



**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  
November 10, 2016  
10:15 AM - 11:30 AM**

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

**Guests:**

Carol Collins

SMA Behavioral Healthcare

**Present / via:**

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 10:15 a.m. by Balogh.   |
| II.                  | Roll Call                           | Roll call was conducted by Lenk. Members of the Committee were present via phone except for Ivan Cosimi, Jon May, Tina Philips, Karen Higgins. A quorum was announced.<br><br>Guest Carol Collins of SMA Behavioral Healthcare was also in attendance via phone.   |
| III.                 | Approval of 8/11/16 Meeting Minutes | Balogh called for a motion to approve the August 11, 2016 ROC meeting minutes.<br><br>Bailey 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           | Review of Updated May Meeting Minutes: Balogh asked members to confirm approval of the amended May 12, 2016, minutes as follow up to earlier electronic replies. All participants indicated approval of the amended minutes.   |
| VI.                  | RESPECT Overview                    | Sewell provided an overview on the RESPECT program and indicated that overall sales remain stable. For FY 15-16, raw sales came in at about \$29.7 million for an increase of about \$700,000 - less than one percent growth. Other highlights included: <ul style="list-style-type: none"> <li>• Average wages earned increased by about \$.09 per hour.</li> <li>• Average number of hours worked per employee increased by about 7%.</li> <li>• The number of individuals served for FY 15-16 has been reported at 1,172, an 8% decrease (97 individuals). The numbers are still being reviewed to ensure accurate reporting. When compared to the DMS reporting metric for a 5% annual increase in the number to be employed, an additional 161 individuals should have been served last fiscal year. Contributing factors include: <ul style="list-style-type: none"> <li>- A shift away from use of 14c subminimum wage certificates to focus on jobs that pay at least minimum wages.</li> <li>- Employment Center hesitancy to increase payrolls until the impact of the Affordable Care Act health coverage requirements are known.</li> <li>- The emphasis on developing service contracts to create minimum wage (or above) jobs performed in integrated sites while also offering comparable pricing to meet state agency expectations.</li> </ul> </li> </ul> |

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|----------------------|---|---|
| No.                  | Topic   | Highlights  |
|                      |   | <p>Regarding the decrease in employees, during the annual Program Reviews RESPECT evaluates Revenues / Expenses to ensure funds are being directed to the program. RESPECT is also reviewing internal data to ensure the number of individuals working aligns with pricing expectations for service contracts. RESPECT seeks to work collaboratively with ECs to increase the number of individuals served during FY 16-17.</p> <p>RESPECT is in the process of reviewing pricing guidelines to identify ways to make its pricing more comparable with private businesses.</p> <p>ROC members encouraged RESPECT staff to work with Employment Centers to address data driven questions that reflect inconsistencies with original pricing decisions.</p> |
| VII.                 | Sales Report                                  | <p>Pierini presented the sales report for Service &amp; Commodity sales for the 4<sup>th</sup> quarter 2016. Pierini noted the sales numbers are unaudited numbers.</p> <ul style="list-style-type: none"> <li>• Service sales for the 4<sup>th</sup> quarter were \$5.7 Million, and commodity sales for the 4<sup>th</sup> quarter were \$1.8 Million.</li> <li>• Same Store sales show Services' remaining basically flat year over year, with a 1/2% increase.</li> <li>• Same Store sales show Commodity's growing by \$580k year over year, or 8.6%.</li> <li>• Commodity Sales outperformed budgeted expectations by 5% for the year, while service sales fell short of budgeted expectations by 3%.</li> </ul>                                    |
| VIII.                | Employment Center Certification / Data Review | <p>Musick shared results from the Employment Center (EC) Certification Process for FY 2015-2016.</p> <ul style="list-style-type: none"> <li>• RESPECT had 52 ECs</li> <li>• 1,172 disabled or blind individuals were employed</li> <li>• The number employed in commodities dropped, while the number employed in services increased</li> <li>• Average wages increased by nine cents per hour</li> </ul>   |
| IX.                  | Increasing EC Capacity & Client Employment    | <p>Musick reported the goal is to increase the number of active ECs; however, the process is lengthy and requires the correct fit and correct produce/service for each EC.</p> <p>Balogh suggested more time be spent on training ECs on how to bid and how to apply for assignments. RESPECT should demonstrate strong support through the process, especially for new ECs.</p> <p>Musick described ongoing recruiting activities which include:</p>   |

