

The background of the page is an underwater photograph showing clear, rippling blue and green water. A white rectangular text box is centered in the upper half of the image. In the bottom right corner, there is a white-outlined hexagonal shape that also contains the underwater scene.

Annual Report

October 1, 2019 – September 30, 2020

In accordance with contract number 914-000-10-R, The Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2019-2020 Annual Report to the Florida Department of Management Service.



RON DESANTIS
GOVERNOR

June 10, 2019

Dear Friends:

Thank you for serving Floridians with disabilities for over 40 years. I appreciate your efforts to ensure that the individuals RESPECT of Florida serves have access to the products and services they need to achieve personal independence through gainful employment.

We want all Floridians to have the opportunity to go to work, including those with unique disabilities. I have recommended, and the Legislature has supported, funding to continue the Employment Enhancement Program to provide on-the-job training and internships to people with different abilities to help them learn job skills so they are able to land a permanent position in the future.

Florida is proud of the contributions men and women with disabilities make to enhance our communities and ensure our success. We are thankful for RESPECT of Florida, the Agency for Persons with Disabilities, and other organizations that are committed to making sure Floridians with disabilities have the services they need to thrive. As Governor, individuals with disabilities will always have my support.

Congratulations on a successful year!

Sincerely,

A handwritten signature in blue ink, appearing to read "Ron DeSantis".

Ron DeSantis
Governor

January 5, 2021

Dear Friend,

Thank you for your support of the RESPECT of Florida program! Your involvement allows us to achieve our mission which is to assist individuals who are blind or have severe handicaps to achieve maximum personal independence through useful, productive, and gainful employment. The mission is achieved when governmental entities purchase goods and services produced by individuals employed through the program.

The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida has managed the program for almost 45 years under varying partnerships with the Department of Management Services. As the Department's designated Central Nonprofit Agency, we ensure an expanded and constant market for the products and services produced by individuals with visual impairments or severe handicaps. We are thrilled to announce that Florida ARF dba RESPECT of Florida was awarded the new management contract which went into effect on January 1, 2021.

The RESPECT program is authorized per Florida Statutes (Section 413.033 – 413.037) with the expectation that governmental agencies are to purchase available commodities and services produced by qualified non-profit community agencies across the state. An added benefit for governmental entities is that when they purchase through RESPECT, they are exempt from the competitive bid process. Floridians with disabilities, governmental agencies, and Florida citizens all win because of this program.

In Fiscal Year 2019-2020, RESPECT created employment opportunities for 1,181 individuals, of which 82% earned minimum wages or higher. The average hourly wage earned was \$10.83 per hour compared to Florida's minimum wage standard of \$8.46.

Through our partnership with the Department of Management Services, other governmental entities, and about 50 non-profit Employment Centers, the RESPECT program creates real jobs for Floridians with disabilities.

Thank you for your support and for the opportunity to create employment options for all Floridians! Please view our Annual Report to learn more about the good work occurring through the RESPECT program.

Sincerely,



Suzanne Sewell
President & CEO
Florida ARF

RESPECT of Florida Annual Report – FY 19-20

Introduction

RESPECT of Florida is a successful program that produces quality commodities and services for governmental entities at a fair market price while creating job opportunities for about 1,200 individuals per year. Individuals with disabilities employed through RESPECT and its partnering Employment Centers enjoy the dignity and pride that comes from employment. Further, Florida's overall economy benefits because the number of individuals dependent upon welfare and other tax-supported subsidies decreases. A study by an independent firm determined that employing individuals through a program such as RESPECT can create annual savings of about \$2,400 - \$4,700 per person since that person can pay taxes and will require fewer government-sponsored supports.

The RESPECT program is well managed, as evidenced by independent audits, a modern website featuring a MyFloridaMarketPlace (MFMP) punch-out catalog, and experienced staff that support state purchasing needs. RESPECT receives no direct state funding for the administration of the program but is managed through a modest fee calculated within the price of the services and goods sold.

