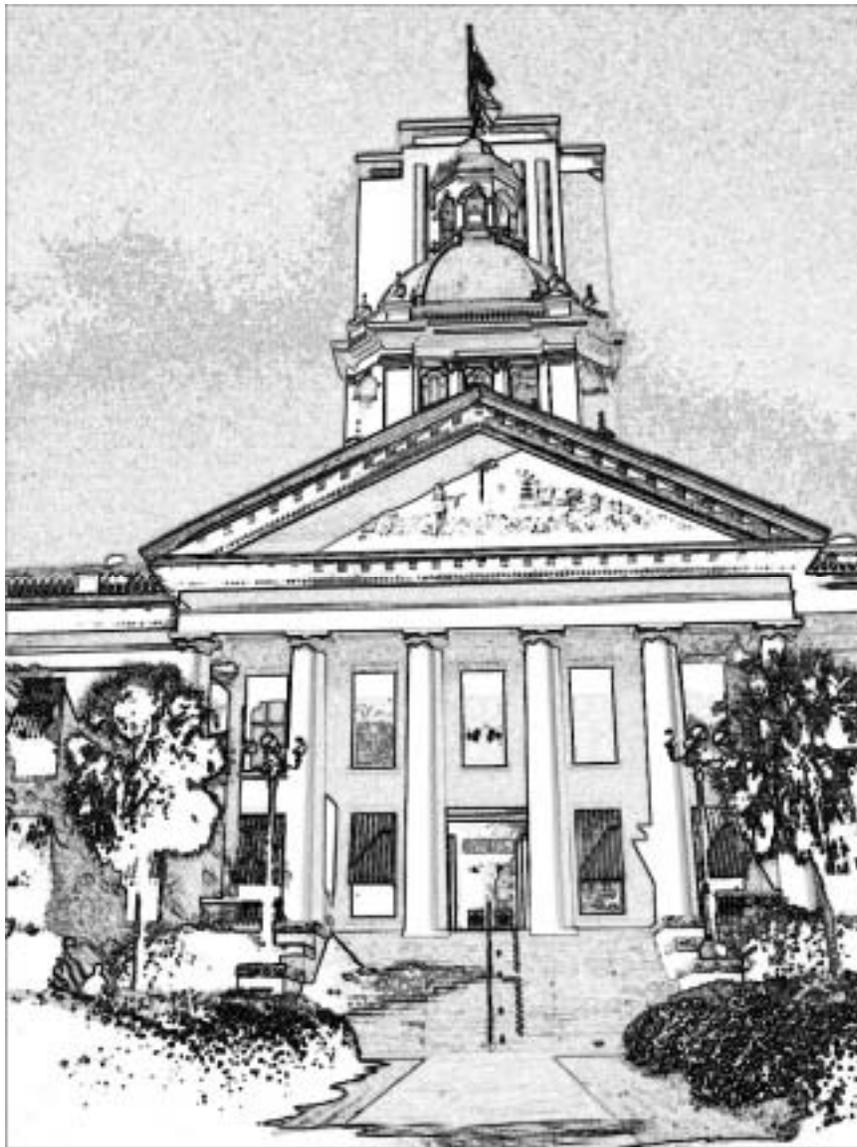




2003 ANNUAL REPORT





Providing Quality Products and Services Produced by Florida Citizens with Disabilities

2003
ANNUAL REPORT
TO THE
FLORIDA DEPARTMENT OF
MANAGEMENT SERVICES
October 1, 2002 – September 30, 2003

Florida ARF

Advocating for Rehabilitation's Future

RESPECT of Florida is a program of the Florida Association of Rehabilitation Facilities

**IN ACCORDANCE WITH SECTION 60E-1.003,
FLORIDA ADMINISTRATIVE CODE,
THE FLORIDA ASSOCIATION OF REHABILITATION FACILITIES, INC.
RESPECT OF FLORIDA PROGRAM
SUBMITS THE
CENTRAL NONPROFIT AGENCY 2003 ANNUAL REPORT
TO THE
FLORIDA DEPARTMENT OF MANAGEMENT SERVICES**





September 30, 2003

INTRODUCTION

The RESPECT program is a preferential purchasing program established by the Florida Legislature in 1974 through Chapters 413.032-413.037, Florida Statutes. The purpose of the RESPECT program is to encourage and assist individuals who are severely disabled to achieve maximum personal independence through useful, productive, and gainful employment by assuring an expanded and constant market for their products and services.

