



**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
August 15, 2019
10:00 AM – 12:00 PM

ROC Members:

Stephen Bailey	CARC / Chair	YES / via phone
Amar Patel	Brevard Achievement Center	YES / via phone
Carol Collins	SMA Behavioral Healthcare	YES / via phone
Karen Higgins	PARC	YES / via phone
Kyle Johnson	Lighthouse Works	NOT PRESENT
Rich Gilmartin	GCE	YES / via phone
John Roper	Arc Emerald Coast	NOT PRESENT
Steven DeVane	Duvall Homes	YES / via phone
Karenne Levy	MacDonald Training Center	YES / via phone

Present / via:

FARF/RESPECT:

Suzanne Sewell	FL ARF President & CEO	YES / in person
Lindsey Boyington	Commodities and Procurement Director	YES / in person
Dayna Lenk	HR / Compliance Director	YES / in person
Keith Bettcher	Services Director	YES / in person
Joe Pierini	CFO	YES / in person
Julie Wolfe	Contract Manager	YES / in person

Present / via:

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:05 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 and Kyle Johnson. Amar Patel joined the call after roll call. A quorum was announced.
III.	Approval of 5/30/2019 Meeting Minutes	Bailey called for a motion to approve the May 30, 2019, ROC meeting minutes. Devane motioned and Gilmartin seconded the motion to approve the minutes. The minutes were approved with the correction that Karenne Levy and Steven DeVane were left off the attendance list for the 5/30/2019 meeting.
	Additions to the Agenda	Bailey called for any additions to the agenda. No additions were requested.
IV.	RESPECT Overview	Sewell presented an overview of RESPECT highlights for the last quarter, including. <ul style="list-style-type: none"> • RESPECT continues to achieve its mission • RESPECT continues to seek the appropriate balance and utilization of resources to create more sustainable job opportunities for individuals with disabilities while ensuring that the program operates in accordance with statutes and rules. • The national push continues to eliminate use of 14c subminimum wage certificates. A recent bill passed in the House of Representatives would eliminate federal subminimum wage provisions within six years and establish new wage guidelines for individuals with disabilities. The bill does not appear to have enough support in the Senate for passage. • Fewer Employment Centers are using the 14c certificates. <p>Sewell indicated that over the last quarter the following activities have been in process:</p> <ul style="list-style-type: none"> • Commodities and Services staff focused on Program Reviews and ensuring that Employment Centers are compliant in the areas of disabled labor ratios, quality performance, and revenues

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	RESPECT Overview (Continued)	<p>compared to expenses. RESPECT is excited about the progress made to date regarding fiscal reviews for service contracts.</p> <ul style="list-style-type: none"> • Compliance staff are in the process of recertifying Employment Centers prior to October 1, 2019. • Improvement has been realized within some Asset Maintenance contracts that were receiving fines based on low performance scores. • Business Development Consultants and RESPECT representatives have been meeting with governmental agencies to encourage purchasing through RESPECT. • The concept of “Value Added” is being vetted with DMS in an effort to modernize jobs. • The “Jobs for You” model is on hold awaiting VR redesign changes. • The Proposal for Assignment (PFA) process was changed to streamline the process. • Commodities and Service Contracts training for Employment Centers is being developed and will be provided by September 30, 2019. <p>Sewell stated preliminary data from Employment Centers suggests fewer individuals are being served via the RESPECT program. This trend is being watched closely and numbers are being verified with Employment Centers.</p> <ul style="list-style-type: none"> • Several Employment Centers indicate difficulty in finding applicants with disabilities (severe handicaps per statute). • Staff consultation is being provided when the opportunity arises. • Final counts will be available for the next ROC meeting.
V.	Sales Report	<p>Pierini presented the sales report for the 3rd quarter ending June 30, 2019. Highlights include:</p> <ul style="list-style-type: none"> • Service Sales = \$19 million

