



**Suzanne Sewell
President & CEO**

**Shirley Balogh
Board Chair**

**Shirley Balogh
RESPECT Oversight Committee Chair**

**Suzanne Sewell
Acting RESPECT of Florida, Executive Director**



**RESPECT Oversight Committee Meeting
September 127, 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
YES / via phone
NOT PRESENT
YES / via phone
YES / via phone

Guests:

Carol Collins	SMA Behavioral Healthcare
---------------	---------------------------

Present / via:

YES / via phone

FARF/RESPECT:

Suzanne Sewell	FL ARF President & CEO
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
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	Roll call was conducted by Lenk. Members of the Committee were present via phone except for Ivan Cosimi and Rich Gilmartin. A quorum was announced. Guest Carol Collins of SMA Behavioral Healthcare was also in attendance via phone.
III.	Approval 5/11/2017 Meeting Minutes	Balogh called for a motion to approve the May 11, 2017 ROC meeting minutes. Bailey motioned and Levy seconded a motion to approve the minutes.
IV.	Additions to the Agenda	Balogh called for any additions to the agenda. No additions were requested.
V.	Old Business/Action Items	Balogh called for discussion on any old business; members reviewed old business action items. <ul style="list-style-type: none"> • Blind Priority: Sewell reviewed May 11, 2017, ROC discussions on Chapter 413.035, F.S., regarding a priority for assignment of work to programs that serve the blind. <ul style="list-style-type: none"> ○ Sewell clarified that adding 5 points to Proposal for Assignment (PFA) responses could be given to Agencies whose population is defined as blind, when the work being conducted can be done by the blind but that the addition of points would likely not apply to all work requests. ○ May asked if the 5 points would automatically be added for all PFA requests. ○ Nasehi stated that agencies that serve the blind and visually impaired would not apply for projects that their client base could not perform. • The discussion concluded with the understanding that the 5 points would be added to the PFA scoring process when the work could be done by agencies that serve the blind and visually impaired; and that these agencies would be expected to self-select when their clientele could perform the work. • Staff indicated that the scoring ceiling would be a point system based on 100 with five points added for the blind / visually impaired preference.

Key Points Discussed		
No.	Topic	Highlights
VI.	RESPECT Overview	<p>Sewell presented an overview on the RESPECT program highlighting the following points:</p> <ul style="list-style-type: none"> • The 4th quarter of the year RESPECT focused on finishing program reviews, identifying corrective actions and monitoring steps needed to ensure EC compliance. • ECs have been recertified for FY 17-18. The number served increased by 2.4% for a total of 1,201 individuals served compared to 1,173 last year. • Following a change in the ED position, the Commodities Director and the Service Contracts Director are providing co-leadership for the RESPECT program with the President/CEO serving in an Acting ED role. Sewell opined this arrangement is working well internally.
VII.	Sales Report	<p>Pierini reported on the sales for services and commodities through the 3rd quarter of fiscal year 17:</p> <ul style="list-style-type: none"> • At June 30, 2017, total service sales were \$18,056,026 and total commodities sales were \$4,719,682.17. • Service sales were ahead of budget by 1.1% and ahead of prior year sales by 5.96%. • Commodities sales were behind budget by 7.6% and behind prior year sales by 8.8%. The loss in sales is attributed to the Department of Lottery not purchasing promotional items. • State agencies continue to be our largest customer.
VIII.	DMS Policies and Procedures Update	<p>Sewell gave an update on the Policies and Procedures Manual changes approved by the ROC and DMS. Major Points of Change follow:</p> <ul style="list-style-type: none"> • Incorporating RESPECT's compliance role with the Law, Rule and DMS contract. • Clarifying that RESPECT will work with ECs to reach compliance in a reasonable and fair manner. • Clarifying and strengthening assignment procedures. • Incorporating earlier suggested changes by DMS. • In addition, 26 points of significant change occurred.
IX.	Monitoring and Corrective Actions Status Report	<p>Lenk reviewed the RESPECT Monitoring and Corrective Action Process</p> <ul style="list-style-type: none"> • 46 Program Reviews were completed • 0 Program Reviews are incomplete • 7 Employment Center require Corrective Action • 8 Employment Center require Monitoring Status. <p>RESPECT is reviewing disabled labor ratios and revenues/expenses, as well as comparing numbers submitted for Program Reviews and re-certification data.</p>

Key Points Discussed		
No.	Topic	Highlights
	Monitoring and Corrective Actions Status Report - Continued	<p>The Program Review resulted in Monitoring Status and Corrective Action Status for some ECs.</p> <p>Monitoring Status – for less serious compliance issues or risk concerns that could affect compliance including:</p> <ul style="list-style-type: none"> • Issues that have the potential of affecting the viability of the contract; • Monitoring will be a collaborative process between the EC and the Program Manager to improve identified issues; • Monitoring will typically not require forms to be completed by the EC, as the Program Manager will visit on a scheduled basis to collect needed data; • Once issue(s) are resolved, monitoring will end; • ECs can continue to participate in the PFA process. <p>Corrective Action – For serious violations</p> <ul style="list-style-type: none"> • The Corrective Action process will be implemented for issues that affect the viability of the contract such as low disabled labor ratios; • ECs under Corrective Action status will be required to submit a Corrective Action Plan (CAP) outlining how they will improve compliance; • As with monitoring, the Corrective Action status will be a collaborative process between the EC and the Program Manager to bring ECs up to standard; • Under Corrective Action status the ECs will submit regular updates to the CAP; • EC cannot participate in the PFA process for new products while on Corrective Action status. <p>Triggers for Corrective Action or Monitoring Status</p> <ul style="list-style-type: none"> • Disability ratios below 75% - Agency wide results in Corrective Action status; individual contracts will be monitored to evaluate compliance risks; • Revenue over expenses ratios that show ECs may not be spending enough on employment of individuals with severe handicaps. • Performance issues that indicate the EC cannot perform the work or that challenges exist that must be corrected to ensure continuation of the contract. • Other areas of concern that affect overall performance for the contract or commodity.
X.	Changes in the PFA Process	McBride gave an update on the change in the PFA Process, as follows:

