

Tyler Sununu President & CEO Kevin Johnson Board Chair

Stephen Bailey RESPECT Oversight Committee Chair

> Dayna Lenk RESPECT Program Director



RESPECT Oversight Committee Meeting

August 19, 2021 10:00 AM – 10:57 AM

ROC Members:

Stephen Bailey Amar Patel Carol Shay Kyle Johnson Xan Smith John Roper Steven DeVane Karenne Levy Ellyn Drotzer

FARF/RESPECT:

Tyler Sununu Courtney Swilley Dayna Lenk Danielle Owens Rebekah Small Dee Belizaire CARC / Chair Brevard Achievement Center SMA Behavioral Healthcare Lighthouse Works GCE Arc Emerald Coast Duvall Homes MacDonald Training Center Lighthouse Broward

President and CEO Member Services Director Program Director Director of Finance & Accounting Commodities Manager Program Analyst

Present / Via:

Yes / Via Teams Yes / Via Teams Yes / Via Teams Yes / Via Teams Not Present Yes / Via Teams Not Present Yes / Via Teams Yes / Via Teams

Present / Via:

Yes / In Person Yes / In Person

| Key Points Discussed | | |
|----------------------|-------|------------|
| No. | Торіс | Highlights |

| I. | Call to Order | The RESPECT Oversight Committee was called to order at 10:03 AM by Chair Bailey. |
|-----|--|--|
| 11. | Roll Call | Lenk conducted a roll call. Members of the Committee were present via phone or Teams except for Xan Smith and Kyle Johnson. A quorum was announced. Kyle Johnson joined following roll call. |
| . | Approval of 5/13/21 Meeting Minutes | Bailey called for a motion to approve the May 13, 2021, ROC meeting minutes. |
| | | Patel motioned, and Roper seconded to approve the minutes. The minutes were approved. |
| IV. | Additions to the Agenda | Bailey called for additions to the agenda. No additions were requested. |
| V. | Overview | Sununu presented an update on what has occurred with RESPECT in the third quarter. |
| | | Many things have been accomplished since our last meeting. Especially the week leading up to July 1st, when many State contracts were up for renewal. |
| | | Completed tough negotiations with Asset Maintenance company Oasis Landscaping. |
| | | • Secured a new 50 position contract for a call center with DCF. |
| | | • Services and commodities are doing well and hopefully will grow more as the value of the contracts increase with the rise of the new minimum wage. |
| | | • RESPECT is working with DOT to secure a method to increase our long-term contracts with the minimum wage. |
| | | • There are many challenges our Employment Centers are facing. Some are waiting for the uncertainty of a rate increase from DOT, while others are just trying to find someone to apply for their open positions. |
| | Overview (continued) | • COVID-19 cases have been on the rise. This poses many challenges for ECs and especially affecting staffing. The RESPECT Office has continued to have staff getting exposed and having to follow the exposure guidelines. |

| | | Comments are sought on what the RESPECT team can do to assist you through these challenging times better. Patel inquired if any RESPECT contracts are being required to have proof of vaccination? Patel furthered that a few Federal contracts worked on by BAC are making this requirement. Bailey concurred that CARC also sees this on some of their federal contracts and makes challenging staffing issues more difficult. Lenk responded that currently, all Florida contracts are not making this requirement. Lenk also stated that RESPECT is hosting a training session of COVID-19 and the workplace, which would provide some answers on dealing with issues like vaccination. Patel asked if APD would require proof of vaccination as their funding source is often Federal. Sununu shared that nursing homes are going to require proof of vaccination, but we have not heard of anyone else doing so yet on the state level. Sununu also stated that possibly there would be a waiver for those affected since the order hasn't come out yet we really don't know what it will entail. Patel also inquired if the call centers were a growing business for RESPECT. Lenk responded |
|-----|-----------------------------|---|
| | | that call centers were growing and that one EC had three current call centers and was doing well with the business. |
| VI. | Sales Update | Owens reported on RESPECT sales for the third quarter, April – June 2021. Sales by Commodities Sales were up from the second quarter ending the third quarter at \$1.7 million and finishing YTD at \$4.2 million, which was 12.8% over budget. But the YTD was down from the prior year by 10.9%. This decrease was anticipated due to state cuts and budgeted accordingly. |
| | Sales Update (Continued) | Commodity sales are primarily comprised of drug testing kits, prophylactics, and transponders. Together these items made up 76.7% of sales. Prophylactics finished YTD at \$1.8 million or 43%, transponders at \$765,000 or 18.1%, and drug testing kits at \$661,000 or 15.6% of total sales year to date. |

