

2023-2024

ANNUAL REPORT

Providing Quality Commodities
and Services Produced by
Floridians with Disabilities

In accordance with contract number 80171908-21-STC, the Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2023-2024 Annual Report to the Florida Department of Management Service.



850-942-3555



www.respectofflorida.org





January 31, 2025

Dear Valued Partner,

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 over 49 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.

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 2023-2024, RESPECT created employment opportunities for 1,155 individuals, of which 96% earned minimum wages or higher. The average hourly wage earned was \$14.43 per hour compared to Florida's minimum wage standard of \$13.00 an hour as of September 30, 2024.

Through our partnership with the Department of Management Services, other governmental entities, and 42 non-profit Employment Centers, the RESPECT program creates real jobs for Floridians with disabilities.

Please view our Annual Report to learn more about the good work occurring through the RESPECT program.

Sincerely,

Tyler Sununu
President & CEO

RESPECT of Florida Annual Report – FY 23-24

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 over 1,150 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. Studies have shown that employing individuals through a program like RESPECT can create annual savings since that person can pay taxes and will require fewer government-sponsored support.

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 commodities sold.

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

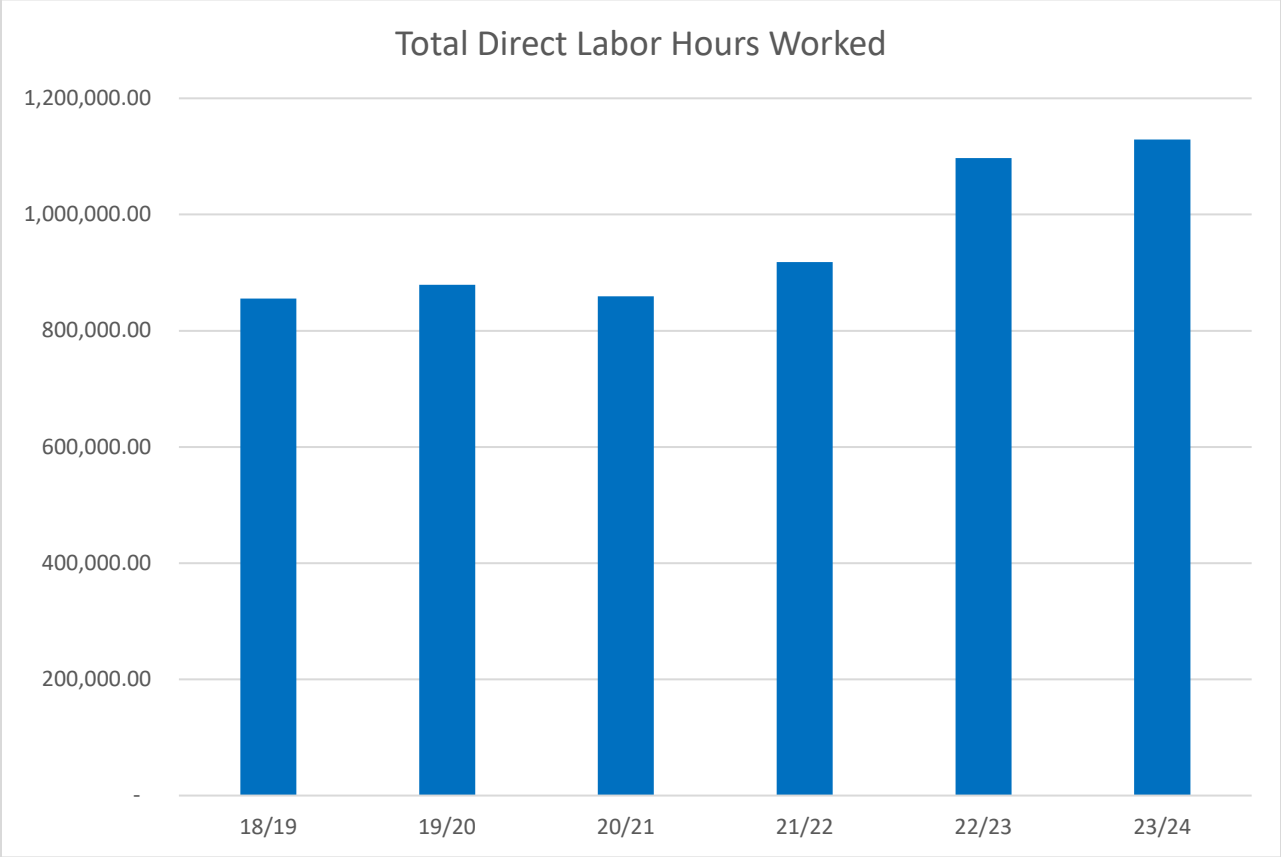
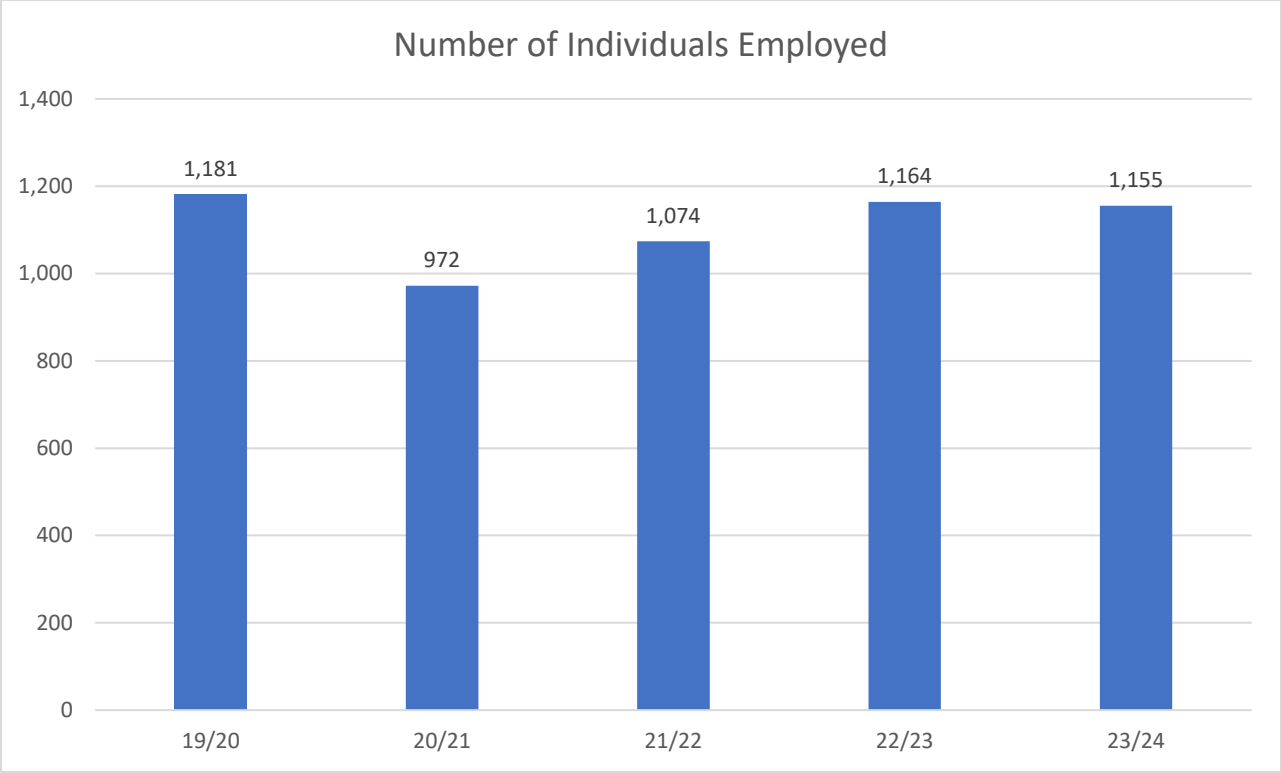
Program Oversight

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 Board of Directors.