RESPECT jobs include but are not limited to: Packaging, kitting, sorting/fulfillment, poly-bagging, janitorial and grounds maintenance, call center services, coin collection, electronic assembly, auditing, agency staffing, and other office employment opportunities. All commodities and services provided by Floridians with disabilities are produced through local, non-profit Employment Centers.

Program Oversight

RESPECT governance originates through the Department of Management Services (DMS). The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida is the designated Central Nonprofit Agency (CNA) that administers the program through a contractual arrangement with the Department.

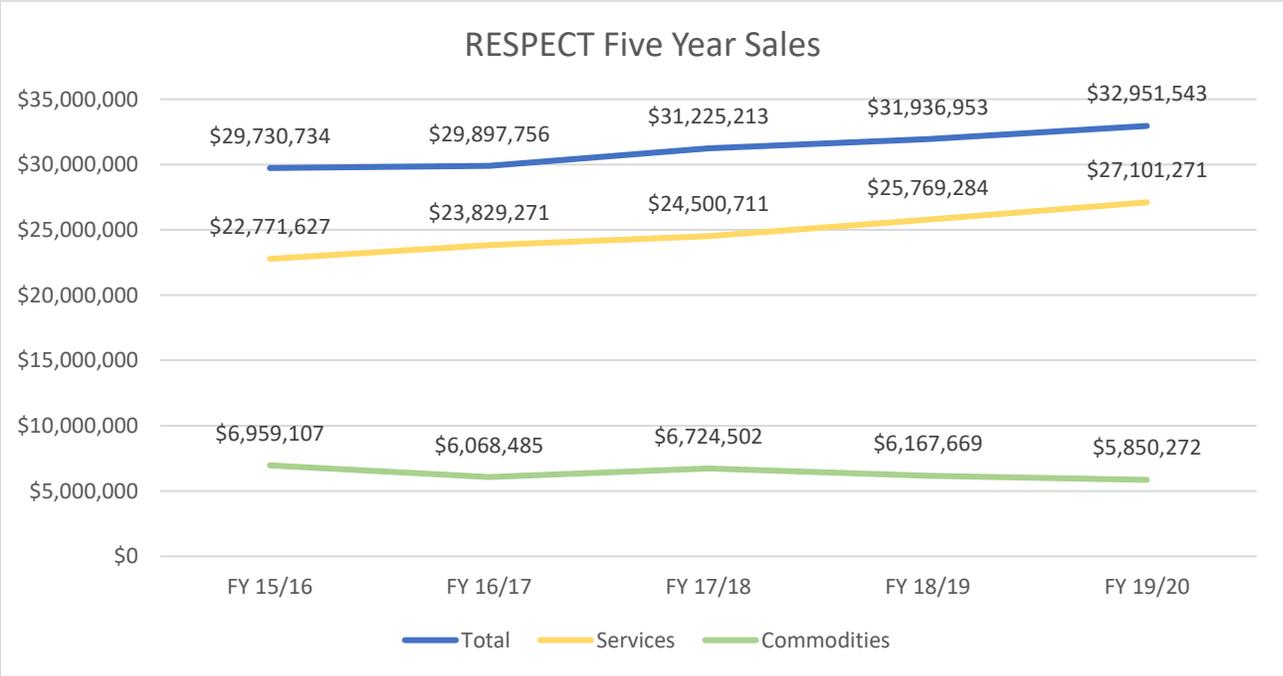
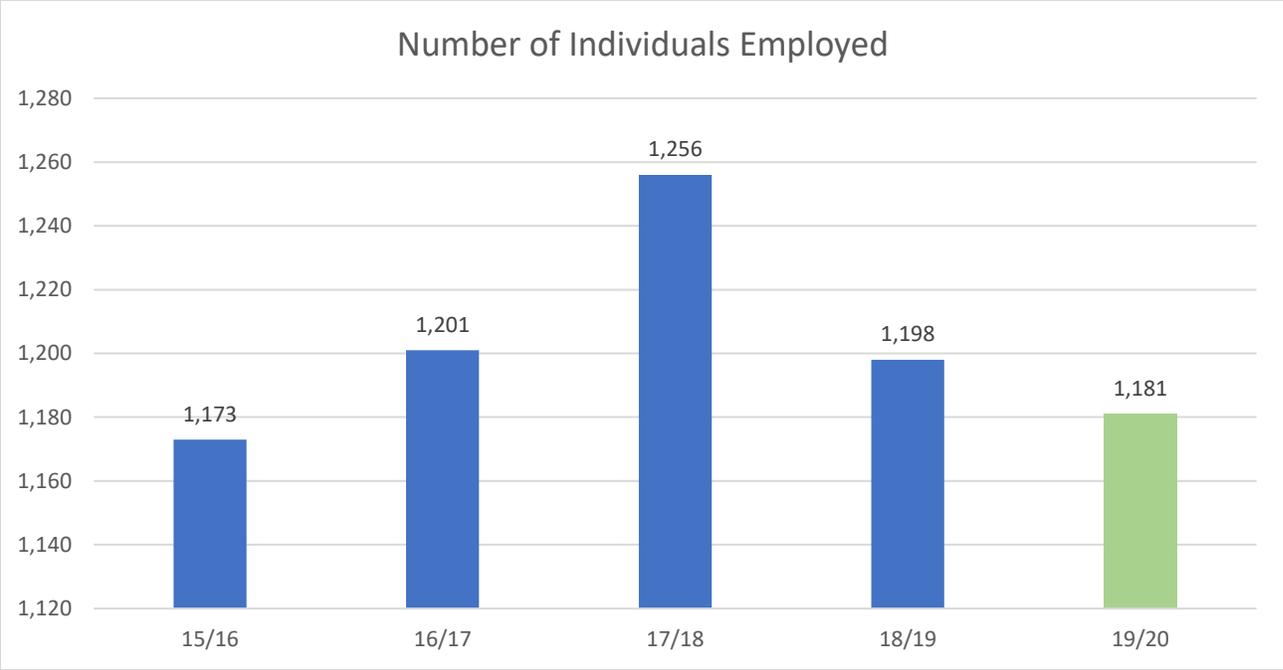
Program oversight is provided by a RESPECT Oversight Committee (ROC) consisting of members who represent a cross-section of affiliated Employment Centers. The ROC