| | | • Notable YTD variances from prior years include drug testing kits which were down \$132,000, gloves were down \$155,000, prophylactics were up \$173,000, mop products were up \$3,000, transponders were down \$409,000, and promotional items were up \$168,000. |
|------|--------------------------------------|---|
| | | Service Sales |
| | | • Service sales were up the third quarter ending at \$7.1 million and finishing YTD at \$21.4 million. YTD services were up by 7.7% and up 7.3% over the prior year. |
| | | • Janitorial continues to be a primary service line at \$17.7 million YTD or 82.7% of total sales (47.6% rest area and 35.1% non-rest area). Call center operations increased in the third quarter with a total of \$2.1 million YTD or 9.6% of sales, followed by litter pickup, which was up from the 2 nd quarter and finished YTD at \$1 million or 4.8% of sales. |
| | | Sales by Customers |
| | | • The largest volume of business remains with state agencies for both services and commodities. State purchases of commodities were at 97.8% of total sales to date or \$4.1 million. In services, DOT contracts made up 61.4% of sales or \$13.2 million, followed by the county of Miami Dade at \$4.3 million or 20.0% of service sales. |
| | | Sales by Employment Centers |
| | | • In Commodities, Brevard Achievement Center finished the third quarter YTD with \$2.1 million in sales, MacDonald Training Center at \$765,000, and Pine Castle at \$750,000. |
| | | In Services, Goodwill of South Florida finished the third quarter YTD at \$4.6 million, followed by SMA at \$2.04 million, Brevard Achievement Center at \$2 million, and Lighthouse Central Florida at \$1.89 million. |
| VII. | RESPECT Policy & Procedure Update | Lenk provided an update on an upcoming revision to the RESPECT Policy and Procedure manual. |
| | | RESPECT continues to update the February 2019 version of the RESPECT Policy and Procedure Manual. |

| On August 3rd, the document was sent out to the ROC for review and comment. The next step is to review comments received. Finally, the document with proposed changes will be sent to DMS for review. Once accepted by DMS, the new RESPECT Policy and Procedure Manual will be sent out to all active and inactive employment centers and posted on the RESPECT website. VIII. Minimum Wage Update Lenk provided an update regarding the pricing implications of the Minimum wage increase for Service Contracts. On November 2, 2020, a constitutional amendment was passed by Florida voters requiring that all employees be paid a minimum hourky wage of | | | |
|---|-------|---------------------|--|
| implications of the Minimum wage increase for Service Contracts. On November 2, 2020, a constitutional amendment was passed by Florida voters requiring that all | | | ROC for review and comment. The next step is to review comments received. Finally, the document with proposed changes will be sent to DMS for review. Once accepted by DMS, the new RESPECT Policy and Procedure Manual will be sent out to all active and inactive employment centers and posted on |
| Minimum Wage Update (continued) Minimum Wage Update (continued) FDOT D2 – All locations; the current contract expires in 2026. FDOT D3 - All locations; the current contract expires in 2026. FDOT D4 – All locations; the current contract expires in 2026. FDOT D5 – Palm Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contract expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Daim Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expires in 2026. FDOT D5 – Cantral Office in June to discuss the minimum wage increase issue. | VIII. | Minimum Wage Update | implications of the Minimum wage increase for Service Contracts. On November 2, 2020, a constitutional amendment was passed by Florida voters requiring that all employees be paid a minimum hourly wage of \$10.00 effective September 30, 2021, and increasing by \$1.00 each year on September 30th until a minimum wage rate of \$15.00 is reached in 2026. All contracts that have been renewed since November 2020 have considered this minimum wage increase and have been resolved. The contracts we are currently addressing are the long term AM contracts for REST Areas FDOT D2 – All locations; the current contract expires in 2026. FDOT D3 - All locations; the current contract expires in 2023. FDOT D4 – All locations; the current contract expires in 2026. FDOT D5 – Palm Bay and Mims Rest Areas and the Flagler Weigh In Motion. The current contracts expire in 2023. The rest of the D5 contracts begin in July of 2021, and the new minimum wage has already been factored into the pricing. RESPECT met with FDOT Central Office in June to |