RESPECT Highlights for FY 23-24

- Individuals Served 1,155
 - 13% Produced RESPECT Commodities
 - 87% Provided RESPECT Services
- Average Hourly Wages Earned \$14.43 per hour
- Total Direct Labor Hours Worked 1,129,077
- Total Sales \$54,689,801.24
- Partner Employment Centers (EC) 42
- Individuals Employed for First Time 303
- Supported Employment Hours 168,138
- Micro-enterprise Grants (1) \$12,500
- Monthly Newsletters for Customers
- Quality Assurance & Financial Program Reviews on all Active Employment Centers
- In-Person Annual Awards Ceremony for Participants, Partners, & Customers
- Kiosk in Florida Capitol Revamped
- A video explaining the RESPECT program and the value of using RESPECT was developed and released. The video showcases several dedicated workers with disabilities or who are blind or visually impaired that work in various capacities across the state.



Standards & Indicators

In addition to providing quality goods and services for governmental entities produced by individuals who are blind or have severe handicaps, RESPECT is required to demonstrate progress towards better wages and benefits as well as providing support to our partner Employment Centers. Performance in these areas was tracked via the following measures for Fiscal Year 2023-24:

- **Achieve an average rating of 90% on annual employee satisfaction surveys. (Met)**

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 95.61%.

- **Provide annual training for all Employment Centers on health and safety issues. (Met)**

In mid-September, RESPECT held an ISSA Cleaning Management Institute (CMI) certification train the trainer session for our Employment Centers. The training was an intensive three-day program focused on industry best practices and standards for effective cleaning operations. From learning about industry benchmarks to the specifics of floor care, the experience offered a deep dive into what it takes to lead effective cleaning operations. The training emphasized key areas like leadership, communication, and the critical role of regular inspections, leaving participants feeling well-prepared to put this practice to work. Participants gained technical knowledge about cleaning management and an appreciation for the importance of upholding high standards in the services we provide to our customers.

- **Ensure that 75% of CNA staff attend MFMP university courses annually. (Met/Not Met)**

With the MFMP University changing, training on new content was not available for long-term employees to participate in. All new RESPECT staff participated in an MFMP course in 2024.