serves in an advisory capacity and provides programmatic oversight to ensure that RESPECT achieves its stated mission. The ROC meets quarterly to review RESPECT policy and procedure changes and to monitor program activity. A Florida ARF Board member serves as the ROC Chair and reports activity to the full Florida Board of Directors.

RESPECT also receives input and guidance from a Business Development Committee (BDC) that serves as a consulting body. The BDC is involved in the development of ideas that will result in job development for individuals with disabilities or who are blind or vision impaired. BDC membership includes representation from state government agencies and the communications and banking industries.

RESPECT Highlights for FY 19-20

- Individuals Served 1,181
- Average Hourly Wages Earned \$10.43 per hour
- Total Sales \$32,951,543
- Partner Employment Centers (EC) 48
- Individuals Working via Other EC Initiatives 6,078
- Supported Employment Hours 387,955
- Micro-enterprise Grants (2) \$25,000
- Jobs For You Grant Award \$234,775
- Upgrades to RESPECT Website Including a Mobile Responsive Design
- Monthly Newsletters for Customers
- Quality Assurance Program Reviews on all Active Employment Centers
- Annual Awards Ceremony for Participants
- Event with Florida Lt. Governor Jeanette Nunez and the Department of Management Services



Standards & Indicators

Beyond producing quality goods and services for governmental entities produced by individuals who are blind or have severe handicaps, RESPECT is to demonstrate progress towards better wages and benefits and provide support to its partner Employment Centers. Performance in these areas was tracked via the following measures for the Fiscal Year 2019-20:

