



**Tyler Sununu**  
President & CEO

**Kevin Johnson**  
Board Chair

**Stephen Bailey**  
RESPECT Oversight Committee Chair

**Dayna Lenk**  
RESPECT Program Director



**RESPECT Oversight Committee Meeting**

May 13, 2021  
10:00 AM – 12:00 PM

**ROC Members:**

Stephen Bailey	CARC / Chair
Amar Patel	Brevard Achievement Center
Carol Shay	SMA Behavioral Healthcare
Karen Higgins	PARC
Kyle Johnson	Lighthouse Works
Xan Smith	GCE
John Roper	Arc Emerald Coast
Steven DeVane	Duvall Homes
Karenne Levy	MacDonald Training Center
Ellyn Drotzer	Lighthouse Broward

**Present / Via:**

Yes / Via Teams  
Yes / Via Teams  
Yes / Via Teams  
Not Present  
Not Present  
Not Present  
Yes / Via Teams  
Yes / Via Teams  
Yes / Via Teams  
Yes / Via Teams

**FARF/RESPECT:**

Tyler Sununu	President and CEO
Courtney Swilley	Director of Membership Services
Dayna Lenk	Program Director
Danielle Owens	Finance and Accounting Director
Rebekah Small	Commodities Manager
Dee Belizaire	Program Analyst
Nancy DoVale	Contract Manager

**Present / Via:**

Yes / Via Teams  
Yes / In Person  
Yes / Via Phone

## Key Points Discussed

No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:05 AM by Chair Bailey.
II.	Roll Call	Lenk conducted roll call. Members of the Committee were present via phone or Teams except for Karen Higgins, Xan Smith, Kyle Johnson. A quorum was announced. Karenne Levy joined following roll call.
III.	Approval of 2/18/21 Meeting Minutes	Bailey called for a motion to approve the February 18, 2021, ROC meeting minutes.  Patel motioned, and Shay seconded to approve the minutes. The minutes were approved.
	Additions to the Agenda	Bailey called for additions to the agenda. No additions were requested.
IV.	Overview	<p>Sununu presented an update on what has occurred with RESPECT in the last three months.</p> <ul style="list-style-type: none"> <li>• As President and CEO, he is excited to be joining with the ROC for the first time.</li> <li>• There are many challenges and opportunities for the future of the RESPECT program.</li> <li>• RESPECT values your input and hopes to work towards solutions for all of the challenges you are facing.</li> <li>• Nationally there is a labor crisis. The AP reported on 5/11/21, "US job openings soar to the highest level on record." The US jobs report showed 8.1 million jobs available. It is known that this is affecting your ability to hire and retain qualified individuals. Additionally, our mission to hire individuals with disabilities narrows our applicant pool further.</li> <li>• RESPECT is working to amend or renew our contracts to account for the increase in the minimum wage.</li> <li>• This is a significant ask of our customers. In some instances, we see these get approved, and in others, we see the scope of the Project be reduced to remain within the budget constraints.</li> </ul>

	<p>Overview (continued)</p>	<ul style="list-style-type: none"> <li>• With vaccine distribution increasing and the prevalence of Covid-19 is abating. RESPECT has seen some revenue decrease in the areas where it grew last year due to the pandemic.</li> <li>• In the first half of the fiscal year, we were three thousand dollars under budget in total revenue for RESPECT.</li> <li>• Recently RESPECT hired two new contract managers to fill open positions. <ul style="list-style-type: none"> <li>○ Thomas Strong, for North East Florida</li> <li>○ Lily Huggins, for Central Florida.</li> </ul> </li> <li>• Please reach out and let us know how we can help.</li> </ul>
<p>V.</p>	<p>Sales Update</p>	<p>Owens reported on RESPECT sales for the second quarter of 2021, January through March of 2021.</p> <p>Sales by Commodities</p> <ul style="list-style-type: none"> <li>• Sales were down slightly from the 1<sup>st</sup> quarter ending Q2 at \$1.2m and finishing YTD at 2.5m which was 0.1% below budget.</li> <li>• Although we are coming in just shy of budget, the YTD was down from the prior year by 19.7%. This decrease was anticipated due to state cuts and budgeted accordingly.</li> <li>• Commodity sales are largely comprised of drug testing kits, prophylactics, and transponders. Together these items made up 76.9% of sales. Prophylactics finished YTD at 1.2 million or 47.6%, transponders at 370,000 or 14.6% and drug testing kits at \$373,000 or 14.7% of total sales YTD.</li> <li>• Notable YTD variances from prior years include: <ul style="list-style-type: none"> <li>○ Drug testing kits down \$156,000</li> <li>○ gloves down \$101,000</li> <li>○ Prophylactics up \$181,000</li> <li>○ Mop products down \$6,000</li> <li>○ Transponders down \$510,000</li> <li>○ Promotional items up \$93,000</li> </ul> </li> </ul>

