



Suzanne Sewell
President & CEO

Kevin Johnson
Board Chair

Stephen Bailey
RESPECT Oversight Committee Chair

Dayna Lenk
RESPECT Program Director



RESPECT Oversight Committee Meeting
December 10, 2020
10:00 AM – 12:00 PM

ROC Members:

Stephen Bailey	CARC / Chair	Yes / Via Phone
Amar Patel	Brevard Achievement Center	Yes / Via Phone
Carol Shay	SMA Behavioral Healthcare	Yes / Via Phone
Karen Higgins	PARC	Yes / Via Phone
Kyle Johnson	Lighthouse Works	Yes / Via Phone
Xan Smith	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
Ellyn Drotzer	Lighthouse Broward	Yes / Via Phone

FARF/RESPECT:

Suzanne Sewell	FL ARF President & CEO	Yes / In Person
Dayna Lenk	Program Director	Yes / In Person
Keith Bettcher	Services Director	Yes / Via Phone
Lindsey Boyington	Procurement and Development Director	Yes / In Person
Danielle Owens	Finance and Accounting Director	Yes / In Person
Rebekah Small	Commodities Manager	Yes / In Person
Dee Belizaire	Program Analyst	Yes / In Person
Julie Wolfe	Contract Manager	Yes / In Person
Harry Friends	Contract Manager	Yes / In Person
Rich Gilmartin	Employment Consultant	Yes / Via Phone

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:08 AM by Chair Bailey.
II.	Roll Call	Lenk conducted roll call. Members of the Committee were present via phone except for Xan Smith and John Roper. A quorum was announced. Smith joined following roll call.
III.	Approval of 8/20/20 Meeting Minutes	Bailey called for a motion to approve the August 20, 2020, ROC meeting minutes. Higgins motioned, and Devane seconded to approve the minutes. The minutes were approved.
	Additions to the Agenda	Bailey called for additions to the agenda. No additions were requested.
	Corrections to the Meeting Packet	Lenk noted in the original ROC packet that Gilmartin's name was left off the attendance list but had been added to the minutes that were up for approval.
IV.	Overview	<p>Sewell presented an overview of RESPECT highlights for the quarter, including:</p> <ul style="list-style-type: none"> • RESPECT will serve as the Central Nonprofit Agency (CNA) for another five years with the option of a five-year renewal. The new contract term begins January 1, 2021. • Negotiation discussions have been held with DMS. RESPECT anticipates having an executed contract in the near future. • For FY 19-20, RESPECT Sales were at an all-time high at \$33 million. • To date, the COVID-19 pandemic has not had a significant negative impact on sales. <ul style="list-style-type: none"> ○ This trend may not continue as state revenues are down by at least \$5 billion. ○ In January, lawmakers will address how to offset current year revenue losses.

	<p>RESPECT Overview (continued)</p>	<ul style="list-style-type: none"> ○ RESPECT is concerned about the potential impact, particularly on commodity sales, since state expenditures will probably be restricted. ● Staff continue to monitor trends and policies that affect the RESPECT program: <ul style="list-style-type: none"> ○ Florida’s minimum wage amendment will impact service contract pricing. Increasing wages to \$15 per hour over the next 5 years will likely result in pricing increases that will have to be addressed with customers. The first increase to \$10 per hour in 9/2021 will come when state revenues will still be struggling unless the legislature passes measures to generate more revenues. ○ RESPECT has fulfilled its service contract obligations in most instances during the pandemic but has felt the strain. ○ Federal administration changes mean more advocacy efforts. Use of 14c wages continues to fade, but may not satisfy those who oppose programs that create employment options that include congregate settings. ● RESPECT program closes the fiscal and calendar years in a strong position but acknowledges significant challenges that may reduce the number of jobs and sales during 2021. <p>Patel noted the Federal government is moving away from the use of 14C and has begun not to award contracts to holders of 14C licenses. This will eventually force 14C to phase out, and where the Federal government leads, the States will follow.</p>
<p>V.</p>	<p>Sales Update</p>	<p>Owens reported on RESPECT sales for the fourth quarter and gave a 2020 Year over Year Comparison.</p> <p>Revenues for the fourth quarter were above budget by 67K or 1%.</p> <p>Services:</p> <ul style="list-style-type: none"> ● Respect Service Sales for the fourth quarter were \$466k or 7% above budget

