



**Suzanne Sewell**  
**President & CEO**

**Kevin Johnson**  
**Board Chair**

**Stephen Bailey**  
RESPECT Oversight Committee Chair

**Dayna Lenk**  
RESPECT Program Director



**RESPECT Oversight Committee Meeting**

May 21, 2020  
10:00 AM – 12:00 PM

**ROC Members:**

Stephen Bailey	CARC / Chair
Amar Patel	Brevard Achievement Center
Carol Shay	SMA Behavioral Healthcare
Karen Higgins	PARC
Kyle Johnson	Lighthouse Works
Xan Smith	GCE
John Roper	Arc Emerald Coast
Steven DeVane	Duvall Homes
Karenne Levy	MacDonald Training Center
Ellyn Drotzer	Lighthouse Broward

**Present / Via:**

Yes / Via Phone  
Not Present  
Not Present  
Yes / Via Phone  
Yes / Via Phone

**FARF/RESPECT:**

Suzanne Sewell	FL ARF President & CEO
Dayna Lenk	Program Director
Keith Bettcher	Services Director
Danielle Owens	Finance and Accounting Director
Rebekah Small	Contract Manager
Harry Friends	Contract Manager

**Present / Via:**

Yes / In Person  
Yes / In Person  
Yes / In Person  
Yes / In Person  
Yes / Via Phone  
Yes / Via Phone

## Key Points Discussed

No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:04 AM by Chair Bailey.
II.	Roll Call	Lenk conducted roll call. Members of the Committee were present via phone except for Steven DeVane and John Roper. A quorum was announced.
III.	Approval of 2/20/20 Meeting Minutes	<p>Bailey called for a motion to approve the February 20, 2020, ROC meeting minutes.</p> <p>Johnson motioned, and Shay seconded the motion to approve the minutes. The minutes were approved.</p>
	Additions to the Agenda	Bailey called for any additions to the agenda. No additions were requested.
IV.	RESPECT Overview	<p>Sewell presented an overview of RESPECT highlights for the quarter, including.</p> <ul style="list-style-type: none"> <li>• 3/9/20, Governor DeSantis issued an Executive Order declaring a state of emergency for the entire state of Florida, as a result of the COVID-19 pandemic. This designation set off a series of actions and activities that affected all Florida citizens, including the RESPECT program.</li> <li>• 3/13/20, the legislative session ended with no changes that appeared detrimental to RESPECT. Many of the RESPECT Employment Centers who also provide iBudget Waiver services are slated to receive rate increases, which should help their overall service capacity, particularly hiring of direct care staff. Whether these remain in place is yet to be seen based on the state's forthcoming assessment of the need for budgetary cuts.</li> <li>• In April, an Executive Order enacted a Safer at Home policy. Some staff continued to work on-site to ensure continued operations while others worked remotely. Some took enhanced Families First Coronavirus Response Act (FFCRA) leave.</li> <li>• Service contract operations (particularly Asset Maintenance) were maintained as needed by state customers, but several commodities became inactive as Employment Centers closed.</li> </ul>

	RESPECT Overview (continued)	<ul style="list-style-type: none"> <li>• Production and sales of essential commodities continued for products such as hand sanitizers, gloves, and drug testing kits.</li> <li>• 5/1/20, all RESPECT staff returned to the office except for 2.5 FTE who are still on enhanced family leave per the FFCRA.</li> <li>• Some commodities will go away, but we see more robust sales in others such as medical supplies and sanitizing products. Service contracts remain stable but may see some reductions as state revenues have declined.</li> <li>• RESPECT staff and ECs did an impressive job of keeping the program operational. There were trials and lessons learned that we will discuss with the ROC members during today's call.</li> </ul>
V.	RESPECT Pandemic Response	<p>Bailey discussed how RESPECT and Employment Centers responded to the COVID-19 pandemic and provided the following:</p> <ul style="list-style-type: none"> <li>• RESPECT contracts continued to perform to scope. Rest Area essential traffic had to continue to flow, so it was necessary to stay the course and not get distracted. Failure to perform would have jeopardized the viability of the program.</li> <li>• RESPECT responded to the pandemic in the following manner: <ul style="list-style-type: none"> <li>○ Provided policy guidance to ECs on Executive Orders, especially the essential designation of those 65 years and older.</li> <li>○ Appealed to FDOT for leniency on supplies such as toilet paper, hand towels, and soap as theft was rampant - outcome was positive.</li> <li>○ Developed a PowerPoint presentation on resources available to ECs.</li> <li>○ Provided information about enhanced leave policies (FFCRA).</li> <li>○ Provided enhanced contract oversight.</li> <li>○ Communicated a strong position regarding need for ECs to stay the course, perform critical services, and provide essential commodities. Non-essential commodities were paused.</li> </ul> </li> </ul>

