reviews completed. - Scheduling Program Review visits. - Training will be provided during each visit on EC Portal, Pricing, and Value Added. • The Commodities unit is starting to work with ECs on targeted campaigns for commodities. • The new Customer Service Agent, Laura Young, started in early January. • Regarding product development, staff are looking at state purchasing data to estimate volume and demand for new items such as: <ul style="list-style-type: none"> - Coffee - Helmets - Digging and Striking Tools - Paper Cutters - Scissors - Permanent Markers - “Say It With a Condom” - Purell Surface Sprays • RESPECT is reviewing the Procurement List to determine if there are items that need to be discontinued due to no sales.
VIII.	Website Refresh	<p>Yon reviewed the newly launched RESPECT website redesign and reported that in December 2019, the RESPECT of Florida staff completed the RESPECT of Florida Website Refresh Project.</p> <p>Goals included:</p> <ul style="list-style-type: none"> • Make the site mobile responsive. • Redesign the site with mobile responsiveness in mind to enhance search engine rankings. • Increase user traffic to the site. • Improve the functionality and content for Employment Centers by adding the ability for customers to add:

	<p>Website Refresh (continued)</p>	<ul style="list-style-type: none"> - Payment information to quotes. - Attachments to the Contact Us page. - An inventory tracking feature that alerts customers to low or out of stock inventory. - A revolving featured product list on the home page. - Address verification for ship/bill to address. <ul style="list-style-type: none"> • The refresh gives enhanced functionality for RESPECT Customer Service Reps and creates new efficiencies and automation for what were previously manual tasks, including the ability to: <ul style="list-style-type: none"> - Add a payment card to a quote by Customer Service. - Provide better controls around the status of an order and partial shipments. - Perform partial search queries in the Orders module. - Manage attachments, improving the backend quote process. - Add more auditing features. - Create a custom PDF RESPECT catalog to send to customers who may not have regular access to the internet. • Additional functionalities to the Employment Center Portal include: <ul style="list-style-type: none"> - Changing the delimiter to a semi-colon from a comma delimiter to improve the importing of order data into our Employment Center's accounting systems. - Better page navigation on the different report pages. - The ability to see zero sales activity SKU numbers on the View My Commodities Report to better help with sales forecasting • The refresh also expanded the resources and information available in the Employment Center Information section of the website, including: <ul style="list-style-type: none"> - New sections for awards and grants - Forms - Re-certification Information - Expanded training suite
IX.	Annual Report	<p>Lenk reviewed the highlights from the RESPECT 2018-2019 Annual Report:</p>

	Annual Report (Continued)	<ul style="list-style-type: none"> • 1,198 individuals were served. • The average hourly wage was \$9.83 per hour. • Total sales were \$31,936,953.80 (adjusted). • 49 Partner Employment Centers (EC) are certified. • 6,517 individuals work via other EC initiatives. • 408,670 hours of supported employment occurred. • 2 Micro-enterprise grants were awarded at \$12,500 per grant. • Quality assurance Program Reviews were conducted on all active Employment Centers. • Annual awards ceremony held for participants. • Event held with Florida Lt. Governor Jeanette Nunez and DMS Secretary Slatter. • Training modules were created on EC compliance.
X.	SUPRA	<p>Lenk and Boyington reported on topics discussed at the 2020 SUPRA Conference:</p> <ul style="list-style-type: none"> • Held in Mobile, Alabama, January 28-31, 2020. • Discussion on VR referrals and the need to educate national/state lawmakers on the WIOA definition of competitive, integrated employment. Florida does better at working with VR than most states. • SourceAmerica would like to work with, advise, train more state use programs as follows: <ul style="list-style-type: none"> - Training - all ECs will have access to free Source America Training Academy resources. - Target healthcare industry - a niche growing market that always needs staffing and supplies. - Build out traditional workshop models into light manufacturing for corporate entities. <p>RESPECT will communicate to all ECs how to go about signing up for training.</p>