The statute directs state agencies and political subdivisions to purchase certain products and services from qualified nonprofit participating agencies throughout Florida employing individuals who are severely disabled. The idea is simple: state and local government agencies purchase products and services they already need from Florida-based nonprofit community organizations employing persons with disabilities. Under this program, persons with disabilities, governmental agencies, and Florida citizens all win.

- ⊘ Meaningful employment is created for individuals with severe disabilities whose opportunities are otherwise limited;
- ⊘ Government receives quality products and services at a fair market price determined by the Department of Management Services; and
- ⊘ Florida and its' populace benefit by having fewer citizens dependent upon welfare and other tax-supported subsidies, and the state experiences economic growth as a result.

The purchase of these products or services are made through RESPECT of Florida, the designated Central Nonprofit Agency, a program of the Florida Association of Rehabilitation Facilities, Inc.

RESPECT is an example of privatized government operating at its best, requiring no direct state funding for operation. Jobs include packaging, janitorial and grounds maintenance, coin collection, electronic assembly, and various office employment opportunities. The RESPECT of Florida program has affirmed that citizens with disabilities are capable of competing in any industry if given the opportunity.

In 2003, 49 nonprofit agencies participated in the RESPECT program and produced a complete line of office, safety, and janitorial products, and provided services such as call center management, janitorial services and maintenance of interstate rest areas.





DEPARTMENT OF MANAGEMENT SERVICES RESPONSIBILITIES

Designate products and services to be procured by government agencies

Determine fair market prices for designated products and services

Assign products and service contracts to qualified nonprofit agencies

Certify nonprofit agencies as qualified to participate in the program

Establish rules and procedures necessary to operate the program

RESPECT OF FLORIDA RESPONSIBILITIES

Represent participating nonprofit agencies to DMS

Represent participating nonprofit agencies to government agencies

Recommend products and services to DMS

Negotiate contracts with government agencies

Process purchase orders from government agencies

Invoice government agencies for products and services provided

Provide technical assistance and training to participating nonprofit agencies

Market products and services to government agencies

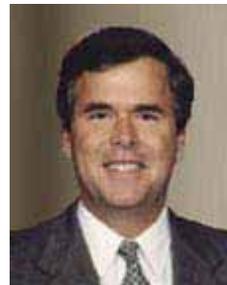
Monitor quality of products and services



MESSAGE FROM THE GOVERNOR



OFFICE OF THE GOVERNOR
THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001



The State of Florida can be proud of the accomplishments of RESPECT of Florida. For nearly 26 years, RESPECT of Florida, in partnership with Florida's state and local government agencies, has provided meaningful employment opportunities to Florida residents with severe disabilities. RESPECT of Florida and the participating community-based organizations are working to ensure that every individual with a disability in the Sunshine State is provided with an opportunity to enjoy economic independence.

I fully support the RESPECT program and am committed to increasing job opportunities for our citizens with severe disabilities. I am asking all state agencies and political subdivisions to fully comply with the statutory responsibility of purchasing from RESPECT of Florida. Cooperation is critical for the program to continue to be successful in expanding employment for Florida's citizens with disabilities.

Although ONE FLORIDA has been a critical focus of our procurement efforts, I take this opportunity to respectfully remind you that increased minority business spending, which is of the utmost importance, need not come at the expense of RESPECT. In a state budget of our size, there is room for both increased minority business spending and increased spending with RESPECT.

Again, I commend you on your fabulous efforts thus far in making ONE FLORIDA a resounding success, and encourage you to continue the great work in exceeding even last year's record minority business spending. I trust that the same energy and commitment will ensure that our partnership with RESPECT remains strong and vibrant.

Respectfully,

Jeb Bush
Governor





PROGRAM ADMINISTRATION

Russ Moffett, Director
Nancy Perlman, Contracts Administrator
Amelia B. Wines, Administrative Assistant

SERVICE CONTRACTING

Bob Scriptor, Director
John Maslar, Northwest Florida District Supervisor
Nancy DoVale, South Florida District Supervisor

PRODUCT MARKETING ∞ CUSTOMER SERVICE

Randy Borges, Products Manager
Patty Allen, Accounting Supervisor
Joan Cobb, Customer Service Coordinator
Faith Mitchell, Customer Service Representative





MESSAGE FROM THE DIRECTOR

Despite the challenges of statewide budget cuts and restructuring, it was a successful Fiscal Year 2003 for RESPECT of Florida. Product revenues increased by 18% and service contracts 4% from the previous year. Total employment of Florida citizens with disabilities remained steady. There were no new product additions this year, but line extensions were given for file folders, wall clocks, and laser cartridges. Five new work centers were certified to participate in the RESPECT program as well.

