



**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**  
May 30, 2019  
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
Kyle Johnson	Lighthouse Works
Rich Gilmartin	GCE

**Present / via:**

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

**FARF/RESPECT:**

Suzanne Sewell	FL ARF President & CEO
Nancy Perlman	Contracts and Finance Manager
Lindsey Davun	Commodities and Procurement Director
Dayna Lenk	HR / Compliance Director
Keith Bettcher	Services Director
Joe Pierini	CFO
Harry Friends	Contract Manager
Rebekah Small	Contract Manager

**Present / via:**

YES / in person  
YES / via phone  
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 Chair Bailey.
II.	Roll Call	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Karen Higgins and Carol Collins. Roper joined the call after roll call.  A quorum was announced.
III.	Approval of 2/21/2019 Meeting Minutes	Bailey called for a motion to approve the February 21, 2019, ROC meeting minutes.  Gilmartin motioned and Levy seconded the motion to approve the minutes. The minutes were approved without additions or corrections.
IV.	RESPECT Overview	<p>Sewell presented an overview of RESPECT activity highlights for the last quarter.</p> <ul style="list-style-type: none"> <li>• RESPECT staff worked to ensure commodities and services are of high quality and that Employment Centers are achieving high scores for asset maintenance contracts.</li> <li>• Commodity staff reviewed pricing to evaluate the need for pricing increases or decreases.</li> <li>• RESPECT is conducting a web refresh to ensure that its online catalog is user friendly and that the ordering process is efficient.</li> <li>• Staff continue to address Employment Center capacity concerns.</li> <li>• Staff are conducting Program Reviews for program and fiscal compliance. Fiscal/accounting staff have worked extensively to improve our financial review of service contracts to ensure compliance with Chapter 413, F.S., Rule 60E-1, and the DMS approved Policies and Procedures document.</li> </ul> <p>RESPECT must ensure that pricing covers Employment Center costs without realizing profit.</p> <ul style="list-style-type: none"> <li>• RESPECT interacted with several key stakeholders to ensure strong relationships:</li> </ul>

Key Points Discussed		
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	RESPECT Overview (Continued)	<ul style="list-style-type: none"> <li>- March 14<sup>th</sup> Sewell, Davun, and Bettcher met with DMS procurement staff to clarify DMS' position regarding production of RESPECT goods, specifically "value added" and pricing.</li> <li>- April 8<sup>th</sup>, Sewell, Bettcher, and Davun met with PRIDE Industries to discuss proposed legislation on "pass throughs" and future opportunities to work together.</li> <li>- April 19<sup>th</sup> Sewell and Bettcher met with DOT Asset Maintenance representatives. DOT is recognizing RESPECT as a "no-bid" item which means pricing is included within bidding announcements. The meeting was upbeat, and DOT sees RESPECT as a good partner.</li> <li>- April 14<sup>th</sup>, Sewell spoke with Jeremy Miller, Florida Goodwill Association, to explore interest in service contract networks that could be accessed when statewide capacity is requested. Miller agreed to present the issue to the Florida Goodwill Association</li> <li>• The Central Nonprofit Agency (CNA) contract is up for renewal in the spring of 2020. RESPECT fully expects to continue as the CNA and is making internal upgrades to ensure state-of-the-art operations.</li> <li>• Members inquired if the reason RESPECT was engaging an agency such as Goodwill was to increase capacity? Sewell responded affirmatively and indicated the idea was to find Employment Centers who can build statewide capacity.</li> <li>• Sewell clarified the opportunity was not limited to just Goodwill organizations but to any organization that can form a network to provide statewide service coverage.</li> </ul>
V.	Sales Report	<p>Pierini presented the sales report through March 31, 2019.</p> <ul style="list-style-type: none"> <li>• YTD Service Sales = \$12,677,173 YTD Commodity Sales = \$2,736,279.63</li> <li>• Service Sales were 2.9% off from budget and are exceeding prior year sales by 2.7%.</li> </ul>

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	Sales Report (Continued)	<ul style="list-style-type: none"> <li>• Janitorial continues to be the primary service line while strides are being made in diversification.</li> <li>• Commodity Sales were 25% off from budget and 17% off prior year sales. The commodity sales variances are the result of a timing issue with a large prophylactic order.</li> <li>• Commodity Sales are largely comprised of drug testing kits, prophylactics and transponders.</li> <li>• The largest volume of business remains with State Agencies for both Services and Commodities.</li> </ul>
VI.	Compliance Updates	<p>Lenk presented an overview of compliance issues:</p> <ul style="list-style-type: none"> <li>• RESPECT has begun the 2019 Program Review Cycle. Staff have completed 7 Commodity Program Reviews and 6 Service Employment Reviews. The Fiscal Reviews have begun.</li> <li>• RESPECT Employment compliance levels with Policy and Procedure have improved. Few Employment Centers are on monitoring status.</li> <li>• RESPECT has one Employment Center on Corrective Action status for performance issues but is seeing significant improvements.</li> </ul>
VII.	Marketing Updates	<p>Davun reviewed the Commodities Marketing plans.</p> <ul style="list-style-type: none"> <li>• Video kiosk and the Capitol: <ul style="list-style-type: none"> <li>- RESPECT is developing a new video with updated information and an updated letter from Governor DeSantis.</li> <li>- The video features 15, 20 second clips about customers and Floridians with disabilities.</li> </ul> </li> <li>• RESPECT display case at the Capitol: <ul style="list-style-type: none"> <li>- The case will be getting a facelift with fresh artwork that ties into branding for brochures and banners.</li> </ul> </li> <li>• RESPECT Facebook page:</li> </ul>

