



2024-2025 ANNUAL REPORT

**Providing Quality Commodities
and Services Produced by
Floridians with Disabilities**

In accordance with contract number 80171908-21-STC as amended by Contract Amendment #2, the Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2024-2025 Annual Report to the Florida Department of Management Service.



850-942-3555

www.respectofflorida.org





January 30, 2026

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) d/b/a RESPECT of Florida has managed the program for over 50 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 2024-2025, RESPECT created employment opportunities for 1,044 individuals, of which 96% earned minimum wages or higher. The average hourly wage earned was \$15.23 per hour compared to Florida's minimum wage standard of \$14.00 an hour as of September 30, 2025.

Through our partnership with the Department of Management Services, other governmental entities, and 44 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 24-25

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 1,044 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 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 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.

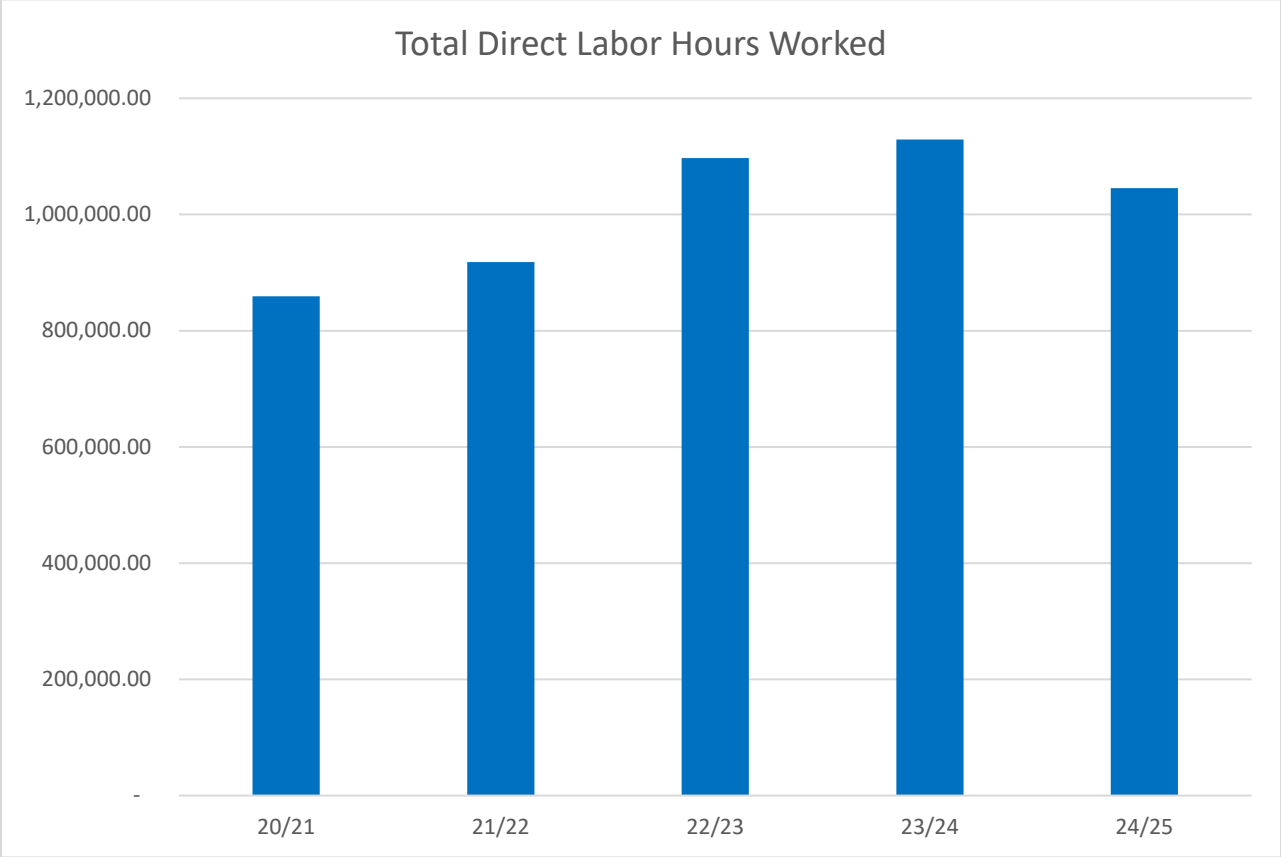
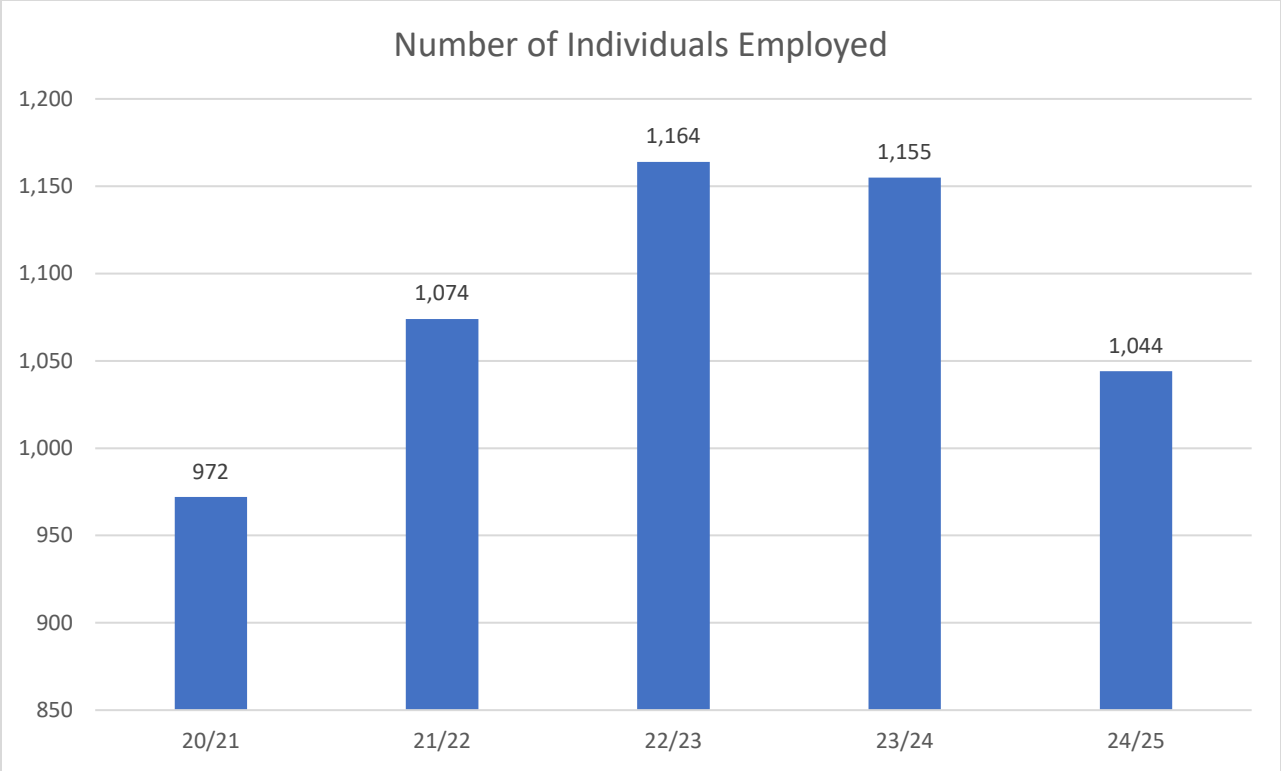
Program Oversight