	RESPECT Pandemic Response (continued)	<ul style="list-style-type: none"> <li>• Bailey asked for additional comments and best practices from the ROC: <ul style="list-style-type: none"> <li>○ Patel added BAC was short-staffed, and an employment disability waiver had to be utilized. The waiver allowed BAC to continue to provide critical supplies to the state. He stated that there was no decrease in service.</li> <li>○ Bailey asked that RESECT provide thanks to the RESPECT staff for their hard work during this critical time.</li> </ul> </li> </ul>
VI.	Sales Update	<p>Owens presented the sales report for the quarter that ended, December 31, 2019. Highlights included:</p> <p>Service Sales:</p> <ul style="list-style-type: none"> <li>• Services for the first quarter ended at \$6.5 million or 1% over budget and 2.9% over the prior year.</li> <li>• Janitorial Services at rest stops made up 50%, followed by (non rest area) janitorial services, which made up 34% of sales.</li> <li>• Other top producing services were call center operations at 5.6%, and litter pick-up at 5%.</li> <li>• Call Center Operations were up \$130,000 over prior year, and litter pick-up was up \$85,000.</li> </ul> <p>Commodity Sales:</p> <ul style="list-style-type: none"> <li>• Sales ended at \$1,069,150, which is under budget by 28.7% and down 36.1% from the prior year.</li> <li>• Variance in the budget is primarily due to a \$500,000 prophylactic order. The order was made in the first quarter but not shipped until the 2<sup>nd</sup> quarter of the current physical year.</li> <li>• Transponders made up 35% of sales, while Prophylactics brought in 25% of product revenues followed by Drug testing kits at 14%.</li> <li>• A closer look shows: Drug testing kits were down \$105,000; Prophylactics were down \$433,000; Mop products were down about \$15,000; Transponders were down about \$90,000.</li> </ul>

	Sales Update (continued)	<p>Sales by Customer:</p> <ul style="list-style-type: none"> <li>• 95.7% of product purchases are made by the state.</li> <li>• Services obtained by the Department of Transportation make up 64.8% service revenues.</li> <li>• The second-largest customer of services is County of Miami/Dade at 17.8%.</li> </ul> <p>Respect Sales by Employment Center:</p> <ul style="list-style-type: none"> <li>• Largest product producers: <ul style="list-style-type: none"> <li>○ BAC with \$374,000</li> <li>○ MacDonald with \$370,000</li> <li>○ Pine Castle with \$186,000</li> </ul> </li> <li>• Largest service providers: <ul style="list-style-type: none"> <li>○ Goodwill of South Florida at \$1.268 million</li> <li>○ BAC with \$654,000</li> <li>○ SMA with \$632,000</li> </ul> </li> </ul> <p>A member inquired if RESPECT had applied for a PPP loan. Sewell responded that the association had not applied because RESPECT held steady during the pandemic, with no loss of service revenue. Although some commodities did have to shut down, others picked up due to their critical nature.</p>
VII.	Services Update	<p>Lenk reviewed the Service Contract RESPECT COVID-19 response, and Betcher reviewed the current Service Contract activities:</p> <p>COVID-19 Response</p> <p>Service staff worked hard to ensure every contract obligation was met.</p> <ul style="list-style-type: none"> <li>• RESPECT critical staff remained in the office, while others worked from home. To ensure continuity, daily calls were held to keep up to date and address needs.</li> <li>• Staff continued to visit and inspect critical sites.</li> <li>• When asset maintenance contract sites closed due to checkpoints being installed, staff used downtime to fine-tune the Welcome Center. Staff even went</li> </ul>