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	Marketing Updates (Continued)	<ul style="list-style-type: none"> <li>- RESPECT reactivated its Facebook page. The reach and engagement have increased:               <ul style="list-style-type: none"> <li>o March 29 – April 25, 39 people were reached with posts, 87 post engagements.</li> <li>o April 3 – April 30, 46 people were reached by posts, 111 post engagements.</li> <li>o April 8 – May 5 - 48 people were reached, 135 post engagements, 2 new page likes bringing the total to 73 total page “likes”.</li> </ul> </li> <li>- Employment Centers are encouraged to “like” the RESPECT Facebook page.</li> <li>• Targeted campaigns: The Commodities team is focusing on targeted campaigns, sharing newsletters and Employment Center content, and using Facebook as an additional educational outlet.               <ul style="list-style-type: none"> <li>- Campaign is focused on state purchasers who buy gloves, but not from RESPECT.</li> <li>- One customer has requested samples as a result of the campaign.</li> </ul> </li> <li>• FAPPO Tradeshow:               <ul style="list-style-type: none"> <li>- Held in Fort Lauderdale this year, many attendees noticed lower attendance. People had time to stop at the RESPECT table and chat.</li> <li>- Attendance included: sheriff’s offices, state agencies, counties, cities, and school districts.</li> <li>- RESPECT is following up with attendees to see what opportunities may arise.</li> </ul> </li> </ul>
VIII.	SUPRA Board Meeting Report	<p>Davun discussed developments from the SUPRA board meeting:</p> <ul style="list-style-type: none"> <li>• Davun is involved in organizing the conference and is frequently in touch with other states about their state initiatives, legislative items, and general operations of their programs.</li> <li>• Davun discussed the upcoming annual SUPRA conference details in Mobile, AL in January 2020. Session topics include janitorial solutions in the</li> </ul>

**Key Points Discussed**

<b>No.</b>	<b>Topic</b>	<b>Highlights</b>
	<p>SUPRA Board Meeting Report (Continued)</p>	<p>healthcare industry and document imaging. RESPECT is interested in hearing about suggested topics from Employment Centers.</p> <ul style="list-style-type: none"> <li>• SUPRA is discussing the possibility of a nationwide economic impact study to show the value of state use programs and the benefits of employing people with disabilities.</li> <li>• Because of its involvement with SUPRA, RESPECT has access to some free training via SourceAmerica. SUPRA is working more closely with SourceAmerica who is focused on providing solutions to help Employment Centers successfully transition workers from 14c to minimum wage without having a monetary shortfall.</li> <li>• Davun discussed the A Team which is an advocacy initiative. As a SUPRA member, RESPECT has free access to the materials to coordinate parent advocates and self-advocates to go to their legislatures and discuss the “my job, my choice” initiative. The campaign is not inherently in support of 14c but is a platform for the voice of people with disabilities and their right to choose their work setting, peers, jobs, etc.</li> </ul> <p>Patel inquired about RESPECTs position on elimination of the 14c wage provision. Sewell responded the Association’s position is the wages should not be totally eliminated because they are the only employment option for some individuals. Sewell believes elimination of the 14c law is not an immediate threat, but it is being chipped away via the Workforce Innovation Opportunity Act.</p> <p>Members discussed why Employment Centers are passing on RESPECT work. Gilmartin indicated organizations pass because the opportunity is not in their area, is too small, a lack of capacity, or the contract terms. Gilmartin reported his organization utilizes a decision matrix that enables staff to make decisions on what opportunities to pass or proceed with. Sewell asked for a copy and Gilmartin agreed to share but requested it not be copied.</p>

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IX.	Website Refresh Update	<p>Davun provided an update on the progress of the RESPECT website refresh:</p> <ul style="list-style-type: none"> <li>• RESPECT is in the phase zero of the refresh project. Work started a few weeks ago and weekly meetings are held to track progress.</li> <li>• Priority for each task has been established and design templates and features have been selected</li> <li>• The scope of the entire project will include the following changes: <ul style="list-style-type: none"> <li>- Customer facing - mobile responsive design and layout, ADA compliance on all content pages.</li> <li>- Behind the scenes - force addresses in to all capital letters and validate addresses using USPS standards to save time for customer service editing addresses and to ensure a lower rate of undeliverable packages.</li> <li>- Inventory function – website will send notification if there is a limited or low stock quantity.</li> <li>- Ability for customers requesting quotes to add attachments (logo file for custom request). File types will be limited to limit risk of malware.</li> <li>- Ability to add payment information to a quote and to edit orders if items have partially shipped.</li> <li>- EC Portal exports, changing delimited file from a comma delimiter to a semicolon delimiter. This will reduce or eliminate alignment and import issues in the accounting system.</li> <li>- Improved page navigation on the EC portal with the ability to view more than 10 lines per page and to quickly see zero sales items.</li> <li>- Ability to create a customizable PDF catalog to export a full catalog or just a category of interest.</li> </ul> </li> </ul>
X.	Pricing Reviews	<ul style="list-style-type: none"> <li>• Davun reported the Commodities team is currently analyzing pricing for all commodities offered through RESPECT. Some of the activities follow:</li> </ul>