Key Points Discussed		
No.	Topic	Highlights
	Changes in the PFA Process - Continued	<ul style="list-style-type: none"> The current PFA process is clunky and requires the respondent to print, sign, scan and email back to RESPECT to show interest on opportunities. RESPECT proposes using DocuSign to streamline the PFA process and to interface with Sales Force. The Florida ARF Finance Committee approved the DocuSign request for the next FY budget. DocuSign will allow ECs to respond remotely. RESPECT staff will evaluate other parts of the PFA process for improvement. <p>McBride volunteered to assemble a workgroup of EC staff to collect their input on ways to improve the process.</p>
XI.	Review ROC Concept Paper	<p>Sewell gave a review of the ROC Concept Paper and highlighted the following:</p> <ul style="list-style-type: none"> The text of the paper provides the framework and expectations for the ROC. While the paper is thought to be conceptually sound, it was written approximately eight years ago and warrants updating – particularly in the areas of expected membership. <p>Discussion followed and it was agreed that ROC members would review the paper and discuss recommended changes at the next ROC meeting.</p>
XII.	Commodities Update	<p>Boyington provided the following updates on commodity products.</p> <p>There have been changes in Customer Service Team:</p> <ul style="list-style-type: none"> Customer Service Team Addition - Customer Service Agent, Monique DeLaTorres. DeLaTorres' duties include inputting general orders and quotes, troubleshooting issues with customers, serving as the main point of contact for ECs with commodity assignments (i.e., product, shipping, quotes, etc.) Katie Mayo's duties include handling Award Plaques and Customized Commodities quotes and orders. Mayo is now the main point of contact for ECs with these assignments, as well as working with the inactive ECs to assist with product development. <p>RESPECT has added a new Assignment Agreement – Personal Care Items for Correctional Facilities.</p> <p>New products include:</p> <ul style="list-style-type: none"> Personal care items Additional incontinence supplies

Key Points Discussed		
No.	Topic	Highlights
	Commodities Update - Continued	<ul style="list-style-type: none"> Continued requests and orders from DOH for promotional items and hemoglobin supplies GARC is working with new engraver, offering new designs for Award Plaques <p>Marketing:</p> <ul style="list-style-type: none"> Refocusing on state agencies and capturing more business with existing customers Trade show plans and calendar October 4 – Exceptional Employers event in Tallahassee.
XIII.	Service Contracts Update	<p>McBride provided the following updates on service contracts.</p> <p>Opportunities Under Development:</p> <ul style="list-style-type: none"> DMA 50+ Sites Janitorial and Grounds APD Rish Park Janitorial APD Sunland Janitorial City of Miami Beach Janitorial Pinellas County DOH Janitorial <p>New & Increased Contracts:</p> <ul style="list-style-type: none"> The DEO Contact Center contract launched in late July and will employ 10 or more people with disabilities. We hope that this service may be expanded. <p>Recent Hurricane Impacts:</p> <ul style="list-style-type: none"> With a significant number of contracts at rest areas, the evacuations of people in the path of Irma was a significant burden in early September. In addition to the large numbers of people traveling out of harm's way, we dealt with power outages, employees needing to deal with the storm at home, stressed waste water/water systems, porta-potty usage, and trash overload. FDOT will be replacing some rest areas in the next five years and we would like to make suggestions in how to better accommodate folks who are evacuating. <p>Program Reviews:</p> <ul style="list-style-type: none"> 27 Program Reviews of the ECs performing service contracts have been completed. As reported earlier, some ECs will be under monitoring and or Corrective Action status to resolve areas of concern.

Key Points Discussed		
No.	Topic	Highlights
	Service Contracts Update Continued	<p>Services Focus:</p> <ul style="list-style-type: none"> RESPECT has a few important contracts where performance is not meeting the customer expectations; targeted oversight is occurring. We also have identified some compliance issues working through the Program Reviews and the annual recertification process. As a result, RESPECT will be hyper-focused on improving performance quality while ensuring compliance. We intend to be good stewards of the opportunities that we have while safeguarding the integrity of the program. <p>Patel requested that RESPECT raise the issue of safety of associates during hurricanes with DOT.</p> <p>McBride offered to form a work group to discuss issues to raise with DOT as a follow up to Hurricane Irma. Many new facilities are to be built in the next 5 years and emergency generators would be an example of a suggestion for DOT to maintain power and water at the sites along the evacuation route.</p>
XIV.	Changing of the Guard	<p>Balogh will be stepping down as ROC Board Chair, and Bailey was introduced as the next ROC Board Chair.</p> <p>Sewell thanked Balogh for her years of service and acknowledged her many contributions to the ROC.</p>
XV.	Next Meeting	<p>Next Meeting – November 16,2017, 10AM-12PM Call in meeting</p> <p>Agenda to include:</p> <ul style="list-style-type: none"> ROC Concept Paper WIOA Impact – to be added as on ongoing agenda item per request of ROC members.
XVI.	Adjournment	<p>After calling for any more business and none being stated, Balogh motioned and May seconded that the meeting be adjourned. The meeting was adjourned at 11:25 AM.</p>