	Sales Update (Continued)	<ul style="list-style-type: none"> • Service Sales finished the year at \$27.1 Million: <ul style="list-style-type: none"> ○ 689k or 2.6% above budget. ○ \$933k over the prior year or 3.6%. ○ Increase was due in part to an increase in Call Center Operations and Janitorial Services to include extra COVID cleaning. <p>Commodities:</p> <ul style="list-style-type: none"> • Commodity Sales for the 4th quarter were under budget \$399k or -26.6%. • Commodity Sales finished the year at \$5.85 million. <ul style="list-style-type: none"> ○ \$150k under budget or -2.5%. ○ \$317k under prior year or -5.1%. ○ COVID affected commodities sales, as facilities closed, leading to a decrease in sales of products. ○ During this time, essential products were sold, such as gloves, masks, and sanitizers, which all showed increased sales for FY 2020. ○ Customers closed offices and canceled events leading to a decline in orders for prophylactics and Drug Testing Kits. <p>Total RESPECT sales for FY 2020 were \$33 Million. On a YTD basis, revenues finished 552k, or 1.7% over budget.</p> <ul style="list-style-type: none"> • Total Sales increased 3.18% over the prior year. • Total Sales increased each of the last five years.
VI.	CNA Contract Update	<p>Lenk and Sewell provided an update on the CNA Contract Status.</p> <p>RESPECT secured the State Term Contract to serve as the Central Non-Profit Agency (CNA) for a 5-year term. The contract has a 5-year renewal provision.</p>

	<p>CNA Contract Update (continued)</p>	<p>The Contract start date is January 1, 2021.</p> <p>Significant changes were made to the Contract scope requirements, but some were carried over from the current contract. Requirements in the current DMS contract that remain include:</p> <ul style="list-style-type: none">• Increasing public sector awareness about the program.• Recruiting new Employment Centers.• Participating in job development activity.• Supporting Employment Centers.• Ensuring the qualification of Employment Centers.• Enforcing compliance with Rule Chapter 60E-1, FAC, and Chapter 413, FS, with an enhanced focus on occupational health and safety standards, including audits as warranted.• Ensuring accountability via the ROC and BDC.• Ensuring commodity and service development.• Managing the procurement list.• Handling order allocations, fulfillment, and billing.• Reporting and audit requirements.• Providing trainings and surveys• Maintaining an updated website. <p>Each year the CNA is to complete:</p> <ul style="list-style-type: none">• One health and safety training annually for each Employment Center.• Twice yearly customer satisfaction surveys.• Annual Employment Center satisfaction survey.• Annual employee survey.
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	<p>CNA Contract Update (continued)</p>	<p>CNA annual performance measures follow:</p> <ul style="list-style-type: none"> • Achieve an average rating of 90% on Annual Employee satisfaction surveys. • Provide annual training for all Employment Centers on health and safety issues. • Require that 75% of CNA staff attend MFMP university courses annually. • Increase the average hourly wage of individuals served to meet or exceed Florida minimum wage. • Increase the number of Direct Labor hours performed annually by 3%. <p>Removed from the measures is the number of people serviced by the program. This is a significant change as the measured counted equally a person who worked one hour as a person who worked full time. RESPECT opines that hours worked and wages paid are a better measurement of program success.</p> <p>Annual CNA fee review:</p> <ul style="list-style-type: none"> • An Annual Assessment of Sales report will be required to review possible reduction in the CNA fee based on the volume of sales. • Expectation is the CNA fee will be reduced by 1% by the time of contract renewal. <p>Pricing:</p> <ul style="list-style-type: none"> • For price adjustments to existing commodity and service requests, the CNA will provide all information required by the Department for approval to add to the Procurement List. DMS has agreed to work on language for a more defined timeline for the execution of these adjustments. The language is still in draft. • If DMS approves pricing, the CNA will submit an update of the MFMP Punchout Catalog price file to the Department's Contract Manager. DMS will work to establish a timeframe for approval and price adjustment requests.
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	CNA Contract Update (continued)	<p>New commodity and service requests:</p> <ul style="list-style-type: none"> • CNA is to provide all information required by the Department for approval to add to the Procurement List. The Department will give the CNA a response to the approval request within an agreed-upon timeframe. <p>Financial consequences will apply for nonperformance of the CNA contract:</p> <ul style="list-style-type: none"> • Financial consequences revolve around failure to turn in reports timely and failure to achieve appropriate stratification scores on survey results. • RESPECT is confident all performance requirements can be met.
VII.	Pricing Package Update	<p>Lenk provided an update regarding the status of the Service Contracts Pricing Package and discussed the following recommended changes.</p> <ul style="list-style-type: none"> • Standardized font style throughout (Arial). • Edited formatting, spacing, font size, etc. • Revised the instructions for clarity. • Changed all references of "Work Center" to "Employment Center." • Removed % of DL" from column O/J of Price Summary page. (The only item in column J/O is G & A %, which was amended to calculate based on direct labor and fringe instead of direct labor only). • Added Missing Formula in L35 of Labor Summary Page. • Unhid columns W-AA on Direct Labor pages. • Corrected formulas in column H on Direct Labor pages 1, 2 & 3. • Changed the name of the "Chemicals" page to "Chemicals & Supplies." • Made Chemicals & Supplies charts larger.