RESPECT governance originates from 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 the 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 24-25

- Individuals Served 1,044
 - 10% Produced RESPECT Commodities
 - 90% Provided RESPECT Services
- Average Hourly Wages Earned \$15.23 per hour
- Total Direct Labor Hours Worked 1,045,499.43 hours
- Total Sales \$51,446,722.66
- Partner Employment Centers (EC) 44
- Individuals Employed for First Time 203
- Supported Employment Hours 756,462 hours
- Micro-enterprise Grants (2) \$25,000
- Monthly Newsletters for Customers
- Quality Assurance & Financial Program Reviews on all Active Employment Centers
- In-Person Annual Awards Ceremony for Participants, Partners, & Customers
- A video explaining the RESPECT program and the value of using RESPECT was released. The video showcased 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 2024-25:

- **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 90.6%.

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

In mid-September, RESPECT held a two-day Occupational Safety and Health: Creating Safe Workplaces for Employees with Disabilities training for our Employment Centers. Due to overwhelming interest, the training was offered twice, on September 10-11th and September 17-18th. The training was an intensive two-day program focused on industry best practices and standards. Participants learned about OSHA requirements for a safe and healthful workplace; how to identify the underlying factors that contribute to workplace injuries and illnesses; how to identify the range of health and safety hazards that may be found in an agency or in the workplaces where individuals with disabilities are placed; how to identify and evaluate different methods for reducing or eliminating hazards; the ability to describe how to establish, implement, and maintain an effective injury and illness prevention program; and the ability to teach individuals with disabilities basic occupational safety and health skills.