1. **Provide a Minimum of One Service Training Workshop to Employment Centers. (Met)**

Fiscal Year 19/20 training workshops included:

PPE Training – 10/17/19
D2 (FDOT) Partnership Meeting – 10/23/19
Spartan Restroom Training – 1/10/20
Spartan Chemical Training – 1/29/20
D3 (FDOT) Inspection Checklist Training – 1/30/20
D4 (FDOT) Contract Manager Training – 2/3/30
FDOT 2020 Handbook Training – 8/13/20

2. **Provide a Minimum of One Commodity Training Workshop to Employment Centers. (Met)**

Fiscal Year 19/20 training workshops included:

EC Portal Training: February - March 2020 (Individual Training at Centers)
DMS Approval Process for Commodities – February 2020
Employment Center Portal Training – 8/20/20

3. **Increase the Number of Individuals Served by 5% Annually. (Not met)**

RESPECT served 1,181 individuals in Fiscal Year 19/20, a 1.42% decrease from the previous year.

COVID-19 greatly impacted employment this year, especially in the production of commodities. Many RESPECT partners temporarily or permanently closed their doors and as such were not able to employ as many people as they may have otherwise.

4. Increase the Average Hourly Wage to Meet or Exceed Florida's Minimum Wage. (Met)

In Fiscal Year 19/20, individuals employed through RESPECT earned, on average, \$10.43 per hour, representing a 6.1% increase over the previous year in wage earnings.

5. Achieve a Minimum Score of 90% on Customer Satisfaction Surveys. (Met)

RESPECT customers, governmental entities throughout the state, reported an overall satisfaction level of 93.75%.

6. Achieve a Minimum Score of 90% on Employee Satisfaction Surveys. (Met)

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 94.80%.

7. Achieve a Minimum Score of 90% on Employment Center Satisfaction Surveys. (Met)

Partner Employment Centers reported a 90.83% satisfaction level with the RESPECT of Florida program.

8. Achieve a Minimum Score of 90% on Satisfaction Surveys Conducted by the Department of Management Services (DMS). (Met)

DMS rates RESPECT's performance regarding adherence to customer specifications, meeting delivery expectations, issuing accurate invoices, and providing excellent customer service. DMS uses a grading score of one to five; three or above indicates that customer requirements and expectations have been met satisfactorily.

RESPECT's score was 3.23 out of 5.

Sales Data by Employment Center: FY 2019-2020

Employment Center	Commodities	Services
Alliance for Independence	\$48,569.30	-
Arc of the Bay	-	\$27,108.56
Arc Big Bend	\$52,938.30	\$1,397,135.34
Arc Gateway	-	\$718,146.72
Arc of Nassau	-	\$695,593.26
Arc North Florida	-	\$1,442,604.86
Arc of Putnam County	-	\$26,679.12
Arc Washington-Holmes Co.	-	\$1,478,672.56
Brevard Achievement Center	\$2,660,198.96	\$2,619,184.69
CARC	\$380.66	\$1,375,481.03
Challenge Enterprises	-	\$280,916.66
Gadsden ARC	-	\$880,424.26
Glades Area ARC	-	\$7,289.40
Goodwill Big Bend Services	\$195,324.72	\$1,506,399.28
Goodwill Industries of South FL	\$73,496.47	\$5,674,630.38
Gulfstream Goodwill	-	\$934,812.34
Horizon Okaloosa County	-	\$1,511,492.21
Inspire of Central Florida	\$3,952.69	-
Jackson County ARC	-	\$660,103.82
Jeff Industries	\$68,013.18	-
Lakeview Center (Global Connections to Employment)	-	\$845,947.40
Lighthouse Works	\$189,628.09	\$1,571,551.66
LVIB	\$90,446.18	-
Louise Graham Center	\$18,328.80	\$137,998.25
MacDonald Training Center	\$1,397,673.17	-
Palm Beach Hab. Center	-	\$152,701.25
PARC	\$19,973.59	-
Pine Castle	\$1,002,014.52	-
Seagull Services	-	\$130,261.17
ServiceSource	-	\$342,045.33
SMA Healthcare	\$21,893.70	\$2,686,527.38
Sunrise Community of NE Florida	\$3,368.81	
UCP of South Florida	\$1,542.06	-
Other Subcontractors	\$2,529.16	(\$2,435.93)
Total	\$5,850,272.36	\$27,101,271.00