There was an unprecedented reassignment of 12 products to new work centers, including file folders, wiping rags, stamps, writing instruments and POW flags. This significant reassignment of approximately 40% of revenue-producing products was completed with minimal loss and down time. We reduced our catalogue by removing clam/binder clips, sponges, cloth towels, copper scrubbers, and surge protectors. Positive developments were made in the pursuit of new products such as drug testing kits, sunscreen lotion and batteries, just to name just a few. There is a constant, necessary pursuit of new ideas for products and services that will create new job opportunities and strengthen our program.

RESPECT created two new committees: the Oversight Committee and the RESPECT Team. The Oversight Committee is a cross-section of work center Executive Directors that oversee operations and discuss important state use issues and developments. The RESPECT Team is comprised of work center operations management that address product and service related issues and provides a forum for members to share information.

Marketing efforts included RESPECT representation at pertinent trade shows, with emphasis this year on presenting the RESPECT program directly to procurement staff via internal staff meetings. Another new marketing approach is a monthly work center highlight, sent to our customer base via electronic mail, that highlights participating work centers and the products/services they provide. There was also significant increase in registrants for Club 413 (our new VIP club), a loyalty-based program that regularly shares RESPECT highlights and information with our members. Our new, more customer-friendly website has been developed and tested, and we expect it to be launched by January 2004.

Growth, rapid change, and relationship building have characterized Service Contracting in 2003. The three-way relationship between RESPECT, the Asset Managers, and the Department of Transportation presented a challenge that required innovation on the part of each party to integrate our respective missions into the whole. This integration process will continue to be refined as the fiscal year progresses. Growth has been consistent through the year, with the South Florida area leading in both expansion of existing contracts and in new contract opportunities.

The new MyFloridaMarketplace.com e-commerce initiative mandated by Governor Bush began its implementation in July 2003. The Department of Management Services and the Department of Transportation were utilized as the agencies for the initial Beta Test, and all other state entities are scheduled to systematically participate over the next year. Initial reports show that this new procedure is experiencing some growing pains; nonetheless, we are working to complete uploading of the RESPECT catalog into the system and expect this to be finalized by early 2004. In addition, we have negotiated an exclusive logo identifier that will mark each of our products, and we will have a "punch out" link that enables state purchasers to immediately connect to the RESPECT website. As a result of this initiative, we expect greater sales based upon the fact that all state purchasers are mandated to participate in this e-commerce initiative.

Forces for change that have come into play have included the privatization effort and the resulting statewide departmental downsizing. Department reorganizations often include new staff as well as new procedures for conducting business and this creates a learning curve for both the customer and RESPECT of Florida staff. These changes also offer opportunities for our staff to forge new relationships and provide input from our years of experience at a time when experienced personnel are becoming scarce in State offices. Although change can be uncomfortable, it can also bring opportunity in the form of new market ideas and new attitudes in older markets. RESPECT of Florida is dedicated to utilizing its unique position and proficient staff to take advantage of these opportunities, and thereby provide employment opportunities for persons with severe disabilities.



RESPECT OF FLORIDA 2003 AWARDS

RESPECT OF FLORIDA WORKCENTER EMPLOYEE OF THE YEAR

Denise "Cassandra" White

MacDonald Training Center

Cassandra White of MacDonald Training Center was selected as RESPECT of Florida's Outstanding Work Center Employee for 2003. Cassandra has worked at MacDonald Training Center since 1992, producing safety vests and windsocks. Her consistently cheerful disposition is an inspiration to everyone, staff and peers alike.



HONORABLE MENTION

Billy Ervin
Pine Castle

Dean L. Ingram
AXON Technologies

Rashaun Jackson
ARC Gateway

Shirley Jones
*CARC-Advocates for Citizens
with Disabilities*

Stephan Lopenski
ACT Corp.

Eddie Reuben
ARC Gateway

Stanley Turner
Quest, Inc.