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	Sales Report (continued)	<ul style="list-style-type: none"> Commodity Sales = \$4.1 million Services sales are up year-over-year by 4.3% Commodity Sales are down year-over-year by 21.8%. The primary change is no promotional orders from the Lottery have been received.
VI.	Certification and Compliance Updates	<p>Lenk presented an overview on EC recertification:</p> <ul style="list-style-type: none"> RESPECT has begun the 2019/2020 annual recertification process. To date the numbers served are trending below last year's data. RESPECT is following up with all ECs reporting a shortfall in numbers. The general response has been ECs lost contracts, there has been less staff turnover and EC difficulty in filling positions. <p>The Program Reviews are almost complete. All D2 Asset Maintenance fiscal reviews are complete.</p> <ul style="list-style-type: none"> All commodity reviews are complete. 3 services reviews remain outstanding. <p>RESPECT continues to have some Employment Centers on Corrective Action and Monitoring Status. There is a positive trend toward improved compliance.</p> <ul style="list-style-type: none"> 2 Employment Centers are on Corrective Action due to issues with ratio on individual contracts that are below majority for disabled labor. 2 Employment Center are on Monitoring Status for having a disability ratio that could affect their Agency Wide Ratio. 1 Employment Center is on Monitoring Status for Performance.
VII.	DMS Value Added	<p>Boyington discussed DMS Value Added for Commodities</p> <ul style="list-style-type: none"> RESPECT met with DMS' Chief of Staff on July 11 to discuss "Value Added."

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	DMS Value Added (Continued)	<ul style="list-style-type: none"> • DMS interprets “Value Added” as the value to the state - not in terms of the work added to the product by workers with disabilities. • RESPECT requested that the definition be changed and must include verbiage addressing the value to the state. • RESPECT had a phone call with the new DMS Contracts Division Director to further discuss the concern. • RESPECT discussed the process to add commodities to the DMS Procurement List (PL) and the items that have recently not been approved for addition to the PL. • The DMS Contracts Director requested cost breakdowns, market analyses, and initial requests that were sent to DMS for earlier approval. • The DMS Contracts Director stated she would be working on a standard process for submitting and reviewing new products. • A follow up meeting was held with DMS on August 12. At that meeting RESPECT and DMS developed a new working definition of “Value Added” that reads: “Value added means the significant labor of individuals who are blind and/or severely handicapped by producing, manufacturing, assembling or repackaging commodities and/or services which result in a change in composition or physical state. Significant labor includes wages or salary paid for work skills that are transferrable to the general work force.” • Once the new working “Value Added” definition has been in process for 6 months, RESPECT will report back on progress made. • If the new definition is successful, RESPECT will request a change to the Policy and Procedure Document. • RESPECT is seeking a champion out of the Governor’s office to promote commodities.

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VIII.	Proposal for Assignment (PFA) Amendments	<p>Sewell discussed proposed changes for the PFA process and stated RESPECT has continued to seek more efficient ways to bring PFA opportunities to Employment Centers. RESPECT seeks to:</p> <ul style="list-style-type: none"> • Streamline the Notice of Intent Process (NOI) to have a shorter turnaround time for opportunities. • Eliminate the Flow Chart from the RESPECT Policy and Procedure Handbook as the process is internal process and is explained in the PFA document that is sent out to all Employment Centers. (Attachment 1, page 167 in the RESPECT Policy and Procedures handbook.) • Remove the PFA process documents from the RESPECT Policy and Procedures handbook appendices since the PFA is a RESPECT internal Document. (Pages 162-169 in the RESPECT Policy and Procedures handbook.) • Text within the Policy and Procedures handbook will still read: <i>RESPECT will post the information in a Proposal for Assignment format on the RESPECT website (www.respectofflorida.org) for review and consideration by all Certified Employment Centers.</i> <p>ROC members agreed to the proposed changes with the understanding that proposed amendments would be presented for their review prior to seeking DMS approval.</p> <p>Members inquired about the content and information that can be included within the PFA notices indicating that the number of jobs to be created and the dollar amount are helpful items to know. Staff responded they will accommodate the request to the extent possible.</p>
IX.	Website Refresh Update	<p>Boyington provided an update on the progress of the RESPECT website refresh:</p> <p>Design Work:</p> <ul style="list-style-type: none"> • Test site has been developed and design work has started.

