

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, Ellyn Drotzer, and Carol Shay. A quorum was announced. Carol Shay, Kyle Johnson, and Ellyn Drotzer joined following roll call.
III.	Approval of 12/10/20 Meeting Minutes	Bailey called for a motion to approve the December 10, 2020, ROC meeting minutes. Patel motioned and Devane 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.	Introduction	<p>Johnson presented an update on the Florida ARF hiring process and introduced Courtney Swilley as the Acting Florida ARF President and CEO.</p> <ul style="list-style-type: none"> • All transitions go through growing pains when there is a change of leadership. • Florida ARF appreciates support of Swilley and Lenk as they lead the team. • Florida ARF Executive Committee reviewed 102 candidates, performed 10 interviews via zoom, and identified 5 finalists. • On March 2-4, the Executive Committee will interview the 5 finalists in person or via zoom. • The executive committee has expanded the panel of interviewers to include representative s of Florida ARF and RESPECT. • The executive committee is looking for a candidate that: <ul style="list-style-type: none"> ○ Understands the role of RESPECT as well as the Membership of Florida ARF and can master both. ○ Able to build a direction for the future. • Patel asked Johnson what characteristics regarding RESPECT were the board looking for? • Johnson responded the committee was looking for a candidate who represents RESPECT well in budgeting, finance, and contract negotiation. • Patel suggested the committee also consider a candidate who:

	Introduction (continued)	<ul style="list-style-type: none"> ○ Is good at business strategy and that closely follows the direction of government and maximizes opportunities. ○ Can address the need for Community Integrated Employment (CIE) and that RESPECT opportunities are often not seen as CIE and therefore denied for placements. ○ Able to strategize new markets and new technologies. ● Smith offered that a candidate should be sought who can work with legislators, the governor's office, and department heads to develop new markets, ease of entry, and competitive integrated employment opportunities. ● Friends of RESPECT offered he felt a candidate should be sought who understands the mission and understands the importance of strong performance that enables RESPECT to keep business. <p>Swilley reviewed current Florida ARF and RESPECT topics that had occurred since the last ROC meeting in December:</p> <ul style="list-style-type: none"> ● Currently, RESPECT has 4 open positions. Three of those openings are in the Services Unit and one in Business Development. ● The increase in the Florida minimum wage will have impacts on services and commodities. We will be addressing this issue before the effective date of the first increase. ● On the national level, we are monitoring the Raise the Wage Act with the federal minimum wage increase and the proposed phase-out of 14c. The elimination of the 14c will impact some commodities and could result in the elimination of some jobs. ● A piece of legislation of concern to advocates is SB 854 by Senator Brandes. The legislation proposes an amendment to the State Constitution to authorize the Legislature to provide a reduced minimum wage rate for prisoners, employees convicted of a felony, employees under 21 years of age, and other hard-to-hire employees. Florida ARF monitors this closely as we want to ensure individuals with disabilities are not included in the "hard-to-hire" category.
V.	Sales Update	Owens reported on RESPECT sales for the first quarter, October through December 2020.

Sales Update
(Continued)

Commodity Sales:

- Sales ended at 1.4million which is over budget by 8.6% and up 27% from the prior year.
- Variance in the budget is primarily due to the Department of Health prophylactic order.
- Prophylactics made up 55% of sales, while Drug Testing Kits brought in 13% of product revenues, followed by Transponders at 9%.
- A closer look would show:
 - Drug testing kits up \$19,000
 - Gloves down \$23,000
 - Prophylactics up \$480,000
 - Mop products down 5,000
 - Transponders down \$242,000
 - Promotional Items up \$93,000

Service Sales:

- Services for the first quarter ended at 7.3million or 9.7% over budget and 12.5% over the prior year
- Janitorial Services at rest areas made up 46.3%, followed by (non-rest Area) Janitorial Services which accounted for 35% of service sales
- Other top producing services are Call Center Operations at 9.3% and Litter Pick up at 5.5%
- A closer look would show:
 - Janitorial Services up \$487K
 - Call Center Operations up \$319k
 - Litter Pickup up \$76k
 - Herbicide Treatments up \$40k
 - Mowing up \$33k

Sales by Customer:

- 97.3% of product purchases were made by the State.
- Services obtained by the Department of Transportation make up 61.9% of service revenues.
- The second largest customer of services is the County of Miami/Dade with 20.3%.