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

With the MFMP University change, training on new content was not available for long-term employees to participate in.

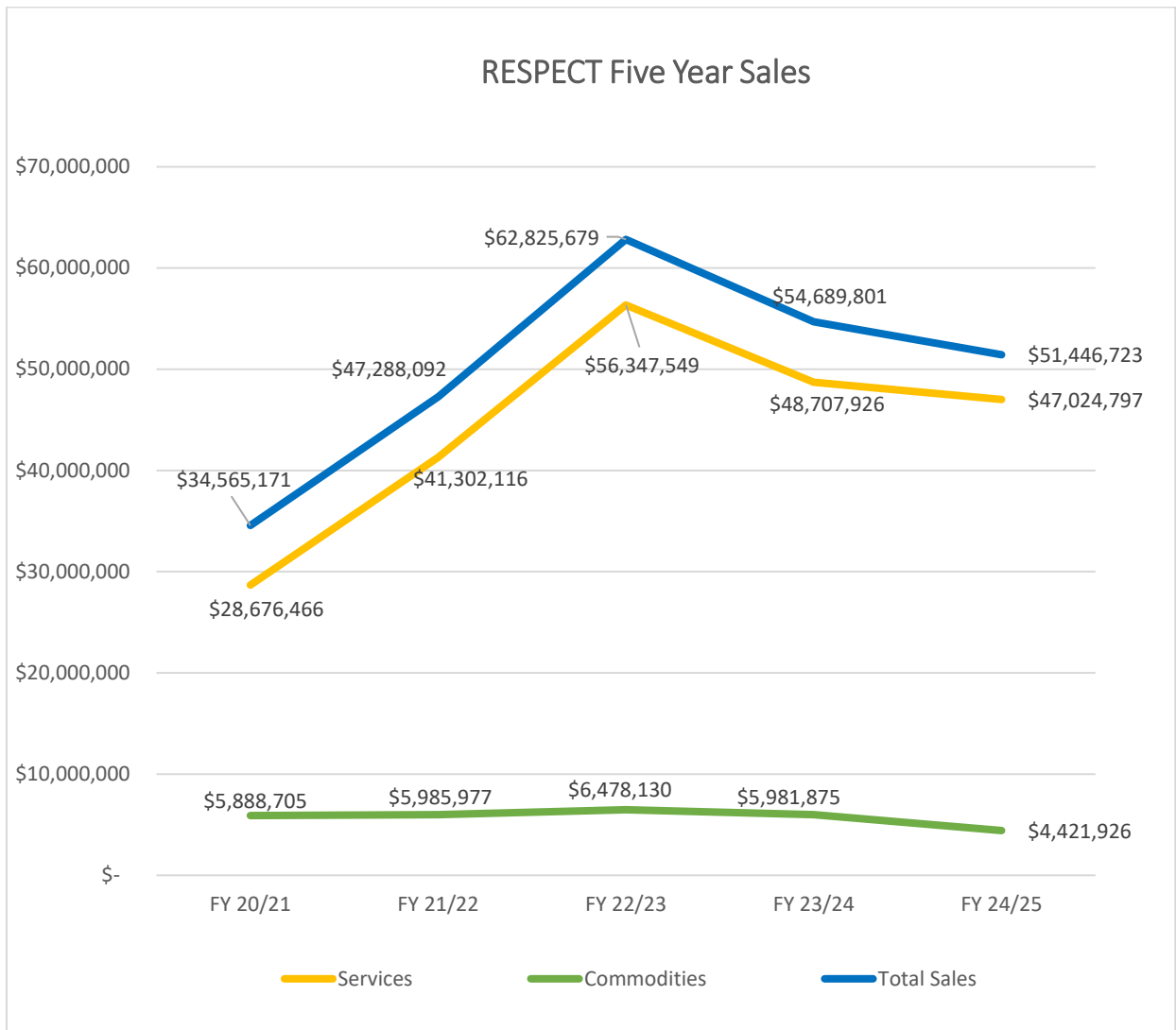
- **Increase the average hourly wage of individuals served to meet or exceed Florida's minimum wage. (Met)**

In Fiscal Year 24/25, individuals employed through RESPECT earned, on average,

\$15.23 per hour, which exceeds Florida’s current minimum wage of \$14.00 an hour as of September 30, 2025. The increased average hourly wage is a 5.54% increase from the previous year in wage earnings.