| | RESPECT and FDOT are still working through this issue. |
|------------------------------------|--|
| | • FDOT has acknowledged that the issue is of importance and will need to be addressed. They were hesitant to initially open up this issue for the contract, but as RESPECT pointed out, we are a unique entity that works by cost recovery and not profit. |
| | • FDOT has stated that since RESPECT is unique and unlike their other contracts, they feel like they can address our need without opening pandora's box with all of their other existing contracts, which might also seek adjustments. |
| | • The central office is meeting with each FDOT district to provide them with the request and each district to negotiate how it will be handled. |
| | • FDOT's Central Office did indicate that they do not intend to pay this in arrears, and it will align with their fiscal year, but it may not occur on September 30 th , as many details need to be worked out. |
| | • District 2 is the first district central office is meeting with to discuss our request. |
| | • Patel asked what districts were impacted and why do we need to address them separately. Lenk responded that contracts negotiated after 11/2020 had the minimum wage taken into consideration, therefore, did not need adjustment. She also stated that each district for FDOT had a different need based on contract length and consequently had to be addressed separately |
| Minimum Wage Update (continued) | • Shay stated they were seeing difficulties staffing even at the minimum wage and were forced to compete with employers who offered \$15.00. Lenk responded that staffing is a challenge but that the minimum wage issue and staffing, although they go hand in hand, had to be addressed separately with FDOT. |
| | • Patel inquired why FDOT was seeking to adjust the need-base yearly? Lenk responded that there is no mechanism in the contract to address this need, so we are following the guidance provided by FDOT. |

| IX. | Commodities Update | Small provided the commodities update for activities that occurred since the last meeting. |
|-----|-----------------------------------|---|
| | | Released Proposal for Assignment |
| | | Mop Heads and Handles – Awarded to LVIB |
| | | Discontinued Items |
| | | Clear Safety Glasses, Tympanic Probe Covers, and Dust Mops, as well as various mop heads and handles, as we transition into a different supplier for these products. |
| | | We are continuing to experience price increases in a variety of areas, especially with COVID-related shipping and supply-chain issues. Manufacturer and shipping cost increases have resulted in some commodity price increase requests to surpass the allowable threshold (no more than 5% above the lowest price available to the State). These price increases have resulted in some commodities being placed out of stock until manufacturer prices decrease, and we can revisit pricing in the future. We have had price increases this quarter in prophylactics, sanitizing supplies and accessories, and gloves. These have all been approved by DMS. |
| | | Program Reviews |
| | | All program reviews have been completed for commodities as of 6/1/21. |
| | Commodities Update (continued) | Patel asked how often DMS is updating prices for their other providers and are they using the most current price the item can be purchased for? He also asked does RESPECT have a system in place to deal with the fluctuations? Small responded that DMS updates prices for contracts regularly and that when she provides comparables, she is looking for prices currently available to compare against. She furthered that she updates prices as needed by request of the EC. Small also stated RESPECT |

