



Suzanne Sewell
President & CEO

Jon Fisher
Board Chair

Stephen Bailey
RESPECT Oversight Committee Chair

Suzanne Sewell
Acting RESPECT of Florida, Executive Director
Florida ARF President & CEO



RESPECT Oversight Committee Meeting
February 21, 2019
10:00 AM – 12:00 PM

ROC Members:

| | |
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| Stephen Bailey | CARC / Chair |
| Amar Patel | Brevard Achievement Center |
| Carol Collins | SMA Behavioral Healthcare |
| Karen Higgins | PARC |
| Kyle Johnson | Lighthouse Works |
| Rich Gilmartin | GCE |
| Karenne Levy | MacDonald Training Center |
| Steven DeVane | Duvall Homes |
| John Roper | The Arc of the Emerald Coast |

Present / via:

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

ROC Guests:

| | |
|-----------------|------|
| Jonathan Fister | LVIB |
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Present / via:

YES / via phone

FARF/RESPECT:

| | |
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| Suzanne Sewell | FL ARF President & CEO |
| Nancy Perlman | Contracts and Finance Manager |
| Lindsey Davun | Commodities and Procurement Director |
| Dayna Lenk | HR / Compliance Director |

Present / via:

YES / in person
YES / in person
YES / in person
YES / in person

| Key Points Discussed | | |
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| No. | Topic | Highlights |
| I. | Call to Order | The RESPECT Oversight Committee was called to order at 10:00 a.m. by Chair Bailey. |
| II. | Roll Call | Roll call was conducted by Lenk. Members of the Committee were present via phone except for John Roper, Karen Higgins and Kyle Johnson. Jonathan Fister with LVIB attended as a guest. A quorum was announced. |
| III. | Welcome New Member | Bailey announced new member Kyle Johnson, from Lighthouse, is replacing Lee Nasehi on the ROC. Johnson was not on the call. |
| IV. | Approval 11/18/2018 Meeting Minutes | Bailey called for a motion to approve the November 18, ROC meeting minutes. Gilmartin motioned and Collins seconded the motion to approve the minutes. The minutes were approved without any additions or corrections. |
| IV.B | Additions to the Agenda | Bailey called for any additions to the agenda. No additions were requested. |
| V. | RESPECT Overview | Sewell presented an overview of RESPECT activity highlights for the last quarter: <ul style="list-style-type: none"> • The RESPECT program continues to operate in a strong position. Last year's sales ended at \$31 million, (about a 4.4% increase), and the number served increased to 1,246 or by about 3.7%. • The FY 17-18 Annual Report was finalized in January 2019. • The annual audit came back with positive results and demonstrates RESPECT revenues are being managed appropriately. • During the quarter RESPECT added one new Employment Center, Arc Volusia. • <i>The Jobs for You</i> model proposal is being reviewed by the Agency for Persons with Disabilities and the Division of Vocational Rehabilitation for implementation. Preliminary responses have been favorable. • RESPECT received DMS approval of the proposed amendments to the Policies and Procedures document. The new changes have been posted to the website at www.RESPECTofFlorida.org. |

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| | RESPECT Overview (Continued) | <ul style="list-style-type: none"> • Since the November 2018 meeting, staff have been working to improve the Program Review Process; enhance Employment Center capacity; develop more job options for individuals with disabilities through program growth; improve the PFA process; and, ensure EC compliance with RESPECT program requirements. • From the Commodities perspective, several meetings have been held with the Business Development Consultants, state agency customers and staff. Contacts are resulting in more requests for RESPECT commodities and services, although capacity is a challenge. Also, RESPECT is in the planning phases to update the Punch Out Catalog and RESPECT website to make it more user friendly and to relieve administrative workload staff are experiencing. • Service contract activity focused on oversight of existing contracts and development of several offerings. The Service Contracts unit and the four Contract Managers are assuming more contract management activity that was previously handled by one employee. This change will allow the Contracts & Finance Manager to focus more on billing and accounting functions which is needed since we are primarily reliant on one individual to process invoices and issue payments. • A future challenge is renewal of the DOT Long-Term Asset Maintenance contracts. The first round of approvals will be in December 2019. Staff are working to ensure pricing is accurate and that the DOT Asset Maintenance partnerships continue. • While the current state of the program is strong, RESPECT wants to add at least 100 new jobs this year, some through the Jobs for You model. |
| VI. | Annual Report | <p>Davun reviewed highlights from the 2017-2018 RESPECT Annual Report:</p> <ul style="list-style-type: none"> • 1,246 people were employed through RESPECT • 85% earned minimum wage or greater • \$9.49 was the average wage • 52 Partner Employment Centers were certified • 1 Micro Enterprise Grant Granted • Service and Commodity Training provided to ECs |