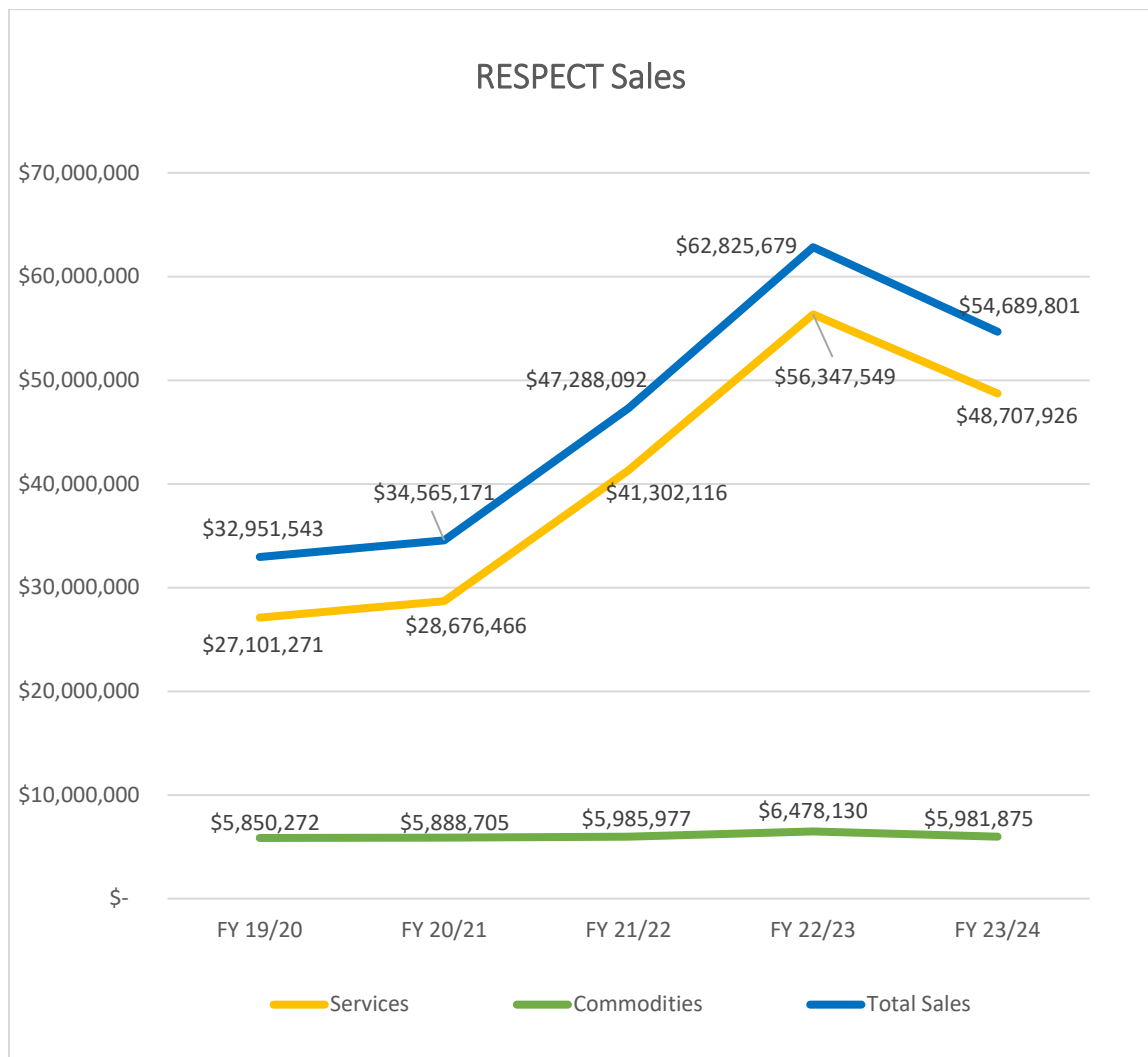
- **Increase the average hourly wage of individuals served to meet or exceed Florida's minimum wage. (Met)**

In Fiscal Year 23/24, individuals employed through RESPECT earned, on average, \$14.43 per hour, which exceeds Florida's current minimum wage of \$13.00 an hour as of September 30, 2024. The increased average hourly wage is a 13.1% increase

from the previous year in wage earnings.

- **Increase the number of Direct Labor hours performed annually by 3%. (Met)**

RESPECT served 1,155 individuals in Fiscal Year 23/24. The number of direct labor hours performed annually for RESPECT increased by 31,647.67 hours or 2.88% from the previous year. RESPECT was pleased to see the increase in the hours worked for the year for individuals with disabilities.