**Charles (Luke)
Withrow**
ACT Corp.

RESPECT OF FLORIDA OUTSTANDING WORK CENTER OF 2003 Polk Association for Handicapped Citizens

RESPECT OF FLORIDA OUTSTANDING WORK CENTERS OF 2003 - PRODUCTS
Pine Castle, Inc. **Washington/Holmes ARC, Inc.**

RESPECT OF FLORIDA CUSTOMERS OF THE YEAR

FOR PRODUCTS

Hillsborough County Health Dept.

FOR SERVICES

Miami-Dade County

INDIVIDUAL RECOGNITION

Ray Bechtel

Orange County Comptrollers Office

Lisa Bowman

Orange County Comptrollers Office

Nelson Hill

Department of Transportation

Jaqueline McNealy

Department of Children & Families, Tallahassee

Greg Rudzik

Department of Transportation

Luis Reichard

Orange County Planning

Chris Wagner

Hillsborough County Health Department

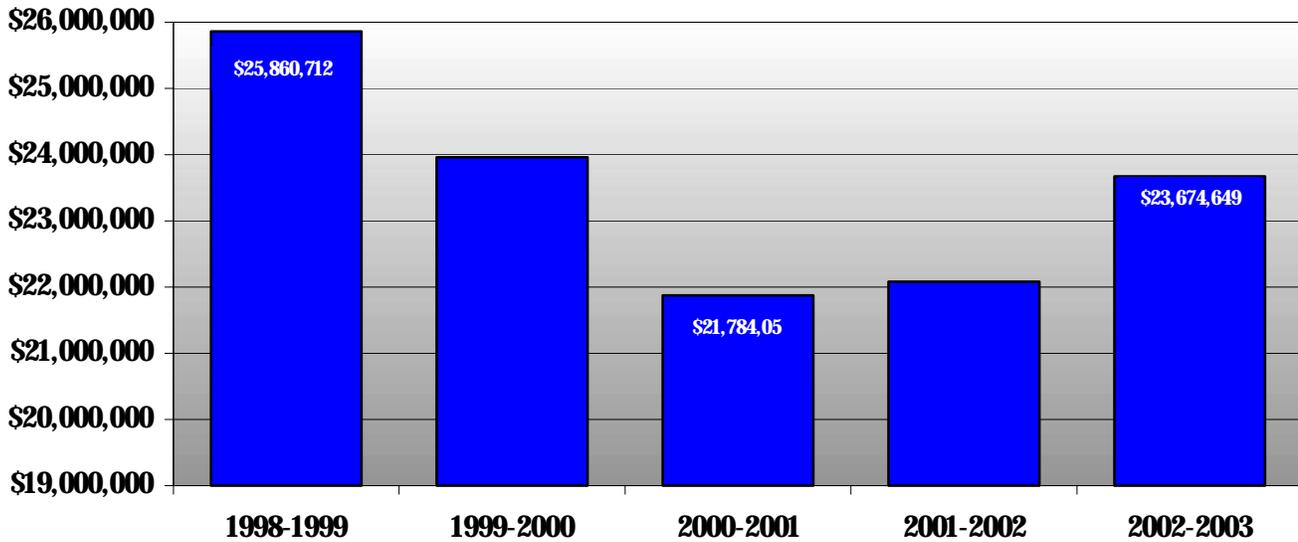
Jennifer Williams

Dept. of Health State Headquarters, Tallahassee

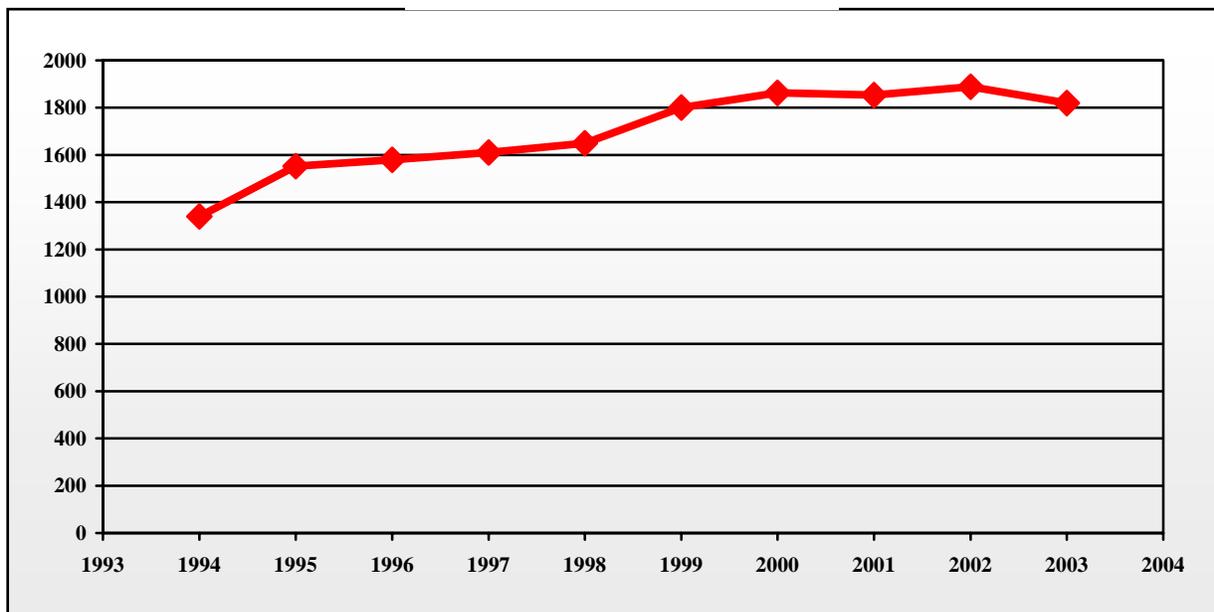




Sales History - 1998-2003



Number of Persons with Disabilities Employed Through





CERTIFIED WORK CENTERS

ACT CORPORATION
Daytona Beach

ARC-BREVARD
Rockledge

ARC GATEWAY
Pensacola

ARC OF INDIAN RIVER COUNTY
Vero Beach

THE ARC JACKSONVILLE
Jacksonville

ARC/Madison-Jefferson
Madison

ARC/NASSAU COUNTY
Yulee

THE ARC NATURE COAST
Brooksville

ARC OF ALACHUA COUNTY
Gainesville

ARC OF THE ST. JOHNS
St. Augustine

THE ARC SANTA ROSA COUNTY
Milton

ARC WASHINGTON/HOLMES COUNTIES
Chipley