Respect Largest Producers of Sales by Employment Center:

- Commodities:
 - BAC with \$812,000
 - Pine Castle with \$200,000
 - MacDonald Training Center with \$128,000

	Sales Update (Continued)	<ul style="list-style-type: none"> • Services: <ul style="list-style-type: none"> ○ Goodwill of South Florida with \$1.6 million ○ SMA Healthcare with \$682,000 ○ BAC with \$653,000
VI.	RESPECT Policy & Procedure Update	<p>Lenk provided an update on an upcoming revision to the RESPECT Policy and Procedures manual. The new DMS/Florida ARF Contract will necessitate a revision of the RESPECT Policy and Procedures manual as items that occur in the contract will need to be reflected in the manual.</p> <p>The current list of identified changes are:</p> <ul style="list-style-type: none"> • General correction of typos or spacing throughout • Update with the new contract 80171908-21-STC • Remove references throughout the document of Executive Director and replace with Program Director.. • Update to requirements of original signatures for Initial and Re-Certification Packages, page 13 • Remove mandated timeline for Employment Center to be able to submit Commodity Price increase requests. – page 18. • Update the section on Allowable Contract Variances to be a section of Risk for Service Contracts. • Update Program Review Guidelines to explain the Programmatic and Fiscal Program Reviews • Update of the PFA Timeline. • Update forms to reflect current ones being used • Remove references to submitting hard copies and allow electronic copies of documents. • Update documents that are reported to DMS quarterly and annually to reflect the current contract • Update RESPECT performance measures to match the current contract. • Client/Employee Satisfaction survey will be produced twice a year with a requirement of 50% of the clients/employees responding. • Update training offerings provided by RESPECT to Employment Centers. <p>Once all of the changes have been made, RESPECT will provide an edited copy to the ROC along with a list of the changes for ROC review. Once the ROC has reviewed the document, RESPECT will provide it to DMS for approval.</p> <p>Drotzer posed a question of why the new DMS Contract proposal was not presented to the ROC and</p>

	<p>RESPECT Policy & Procedure Update (continued)</p>	<p>why the ROC was not consulted about the negotiation with DMS regarding the contract as it affected RESPECT. Further, Drotzer requested that in the future, the ROC be included in a review of documents.</p> <p>Lenk responded that the RFP was proprietary between Florida ARF and DMS so, therefore, would not have gone before the ROC.</p> <p>Bailey stated that Florida ARF is the contract holder and not RESPECT and that the contract governs how Florida ARF and DMS will operate.</p> <p>Patel stated that there could be a conflict of interest in ROC members viewing the RFA as the Employment Centers could also submit a proposal to become the CNA.</p> <p>Lenk stated that the contract was public domain and could be obtained on the DMS website and that it would be included in the revised RESPECT Policy and Procedures manual.</p> <p>Drotzer asked if the RESPECT Policy and Procedure manual would be sent out for comment. Lenk responded that it would, along with a list of changes already incorporated.</p>
<p>VII.</p>	<p>Pricing Package Update</p>	<p>Lenk provided an update regarding the Service Contracts Pricing Package Tool's status and discussed the following recommended changes.</p> <p>RESPECT hosted a meeting with Employment Centers on January 7, 2021.</p> <ul style="list-style-type: none"> • The meeting was aimed at gaining consensus on Contingency. • Group Consensus was: <ul style="list-style-type: none"> ○ Contingency should stay in Service Contract Pricing. ○ Contingency should be renamed to Risk. ○ Risk should be calculated as a percentage of Direct Labor, Fringe Chemicals, and Supplies. ○ Risk should remain on the G&A tab. <p>Other Changes that were made to the Service Contracts Pricing Package were:</p> <ul style="list-style-type: none"> • Standardized font style throughout (Arial). • Edited formatting, spacing, font size, etc.