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| | Annual Report (Continued) | <ul style="list-style-type: none"> Individuals served increased by 3.7% (less than 5% goal) Satisfaction surveys results from customers, employees and Employment Centers all came back above satisfactory <p>Gilmartin suggested RESPECT use the term Individuals employed instead of served, as RESPECT is about employing people. Gilmartin also suggested that we highlight the number of hours worked.</p> <p>Patel questioned what is the driver behind increasing wages? Sewell responded that many locations in Florida have a higher living wage, the reduction of use of the 14C certificates, and higher paying jobs in sectors such as call centers.</p> |
| VII. | Policy and Procedure Updates | <p>Sewell presented an overview highlighting proposed Policy and Procedure updates:</p> <ul style="list-style-type: none"> RESPECT submitted the proposed changes to DMS for approval in November 2018 The effective date for the Policy and Procedure manual is February 1, 2019 Amendments were done to add clarity to the document and codify changes in procedure All Executive Directors were given a chance to provide questions and comments |
| VIII. | Sales Report | <p>Sewell reviewed the sales report which consisted of a five-year trend analysis for Services and Commodities.</p> <ul style="list-style-type: none"> Service sales have seen an upward trend in each of the last five years, with Janitorial (rest & non-rest) and Litter Pickup making up 93%. Commodity sales fluctuated over the past five years, with Drug Testing Kits, Prophylactics and Transponders making up 74% of all commodity sales. <p>Gilmartin requested that all data flow right to left so it is easier to follow.</p> |
| IX. | Program Review Updates | <p>Perlman discussed the new Program Review Procedure for RESPECT Service Contracts:</p> <ul style="list-style-type: none"> RESPECT Contract Managers will perform the first portion of the Program Review on site with the EC and will review disability ratios, wages paid and 14c documentation. The RESPECT financial team will prepare the second half of the Program Review which will address revenues and expenses. |

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| | Program Review Updates (Continued) | <ul style="list-style-type: none"> The financial review will utilize pricing package data, actual revenue from the contract, and the EC provided expenditures to determine the revenue over expenses calculation or if profit is being shown for the contract. The financial information gathered will be used in renewal negotiations. <p>Patel inquired what RESPECT hopes to determine by using the new method. Sewell responded RESPECT will be able to show that contracts are recovering cost without profit, verify that the number employed is as initially stated in the pricing package is, and that the program is doing what it is intended to do.</p> <p>Gilmartin stated an issue being faced is the difficulty of finding people to take the open jobs and enquired if others are having the same issue.</p> <p>This is a current issue due to reasons such as more jobs are now open to people with disabilities, low unemployment rates, and RESPECT jobs often pay low wages.</p> <p>Gilmartin suggested that RESPECT add this as a topic for future discussion.</p> |
| X. | Quality Assurance / Compliance Update | <p>Lenk gave an update on the Monitoring and Corrective Action status for Compliance issues:</p> <ul style="list-style-type: none"> The number of Employment Centers on Corrective Action or Monitoring Status continues to decline 1 Employment Center is on Corrective Action 4 Employment Centers are on quarterly Monitoring 2 are on Monitoring Status for their direct labor ratio; 2 are on Monitoring Status for revenue over expenses; and, 1 is on Corrective Action for Performance |
| XI. | Capacity Discussion | <p>Davun discussed Employment Center Capacity</p> <ul style="list-style-type: none"> The focus this year is to increase EC capacity to support RESPECT's main goal to provide more jobs for people with disabilities. A capacity workgroup meeting was held in December to discuss the definition of capacity which is the ability of ECs to be responsive to customer requests by providing goods or services thereby generating more RESPECT sales and employing more individuals with disabilities. The next meeting is scheduled for May 23. |

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| | Capacity Discussion (Continued) | <p>Ongoing initiatives include:</p> <ul style="list-style-type: none"> • Special Service Assignments – Currently two special service assignments exist <ul style="list-style-type: none"> ○ Contact/Call Centers – statewide coverage ○ Shredding – regional • RESPECT encourages ECs that have the ability to provide a widespread service, either regional or statewide, to submit a Request for Assignment form stating the service and the area in which they can provide that service to have the first right of refusal for opportunities in the area specified. • When a customer accepts our pricing proposal then an individual Assignment Agreement will be created for the specific opportunity. <p>Capacity Interviews with Inactive Employment Centers</p> <ul style="list-style-type: none"> • Inactive ECs will be interviewed to identify their interests and capabilities for services and/or commodities. • ECs may have capabilities or equipment that enable them to provide items customers need through the RESPECT program. • These will be approached as one-to-one interviews to develop lines of business. <p>PFA Opportunities</p> <ul style="list-style-type: none"> • RESPECT has recently published more PFAs than published in recent years: Nine in 2018 and six to date in 2019. • In 2019 RESPECT sent out 6 PFAs, to 628 individual emails; 79 of the 628 emails were opened. Eleven (11) total notices of interest were received which is a 1.75% interest response rate. • RESPECT encourages all ECs to participate, learn the process, and go after new opportunities to expand programs. • Some ECs who have capacity have established dollar thresholds for work they will pursue, therefore allow the opportunity to pass. <p>Business Development Meetings</p> <ul style="list-style-type: none"> • The initiative is an opportunity to identify state buying interests and development that can occur within existing capacity. • RESPECT also seeks to identify potential new lines of business through this relationship. |

