



**Suzanne Sewell  
President & CEO**

**Shirley Balogh  
Board Chair**

**Shirley Balogh  
RESPECT Oversight Committee Chair**

**Ryland Musick  
RESPECT of Florida, Executive Director**



**RESPECT Oversight Committee Meeting  
May 11, 2017  
10:00 AM – 12:00 PM**

**ROC Members:**

Shirley Balogh	Alliance for Independence / Chair
Amar Patel	Brevard Achievement Center
Ivan Cosimi	SMA Behavioral Healthcare
Jon May	Pine Castle
Karen Higgins	PARC
Lee Nasehi	Lighthouse Works
Rich Gilmartin	GCE
Stephen Bailey	CARC
Karenne Levy	MacDonald Training Center

**Present / via:**

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

**Guests:**

Terry Whaples	Lighthouse Works
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**Present / via:**

YES / via phone

**FARF/RESPECT:**

Suzanne Sewell	FL ARF President & CEO
Ryland Musick	RESPECT Executive Director
John McBride	Service Contracts Director
Lindsey Boyington	Procurement and Commodities Director
Dayna Lenk	HR / Compliance Director
Joe Pierini	CFO

**Present / via:**

YES / in person  
YES / in person  
YES / in person  
NOT PRESENT  
YES / in person  
YES / in person

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:00 a.m. by Balogh.
II.	Roll Call	<p>Roll call was conducted by Lenk. Members of the Committee were present via phone except for, Ivan Cosimi, Lee Nasehi, Rich Gilmartin, and Tina Philips.</p> <p>It was announced that Tina Philips is retiring and has resigned from the ROC. Karenne Levy of MacDonald Training Center will take Philip's seat and serves as the Florida ARF Employment Forum Chair. Karenne joined the call at mid-point.</p> <p>A quorum was announced.</p> <p>Guests Terry Whaples of Lighthouse Works was also in attendance via phone.</p>
III.	Approval of 2/16/2017 Meeting Minutes	<p>Balogh called for a motion to approve the February 16, 2017 ROC meeting minutes.</p> <p>Bailey motioned and Levy seconded a motion to approve the minutes.</p>
IV.	Additions to the Agenda	Balogh called for any additions to the agenda. No additions were requested.
V.	Old Business/Action Items	<p>Balogh called for discussion on any old business; members reviewed old business action items.</p> <ul style="list-style-type: none"> <li>• Blind Priority: Sewell reviewed statutory references regarding references to priority assignment of commodities to ECs who are certified to serve individuals who are blind but noted that the stipulation references DMS rule making responsibility to enforce the priority status. In absence of rule references, RESPECT has: <ul style="list-style-type: none"> <li>○ Approved almost all requests submitted by blind agencies even when low buying trends exist.</li> <li>○ Separated the application/certification process to show a distinct application for qualified agencies that serve the blind and for those who serve severely handicapped individuals.</li> <li>○ Implemented Special Service Contract assignments that can be performed in qualified agencies that serve individuals who are blind in centralized locations.</li> <li>○ Adding a PFA process wherein 5 points can be given to Agencies whose population is defined as blind, when feasible.</li> </ul> </li> <li>• ROC Packets were to be sent out a week before the ROC Meeting: Done.</li> <li>• Staff were to review the Capitol kiosk to evaluate location and messaging: Done, electronic kiosk moved to higher traffic site.</li> </ul>

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	Old Business/Action Items Continued	<ul style="list-style-type: none"> <li>The Policies and Procedures Handbook was to be forwarded to ECs for reviewed and comment: Done.</li> <li>The RESPECT audit report, concept paper and other documents were to be distributed as requested: Done.</li> </ul>
VI.	RESPECT Overview	<p>Sewell presented an overview on the RESPECT program highlighting the following points:</p> <ul style="list-style-type: none"> <li>RESPECT is working to promote and improve existing contracts and commodities while also bringing on line new business.</li> <li>Program Reviews are in progress and on target.</li> <li>RESPECT continues to recruit new ECs.</li> <li>Staff are working to meet and or exceed performance measures.</li> <li>A public records request was received by staff and several ROC member agencies asking Florida ARF to produce records and actions taken regarding a lost wrongful termination/whistleblower lawsuit: <ul style="list-style-type: none"> <li>Florida ARF has not lost a wrongful termination / whistle blower lawsuit.</li> <li>A complaint was filed about 4 years ago; EEOC reviewed the case and had no negative findings. DMS reviewed the allegations and their findings were consistent with internal findings.</li> <li>The case was settled with no admission of guilt, all guilt was denied. Settlement was done to buy peace and minimize legal fees after the insurance company invoked a hammer clause.</li> </ul> </li> </ul>
VII.	Sales Report	<p>Pierini gave a brief overview of sales for the first two quarters in 2017. He pointed out the highlights:</p> <ul style="list-style-type: none"> <li>Through the first two quarters of fiscal year 2017, both commodity and services sales are outperforming prior year numbers.</li> <li>As compared to budget, half way through the year, commodity sales are 9.0% behind budget, while service sales are .5% behind budget.</li> <li>At March 31, 2017, total commodity sales were: \$3,098,108, and total service sales were \$11,852,800.</li> </ul>
VIII.	Policies and Procedures Update	<p>Musick gave an update on the Policies and Procedures Manual.</p> <p>All proposed changes have been reviewed and approved by the RESPECT Oversight Committee, distributed to partner Employment Centers for comment and have been reviewed by the FL ARF attorney.</p> <p>The manual has been sent to DMS for review and is expected to be approved by DMS in May of 2017</p>