	<p>Pricing Package Update (continued)</p>	<ul style="list-style-type: none"> • Revised the instructions for clarity. • Changed all references of "Work Center" to "Employment Center." • Removed % of DL from column O/J of Price Summary page to avoid confusion (The only item in column J/O is G&A%, which was amended to calculate based on direct labor and fringe instead of direct labor only). • Added Missing Formula in L35 of Labor Summary Page. • Unhid columns W-AA on Direct Labor pages. • Corrected formulas in column H on Direct Labor pages 1, 2 and 3. • Fringe Page Edits: <ul style="list-style-type: none"> ○ Removed the notation of "50 cents per man hour" from "Health Insurance" line item. ○ Changed "Life Insurance" to "Retirement/Life/Other" and removed the suggested percentage. ○ Changed "Per Hour" to "Per Hour/Employee" ○ Changed "Annual Full-Time Payroll" to "Eligible Payroll." • Changed the name of the "Chemicals" page to "Chemicals & Supplies." • Made Chemicals & Supplies charts larger. • Removed unnecessary column numbers to the right of equipment line items on Equipment pages 1 and 2. • Revised Equipment amortization dropdown in column E to include years 1-7 (previously only included 1,2,3,5,7). • G&A Page Edits: <ul style="list-style-type: none"> ○ Moved Drug Tests from G & A page to Supplies Page ○ Added the option of inputting "General Liability Insurance" as a total dollar amount ○ Changed "Payroll" to "Payroll Processing Fees" ○ Removed "Insert" line items & added "Accounting Fees" & "General Overhead Expenses." ○ Revised G&A formula to calculate based on direct labor + fringe instead of direct labor only. ○ Changed G&A% rounding to 2 decimal places. ○ Changed the word Contingency to Risk, which calculates as a percentage of Labor, Fringe and Chemicals and Supplies. ○ Revised definitions for G & A/Risk.
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Pricing Package Update
(continued)

- Added a defined list of items that can be included in each category on each category page's initial page.

Once finalized, the pricing package tool will be distributed to all Employment Centers for their use and placed on the RESPECT website for download.

Bailey offered that he had spoken with his CPA and was warned that the word "Risk" might draw the customer's attention and it might be questioned as to why it is needed.

Lenk stated that RESPECT's concern is more on the definition used and felt it was acceptable to keep the word Contingency, as long as it was made clear how it was used and defined. Lenk asked the group if anyone opposed keeping the term "Contingency" and no one opposed keeping the word.

Shay offered that she supported keeping the term "Contingency" but asked whether Contingency would be apart of the G&A calculation. Lenk stated G&A is clearly defined in the RESPECT Policy and Procedures manual, and it will be followed as specified for services, which does not combine the two percentages.

Patel furthered that he wanted it to be clear that the 18% allowable threshold was not a combination of Contingency and G&A. Lenk stated it would be followed as defined in the manual. The President & CEO can approve a G&A of up to 18%, but we must all be cognizant that RESPECT must remain competitive, and a high G&A impacts that ability.

Bailey stated that we must remember that a pricing package is only a tool, and it is not a one-size-fits-all.

Patel brought to the ROC attention that there is concern that many ECs will not be able to meet program expectations and become out of compliance due to shortfalls in hiring due to COVID. Patel recommended that RESPECT should be proactive before the ECs being put on Corrective Action.

Lenk responded the hiring climate is difficult. RESPECT continues to evaluate how to navigate the changing environment while remaining true to Program intent and law. To date, DMS has not been

	Pricing Package Update (continued)	<p>willing to provide waivers and had indicated the program is operating as intended, and an amendment to the law is not needed. As needs present, RESPECT will hold discussions with DMS about change.</p> <p>Lenk offered that ECs can use Supported Employment hours and disabled indirect labor to boost ratios, and those should be utilized. Corrective Action and Monitoring are currently our only tools to handle non-compliance. Those tools serve as protection, not a punishment for the EC, as they allow the EC time to put a plan in place to correct the non-compliant issue.</p>
VIII.	Commodities Update	<p>Small provided the commodities update for activities that occurred since the last meeting.</p> <p>Commodity Additions:</p> <ul style="list-style-type: none"> • Two trash can liners. <p>Commodity Price Reductions:</p> <ul style="list-style-type: none"> • A second price adjustment for Hand Sanitizer Packets due to decreased manufacturer price. <p>Discontinued Commodities:</p> <ul style="list-style-type: none"> • SPF 30 Oxybenzone/Octinoxate free sunscreen, • 4 Panel - BZO/COC/MTD/MOR(OPI300), • Staplers & stapler kits, • Level 2 ASTM standard masks bulk, and • ICUP 13 for dxlink. <p>Program Reviews:</p> <ul style="list-style-type: none"> • Program Reviews are in progress. • The majority of these have been scheduled and should be completed before June 1, 2021. <p>Commodity Pricing:</p> <ul style="list-style-type: none"> • RESPECT Commodities has been working through several pricing increases, especially with Covid related products such as gloves, sanitizer, etc. <ul style="list-style-type: none"> ○ All price increase requests submitted this quarter and for Covid related items have been approved by DMS. • Held a call with DMS in January to discuss the handling of unpredictable price fluctuations. DMS supported the need to submit pricing for these items immediately rather than waiting to submit quarterly.

