



**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 12, 2018
10:00 AM – 12:00 PM**

ROC Members:

Stephen Bailey
Amar Patel
Carol Collins
Karen Higgins
Lee Nasehi
Rich Gilmartin
Karenne Levy
Stephen DeVane
Ron Sharpe

CARC / Chair
Brevard Achievement Center
SMA Behavioral Healthcare
PARC
Lighthouse Works
GCE
MacDonald Training Center
Duvall Homes
The Arc of the Bay

Present / via:

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

FARF/RESPECT:

Suzanne Sewell
John McBride
Lindsey Davun
Dayna Lenk
Joe Pierini
Nancy Perlman

FL ARF President & CEO
Service Contracts Director
Commodities and Procurement Director
HR / Compliance Director
CFO
Contracts Manager

Present / via:

YES / in person
YES / in person
YES / in person
YES / in person
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 Bailey.
II.	Roll Call	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Carol Collins and Rich Gilmartin. Amar Patel joined late. A quorum was announced.
III.	Approval 11/16/2017 Meeting Minutes	Bailey called for a motion to approve the November 16, 2017, ROC meeting minutes. Nasehi motioned and Levy seconded a motion to approve the minutes. The minutes were approved unanimously.
	Additions to the Agenda	Bailey called for any additions to the agenda. No additions were requested.
IV.	Old Business/Action Items	Bailey called for discussion on any old business. Sewell announced that the ROC Concept Paper that had been approved in the previous ROC meeting had been sent to the ROC via email. No members had any questions regarding the paper. Sewell introduced two new members who joined the ROC: <ul style="list-style-type: none"> • Ron Shape, The Arc of the Bay • Steven DeVane, Duvall Homes Action Items: <ul style="list-style-type: none"> • Public records request on the Gardner bill to determine quantity of OPS positions the bill has resulted in for persons with disabilities and or who are blind. • Meet with Patel at the Fly In to discuss securing a campion similar to Ability One/Source America. • DMS meeting to further RESPECT agenda. • EC portal, 7-day goal to ship commodities.
V.	RESPECT Overview	Sewell presented an overview highlighting the following: <ul style="list-style-type: none"> • Employment Centers are showing significant progress in Corrective Action and Monitoring action items. • RESPECT has reassigned work for one EC and recommended decertification to DMS. The EC does not meet the criteria of certification in that it no longer is a charitable organization according to Florida law. The transition of work went smoothly. Two different ECs have taken over the contracts.

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	RESPECT Overview Continued	<ul style="list-style-type: none"> • The Financial audit is complete. It was a clean audit and there were no findings. • RESPECT is adjusting to the new DMS position on RESPECT purchasing. More discussion will follow on this in Section IX: DMS Email of Procurement Questions. • RESPECT Services is dealing with two challenging asset maintenance contracts. RESPECT is currently working via an extension through the end of February with the prime contractor. • In the Commodities presentation, the ROC will be discussing needed policy changes: <ul style="list-style-type: none"> ○ 30-day shipping to a more updated standard of 7 days ○ Mandated use by EC of the EC portal on the RESPECT website
VI.	Sales Report/ Audit Results	<p>Pierini gave an overview of sales trends over a five-year period for RESPECT.</p> <ul style="list-style-type: none"> • Presented 5-year Historical Analysis of sales data for both Services and Commodities by line item. • Trends analysis were presented in graphical format and subsequent explanations for the trends. • Sales Concentrations for Services and Commodities were also presented. • Overall sales are trending up for services and down for Commodities.
VII.	Annual Report	<p>Davun gave an overview of the 2016/2017 RESPECT Annual Report</p> <ul style="list-style-type: none"> • This year RESPECT went with a simplified style • The report is more of a reference document instead of a sales document • The emphasis is on jobs created and wages earned • The report now includes a letter from RESPECT President and CEO Suzanne Sewell • Number served was up by two percent; all other indicators were met. • Wages earned was very positive and the percentage of individuals earning minimum wages or better was at 84% which is good.
VIII.	Monitoring and Corrective Actions Status Report	<p>Lenk reviewed the RESPECT Monitoring and Corrective Action Process and reported the following:</p> <ul style="list-style-type: none"> • 7 Employment Centers are on either Corrective Action or Monitoring Status.