Sales Data by Employment Center: FY 2023-2024

Employment Center	Commodities	Services
ARC Gateway		\$1,267,718.11
ARC Nassau		\$2,810,975.97
ARC North Florida		\$2,615,561.28
ARC of the Treasure Coast		\$2,702,069.14
ARC Washington-Holmes Co		\$1,539,584.04
Brevard Achievement Center	\$2,531,760.59	\$3,042,326.58
CARC-Advocates for Citizens with Disabilities		\$3,432,785.45
Challenge Enterprises		\$180,093.98
Gadsden ARC		\$1,743,669.94
Global Connections to Employment		\$1,610,746.94
Goodwill Industries Big Bend Services	\$277,213.14	\$773,927.51
Goodwill Industries of South Florida	\$80,336.56	\$6,577,536.09
Goodwill North Florida		\$58,678.05
Inspire of Central Florida	\$2,769.72	
Jackson County ARC		\$809,021.90
Jeff Industries	\$96,159.43	
Lighthouse Central Florida	\$226,490.93	\$9,175,731.21
Lighthouse for the Visually Impaired and Blind	\$81,170.44	
Louise Graham Center	\$8,706.58	\$1,010.61
MacDonald Training Center	\$1,448,469.77	
Parc Center for Disabilities	\$14,573.49	
Pine Castle	\$1,159,371.36	
ServiceSource		\$297,360.72
SMA Behavioral Healthcare	\$26,140.70	\$5,075,509.75
Sunrise Community of Northeast Florida	\$7,456.90	
Supporting Individuals with Disabilities		\$2,115.65
The Arc Big Bend	\$21,255.62	\$2,123,233.16
The Arc Emerald Coast		\$2,491,034.49
The Arc of Palm Beach County		\$339,266.32
The Arc of Putnam County		\$24,415.77
The Arc of the Bay		\$13,553.35
Total	\$5,981,875.23	\$48,707,926.01

Commodity Sales by Category: FY 2023-2024

DRUG TESTING KITS AND SUPPLIES	\$1,159,192.96
FIRST AID AND SAFETY	\$2,632,610.88
Alcohol Pads	\$894.54
CPR Kits/Refills	\$1,374.24
Ear Plugs	\$272.32
First Aid Kits/Refills	\$15,121.91
Gloves	\$82,913.12
Prophylactics (All Types)	\$2,445,062.05
Safety Glasses & Goggles	\$145.29
Toothbrushes	\$86,827.41
JANITORIAL AND KITCHEN	\$75,895.27
Mop Products/Handles	\$32,463.98
Sanitizer Surface Spray/Wipes	\$284.81
Hand Sanitizer and Dispensers	\$1,469.68
Soap and Dispensers	\$2,010.35
Trash Can Liners	\$39,666.45
MEDICAL	\$138,891.20
Medical and Dental Supplies (Including Cavi Wipes)	\$16,829.71
HemoPoint Meter/Microcuvettes	\$122,061.49
OTHERS	\$1,593,178.35
Apparel, Non-Customizable	\$53,465.12
Bicycle Rack	\$3,450.00
Flags (State, USA, and POW)	\$80,336.56
Survey Stakes	\$7,456.90
Transponders	\$1,448,469.77

Commodity Sales by Category: FY 2023-2024 (Continued)

OFFICE	\$41,623.78
Batteries	\$9,075.23
Calendars (All Types)	\$8,706.58
Clocks	\$9,268.48
Pens, Pencils, Highlighters, and Markers	\$14,573.49
PROMOTIONAL	\$340,482.79
Award Plaques	\$2,769.72
Clothing - Silk Screened/Embroidery	\$58,991.73
Promotional, Various	\$278,721.34
Commodities Total	\$5,981,875.23

Service Sales by Category: FY 2023-2024

Call Center Operations	\$9,456,891.93
Call Monitoring	\$16,200.00
Document Shredding	\$1,010.61
Herbicide Treatment	\$431,907.38
Janitorial (non-rest area)	\$9,208,467.51
Janitorial (rest area)	\$27,237,258.23
Lawn Care Services	\$178,273.32
Litter Pick-Up	\$2,008,461.29
Mowing	\$130,951.78
Parking Meter Collections	\$38,503.96
Services Total	\$48,707,926.01