	Commodities Update (continued)	<p>Training:</p> <ul style="list-style-type: none"> • Training on pricing increases will be given to EC's during program reviews to ensure that the process is understood. • Training will be available for download on the RESPECT website.
IX.	Program Reviews	<p>Lenk reviewed the status of Programmatic Program Reviews for 2021.</p> <ul style="list-style-type: none"> • Programmatic Reviews for Commodities and Services are underway. • Reviews will be done in person or via a virtual method based on the Employment Center's requirements. • When possible, RESPECT will combine the document review for Commodities and Services to save time and the need to have extra people onsite.
X.	Business Development	<p>Lenk provided an update on Business Development activity.</p> <p>Lindsey Boyington has left RESPECT to pursue other opportunities. RESPECT will advertise for her position soon.</p> <p>Business Development Meetings:</p> <ul style="list-style-type: none"> • Lottery – Showed interest in janitorial service and temp staffing services. • Agency for Persons with Disabilities – Showed interest in gloves and disposable face masks. <p>Marketing Campaigns:</p> <ul style="list-style-type: none"> • Coffee and Tea – (sent out 1/6/21) no sales to date. • Sanidry Wipes – (sent out 12/14/20) \$9,593.94 sales to date. <p>New Opportunities:</p> <ul style="list-style-type: none"> • Peak Performers – Non-profit staffing agency in Austin, TX, establishing a business presence in Florida, which must occur before they can become certified. They specialize in professional positions (accounting, legal, etc.). • Kationx – Held several training meetings with Kationx to learn about the product and industry.

	<p>Business Development (continued)</p>	<p>SUPRA:</p> <ul style="list-style-type: none"> RESPECT represented Florida in the annual SUPRA conference. The conference was held virtually on January 27/28, 2021. <p>Quarterly Business Development Committee Meeting:</p> <ul style="list-style-type: none"> Discuss results from the sanitizing wipes and coffee and tea marketing campaigns. Reviewed new products like Kationix and expanded line of trash liners. Update on Micro-enterprise grant winners. <p>Jobs For You:</p> <ul style="list-style-type: none"> We are currently working with the DD Council to revamp the program into one that will work for all parties. RESPECT is looking at a Project Search model for Adults and engaging a contractor to execute the program.
<p>XII.</p>	<p>Services Update</p>	<p>Lenk reviewed Service Contract activity for the previous quarter:</p> <p>RESPECT Services has three open positions:</p> <ul style="list-style-type: none"> Contract Manager Central Florida, Contract Manager North East Florida., and Service Contracts Director. <p>RESPECT has a continuity plan for coverage on Service Contracts:</p> <ul style="list-style-type: none"> Harry Friends will cover North Florida. Nancy DoVale will cover South Florida and will pick up contracts she previously handled in Central Florida. Dayna Lenk will serve as the Service Contract Director in addition to providing coverage on Central Florida Accounts and a contractor who will conduct inspections as needed. Other staff will assist as needed. <p>RESPECT has begun the interview process for the Service Contract Manager Positions and soon will start advertising for Business Development once the Contract Managers are in place.</p> <p>New Contracts</p> <ul style="list-style-type: none"> FCFS – Milton Grounds. FDOT Operations in Pinellas Quarterly Floor Care. <p>Potential New Contracts:</p>

	Services Update (continued)	<ul style="list-style-type: none"> • D5 Sumter Rest Area. • D5 Marion Rest Area. <p>Released Proposals for Assignment</p> <ul style="list-style-type: none"> • Florida Lottery in Ft. Myers Janitorial. • FDOT Operations in Pinellas Quarterly Floor Care.
XV.	Next Meeting	<p>Next Meeting Date - Thursday, May 20, 2021 at 10 AM EST</p> <p>Future Meeting Dates:</p> <ul style="list-style-type: none"> • August 19, 2021 • November 18, 2021 <p>Shay suggested that the date for the upcoming May gfROC meeting be changed as it conflicts with a SourceAmerica meeting on the same day, and many ROC members will not be able to attend.</p> <p>Lenk offered to send out a poll suggesting two alternative dates and will gather the data and present a new date that the majority could attend.</p>
XVI.	Adjournment	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:14 AM.</p>