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|----------------------|--------------------|--|
| No.                  | Topic              | Highlights   |
|                      |                    | <ul style="list-style-type: none"> <li>• Visits to inactive and prospective Employment Centers</li> <li>• Email invitations to participate</li> <li>• Newsletters: RESPECTED Partners &amp; RESPECTFULLY Yours</li> <li>• Distribution of Weekly Bid Reports</li> <li>• Distribution of “New Product Ideas</li> </ul> <p>Musick encouraged ROC members to consider their involvement as a type of “Ambassador Program.”</p> <p>Musick reviewed the ongoing development of the RESPECTed Employment Development program which is patterned after the Project Search Model. The proposal appears to be favored by APD and VR.</p> <p>Musick reviewed the RESPECT FY 2016-17 Work Plan with ROC members and discussed major work assignments that are in process.</p>   |
| X.                   | Commodities Update | <p>Boyington provided the following Commodities updates:</p> <p>Requests for Assignments: The Commodities Team is working with several Employment Centers (EC) on new and promising commodity assignments:</p> <ul style="list-style-type: none"> <li>• Commercial Paper</li> <li>• Batteries</li> <li>• Slurpits</li> <li>• Traffic Products</li> <li>• Digital Soft Boards</li> <li>• Interior and Exterior Lighting Controls</li> </ul> <p>Several ECs that do not produce commodities have expressed interest in requesting a commodities assignment. Heightened interest appears to be a result of email communication with ECs (active and inactive), Commodities Roundtable meetings, visits, and the quarterly <i>Respected Partners</i> e-newsletter.</p> <p>Marketing Updates: RESPECT met with several county Departments of Health in person, and has seen increased communication from their purchasing staff requesting pricing or guidance on RESPECT commodities.</p> <p>RESPECT met with Veterans’ Affairs purchasing staff to discuss new commodities that have recently come on board.</p> <p>RESPECT also met with Florida State College in Jacksonville (purchasing manager) to discuss the program and commodities we offer.</p> |

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|                      |                  | <p>The Facebook page currently has 54 followers. A link was sent out in monthly and quarterly newsletters.</p> <p>Positive feedback was received on the most recent edition of the monthly <i>Respectfully Yours</i> newsletter, specifically the article on new hire orientation.</p> <p>The October 13 Quarterly <i>Respected Partners</i> newsletter was dedicated to RESPECT commodities. The January edition will be dedicated to RESPECT services.</p> <p>The RESPECT website has also been updated.</p>  |
| XI.                  | Services Update  | <p>Service Contracts Manager McBride reported sales are up. The removal of a bond requirement has allowed RESPECT to pursue larger contracts.</p> <p>RESPECT Services has several contract opportunities including:</p> <ul style="list-style-type: none"> <li>• Jackson Primary Mowing \$ 280,000</li> <li>• Jackson Interstate Mowing \$ 282,000</li> <li>• Leon/Gadsden Interstate Mowing \$ 332,000</li> <li>• Increases in Litter Pickup Contracts \$ 15,000</li> <li>• APD Hawkins Park Lawn Care &amp; Janitorial \$ 35,000</li> <li>• DEP Fleet Detailing \$ 10,000</li> <li>• Tallahassee H/P Power Plants Janitorial \$ 50,000</li> <li>• Dept. of Agriculture Air Operations Janitorial \$ 4,000</li> <li>• DOH Escambia Janitorial \$ 248,000</li> <li>• City of Lynn Haven Cemetery Lawn Care \$ 24,000</li> <li>• DCF Gainesville \$ 21,000</li> <li>• Turnpike HQ Janitorial \$ 283,000</li> <li>• Increase DMA Cecil Fields Mowing \$ 12,000</li> <li>• Increase in FDOT D5 and D7 Janitorial \$ 75,000</li> </ul> <p style="text-align: right;">Total \$1,624,000</p> <p>Potential Contracts include:</p> <ul style="list-style-type: none"> <li>• DOH St, Lucie County \$ 75,000</li> <li>• Miami-Dade Social Security \$ 48,000</li> <li>• Gainesville Regional Transit Sys. Janitorial \$ 42,000</li> </ul> |
| XII.                 | Training Updates | <p>Musick provided the following training updates for RESPECT</p> <p>2016-2017 Training Schedule:</p> <ul style="list-style-type: none"> <li>• November 14-15, 2016 Panama City, FL</li> <li>• February 2017 Orlando, FL</li> <li>• March 2017 West Palm Beach, FL</li> <li>• CITS (Cleaning 101) TBD</li> </ul>  |

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|----------------------|------------------------|--|
| No.                  | Topic                  | Highlights   |
|                      |                        | <p>Additional Training Activity that has occurred:</p> <ul style="list-style-type: none"> <li>• SmartProcure Training – RESPECT Staff 9/16</li> <li>• Commodity Roundtables – Quarterly - 10/16</li> <li>• ISSA Training – Services Staff 10/16</li> </ul>   |
| XIII.                | Program Review Updates | Musick reported the 2016 RESPECT Employment Center Program Review cycle has been completed and a few reports are still being finalized. The Program Reviews are performed by product or services assigned to ECs. Major areas of review are disabled labor ratio status and ratios that are below 75% as well as Revenues/Expenses.      |
| XIV.                 | Pricing Review Updates | McBride presented a final report form the Service Pricing Work Group. Changes include clarification on calculation of Contingencies and General & Administrative costs and other definitions that will enhance pricing consistencies. All changes will be prospective and will be part of the Policies and Procedures amendment process. |
| XV.                  | Next Meeting Reminder  | The next ROC meeting is scheduled for February 15, 2017, at 10:00 AM.  |
| XVI.                 | Adjournment            | After calling for any more business and none being stated, Balogh called for a motion to adjourn the meeting. Gilmartin motioned and Balogh seconded. The meeting was adjourned at 11:30 AM.   |