	<p>Services Update (continued)</p>	<p>on-site and physically assisted the Employment Center with the work.</p> <ul style="list-style-type: none"> <li>• Daily calls took place with RESPECT and Employment Centers to ensure we remained fully staffed, addressed current needs, and maintained adequate supplies.</li> <li>• Daily check-ins occurred with our customers to ensure they maintained security that their needs would be fulfilled as outlined in their contract.</li> <li>• Letters naming employees of essential contracts were produced and distributed so that personnel could travel to and from work during the times of stay at home orders.</li> <li>• Provisions were made to enable Employment Centers to have access to augmented staffing. This augmentation allowed the temporary staffing of non-disabled labor that was needed to keep essential services in place.</li> <li>• RESPECT hosted a call with all asset maintenance contract holders to address concerns.</li> <li>• RESPECT maintained normalcy by continuing Program Reviews, renewals, and proposals for assignment.</li> </ul> <p>COVID-19 Additional Services</p> <p>Employment Centers have fulfilled multiple requests for additional service for customers, including:</p> <ul style="list-style-type: none"> <li>• Miami-Dade – disinfecting services at public buildings.</li> <li>• Florida Department of Transportation – disinfecting services at some rest areas and increased services at I-10 and I-95 checkpoints.</li> <li>• Florida Department of Health - disinfecting services at public buildings.</li> <li>• Florida Department of Education/Division of Blind Services - disinfecting services at public buildings.</li> <li>• Florida Department of Management Services –off-site operators for the State’s 411 Call Center.</li> </ul>
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	<p>Services Update (continued)</p>	<p>New Contracts:</p> <ul style="list-style-type: none"> <li>FDOH Gadsden County (Janitorial) – proposal submitted to the customer and being routed for approval.</li> </ul> <p>Expanded Contracts:</p> <ul style="list-style-type: none"> <li>The Department of Economic Opportunity Call Center contract was being ramped down from 20 to 10 operators per customer request. In March 2020, the agency’s calls more than quadrupled due to the Coronavirus shutdowns. RESPECT was asked to vacate the ramp down plan, and alternatively ramp up to 50 operators by July 1, 2020.</li> </ul> <p>New Opportunities:</p> <ul style="list-style-type: none"> <li>FDOH St. Lucie County – 7 buildings, pricing, and proposal being developed.</li> </ul> <p>Lost Contracts:</p> <ul style="list-style-type: none"> <li>FDOH CMS Pensacola (Janitorial) FDOH sold the building.</li> <li>APD Jacksonville (Janitorial) Employment Center chose not to renew the contract.</li> <li>FDOH CMS Jacksonville (Janitorial) customer putting out to bid.</li> </ul> <p>Proposals for Assignment:</p> <ul style="list-style-type: none"> <li>PFA 2020-03 FL DEM EOC Sanitizing (1 notice of interest, Employment Center ultimately passed on the opportunity).</li> <li>PFA 2020-04 FL DOH Coronavirus Call Center (Customer canceled request).</li> <li>PFA 2020-05 FDOT Brevard Operations Janitorial Services (1 notice of interest, Employment Center ultimately passed on the opportunity).</li> <li>PFA 2020-06 FDOH Complex Jacksonville GM (2 notices of interest, Employment Center submitted proposal then withdrew).</li> </ul>
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	<p>Services Update (continued)</p>	<ul style="list-style-type: none"> <li>• PFA 2020-07 FDOH Gadsden County Janitorial Services (1 notice of interest, Employment Center proposal submitted, awaiting results).</li> <li>• PFA 2020-09 APD Jacksonville Janitorial (1 notice of interest, Employment Center ultimately passed on the opportunity).</li> <li>• PFA 2020-10 FDEM Sadowski Building Shredding (2 notices of interest, Employment Centers ultimately passed on the opportunity).</li> <li>• PFA 2020-11 DHSMV Florida Highway Patrol JS (No respondents, closed).