Commodity Sales by Category: FY 2019-2020

Drug Testing Kits and Supplies	\$888,304.95
First Aid and Safety	\$2,637,508.99
Alcohol Pads	\$15,008.70
Bandages	\$950.90
Biohazard Kits and Refills	\$159.26
Ear Plugs	\$754.21
First Aid Kits and Refills	\$71,688.22
Gloves- Latex, Nitrile, and Vinyl	\$374,479.36
Personal Protective Equipment	\$1,780.37
Prophylactics (All Types)	\$2,058,012.74
Safety Glasses & Goggles	\$8,156.14
Sunscreen	\$403.71
Toothbrushes	\$106,115.38
Janitorial and Kitchen	\$363,258.19
Dust Mops	\$2,447.21
Hand Sanitizer	\$134,425.00
Mop Products/Handles	\$114,072.47
Sanitizer Surface Spray	\$8,804.91
Soap and Dispensers	\$26,246.65
Trash Can Liners	\$77,261.95
Medical	\$103,414.36
Face Masks	\$3,132.90
HemoPoint Meter/Microcuvettes	\$58,913.38
Medical & Dental Supplies	\$41,368.08
Other	\$1,477,313.72
City of Tampa Kits	\$450.20
Custom Metal/Sandblasted Signs	\$1,350.00
Flags (USA, State, POW)	\$73,706.11
Jumper Cables	\$1,431.23
Survey Stakes	\$3,368.81
Transponders	\$1,397,007.37

Commodity Sales by Category – Continued

Office	\$60,574.45
Air Duster Canisters	\$750.88
Batteries	\$13,184.23
Calendars	\$14,529.84
Clocks	\$8,701.20
Laser & Ink Jet Cartridges	\$3,804.93
Staplers and Accessories	\$380.66
Writing Instruments	\$19,222.71
Customized Commodities	\$319,897.70
Award Plaques	\$3,952.69
Apparel—Silk Screen & Embroidery	\$76,143.28
Promotional, Various	\$239,801.73
Commodities Total	\$5,850,272.36

Service Sales by Category: FY 2019-2020

Call Center Operations	\$1,907,596.99
Call Monitoring	\$6,000
Document Shredding	\$2,230.20
Herbicide Treatment	\$114,627.23
Kitchen Cleaning	\$3,240
Janitorial (non-rest area)	\$9,484,572.84
Janitorial (rest area)	\$13,483,815.95
Lawn Care Services	\$97,416.40
Litter Pick-Up	\$1,340,612.59
Mowing	\$364,154.88
Nursing Consultants	\$42,674.36
Price Per Page Services	\$135,768.05
Parking Meter Collections	\$48,527.50
Refuse Collection	\$69,793.77
Receptionist Position Services	\$240.24
Services Total	\$27,101,271

Commodity & Service Sales by Customer: FY 2019-2020

Customer	Commodities	Services
Cities	\$12,039.03	\$856,408.43
Altamonte Springs	\$890.31	-
Boynton Beach	\$614.26	-
Ft. Walton Beach	\$489.25	-
Jacksonville	\$101.14	-
Lakeland	\$841.92	-
Leesburg	\$1,028.45	-
Melbourne	\$877.00	-
Miami Springs	\$952.48	-
Palm Beach Gardens	\$199.60	-
Panama City	\$4,944.94	\$730,023.31
Pensacola	\$278.82	-
Tallahassee	-	\$77,857.62
Tampa	\$450.19	-
West Palm Beach	-	\$48,527.50
Winter Haven	\$210.48	-
Counties	\$86,891.00	\$5,528,299.01
Bay	\$728.52	-
Brevard	-	\$89,851.80
Broward	\$5,022.22	-
Escambia	\$5,429.66	-
Hillsborough	\$18,528.83	-
Lee	\$24,560.68	-
Martin	\$1,098.95	-
Miami-Dade	-	\$5,222,252.78
Orange	\$399.95	-
Palm Beach	\$17,756.30	\$210,194.43
Pasco	\$488.15	-
Pinellas	\$2,744.88	\$6,000.00
Seminole	-	\$7,635.86
Volusia	\$9,063.36	-