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	Policies and Procedures Update	<p>Major Points of Change:</p> <ul style="list-style-type: none"> <li>• Incorporating RESPECT's compliance role - Compliance with the Law, Rule and DMS contract is required, and clarifying that RESPECT will work with Employment Centers to reach compliance in a reasonable and fair manner.</li> <li>• Clarifying and strengthening assignment procedures.</li> <li>• Incorporating suggested changes previously made by DMS.</li> </ul> <p>In addition, there were 26 various points outlined of significant change.</p>
IX.	Review of Performance Measure Activity	<p>Sewell reviewed the performance measures and standards that RESPECT and staff use to demonstrate effectiveness and importance of the program.</p> <ul style="list-style-type: none"> <li>• Provide a minimum of one service training workshop to employment centers. <ul style="list-style-type: none"> <li>○ Musick reported that staff have conducted three, two-day, regional training programs (Panama City, Orlando, &amp; West Palm). Training included ISSA Cleaning 101 certification and SourceAmerica Supervisor training. In addition, staff conducted a Rest Area training program at Sumpter rest area.</li> </ul> </li> <li>• Provide a minimum of one commodity training workshop to employment centers. <ul style="list-style-type: none"> <li>○ Musick reported that in addition to the Supervisor training mentioned above, staff have conducted quarterly Commodities Roundtable training calls.</li> </ul> </li> <li>• Increase the number of individuals served by 5% <ul style="list-style-type: none"> <li>○ Numbers will not be known until 9/2017. Numbers are not expected to rise, due to phasing out of 14(c) subminimum wages. On the positive side, RESPECT is seeing higher averaged wage earnings and employees are working more hours.</li> </ul> </li> <li>• Increase the average hourly wage to meet or exceed Florida's minimum wage. <ul style="list-style-type: none"> <li>○ Numbers will not be known until 9/2017.</li> </ul> </li> <li>• Achieve a minimum score of 90% on customer satisfaction surveys. <ul style="list-style-type: none"> <li>○ Survey went out in 2/2017, received 94%.</li> </ul> </li> <li>• Achieve a minimum score of 90% on employee satisfaction surveys. <ul style="list-style-type: none"> <li>○ Once survey completed, second one to go out later in the month, two more to be done by year end.</li> </ul> </li> <li>• Achieve a minimum score of 90% on satisfaction surveys conducted by DMS. <ul style="list-style-type: none"> <li>○ Annual calculation is reported in the RESPECT Annual Report.</li> </ul> </li> <li>• Increase gross sales by 2 percent for the fiscal year.</li> </ul>

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	Review of Performance Measure Activity Continued	<ul style="list-style-type: none"> <li>○ Based on financials and pending contracts, this measure is on target.</li> <li>• Increase number of Employment Centers.</li> <li>○ Number has dropped as of the end of the last fiscal year. Staff are working to recruit new ECs.</li> </ul>												
X.	WIOA/14C Wages Update	<p>Sewell gave an update on the WIOA / 14C and its impact on REPSECT.</p> <ul style="list-style-type: none"> <li>• More employment centers are backing away from use of subminimum wage certificates even though they may still be holding on to the certificates.</li> <li>• Fewer individuals are working in RESPECT employment opportunities because of the WIOA changes regarding use of the certificates and mandatory VR services; however, on average those who are working are earning higher wages and working more hours. Some would argue this is a good outcome but it does mean individuals who require extensive employment supports have even fewer options for employment experiences.</li> <li>• RESPECT continues to monitor federal guidelines and seeks the best means available to create true job opportunities for individuals with disabilities.</li> </ul>												
XI.	Program Review Update	<p>Musick reported on the Program Review Process. He stated that reviews are going smoothly and are on target to be completed on time.</p> <p>Services Program Reviews:</p> <table> <tr> <td>Total Scheduled:</td> <td>28</td> </tr> <tr> <td>Completed:</td> <td>7</td> </tr> <tr> <td>Underway:</td> <td>21</td> </tr> </table> <p>Commodities Program Reviews:</p> <table> <tr> <td>Total Scheduled:</td> <td>21</td> </tr> <tr> <td>Completed:</td> <td>15</td> </tr> <tr> <td>Underway:</td> <td>6</td> </tr> </table>	Total Scheduled:	28	Completed:	7	Underway:	21	Total Scheduled:	21	Completed:	15	Underway:	6
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XII.	Commodities Update	<p>Musick provided the following updates on commodity products.</p> <p>Program Reviews</p> <ul style="list-style-type: none"> <li>• 16 visits completed, 2 scheduled, 3 to be scheduled; on Track to complete review visits by June 30, 2017.</li> <li>• Musick reported a great deal of activity is occurring in Commodities, including approval of 9 new commodities for 6 different Employment Centers.</li> <li>• New Assignments – 2 new Assignment Agreements: Batteries and Sunscreen</li> <li>• New Commodities by Assignment: Batteries – 10 commodities (LVIB) Sunscreen – 1 commodity (SMA) Stop the Bleed kits and items (First Aid Kits &amp; Supplies) – 4 commodities (BAC)</li> </ul>												