| | | could compete on high-quality brand-specific items but is less able to compete with generic items. |
|-----|---|---|
| Χ. | Program Reviews | Lenk reviewed the status of Program Reviews for 2021. All commodity reviews are complete, and the majority of service reviews are complete All reviews should be complete by August 31st. RESPECT is seeing some trends: Staffing is a struggle statewide, as jobs go unfilled. ECs are still able to maintain the majority of disabled labor on contracts. Fewer Employment Centers are using the 14c to pay subminimum wages. Performance issues that have been identified are all attributable to staffing shortages. |
| XI. | Adult Project Search Adult Project Search (continued) | Swilley provided an update on Adult Project Search. RESPECT has four Employment Centers (ECs) that are participating in the Project SEARCH Adult Model. Each EC has a signed agreement with RESPECT of Florida and Project SEARCH. ECs have been working to identify a host site and bring on staff for the project. The status for the four participating ECs is as follows: The Arc of Putnam County discovered their initial host site (Putnam County Hospital) had to back out due to rising COVID concerns. They are currently in discussions with St. Johns River State College as a possible replacement site. They have hired an instructor and trainer for the project. ARC of Martin County has selected Pirates Cove Resort and Marina for their site. This EC is finalizing staffing selections for the project. Goodwill Industries Suncoast has selected the Hyatt Regency on Clearwater Beach as their site. This EC has finalized the hiring of one member of the staff and are in the process of a second hire. |

| | hiring of one member of the staff and is in the process of a second hire. |
|-------------------------------------|---|
| | Each site participated in a Project SEARCH overview training presented by Project SEARCH Co-Founder/Co-Director Susie Rutkowski for 8 consecutive weeks. Beginning August 11th, the same training is being presented to the instructors and trainers and held on consecutive Wednesdays for 8 weeks. In conjunction with this training, Consultant Sue Koziol will be making site visits to each location each week. |
| | Each site and the RESPECT Consultant participated in the virtual, annual Project SEARCH conference in late July. |
| | • VR is supporting the Project SEARCH model for the 4 ECs which will allow the participants to qualify for EC through VR and be eligible to then begin participating in VR services at the completion of the internship. This is a huge milestone and will hopefully lead to the Adult Model being opened to other programs after the grant completion. |
| | • To be ready for the January 3, 2022 start date, ECs are trying to recruit interns as soon as possible, so they can all go through the VR process. All sites are developing marketing materials and are recruiting interns. Koziol has been reviewing and offering suggestions to all documents before presenting them to the FDDC for approval. Koziol will also be attending as many of the informational/open house meetings as possible. |
| Adult Project Search (continued) | • ECs met with their VR Area leadership and staff that will be assisting with qualifying each intern. ECs will also be including their local VR staff in their Steering Committees. To date, ARC of Martin County has had an initial Steering Committee meeting. These Steering Committee meetings aim to ensure everyone is on the same page and develop strategies for overcoming any obstacles. |
| | In July, Koziol presented an overview of the model to APD's employment staff. Based on that presentation, APD is researching individuals they represent that they feel would fit this project. APD indicated that their records show over 6,000 of their clients are interested in finding employment |

| | | in the community. APD will be sharing these lists with the four ECs as soon as possible, and each site was encouraged to engage with their local APD staff. As RESPECT works with partners during the required Interagency Workgroup Advisory Committee meetings, the need to make sure that our project will be sustainable after the initial funding from the FDDC. To that end, we are engaging with the Department of Economic Opportunity (DEO) for ways that they can contribute to the long-term success of this project. The team also hopes to involve other agencies, such as Career Source Florida. |
|-------|--------------------------------|---|
| XII. | Services Update | Lenk reviewed Service Contract activity for the previous quarter. New Contracts University of Florida Pediatrics Janitorial (not new but new customer) DCF ESS Call Center FDOT Hillsborough/Pasco Rest Area FDOT Marion Rest Area FDOT Sumter Rest Area FDOT Perry Maintenance Janitorial and Grounds FHP Grounds - Pensacola |
| | Services Update (continued) | Released Proposals for Assignment Mop Heads and Handles Working with EC to develop pricing DMA Army Brooksville Janitorial Contract awarded SLERS Leasing Management Opportunity closed RESPECT Micro-Enterprise Grant In process, waiting on submissions FDOT St. Johns 32 Rest Area In process Florida International Airport In Panama City In process |
| XIII. | Next Meeting | The next meeting is scheduled for Thursday, November 18, 2021, at 10 a.m. EST. |

| | | Future Meeting Dates:February 17, 2022May 19, 2022 |
|------|-------------|---|
| XIV. | Adjournment | After calling for more business and none being stated, Bailey adjourned the meeting at 10:57 AM. |