ARCHWAYS/CREATIVE COLORS
Ft. Lauderdale

ARC SOUTH FLORIDA
Miami

AXON TECHNOLOGIES
Port Richey

BREVARD ACHIEVEMENT CENTER
Rockledge

CARC-ADVOCATES FOR CITIZENS WITH DISABILITIES
Lake City

CCAR SERVICES
Green Cove Springs

COMMUNITY SUPPORTS
Winter Park

COMPREHENSIVE COMMUNITY SERVICES
Live Oak

EASTER SEALS FLORIDA
Melbourne

GADSDEN ASSOCIATION REHABILITATION CENTER
Quincy

GLADES AREA ASSOCIATION FOR RETARDED CITIZENS
Belle Glade

GOODWILL INDUSTRIES OF BROWARD COUNTY
Ft. Lauderdale

GOODWILL INDUSTRIES OF CENTRAL FLORIDA
Orlando

GOODWILL INDUSTRIES OF SOUTH FLORIDA
Miami

GOODWILL INDUSTRIES OF SOUTHWEST FLORIDA
North Ft. Myers

GULF COUNTY ARC
Port St. Joe

GULFSTREAM GOODWILL INDUSTRIES
West Palm Beach

HOPE CENTER, INC.
Miami

HORIZONS OF OKALOOSA COUNTY
Ft. Walton Beach

JACKSON COUNTY ARC
Marianna

JEFF INDUSTRIES
Hypoluxo

KEY TRAINING CENTER
Inverness

LAKEVIEW CENTER
Pensacola

MACDONALD TRAINING CENTER
Tampa

MACDONALD TRAINING CENTER-JAMES RANCH
Plant City

MACTOWN
Miami

PALM BEACH HABILITATION CENTER
Lake Worth

PINE CASTLE
Jacksonville

POLK ASSOCIATION FOR HANDICAPPED CITIZENS
Lakeland

QUEST, INC.
Apopka

RENAISSANCE CENTER
Jacksonville

RESEARCH & SERVICE FOUNDATION
Hialeah

SEAGULL INDUSTRIES FOR THE DISABLED
Riviera Beach

ST. ANDREW BAY CENTER
Lynn Haven

WALTON COUNTY ARC
DeFuniak Springs

WORK ORIENTED REHABILITATION CENTER
Daytona Beach