</li> <li>• PFA 2020-12 Florida Highway Patrol Troop D Deland Station JS (2 Notice of interest, scheduled walkthrough 5/12/2020).</li> <li>• PFA 2020-13 Florida Highway Patrol Troop D Cocoa Station JS (No respondents, closed).</li> <li>• PFA 2020-14 FDOT D7 Brooksville Operations Lawncare (No respondents, closed).</li> <li>• PFA 2020-15 CMS Pinellas Park JS (No respondents, closed).</li> <li>• PFA 2020-16 Florida Highway Patrol Troop D Cocoa Station Lawncare (No respondents, closed).</li> <li>• PFA 2020-17 Florida Department of Juvenile Justice Hillsborough JS (No respondents, closed).</li> </ul> <p>Patel asked if others had been asked to have special certifications to clean COVID-19 affected areas.</p> <p>Bettcher responded certifications had not been requested, but electrostatic fogging has been requested as it can clean large spaces effectively. Bettcher further stated he only knew of one EC who possessed the fogging capability, which was SMA.</p> <p>Shay from SMA stated they had utilized the fogging or several locations to eliminate the virus.</p> <p>Patel asked if anyone had looked into the Spartan Chemical training certifications that deal with pandemics. Staff had not but indicated interest.</p>
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VIII.	Commodities Update	<p>Lenk provided the commodities update:</p> <p>COVID-19 has affected RESPECT commodities.</p> <ul style="list-style-type: none"> <li>• The Commodities Procurement and Development Director and Commodities Manager are on extended family leave per the FFCRA. Staff have stepped in to cover their roles to ensure that all essential functions remain intact and uninterrupted.</li> <li>• Staff are verifying shipping information on every order before shipment to reduce the number of misdeliveries due to office closures.</li> <li>• RESPECT has seen a massive increase in the number of orders for COVID related commodities. <ul style="list-style-type: none"> <li>○ Essential items like medical supplies, PPE, sanitizers, trash bags, and batteries continued to be in high demand. ECs stepped up and adjusted production methods to meet the need.</li> <li>○ ECs that were out of stock allowed other ECs to provide the product until they could get the items back in stock; thereby, RESPECT was able to continue to provide critical items to the State.</li> <li>○ RESPECT was able to offer a one-time purchase of 10,000 masks to the State for which the State was very appreciative.</li> <li>○ Backorders were an issue. ECs were adaptive and found alternative solutions. When hand sanitizer foam was out of production, the EC offered an alternative 2 oz. hand sanitizer. The customer was happy with the alternative.</li> </ul> </li> </ul> <p>Program Reviews:</p> <p>Staff were in the process of completing all of the Commodity Program Reviews when they went on leave. Service Contract Manager, Rebekah Small has assisted in completing the Program Reviews.</p> <p>To date, RESPECT has completed 14 reviews and have scheduled two more.</p> <p>Patel thanked RESPECT for the flexibility and understanding that occurred that allowed critical supplies to continue to ship, despite having a shut down of ADT programs from which labor was typically provided.</p>
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IX.	Compliance Update	<p>Lenk reviewed RESPECT Compliance improvements, and Betcher reviewed compliance activities:</p> <p>Complaint / Incident Log</p> <p>RESPECT has developed a log to track incidents and complaints about contract sites. The record is intended to provide follow up, resolution, and tracking of emerging trends. The log is a source that can be used as a reference document so that complaints and incidents are recorded in a visible manner.</p> <p>Inspection Score Tracking – 5/20/20</p> <ul style="list-style-type: none"> <li>• FL DOT monthly inspects all asset maintenance contract sites. RESPECT works in partnership with another entity to provide services to FDOT; however, we are jointly scored for performance, even though each entity is responsible for following their scope of work.