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	Website Refresh Update (continued)	<ul style="list-style-type: none"> • There will be a redesign of the homepage. • Some design changes on individual product pages. • Pictures and verbiage are being updated. • More design work will follow. <p>Completed Work – (on test site):</p> <ul style="list-style-type: none"> • Site is upgraded and prepared for development. • Reports on EC Portal have semi-colon delimiter instead of comma delimiter. • Attachments can be added through the Contact Us Page. • Phone number field added to Contact Us Page. • Mass email module for emailing customers. • Inventory feature. <p>In Development:</p> <ul style="list-style-type: none"> • Custom PDF catalog generator. • Migration of existing email templates to mobile responsive format. • Additional mobile responsive email templates are being created. • Page navigation improved on the EC portal with the ability to view more than 10 lines per page and to quickly see zero sales items. • Ability to create a customizable PDF catalog to export a full catalog or just a category of interest.
X.	Training Updates	<p>Boyington and Bettcher reported on upcoming training opportunities for RESPECT Employment Centers:</p> <p>Commodities EC Portal Training</p> <ul style="list-style-type: none"> • Provided user guide through email to all ECs • Offered in person training during Program Reviews • Provided training support via email and phone <p>A Commodities Roundtable is scheduled August 28, 2019 at 9 a.m.</p> <p>Services Compliance Training:</p> <ul style="list-style-type: none"> • To be held in District 2 on August 27, 2019.

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	Training Updates (continued)	<ul style="list-style-type: none"> • Training will travel to different districts and will deal with each district's distinct needs. • Training will cover: <ul style="list-style-type: none"> ○ Contract Pricing and RESPECT Program Reviews; ○ Annual Escalators for long-term asset maintenance contracts; ○ Fines and how to avoid them; ○ FDOT D2 Asset Maintenance Scope of Services: Changes, new requirements, fines. ○ Quality Assurance; ○ Monitoring and Corrective Action; ○ Recertifications; and, ○ Ratio requirements.
XIII.	Commodities Updates	<p>Boyington provided the following Commodities updates and indicated the Commodities team is focusing on:</p> <ul style="list-style-type: none"> • RESPECT Awards • Micro-Enterprise Grant • A-Team • Targeted social media campaigns • Working with DMS on Value Added • Annual Report • New Customer Service Rep starts on August 19, 2019
XIV.	Services Update	<p>Betcher provided the following Services updates:</p> <p>Opportunities:</p> <ul style="list-style-type: none"> • PFA 2019-12 Orange County Utilities Janitorial – Orlando; • PFA 2019-13 Orlando - DHSMV FHP Troop D Headquarters Janitorial; • 17 PFA's posted year to date. <p>Other Services Updates included:</p> <ul style="list-style-type: none"> • Successful renewal of 99% of annual contracts ending June 30, 2019. • Successful launch of 3 new contracts July 1, 2019 resulting in 26 new positions.

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	Services Update (Continued)	<ul style="list-style-type: none"> ○ DOH Children's Medical – Gainesville ○ DOH Children's Medical – Jacksonville ○ DOT/ DBI D5 Seminole Rest Area <ul style="list-style-type: none"> ● Inspection scores continue to rise at the D5 Sumter Rest Areas. The rolling 6-month average exceeds 90% on NB and 89.9% on the SB side. <p>New Contracts:</p> <ul style="list-style-type: none"> ● FDOT has accepted RESPECT's pricing for the D2 Asset Maintenance contract currently under a competitive bid solicitation. This price will be a pass-through written into all proposals submitted for the multi-year contract beginning December 1, 2019 and expiring November 30, 2026. ● RESPECT values working closely with FDOT, as it did in D2, to negotiate contract terms with FDOT as opposed to the Asset Maintenance Providers. <p>Fines:</p> <ul style="list-style-type: none"> ● RESPECT is seeing an increased imposition of fines as FDOT ratchets up accountability. ● RESPECT developed a guide that lays out the different variants in fines, penalties and actions imposed by FDOT across all districts. ● RESPECT seeks uniformity and consistency.
XV.	Next Meeting	<p>Next Call in Meeting:</p> <p>The next scheduled ROC meeting is, Thursday November 21, 2019, 10:00 a.m. - 12:00 Noon.</p>
XVI.	Adjournment	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:30 a.m. Gilmartin motioned to adjourn and Levy seconded.</p>