	<p>Pricing Package Update (continued)</p>	<ul style="list-style-type: none"> • Removed unnecessary column numbers to the right of equipment line items on Equipment pages 1 & 2. • Revised Equipment amortization dropdown in column E to include years 1-7 (previously only had 1,2,3,5,7). • G&A Page Edits: <ul style="list-style-type: none"> ○ Moved Drug Tests from G&A page to Supplies Page. ○ Added the option of inputting "General Liability Insurance" as a total dollar amount. ○ Changed "Payroll" to "Payroll Processing Fees." ○ Removed Insert line items - added "Accounting Fees" & "General Overhead Expenses." ○ Revised G&A formula to calculate based on direct labor + fringe instead of direct labor only. ○ Changed G&A % rounding to 2 decimal places. ○ Revised definitions for G&A. • Added a defined list of items that can be included in each category on category page's initial page. • Request input regarding Contingency in the pricing package. <p>Shay, Baily, and Patel opined Contingency should remain in the package as it was needed to price a contract in uncertain times.</p> <p>Bailey stated the risk of pricing is RESPECT's price may be above the customer's tolerance level, so ECs should be careful with Contingency and all pricing.</p> <p>Patel recommended the title of Contingency be changed to Risk or Margin, which lines up with Source America contracts and is a generally accepted term.</p> <p>Shay proposed moving Contingency to the first page as a line item expense.</p>
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	Pricing Package Update (continued)	<p>Sewell suggested RESPECT schedule a follow up call with ROC members to resolve Contingency questions. Staff will prepare recommendations on the following:</p> <ul style="list-style-type: none"> • Should Contingency remain in the pricing package? • If Contingency remains, what page should it be placed on – the first page as a line item or on the G&A page? • Should RESPECT rename Contingency to another name like Risk, Margin, or Variance? • How should Contingency be calculated?
VIII.	Commodities Update	<p>Small provided the commodities update for activities that occurred since the last meeting.</p> <p>RESPECT staffing:</p> <ul style="list-style-type: none"> • Monique Gustafson left RESPECT to pursue work within Vocational Rehabilitation. • Rebekah Small is now the Commodities Manager. <p>Commodity additions:</p> <ul style="list-style-type: none"> • Freestanding Protective Screens (2' x 2', 2' x 4', Quad and Custom options) • Sanidry Disinfectant Wipes (300 count bucket and 1000 count case medical grade wipes) • Coffee & Tea (14 various types) • Trash Can Liners (added 8 additional liners) <p>Commodity price reductions:</p> <ul style="list-style-type: none"> • Price reduction for bulk Hand Sanitizer Packets and RESPECT Safety Kits due to decreased manufacturer price. <p>Discontinued commodities:</p> <ul style="list-style-type: none"> • Sanitizing Wipes (70 per Canister) • 55 Gal. Drum of Liquid Hand Sanitizer • Elastic Bandages 4" x 60" • 5 Panel - COC/mAMP/MDMA/MOR(OPI300)/THC Drug Test Kit