	<p>Sales Update (Continued)</p>	<p>Service Sales</p> <ul style="list-style-type: none"> <li>• Service sales were down the second quarter, ending at 7 million and finishing YTD at \$14.3 million, which is right on budget. YTD services were up by \$1.3m, which is 10.2% over the prior year.</li> <li>• Janitorial continues to be a primary source line at \$11.8 million YTD or 82.7% of total sales (47.6% rest area and 35.1% non-rest area).</li> <li>• Call center operations increased in the second quarter with \$1.4 million YTD or 9.6% of sales, followed by litter pick, which was down from the 1<sup>st</sup> quarter but finished YTD at 701,000 or 4.9% of sales.</li> </ul> <p>Sales by Customers</p> <ul style="list-style-type: none"> <li>• The largest volume of business remains with state agencies for both services and commodities.</li> <li>• State purchases of commodities were at 97.2% of total sales to date, or \$2.5 million.</li> <li>• In services, DOT contracts made up 61.5% of sales or \$8.8 million, followed by the county of Miami Dade at \$2.9 million or 20.1% of service sales.</li> </ul> <p>Sales by Employment Centers</p> <ul style="list-style-type: none"> <li>• Commodities, Brevard Achievement Center, finished the second quarter YTD with 1.3 million in sales, Pine Castle at \$431,000, and MacDonald Training Center at \$370,000.</li> <li>• Services, Goodwill of South Florida finished the second quarter YTD at \$3.1 million, SMA at \$1.36 million, and Brevard Achievement Center at \$1.32 million, followed closely by Lighthouse Central Florida at \$1.26 million.</li> </ul>
VI.	RESPECT Policy & Procedure Update	Lenk provided an update on an upcoming revision to the RESPECT Policy and Procedure manual.

	<p>RESPECT Policy &amp; Procedure Update (continued)</p>	<ul style="list-style-type: none"> <li>• RESPECT continues to update the February 2019 version of the RESPECT Policy and Procedure Document.</li> <li>• The process is still ongoing. Staff are performing the final review, and it is anticipated that we will have a version for the ROC soon.</li> <li>• Once the ROC has had a chance to review the changes, a draft will be submitted to DMS for their approval.</li> <li>• Patel asked regarding the proposed change about Cost Recovery if the change would be designed to remove oversight from the pricing of categories and focus instead on revenue/expenses. Lenk responded that no, it was not intended that way. The proposed removal was to remove specificity in that particular area and guidance regarding Cost recovery as further discussed in future sections. Lenk stated that if the removal of the item caused issues, it would be retained and not removed.</li> <li>• Patel further asked about the proposed change in the same section regarding contingency. He asked if the contingency could increase based on the risk of the contract. Lenk responded that the ROC recently reviewed contingency, and we decided to allow contingency based on labor, fringe, and chemicals and supplies, which is an expansion from what it previously was. RESPECT must be careful pricing contract to cover costs, but we can risk being too expensive.</li> </ul>
<p>VII.</p>	<p>Minimum Wage Update</p>	<p>Lenk provided an update regarding the pricing implications of the Minimum wage Statute passing on Service Contracts.</p> <ul style="list-style-type: none"> <li>• November 2, 2020, a constitutional amendment was passed by Florida voters requiring that all employees be paid a minimum hourly wage of \$10.00 effective September 30, 2021, and increasing by \$1.00 each year on September 30 until a minimum wage rate of \$15.00 is reached in 2026.</li> <li>• The minimum wage amendment will impact all RESPECT contracts but have a particular impact on our long-term Asset Maintenance (AM) contracts that were negotiated before its passing.</li> </ul>