</li> <li>• RESPECT has developed an inspection form that equitably divides up deductions based on whose responsibility it is according to the scope of work.</li> <li>• Contract Managers take the FL DOT inspection, record the results, and report the RESPECT portion of the score to the EC.</li> <li>• Utilizing the DOT approved inspection form when assigning fines allows RESPECT to accurately and without subjectivity assign what would be RESPECT's portion of responsibility.</li> <li>• Contract Managers will ensure that all RESPECT issues are handled and that sites have reported all asset maintenance issues to the correct authority.</li> <li>• Contract Managers then record the overall combined score, the asset maintenance portion of the score, and the RESPECT score in a table that provides tracking data. This inspection tracking process has occurred in other areas but is now being implemented uniformly.</li> </ul> <p>Monitoring or Corrective Action Update:</p> <ul style="list-style-type: none"> <li>• One Employment Centers is on Monitoring Status.</li> </ul>
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	Compliance (continued)	<ul style="list-style-type: none"> <li>• One Employment Center is on Corrective Action</li> <li>• Two Employment Centers have been removed from Corrective Action since the last ROC.</li> </ul>
X.	Program Review Update	<p>Lenk discussed the 2020 Program Review process and Bettcher reported on the status of the 2020 Program Reviews:</p> <p>2020 Program Reviews:</p> <ul style="list-style-type: none"> <li>• Programmatic Program Reviews (Part 1) for Service Contacts and Commodity Program Reviews are scheduled to be completed by June 2020. Originally, all work was to be completed by April 2020. Due to the pandemic, schedules had to be adjusted.</li> <li>• Fiscal Program Reviews are in process and are subject to be completed three months before the contract renewal date.</li> <li>• Fiscal Program Reviews have proven to be a valuable tool. Staff have been able to identify significant pricing and cost accounting issues that need to be addressed.</li> <li>• Data collected is used to assist RESPECT and the Employment Center with the recovery of costs. Issues of underfunding, overfunding, and misallocation are addressed within the review.</li> <li>• Contract increase requests will only be put through following a Fiscal Program Review that indicates reasonable need.</li> </ul> <p>Count Completed for Part 1 Programmatic Reviews</p> <ul style="list-style-type: none"> <li>• 21 completed, 3 outstanding</li> </ul> <p>Count Completed for the Part 2 Fiscal Reviews</p> <ul style="list-style-type: none"> <li>• Of 38 individual contracts with June 30, 2020 renewal date, 11 of 38 completed.</li> </ul> <p>Count Completed for the Commodity Reviews</p> <ul style="list-style-type: none"> <li>• 14 completed, 2 outstanding.</li> </ul>

<p>XI.</p>	<p>Next Meeting</p>	<p>Next Call-in Meeting:</p> <p>Next Meeting Date - Thursday, August 20, 2020, at 10 AM EST</p> <p>Future Meeting Dates:</p> <ul style="list-style-type: none"> <li>• November 19, 2020</li> <li>• February 18, 2021</li> <li>• May 20, 2021</li> <li>• August 19, 2021</li> </ul> <p>Johnson and Levy thanked RESPECT staff for the support given during the COVID crisis.</p> <p>Patel noted he had seen a 100% improvement in the Program Review process, especially in the Fiscal Review portion. He stated that now the data is clear, and the expectations are easy to follow.</p> <p>Patel asked how Employment Centers who utilize 100% ADT labor and produce commodities how handling the disabled labor at this current time with their ADT being shut down.</p> <p>Shay responded SMA has shut down their ADT and typically utilizes 100% ADT labor. Still, they have contracts for DOD and others that must continue, so they have brought in a few more independent employees who can come back to work and have brought in some temp disabled staff as well. The disabled labor ratio is still low, but it is improving.</p>
<p>XII.</p>	<p>Adjournment</p>	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:20 AM.</p>