	Commodities Update (continued)	<ul style="list-style-type: none"> • 5 Panel - AMP/BZO/COC/MOR(OPI300)/THC Drug Test Kit • USA Flag Cotton 5' x 8' • State Flag Cotton 4' x 6' <p>Business development:</p> <ul style="list-style-type: none"> • Working with Business Development on targeted campaigns for new and back-in-stock items. • Researching how to improve sales for low volume commodities by finding new or expanded markets. <p>Website refinement:</p> <ul style="list-style-type: none"> • Updating descriptions. • Adding pictures. • Working on custom commodity categories to provide more visual options for customers. <p>Commodity pricing:</p> <ul style="list-style-type: none"> • Commodity prices have been affected by COVID; RESPECT is working with ECs to update prices where necessary. • Prices must remain comparable to what the State can purchase the goods for elsewhere. • Prices cannot be increased without prior approval by the State. <p>Patel questioned if, during times of rapidly fluctuating prices, price increases could move faster through the system? Sewell responded this is being negotiated with DMS to set a timeframe for price increases.</p>
IX.	Compliance Update	<p>Bettcher reviewed compliance activities.</p> <p>3 Employment Centers are on Monitoring Status with quarterly updates:</p> <ul style="list-style-type: none"> • 2 contracts for Direct Labor • 2 contracts for Revenue and Expenses

<p>X.</p>	<p>Program Reviews</p>	<p>Lenk reported on the status of RESPECT Program Reviews.</p> <p>2021 Programmatic Reviews:</p> <ul style="list-style-type: none"> • Kick-off for Programmatic Reviews for both Commodities and Services is January 1, 2021. • Staff will travel to EC when possible while protecting the health and safety of those involved. <p>Addendums for Financial Program Reviews:</p> <ul style="list-style-type: none"> • In some fiscal reviews, the G&A for service contracts was calculated as a percentage of the contract value instead of as a percentage of Direct Labor, Indirect Labor, and Fringe Costs. For those reviews, RESPECT prepared an addendum and presented it to the EC. • Staff are following up with ECs on recommendations that were generated from the Program Reviews.
<p>XI.</p>	<p>Business Development Updates</p>	<p>Boyington provided an update on Business Development activity.</p> <p>Jobs For You:</p> <ul style="list-style-type: none"> • Awarded \$234,775 grant through the Florida Developmental Disabilities Council (FDDC) for Jobs For You Project. • The contract period is one year – September 30, 2020, through September 29, 2021, with the potential for a continuation contract for the following year. • As required by the grant, RESPECT has completed the following activities: <ul style="list-style-type: none"> ○ Established the Interagency Workgroup and Advisory Committee – consists of FDDC staff, RESPECT/FL ARF staff, and representatives from APD, VR, and DEO. ○ Identified the four geographically diverse Employment Centers: Pine Castle, CARC, MacDonald Training Center, and Goodwill Suncoast.

		<ul style="list-style-type: none"> ○ Identified the four host business sites for each EC. ○ Developed Pre/Post-Employment Skills and Interest Assessments. ○ Hosted the first of four virtual Interagency Workgroup and Advisory Committee meeting on November 9. Action items included: <ul style="list-style-type: none"> ▪ Establishing a protocol for how and when referrals will be made to VR and clearly defining VR and APD's roles in the lifecycle of the Jobs For You program. ▪ Establishing the appropriate time for individuals to apply for VR services. ▪ Next meeting is scheduled for February 8. ○ Employment Center Kickoff meeting – December 2. <ul style="list-style-type: none"> ▪ Review the Assignment Agreement and grant requirements. ▪ Provide a work plan template and review tasks. ▪ Provide and review assessments. ○ Next steps between now and January: <ul style="list-style-type: none"> ▪ Execute Assignment Agreements with participating ECs. ▪ Distribute the finalized assessment tools. ▪ Start identifying job coaches. ▪ Start identifying job seekers. ▪ Work with host business sites to determine scope of work and job descriptions. <p>Business Development Meetings:</p> <ul style="list-style-type: none"> • BDC meeting was held 11/4/20. Members provided input on marketing ideas for social media and the frequency of communications. • DCF meeting to discuss possible services and commodities. Agency is looking to centralize purchasing. Follow up includes items/services they can procure from us statewide.
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	<p>Business Development Update (continued)</p>	<ul style="list-style-type: none"> • DOT meeting – met with all regional directors to thank them for business and remind them about RESPECT. • Upcoming meetings: Lottery and APD. <p>Marketing Campaigns:</p> <ul style="list-style-type: none"> • Desk and wall calendars • Face mask and sanitizer kits • HemoPoint (hemoglobin products) <p>Upcoming campaigns:</p> <ul style="list-style-type: none"> • Incontinence products • Wastewater treatment products • New trash can liners • Coffee and tea • Disinfecting wipes for medical and common uses
<p>XII.</p>	<p>Services Update</p>	<p>Bettcher reviewed Service Contract activity for the previous quarter:</p> <p>COVID-19 Protocol:</p> <ul style="list-style-type: none"> • ECs should have a Policy and Procedure for COVID-19 exposure. • ECs should have a Communication Plan to report on exposure. • ECs should plan on fulfillment of contractual obligations during the pandemic. <p>COVID-19 Service Requests:</p> <ul style="list-style-type: none"> • Request in South Broward DOT D4. EC was unable to provide the requested service. <p>Potential New Contracts:</p> <ul style="list-style-type: none"> • FDMA –Bradenton Janitorial / 4 positions (proposal submitted)