	SUPRA (continued)	<ul style="list-style-type: none"> • Emphasis on the branding of state use programs. <ul style="list-style-type: none"> - Educate customers on the purpose of the program. - Sell the customer on the problems our products or services solve for them. - Communicate on every level: Social media, website, in person, in packaging communication.
XI.	Business Development	<p>Lenk and Boyington provided updates on the RESPECT Business Development Plan:</p> <ul style="list-style-type: none"> • The Business Development Plan (BDP) has been completed. The plan has been shared with RESPECTS' Business Development Consultants, Gray Robinson. • Gray Robinson has been retained through the end of the fiscal year. • The Business Development Plan consists of: <ul style="list-style-type: none"> - Mission - Challenges - Responses to Challenges - Keys to Success - Broad Range Goals - Measures of Success - Marketing Communication - Marketing Materials - Training Suite - Future Services / Commodities - Targets - Outreach Strategy • The outreach strategy is the short term tactical plan that will be followed by staff to achieve the broad range goals.
XII.	Re-Certification	<p>Lenk reviewed 2018/2019 re-certification data and reported the following:</p> <ul style="list-style-type: none"> • RESPECT created employment opportunities for 1,198 individuals, down from 1,246 last FY. • 43 Employment Centers were re-certified. • 6 Employment Centers did not re-certify.

	<p>Re-Certification (continued)</p>	<ul style="list-style-type: none"> • Individuals with disabilities worked 855,483 hours. • Individuals with disabilities earned \$8,410,090. • The average wage was \$9.83 and was \$1.37 higher than the Florida minimum wage. • 81% of individuals employed earned minimum wage or higher. • The average RESPECT disability ratio was 80%.
<p>XIII.</p>	<p>Training</p>	<p>Lenk reported RESPECT has developed a training suite for Employment Centers and customers designed to assist them in becoming competent with the RESPECT program.</p> <p>The training materials will be shared as a resource to educate RESPECT audiences on program tenets.</p> <p>Employment Center focused training tools include:</p> <ul style="list-style-type: none"> • How to Use the Employment Center Portal • Welcome to RESPECT • Proposal for Assignment Training • Scope of Work Training • Commodities Cost Break Down Guide • CNA Fee • Pricing for Services • DMS Product Approval Life Cycle • Micro-Enterprise Grant Process • Awards Nominations • How to Register on the Internal Website • Value Added • Ad Hock Service-related training aimed at educating the Employment Center staff to improve the quality of service. <p>Training materials that are customer focus include:</p> <ul style="list-style-type: none"> • How to Place an Order - external website • Introduction to RESPECT - external website <p>RESPECT, in conjunction with SourceAmerica, is offering a free one-day training workshop entitled: <i>Assisting Supervisors with Creating an Environment of High Job Satisfaction.</i></p>

	Training (continued)	<p>The event will be hosted in two locations.</p> <ul style="list-style-type: none"> • April 14, 2020 – West Palm Beach • April 15, 2020 – Orlando
XIV	Compliance	<p>Compliance</p> <p>Lenk reported no new additions to Monitoring or Corrective Action occurred since the 8/15/19 ROC Meeting.</p> <ul style="list-style-type: none"> • No ECs are on Monitoring Status • One EC is on Corrective Action • Four ECs were removed from Monitoring Status since the 8/15/19 ROC meeting. • One EC was removed from Corrective Action since the 8/15/19 ROC meeting. <p>2020 Program Reviews – Lenk reported:</p> <ul style="list-style-type: none"> • Program Reviews for RESPECT are scheduled to be completed by April 2020. • Separate program review guidelines have been developed for both commodity and service contracts to capture the unique variances between these two types of assignments. • The commodity Program Reviews are completed as one process; service contract reviews are divided into separate programmatic and fiscal reviews. • Fiscal program reviews for service contracts will be based on the contract's yearly expiration date. <ul style="list-style-type: none"> - The review will typically cover 12 months, covering portions of two contract years, one that includes four months from the prior year pricing and eight months of current year pricing. - Fiscal reviews will be based on June 30, 2020, contract renewals. The data collection spreadsheets and instructional email will be sent to Employment Centers, who have June 2020 renewal on March 15, 2020.

	Compliance (continued)	<ul style="list-style-type: none">- For subsequent contract renewals, data collection spreadsheets and instructional email will be sent three months before the renewal date.
XV.	Next Meeting	Next Call-in Meeting: The next scheduled ROC meeting is Thursday, May 21, at 10:00 a.m. - 12:00 Noon.
XVI.	Adjournment	After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:15 a.m. Shay motioned to adjourn, and Drotzer seconded.