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| | Capacity Discussion (Continued) | <p>Program Reviews</p> <ul style="list-style-type: none"> • During program reviews staff discuss EC capacity that can be developed throughout the year. <p>Gilmartin added the lack of interest in new opportunities is a national issue. He requested that RESPECT make this a topic for discussion, so we can review it in more detail.</p> |
| XII. | Marketing Updates | <p>Davun provided an update on recent Business Development Activities</p> <p>Business Development Meetings</p> <ul style="list-style-type: none"> • Met with Governor's Office Chief of Staff to discuss RESPECT program • Increased interest in specific commodities such as plaques and service opportunities • Meeting with DMS in March to discuss how agencies can count RESPECT employees in their affirmative action plans for people with disabilities <p>Upcoming Tradeshows</p> <ul style="list-style-type: none"> • Supplier Diversity Exchange in Gainesville - March • Tampa Airport Tradeshow - March <p>Website Refresh Project</p> <ul style="list-style-type: none"> • RESPECT is making the website more user friendly and accessible to ECs receiving orders. |

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| XIII. | Commodities Update | <p>Davun reviewed activities in the Commodities area</p> <p>Program Reviews</p> <ul style="list-style-type: none"> Starting Program Reviews <p>New Commodities</p> <ul style="list-style-type: none"> Working on new medical supplies under Lighthouse Works <p>SUPRA Conference</p> <ul style="list-style-type: none"> Just returned from SUPRA conference. Learned a lot about customer service, new products and services in other states. <p>New EC and New EC Leadership</p> <ul style="list-style-type: none"> New EC, Arc Volusia New ED for LVIB, Jonathan Fister previously from the Pennsylvania State Use Program <p>Jobs for You Initiative</p> <ul style="list-style-type: none"> Sewell met with APD and VR about the initiative and both agencies were supportive, but VR is not ready to give the official green light until March 1. <p>Customer Service</p> <ul style="list-style-type: none"> Focusing on providing excellent customer service and continuous improvement. Received recent positive feedback for efforts in decreasing turnaround time for invoices. Personalizing customer service; i.e. picking up items for return or having customers come to the RESPECT office. |
| XIV. | Service Contracts Update | <p>Sewell provided the following Service Contracts updates:</p> <p>Opportunities</p> <ul style="list-style-type: none"> PFA 2018-06 City of St. Petersburg Grounds Maintenance (No Award – No Capacity) PFA 2018-07 FDOT Tampa I-4 WIMs Janitorial (No Award- No NOIs) |

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| | Service Contracts Update (Continued) | <ul style="list-style-type: none"> • PFA 2018-08 FDOT D4 Broward Operations Janitorial (No Award – No NOIs) • PFA 2018-09 FDEO Tallahassee Janitorial (Lost- Pricing) • PFA 2019-01 FDOH Orlando Offices and Calibration Lab Janitorial (No Award-No NOIs) • PFA 2019-02 FDACS Bartow Division of Fruits and Vegetables Janitorial (No Award-No NOIs) • PFA 2019-03 FDCF Tampa Headquarters Janitorial (In Discovery) • PFA 2019-04 FDOT I-4 Orlando to Daytona Rest Area Asset Maintenance - Janitorial, maintenance, Grounds Maintenance (Site Visit) • PFA 2019-05 FDOT Gainesville Materials Office Janitorial (Site Visits) <p>Updates</p> <ul style="list-style-type: none"> • New Service regions have been defined to give more equitable coverage. • Bettcher attended SUPRA Conference in Las Vegas • Bob Scriptor Retired on 2/8/19. Currently have a position open to be filled • Program Review cycle has begun |
| XV. | Long Term Asset Maintenance Contracts Discussion | <p>Sewell discussed that RESPECT manages several long-term contracts that are coming up for renewal.</p> <p>The renewal dates are as follows:</p> <ul style="list-style-type: none"> • D2 expires November 30, 2019 • D5 Sumter Marion expires June 30, 2021 • D7 Pasco Hillsborough expires June 30, 2021 • D4 Martin WIM expires December 31, 2021 • D3 expires January 31, 2023 • D5 Flagler Mims Palm Bay expires June 30, 2023 • D4 Martin / St Lucie expires July 31, 2026. <p>Over the last several years some of the contracts have received annual incremental increases. As the contracts renew, a continuation of these increases is not sustainable. RESPECT will be working with Employment Centers to establish a “zero-based” pricing package.</p> <p>RESPECT will negotiate the final pricing with the Florida Department of Transportation (FDOT).</p> |
| XVI. | Next Meeting | Next Call in Meeting: Thursday May 16, 2019, 10:00AM - 12:00PM. |

| Key Points Discussed | | |
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| No. | Topic | Highlights |
| XVII. | Adjournment | After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:40 AM. Gilmartin motioned to adjourn and Collins seconded the motion. |