	<p>Services Update (continued)</p>	<ul style="list-style-type: none"> • FDOT D2 – Perry Operations Janitorial / 3 positions (proposal submitted) • APD Sunland Janitorial / 24 positions (proposal submitted) • FCFS – Milton Grounds / 4 positions (proposal submitted) <p>New Contracts:</p> <ul style="list-style-type: none"> • FDOT District 7 Pasco-Hillsborough Rest Areas Janitorial 2021- 2026 <p>Awarded, customer has accepted price. RESPECT will be written in as a pass-through cost for asset maintenance) about 40 positions.</p> <ul style="list-style-type: none"> • FDOH Temp Staffing (scanning services) in Hendry County (PO issued) / up to 10 positions • FDHSMV FHP Tampa Janitorial / 4 positions <p>Reduced Contracts:</p> <ul style="list-style-type: none"> • 12/2020, FDOT D1 Bartow Materials janitorial will be temporarily reduced by 50% at the customer's request because of mold in the building. The contract is scheduled to return to 100% once the HVAC system and ductwork are replaced. <p>Released Proposals for Assignment:</p> <ul style="list-style-type: none"> • PFA 2020-32 FDMS Mail Service (No respondents, closed) • PFA 2020-33 FDOT D1 Manatee Operations JS (2 respondents, EC declined to propose, closed) • PFA 2020-34 FDOH Temp Staffing in Hendry Cty (1 respondent, awarded to EC) • PFA 2020-35 APD Sunland JS Marianna (4 respondents, awarded to EC) • PFA 2020-36 FCFS Grounds Maintenance – Milton (1 respondent, Awarded to EC) • PFA 2020-37 FDOH Temp Staffing – Tallahassee (2 respondents, customer to self-perform, closed)
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	<p>Services Update (continued)</p>	<ul style="list-style-type: none"> • PFA 2020-38 FDOT D2 Perry Maintenance JS (1 respondent, awarded to EC) • PFA 2020-39 FDOH Putnam JS (2 respondents, awaiting revised scope from customer to develop proposals) • PFA 2020-40 FDMA Post - Bradenton JS (1 respondent, awarded to EC) • PFA 2020-41 FDOT District 7 Pasco-Hillsborough Rest Areas JS&GM or JS (5 respondents, awarded to EC)
<p>XV.</p>	<p>Next Meeting</p>	<p>Next Meeting Date - Thursday, February 18, 2021, at 10 AM EST</p> <p>Future Meeting Dates:</p> <ul style="list-style-type: none"> • May 20, 2021 • August 19, 2021 • November 18, 2021 <p>Drotzer suggested RESPECT move future meetings to a video format. After discussion, the ROC decided a video format would be preferable as it will improve the quality of acoustics and interactions.</p> <p>Future meetings will be held via Microsoft Teams. New invites will be sent for upcoming meetings.</p>
<p>XVI.</p>	<p>Adjournment</p>	<p>After calling for more business and none being stated, Bailey called to adjourn the meeting at 11:14 AM.</p>