Commodity & Service Sales by Customer: FY 2023-2024

CUSTOMER	COMMODITIES	SERVICES
CITIES	\$7,624.01	\$108,330.88
Brooksville	\$1,171.86	
Ft. Walton Beach	\$2,119.20	
Jacksonville	\$27.24	
Lakeland	\$93.99	
Leesburg	\$1,792.45	
Melbourne	\$579.90	
Miami Springs	\$80.36	
Palm Bay	\$251.60	
Palmetto	\$63.00	
St. Cloud	\$1,200.72	
Tallahassee		\$69,826.92
West Palm Beach		\$38,503.96
Winter Haven	\$243.69	
COUNTIES	\$17,417.63	\$6,349,219.35
Broward		\$101,331.78
Clay	\$1,145.80	
Hernando	\$1,407.50	
Highlands	\$2,995.10	
Lee	\$1,165.36	
Martin	\$2,813.01	
Miami/Dade	\$1,374.24	\$6,024,081.61
Palm Beach		\$207,605.96
Pasco	\$368.90	
Pinellas	\$377.12	
Polk	\$4,209.60	
Putnam	\$280.51	
Seminole	\$58.34	\$16,200.00
Volusia	\$1,222.15	
COMMUNITY COLLEGES	\$0.00	\$6,907.77
St. John's River State College		\$6,907.77

Commodity & Service Sales by Customer (Continued)

SCHOOL BOARDS	\$13,478.60	\$0.00
Bay	\$1,026.46	
Broward	\$6,298.74	
Pasco	\$171.82	
Seminole	\$5,981.58	
OTHERS	\$38,274.43	\$0.00
A.H. of Monroe County	\$1,472.64	
Abe Brown Ministries	\$2,433.85	
Army	\$87.92	
Bay Correctional Facility	\$4,445.98	
CoreCivic/Lake City Correctional Facility	\$1,381.70	
Disc Village	\$2,764.89	
Employment Centers	\$389.28	
Gadsden Correctional Facility	\$5,155.86	
MTC	\$675.24	
Pace Center for Girls	\$128.00	
Panhandle Public Library Cooperative	\$803.00	
Private Individuals	\$1,902.49	
Private Sector	\$16,484.70	
St Jude Children's Research Hospital	\$148.88	
STATE AGENCIES	\$5,904,280.04	\$14,914,024.70
Administrative Services	\$240.83	
Agency for Persons with Disabilities		\$74,683.08
Agriculture & Consumer Services	\$1,719.18	
Business & Professional Regulations	\$85.02	
Children & Families	\$324,649.62	\$6,078,591.19
Citrus	\$123.91	
Commerce	\$993.64	\$3,241,394.01
Corrections	\$970,228.91	
Education	\$1,212.76	\$58,042.51
Environmental Protection	\$24,979.15	\$110,962.71
Financial Services	\$380.52	
Fish & Wildlife Conservation Commission	\$20,497.82	\$30,603.86
Florida Commission on Ethics	\$305.28	
Florida National Guard	\$7,369.33	

Commodity & Service Sales by Customer (Continued)

Florida Parole Commission	\$20.96	
Governor's Office	\$215.91	
Health	\$2,933,701.45	\$823,309.72
Highway Safety & Motor Vehicles	\$8,282.38	\$87,521.72
Judicial	\$16,360.08	
Juvenile Justice	\$92,845.81	
Law Enforcement	\$12,938.49	
Management Services	\$6,814.74	\$297,360.72
Military Affairs		\$43,888.80
Public Defender's Office	\$1,188.10	
Revenue	\$1,437.98	
State's Attorney Office	\$151.38	
Transportation	\$1,473,223.11	\$4,067,666.38
Veterans' Affairs	\$4,313.68	
UNIVERSITIES	\$800.52	\$0.00
Florida Atlantic University	\$384.00	
Pepperdine University	\$244.70	
University of Florida	\$171.82	
ASSET MANAGEMENT CONTRACTS	\$0.00	\$27,329,443.31
Webber Infrastructure Management		\$6,574,669.40
Oasis Landscape Services		\$1,020,573.87
Roy Jorgensen Associates		\$3,729,604.32
Walsh Infrastructure Management		\$16,004,595.72
Totals	\$5,981,875.23	\$48,707,926.01
Grand Total		\$54,689,801.24