- **Increase the number of Direct Labor hours performed annually by 3%. (Not Met)**

RESPECT served 1,044 individuals in Fiscal Year 24/25. The number of direct labor hours performed annually for RESPECT decreased by 83,577.22 hours or 7.40% from the previous year. While the number of direct labor hours went down for the year, RESPECT was pleased that all individuals with disabilities working on a RESPECT commodity or service were making increased wages this year.



Sales Data by Employment Center: FY 2024-2025

Employment Center	Commodities	Services
ARC Gateway		\$1,266,989.13
ARC Nassau		\$2,811,220.80
ARC North Florida		\$2,615,561.28
ARC of the Treasure Coast		\$2,694,800.75
ARC Washington-Holmes Co		\$1,539,584.04
Brevard Achievement Center	\$1,473,234.26	\$3,042,326.64
CARC-Advocates for Citizens with Disabilities		\$3,462,157.30
Challenge Enterprises		\$179,905.73
Gadsden ARC		\$1,704,407.08
Global Connections to Employment		\$1,756,404.25
Goodwill Industries Big Bend Services	\$161,984.23	\$ 584,033.90
Goodwill Industries of South Florida	\$60,849.37	\$7,114,638.49
Goodwill North Florida		\$80,058.27
Inspire of Central Florida	\$6,355.96	
Jackson County ARC		\$888,171.41
Jeff Industries	\$78,552.83	
Lighthouse Central Florida	\$166,601.31	\$6,836,921.66
Lighthouse for the Visually Impaired and Blind	\$62,430.46	
MacDonald Training Center	\$1,211,620.60	
Parc Center for Disabilities	\$13,312.54	
Pine Castle	\$1,157,433.43	
ServiceSource		\$99,120.24
SMA Behavioral Healthcare	\$24,008.42	\$5,168,388.18
Sunrise Community of Northeast Florida	\$5,542.70	
The Arc Big Bend		\$2,130,249.22
The Arc Emerald Coast		\$2,596,553.15
The Arc of Palm Beach County		\$376,373.34
The Arc of the Bay		\$18,161.46
The Right 2 Work Corp		\$42,400.25
Other		\$16,369.98
Total	\$4,421,926.11	\$47,024,796.55

Commodity Sales by Category: FY 2024-2025

DRUG TESTING KITS AND SUPPLIES	\$1,157,433.43
FIRST AID AND SAFETY	\$1,600,579.94
Alcohol Pads	\$1,656.60
Ear Plugs	\$72.14
First Aid Kits/Refills	\$15,472.84
Gloves	\$92,032.74
Prophylactics (All Types)	\$1,378,776.67
Safety Glasses & Goggles	\$70.68
Safety Vests	\$1,300.85
Toothbrushes	\$111,197.42
JANITORIAL AND KITCHEN	\$54,568.68
Hand Sanitizer and Dispensers	\$1,061.57
Mop Products/Handles	\$18,379.30
Sanitizer Surface Spray/Wipes	\$134.91
Soap and Dispensers	\$1,228.37
Trash Can Liners	\$33,764.53
MEDICAL	\$43,068.28
Cavi Wipes	\$5,121.98
Dental Bibs	\$2,973.00
HemoPoint Meter/Microcuvettes	\$24,670.15
Safety Lancets	\$7,695.82
SureTemp Thermometers/Covers	\$640.10
Other Medical and Dental Supplies	\$1,967.23
OTHERS	\$1,345,180.98
Apparel, Non-Customizable	\$68,469.16
Flags (State, USA, and POW)	\$60,849.37
Survey Stakes	\$5,542.70
Transponders	\$1,210,319.75

Commodity Sales by Category: FY 2024-2025 (Continued)

OFFICE	\$42,670.94
Batteries	\$10,286.63
Calendars (All Types)	\$10,679.01
Clocks	\$8,392.76
Pens, Pencils, Highlighters, and Markers	\$13,312.54
PROMOTIONAL	\$178,423.86
Award Plaques	\$6,355.96
Clothing - Silk Screened/Embroidery	\$8,465.09
Promotional, Various	\$163,602.81
Commodities Total	\$4,421,926.11