Commodity & Service Sales by Customer – Continued

Customer	Commodities	Services
School Boards	\$139,227.55	\$128,008.29
Broward	\$130,923.78	-
Hernando	\$3,873.75	-
Lake	-	\$38,152.33
Manatee	-	\$599.95
Miami-Dade	\$120.00	-
Pasco	\$171.82	\$87,264.96
Seminole	\$4,138.20	\$1,991.05
State Agencies	\$5,524,706.99	\$6,676,358.71
Agency for Persons with Disabilities	\$2,533.95	\$493,667.50
Administrative Services	\$264.26	-
Agency for Health Care Admin.	\$3,091.46	-
Agriculture & Consumer Services	\$2,572.23	\$4,372.08
Business & Professional Regulations	\$4,061.80	-
Children & Families	\$251,899.97	\$132,116.62
Corrections	\$891,237.36	-
Division of Blind Services	\$282.15	\$24,634.03
Division of Emergency Mgmt.	-	\$3,240.00
Economic Opportunity	\$5,735.03	\$1,155,478.73
Education	\$1,826.68	\$52,354.34
Environmental Protection	\$59,152.27	\$49,238.98
Financial Services	\$494.09	-
Fish & Wildlife Commission	\$42,274.01	\$22,174.59
FL National Guard	\$7,666.65	-
Governor's Office	\$4,150.31	\$58,285.01
Health	\$2,459,225.56	\$673,182.59
Highway Safety & Motor Vehicles	\$29,090.49	\$37,947.96
Judicial	\$32,160.37	-
Juvenile Justice	\$161,050.23	-
Law Enforcement	\$24,621.46	-
Lottery	\$44,064.00	-
Management Services	\$4,730.33	\$384,719.74
Military Affairs	-	\$49,727.55
Parole Commission	\$354.69	-

Commodity & Service Sales by Customer – Continued

State Agencies (Cont'd)	Commodities	Services
Public Defender's Office	\$5,361.76	-
Public Employee Relations	\$1,118.63	-
Revenue	\$4,641.48	-
State Attorney's Office	\$386.68	-
Department of State	\$2,103.99	-
Transportation	\$1,450,499.86	\$3,535,218.99
Veterans' Affairs	\$23,055.24	-
State Colleges/Universities	\$974.51	\$32,733.15
Florida State University	\$733.14	-
Gulf Coast State	\$69.55	-
St. John's River College	-	\$32,733.15
University of Florida	\$171.82	-
Other Entities	\$86,433.28	\$52,583.88
Able Brown Ministries	\$1,996.00	-
Disc Village	\$7,761.05	-
Employment Centers	\$2,162.92	-
Gadsden Correctional Facility	\$2,122.28	-
Lake City Correctional Facility	\$4,232.09	-
Pace Center for Girls	\$833.29	-
Private Individuals	\$8,962.70	-
Private Sector—In State	\$54,155.30	-
Private Sector—Out of State	\$4,207.65	-
St. Johns River Water Management	-	\$52,583.88
Asset Management Contracts	-	\$13,826,879.53
ICA (DOT)	-	\$4,355,804.76
DBI Services (TME Enterprises)	-	\$8,497,946.47
Roy Jorgensen	-	\$896,307.42
Broad-spectrum Infrastructure	-	\$76,820.88
Totals	\$5,850,272.36	\$27,101,271.00
Grand Total		\$32,951,543.36