	<p>Minimum Wage Update (continued)</p>	<p>The financial impact was not held into consideration.</p> <ul style="list-style-type: none"> <li>• For contracts that renew annually, we are addressing the new wage at the time of renewal. To date, contracts have been successfully negotiated.</li> <li>• Currently, we have four FDOT districts that the minimum wage increase will impact: <ul style="list-style-type: none"> <li>○ FDOT D2 – All locations; the current contract expires in 2026.</li> <li>○ FDOT D3 - All locations; the current contract expires in 2023.</li> <li>○ FDOT D4 – All locations; the current contract expires in 2026.</li> <li>○ FDOT D5 – Palm Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expire in 2023. The rest of the D5 contracts begin in July of 2021, and the new minimum wage has already been factored into the pricing.</li> </ul> </li> <li>• RESPECT has performed Fiscal Program Reviews and a wage analysis based on each location to determine the financial need for each district broken down by location.</li> <li>• Increase requests are designed to cover labor (including wage compression) fringe and the contract value fees of CNA and G&amp;A fees.</li> <li>• RESPECT sent the financial data to each Employment Center to review to ensure we had correctly calculated the wages and hours for each site.</li> <li>• RESPECT will send a formal request to our AM partners in each district outlining the need for an increase and how much of an increase will be requested for each location.</li> <li>• Patel questioned why D5 contracts in Seminole, Sumter, and Marion had not been included in the minimum wage request. Lenk stated that Seminole has an annual renewal, and its request had already been submitted and that Marion and Sumter both had been successfully negotiated to incorporate the minimum wage.</li> </ul>
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	Minimum Wage Update (continued)	<ul style="list-style-type: none"> <li>Patel stated that he is already paying \$11 an hour but still can't find anyone to hire. He felt like contacts will need increase before the minimum wage goes up. He opined that contacts can't just ride the minimum wage scale up, they need to get ahead of it.</li> </ul>
VIII.	Commodities Update	<p>Small provided the commodities update for activities that occurred since the last meeting.</p> <p>Overall</p> <p>The commodities department has been busy. Sales have increased as state agencies return to normal. Custom commodity sales have increased and continue to remain high.</p> <p>Commodity Additions</p> <ul style="list-style-type: none"> <li>No new products have been added during this period.</li> <li>Working on adding more varieties of drug testing kits and some canister-sized surface wipes.</li> </ul> <p>Commodity Pricing</p> <p>Continuing to see price increases on several commodities and are working through these in batches with DMS.</p> <p>Discontinued Commodities</p> <ul style="list-style-type: none"> <li>54 in. Wood Mop Handle and Metal Screw Clamp</li> <li>BHR: Plastic Disposable Bag 33 inch x 39 inch Red with Biohazard Warning</li> <li>GOJO LTX 1200 ML PCMX Refill</li> <li>Flexible Pens with Washable Ink</li> </ul> <p>Program Reviews</p> <ul style="list-style-type: none"> <li>Working on getting program reviews completed. The majority of these are complete, and the remaining few will be completed by the end of May.</li> <li>To date, the data collected has been excellent, with no issues identified</li> </ul>

IX.	Program Reviews	<p>Lenk reviewed the status of Programmatic Program Reviews for 2021.</p> <ul style="list-style-type: none"> <li>• Staff in Services and Commodities continue to perform Program Reviews for all Employment Centers.</li> <li>• Currently on track to have all reviews completed by June 2021.</li> <li>• To date, the reviews have gone well. <ul style="list-style-type: none"> <li>○ As of this date, a few issues of noncompliance with disability documentation or disability ratios have been identified, but these issues are less than in previous years.</li> </ul> </li> <li>• RESPECT is seeing some trends: <ul style="list-style-type: none"> <li>○ Staffing is a struggle statewide, as jobs go unfilled.</li> <li>○ Fewer Employment Centers are using the 14C to pay subminimum wages.</li> <li>○ The state is opening back up, and locations that were minimally staffed or closed becoming fully staffed.</li> </ul> </li> </ul>
X.	Adult Project Search	<p>Swilley provided an update on Business Development activity.</p> <ul style="list-style-type: none"> <li>• In February 2021, it was decided the Jobs For You Model could not move forward as proposed.</li> <li>• Worked with the Florida Developmental Disabilities Council (FDDC) to revamp the program into one that is a better fit with the overall employment skills outcome we were trying to achieve.</li> <li>• After meetings and discussions with FDDC, agreed to move forward with the Florida Project SEARCH Adult Model. FDDC is providing RESPECT with funding for two years. In addition, the FDDC is contracting with Project SEARCH to cover the license fees and conference registration fees for two years and fund a research component. The FDDC is contributing almost a million dollars in total for the two years between all the contracts for this model. The modified grant amendment was signed in mid-April.</li> </ul>