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	Commodities Update Continued	<p>Corded Ear Plugs (Ear Plugs) – 1 commodity (SMA)  Dental Dams (Prophylactics) – 1 commodity (BAC)  LED Lights (LED Lighting Bulbs &amp; Supplies) – 3 commodities (Lighthouse Works)  H2 Analyzers (Hemoglobin Testing) – 2 commodities (Alliance for Independence)  Custom Notepads – 1 commodity (GW Big Bend)  Custom Smartphone wallets – 1 commodity (GWBB).</p> <p>Market Analysis is underway for new incontinence supplies</p> <p>Marketing – focus continues to be on state agencies and educational markets.</p> <ul style="list-style-type: none"> <li>• Met with 25 educational buyers since January– overall positive feedback has been received. Most buyers concerned with balancing price and quality. Main barrier: Not understanding how the RESPECT law applies to them.</li> <li>• Follow up calls to contacts buying from the Medical and Dental State Term Contract.</li> <li>• Three Facebook posts: General Medical and Dental supplies, Barrier/Isolation Gowns, Incontinence Products.</li> <li>• May: Focus on Safety and Preparedness commodities (e.g., meal kits, toothbrushes, First Aid, ear plugs, etc.)</li> <li>• Planning 3 more Facebook posts and featured as Commodity of the month in April monthly newsletter.</li> <li>• Commodities Roundtable scheduled for May 31. Focusing on the EC Portal and how to use technology better for ECs.</li> </ul> <p>Website</p> <ul style="list-style-type: none"> <li>• Updated the RESPECT 101 PowerPoint and posted to the website.</li> <li>• Added the new commodities (listed above) to the Procurement List.</li> </ul>
XIII.	Service Contracts Update	<p>McBride provided the Service Contracts update.</p> <p>Opportunities Under Development:</p> <ul style="list-style-type: none"> <li>• DMS Temporary Staffing –Awaiting DMS’s response. (Dollar value unknown)</li> <li>• DMA Cecil Field janitorial – janitorial. (\$42,364)</li> <li>• DEP Mail Services (\$224,000)</li> <li>• DOH CMS Tallahassee (\$?)</li> <li>• FWC Gainesville Janitorial (\$?)</li> </ul> <p>New &amp; Increased Contracts:</p> <ul style="list-style-type: none"> <li>• DEO Call Center – We are working to secure a 10-agent call center contract that is likely to grow from there. Following long negotiations, the final contract is almost ready for signature. (\$455,454)</li> </ul>

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	Service Contracts Update Continued	<ul style="list-style-type: none"> <li>• APD – Performing janitorial and lawn care at Hawkins Park in Milton and asked to increase our level of service at an additional cost (\$14,134).</li> <li>• DEP Warehouse/Annex Janitorial (\$19,220).</li> </ul> <p>Sum of new or increased contracts: \$488,806</p> <p>Lost Contracts: No contracts were lost since the last ROC meeting but we expect the following two contracts to not be renewed:</p> <ul style="list-style-type: none"> <li>• FDOT WPB Ops - \$39,840</li> <li>• Escambia DOH - \$246,938</li> <li>• TOTAL – (\$286,778)</li> </ul> <p>Net Increase: \$202,030</p>
XIV.	Next Meeting Reminder	<p>Next Meeting - Proposed Change of Date and Site</p> <p>September 19, 2017, 10:30 AM – 11:30 AM Holiday Inn Westshore 700N West Shore Blvd. Tampa, Florida</p>
XV.	Adjournment	<p>After calling for any more business and none being stated, Balogh called for a motion to adjourn the meeting. Patel motioned and May seconded. The meeting was adjourned at 11:10 AM.</p>