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	Pricing Reviews (Continued)	<ul style="list-style-type: none"> <li>Developed an Excel spreadsheet with all commodities listed and conducted market analysis on each item which involves getting three comparable prices.</li> <li>Identifying if current non-contract (not approved by DMS) items can be submitted to DMS for approval, and if contract items are still reasonably priced. Pricing is to be reviewed every six months.</li> <li>Evaluation will be done if a product has diminished or no sales. If the pricing is right, RESPECT will determine if the product should be promoted or if it would be better to simply remove the item from the Procurement List.</li> </ul>
XI.	New Initiatives	<p>Davun provided an update new initiative activity:</p> <ul style="list-style-type: none"> <li><i>Jobs for You:</i> Despite very positive initial reactions, VR has not agreed to this model and APD is now reluctant to move forward without VR's buy in. APD staff have encouraged RESPECT to look for outside funding.</li> <li><i>i-Enable:</i> The program is modeled after Uber/Lyft but serves individuals with disabilities getting to their day programs or their job site. The driver would also be a person with a disability. i-Enable seeks to partner with Veterans' groups to search for Veterans with disabilities to become drivers. It is a ride-share initiative, in which drivers would have a fixed route and pick up no more than 3 passengers going to the same destination. i-Enable is a software platform that maps the routes of the individuals and allows the transportation provider to schedule drivers to specific routes for two weeks in advance.</li> <li><i>Goodwill Network:</i> RESPECT contacted the Florida Goodwill Association to discuss a network of Goodwill Industries to provide statewide coverage for services provided to governmental entities. The proposal is open to any Employment Centers who can set up a statewide service network.</li> </ul>

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	New Initiatives (Continued)	<ul style="list-style-type: none"> <li>• <i>Micro-Enterprise Grant.</i></li> </ul> <p>The Micro-Enterprise Grant will be released in the next few months. Last year's winner came from Quest, Inc., who did an amazing job of promoting the recipient.</p>
XII.	Commodities Update	<p>Davun provided the following Commodities updates:</p> <ul style="list-style-type: none"> <li>• Staff are working on Program Reviews and are on schedule to be completed by the end of June.</li> <li>• Not many new commodities have been added recently as DMS is taking a limited view of value added.</li> <li>• Staff are working with the Business Consultant to gain more support for the program. RESPECT is focusing on growth in commodities by identifying new customers and trying to expand the purchases of current customers.</li> </ul>
XIII.	Service Contracts Update	<p>Bettcher provided the following Service Contracts updates:</p> <ul style="list-style-type: none"> <li>• New opportunities included: <ul style="list-style-type: none"> <li>- PFA 2019-06 FDOT D7 HQ Tampa grounds maintenance (Closed no respondents)</li> <li>- PFA 2019-07 FDLE Tampa Bay Regional Operations Bureau janitorial (Closed no respondents)</li> <li>- PFA 2019-08 FDOH Volusia County janitorial (1 Respondent – awaiting FDOH award)</li> <li>- PFA 2019-09 Florida Department of Health – Lake County janitorial – multiple locations (Closed no respondents)</li> <li>- PFA 2019-10 Jacksonville - FDOH Children's Medical Services – janitorial (1 Respondent – proposal in development)</li> <li>- PFA 2019-11 FDOH Children's Hospital Gainesville (2 Respondents – evaluation and award scheduled 5/13/2019)</li> </ul> </li> </ul>

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	Service Contracts Update (Continued)	<ul style="list-style-type: none"> <li>The new Program Review format has been simplified and is successful to date.</li> <li>The FDOT Asset Maintenance Contract I-4 Seminole County is a new opportunity for RESPECT. The award contested and is under FDOT attorney review: <i>Reference RESPECT PFA 2018-07 awarded to Brevard Achievement Center.</i></li> <li>Bettcher has conducted a state-wide assessment of asset maintenance contract fines, penalties and actions. The information will be used to negotiate a consistent and uniform fine structure.</li> </ul> <p>Patel stated interest in seeing RESPECT's assessment of the diversity of fines for performance at Rest Areas across the State of Florida.</p>
XIV.	Next Meeting	<p>Next Call in Meeting:</p> <p>Lenk noted there was an error in the meeting packet regarding the next meeting and informed members the next scheduled ROC meeting is, Thursday August 15, 2019, 10:00 a.m. - 12:00 Noon.</p>
XV.	Adjournment	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:15 a.m.</p> <p>Patel motioned to adjourn and Gilmartin seconded the motion.</p>