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	Monitoring and Corrective Actions Status Report Continued	<ul style="list-style-type: none"> • 8 Employment Centers have been removed from either Corrective Action or Monitoring Status. • 4 Employment Centers are on Corrective Action status. • 0 Employment Centers are on monthly Monitoring Status. • 5 Employment Centers are on quarterly Monitoring Status.
IX.	DMS Email of Procurement Questions	<p>Sewell gave an overview of emails with DMS involving Frank Miller, DMS Contract Manager, and Richard Chatel, DMS Chief Contract Management Bureau.</p> <ul style="list-style-type: none"> • Sewell wrote to Miller stating that FL agencies were not looking to RESPECT first as outlined in Section 413.036, F.S., and provided a recent example with the Department of Corrections. • Chatel responded that 413.036(4), F.S., instructs agencies to consider RESPECT, but does not indicate a timeframe and that the product must meet the agencies need, price, and quality. Chatel directed RESPECT to deal directly with agencies on this issue. Chatel indicated he will reiterate the agencies responsibilities regarding Chapter 413, F.S., at a future meeting of Agency Purchasing Directors • Sewell responded RESPECT will work directly with Agency Directors, but without DMS Support it will be challenging to achieve the intent of the statute. RESPECT has requested an opportunity to present to the Agency Purchasing Directors Meeting.
X.	Marketing Plan Updates	<p>McBride and Davun gave an update on the marketing plans for REPECT Commodities and Services</p> <p>Commodities</p> <ul style="list-style-type: none"> • Davun has met with the Lottery, Agency for State Technology, and Agency for Health Care Administration to discuss RESPECT purchasing: <ul style="list-style-type: none"> ○ Focus on and relay the RESPECT mission. ○ Determine what agencies can realistically buy from RESPECT. ○ Clear up any misunderstandings or questions the agencies have. • Maintain more consistent communication throughout the year. • Meeting scheduled with Department of Elder Affairs on February 13, 2018. • Davun is creating PowerPoints or simple “training” information about RESPECT tailored to agencies. • Davun is also contacting agencies who publish bids for items RESPECT already carries.

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	Marketing Plan Updates Continued	<p>Services</p> <ul style="list-style-type: none"> RESPECT expects to see a continuation of 2% growth in services. We are focusing on organic growth of services with an emphasis on mission and quality work instead of marketing sales. RESPECT wants to improve client retention by improving performance.
XI.	Commodities Update	<p>Davun provided the following Commodities updates:</p> <p>Customer Service</p> <ul style="list-style-type: none"> Commodities receives several calls each week about shipping times for products. <p>Commodities</p> <ul style="list-style-type: none"> No new commodity lines added since the last ROC Creating new training for ECs – Supply Chain Management, Pricing, and EC. <p>Web Portal</p> <ul style="list-style-type: none"> Working with ECs to go after opportunities through bids. Proposing to update policy to require all EC to use the web portal to at a minimum update the tracking details so that customers can track their products. <p>Shipping</p> <ul style="list-style-type: none"> Proposing to change the shipping from 30 days allowable to ship to a goal of shipping within 7 days. RESPECT is aware that products with expiration dates can have more difficulty in this shipping goal. <p>ROC members were receptive to asking ECs to ship commodities within 7 days and that we ask that the ECs use the RESPECT portal to show the status of orders.</p>
XII.	Service Contracts Update	<p>McBride provided the following updates on service contracts.</p> <p>Opportunities:</p> <ul style="list-style-type: none"> FWC St Petersburg Office Janitorial (140,000 square feet). Expand Seminole County Schools Managed Print Services. Expand DEO Contact Center. APD Rish Park Janitorial (Need people to staff). <p>Lost Contract:</p> <ul style="list-style-type: none"> St. John River State College did not renew. RESPECT provided services on three campuses. RESPECT had a month-to-month renewal status with them for over a year. Two ECs provided

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	Service Contracts Update Continued	<p>services for Janitorial service at the locations. A third agency provided on-call services and that contract has been extended for a bit longer.</p> <p>Current Focus:</p> <ul style="list-style-type: none"> • Emphasis for the last quarter has been on increasing the performance on contracts. • Two asset maintenance contracts have been time-consuming requiring frequent visits, managing task lists and coordination with partners. • The Asset Maintenance (AM) Contractor on the two contracts is DBI who recently bought another AM Contractor, ICA. All but one of our rest area contracts (District 4 being the exception) will now have us working alongside DBI. <p>Program Reviews:</p> <ul style="list-style-type: none"> • The reviews begin in February 2018 with the objective of having these closed out prior to the annual recertification cycle. <p>Compliance:</p> <ul style="list-style-type: none"> • As a result of our 2017 Program Review cycle, we intend to not recertify one Employment Center who no longer qualifies under Chapter 413, F.S., since the EC is no longer a charitable organization.
XIII.	Next Meeting	Next Call in Meeting – May 17, 2018, at 10:00 AM-12:00 PM.
XIV.	Adjournment	After calling for any more business and none being stated, Bailey adjourned the meeting at 12:05 PM.