Service Sales by Category: FY 2024-2025

Call Center Operations	\$6,919,377.50
Call Monitoring	\$16,664.40
Herbicide Treatment	\$313,405.41
Janitorial (non-rest area)	\$9,984,460.81
Janitorial (rest area)	\$27,347,673.81
Lawn Care Services	\$146,235.33
Litter Pick-Up	\$2,106,478.50
Mowing	\$137,987.81
Parking Meter Collections	\$52,512.98
Services Total	\$47,024,796.55

Commodity & Service Sales by Customer: FY 2024-2025

CUSTOMER	COMMODITIES	SERVICES
CITIES	\$7,424.64	\$123,498.26
Boynton Beach	\$1,524.33	
Jacksonville	\$60.85	
Leesburg	\$2,991.78	
Melbourne	\$1,403.20	
Miami Springs	\$426.83	
Palm Bay	\$692.51	
Palmetto	\$44.50	
Tallahassee		\$70,985.28
West Palm Beach		\$52,512.98
Winter Haven	\$280.64	
COUNTIES	\$10,676.49	\$7,134,307.50
Broward		\$110,543.64
Clay	\$305.28	
Highlands	\$2,356.70	
Lee	\$1,594.96	
Martin	\$2,218.28	
Miami/Dade		\$6,792,543.61
Orange	\$343.72	
Palm Beach	\$1,623.72	\$215,944.55
Pinellas	\$803.17	
Polk	\$701.60	
Seminole		\$15,275.70
Volusia	\$729.06	
SCHOOL BOARDS	\$5,124.47	\$1,388.70
Bay	\$486.37	
Broward	\$499.90	
Seminole	\$4,138.20	\$1,388.70

Commodity & Service Sales by Customer (Continued)

OTHERS	\$53,976.57	\$0.00
A.H. of Monroe County	\$736.32	
Abe Brown Ministries	\$1,947.08	
Basic Northwest Florida	\$5,094.12	
Bay Correctional Facility	\$1,933.21	
CoreCivic/Lake City Correctional Facility	\$729.88	
Employment Centers	\$295.54	
Florida Bar	\$70.16	
Gadsden Correctional Facility	\$4,119.24	
Harmony Healthcare	\$3,419.56	
J&C Healthcare	\$386.95	
John Carroll High School	\$142.84	
Latinos Salud	\$4,305.06	
MTC	\$2,065.25	
Private Individuals	\$761.78	
Private Sector	\$26,034.90	
Private Out of State	\$1,733.68	
St Clare Catholic Church	\$50.32	
US Army Corp	\$150.68	
STATE AGENCIES	\$4,343,480.04	\$12,320,041.82
Administrative Services	\$491.42	
Agency for Persons with Disabilities		\$443,295.72
Agriculture & Consumer Services	\$1,384.63	
Business & Professional Regulations	\$170.04	
Children & Families	\$341,074.51	\$1,300,068.97
Citrus	\$123.91	
Commerce		\$5,094,791.25
Corrections	\$888,759.22	
Department of State	\$352.73	
Education	\$3,775.11	\$105,983.98
Elder Affairs	\$744.00	
Environmental Protection	\$15,984.92	\$60,727.84
Financial Services	\$4,948.35	\$7,651.73
Fish & Wildlife Conservation Commission	\$13,743.04	\$37,567.65
Florida National Guard	\$4,891.22	

Commodity & Service Sales by Customer (Continued)

Florida Parole Commission	\$41.92	
Governor's Office	\$479.33	
Health	\$1,617,121.93	\$868,037.46
Highway Safety & Motor Vehicles	\$3,548.15	\$100,666.43
Judicial	\$27,872.64	
Juvenile Justice	\$160,362.43	
Law Enforcement	\$11,672.16	
Legal Affairs	\$391.84	
Management Services	\$4836.92	\$296,536.09
Military Affairs		\$61,612.20
Public Defender's Office	\$868.59	
Revenue	\$509.74	
State's Attorney Office	\$109.13	
Transportation	\$1,230,799.97	\$3,943,102.50
Veterans' Affairs	\$8,422.19	
UNIVERSITIES	\$1,243.90	\$0.00
Florida State University	\$143.94	
Florida Tech	\$610.56	
Pepperdine University	\$489.40	
ASSET MANAGEMENT CONTRACTS	\$0.00	\$27,445,560.27
Oasis Landscape Services		\$1,049,973.90
Roy Jorgensen Associates		\$4,149,214.50
Walsh Infrastructure Management		\$15,651,001.95
Webber Infrastructure Management		\$6,595,369.92
Totals	\$4,421,926.11	\$47,024,796.55
Grand Total		\$51,446,723