	Adult Project Search (continued)	<ul style="list-style-type: none"><li>• Project SEARCH is a one-year, internship program for adults with intellectual and developmental disabilities with the goal of competitive employment. The focus is total workplace immersion (spending 36 weeks at a quality host business). Each participant will have an opportunity for three Internships for career exploration and gain transferable, competitive skills. At the end of the program, customized job search and support once the individual is employed is provided for long-term success.</li><li>• The Florida Project SEARCH Adult Model is designed to create job training opportunities for individuals in ADTs who want competitive employment and transition into the competitive workforce has not historically occurred. This will create a new pathway to employment opportunities for adults with intellectual or developmental disabilities that is intended to lead to long-term sustainability and replication by other providers statewide. The program will empower individuals to develop their current strengths and explore new interests while developing skills and having access to robust employment supports.</li><li>• The initial four Employment Centers that had committed to the Jobs For You Model were interested in the new model. Still, after careful consideration, only two Employment Centers could move forward.</li><li>• We then contacted several Employment Centers that initially were interested in the Jobs For You Model and identified two new Employment Centers to participate in the model.</li><li>• MacDonald Training Center, Goodwill Suncoast, ARC of Martin County, and The Arc of Putnam County are the Employment Centers participating in the Florida Project SEARCH Adult Model.</li><li>• To meet the classroom instruction of Project SEARCH, we have partnered with the University of Wisconsin-Whitewater. Project SEARCH participants will register as college students and take their virtual courses. The University has already implemented an Adult Project Search model in Wisconsin, so we are lucky to benefit from the hard work they have already put in to the</li></ul>
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(continued)

- Thomas Strong North East Florida.

They jumped right in and started training with staff on RESPECT Policy and Procedure, how to perform contract inspections, contract scope, etc.

#### New Contracts

- DHSMV Lantana Bar Office
- DMA FL National Guard – Bradenton
- DMA Army Aviation Support Brooksville Janitorial
- DMA Army Aviation Support Brooksville Grounds
- FDOT Pinellas Quarterly Floor Care

#### Potential New Contracts

- FHP Grounds - Pensacola

#### Released Proposals for Assignment

- Florida DOH WIC Clinic – Gainesville
  - Contract not awarded
- DMA Army Brooksville Janitorial
  - Contract awarded
- DMA Army Brooksville Grounds
  - Contract awarded
- FDOT Headquarters and SunGuide – Tampa
  - Contract not awarded
- FDOT D4 Rest Area - Alligator Alley
  - One EC respondent but declined to pursue
- Florida DOH Baker Health Department Janitorial
  - One EC respondent but chose not to pursue
- FHP Deland
  - One respondent, waiting on pricing
- Florida DOH Flagler Janitorial
  - Open PFA
- St Johns River Water Management District Janitorial
  - Open PFA
- Patel questioned if PFAs that go unfulfilled reflected poorly on RESPECT and if it could be harmful. Lenk

		<p>responded that each opportunity goes through a vetting process and that RESPECT does not post every opportunity we encounter unless it fits our model and abilities. Lenk furthered that RESPECT does try to manage the expectations of the customer so that they know how long our process will take and if we think we can meet their needs. Often the case of RESPECT not getting a contract is we are too expensive.</p> <ul style="list-style-type: none"> <li>• Patel commented that competitive integrated employment helps add value even if it reduces the ratio. The disability ratio we are tied to doesn't work for the federal VR contracts.</li> <li>• Patel suggested that we look into recruiting a ABOR like AbilityOne has to advocate for more contracts for RESPECT</li> </ul>
XII.	Next Meeting	<p>Next Meeting Date - Thursday, August 19,, 2021, at 10 AM EST</p> <p>Future Meeting Dates:</p> <ul style="list-style-type: none"> <li>• November 18, 2021</li> <li>• February 17, 2022</li> <li>• May 19, 2022</li> </ul>
XIII.	Adjournment	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:05 AM.</p>