



# 2004 Annual Report



*Providing Quality Products and Services Produced by Florida  
Citizens with Disabilities*

**October 1, 2003 – September 30, 2004**



*RESPECT of Florida is an entity 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**  
SUBMITS THE  
CENTRAL NONPROFIT AGENCY 2004 ANNUAL REPORT  
TO THE  
**FLORIDA DEPARTMENT OF MANAGEMENT SERVICES**

# MESSAGE FROM THE GOVERNOR



**JEB BUSH**  
**GOVERNOR OF THE STATE OF FLORIDA**

Dear Friends:

The state of Florida can be proud of the accomplishments of RESPECT of Florida. For nearly 29 years, RESPECT of Florida, in partnership with Florida's state and local government agencies, has provided meaningful employment opportunities to Florida residents with disabilities.

I encourage 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 successfully expand employment for Florida residents with disabilities.

State and local government agencies who participate in the RESPECT program receive high quality products and services which have been independently reviewed and evaluated for performance and price requirements. Florida residents with disabilities are employed in the production of these products and services, thereby reducing their dependence on government support.

RESPECT of Florida and the participating community-based organizations are working to ensure every individual with a disability in the sunshine state is provided an opportunity to enjoy economic independence.

Sincerely,

A handwritten signature in blue ink that reads "Jeb Bush".

Jeb Bush



*The Administrative and Operations Arm  
of Florida's Government*



DEPARTMENT OF MANAGEMENT  
**SERVICES**

JEB BUSH, GOVERNOR

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Dear Procurement Employee:

I am pleased to announce the Department of Management Services and Florida Association of Rehabilitation Facilities/RESPECT of Florida recently entered into a three-year agreement continuing RESPECT of Florida's role as the State of Florida's nonprofit partner. This continues a nearly 30-year partnership and has created meaningful employment opportunities for Florida residents with severe disabilities by providing products and services to state and local government agencies.

RESPECT of Florida and the participating community-based agencies work to ensure that disabled citizens are provided with an opportunity to enjoy economic independence. The products and services offered span technologies and industries, providing a wide array of training opportunities for Floridians with disabilities. RESPECT's purpose is to ensure a constant market for these products and services to state and local government agencies.

When you purchase a RESPECT product or service, you are helping to employ Florida citizens with disabilities, reducing their dependence on welfare and the need for costly institutionalization.

I urge all state agencies to support RESPECT of Florida and to fully comply with Florida Statute, Chapter 413, by making purchases through RESPECT. Your cooperation is critical for RESPECT of Florida to continue its success in expanding employment for Floridians with disabilities.

I commend you for your efforts in supporting RESPECT of Florida and encourage you to continue to do so in the future.

Sincerely,

Secretary, Department of Management Services



## MESSAGE FROM THE DIRECTOR

Due to the challenges of statewide budget cuts and restructuring, it was a “challenging” year for RESPECT of Florida. Product revenues decreased 23.05% due to privatization initiatives by the state, however service contracts increased 1.22% from the previous year. Despite the product loss of file folders, total employment increased to 1745 persons with disabilities employed through RESPECT of Florida.

The RESPECT Oversight Committee, a cross-section of employment center executives that oversee operations and discuss important state use issues and developments, remained active and was instrumental in the drafting of the new DMS contract, which was signed in July. The contract is for three years beginning in July of 2004 and ends July 2007 with the option to renew for a second three-year term. Below are the “standards and indicators,” as stated in the contract, that the service provider shall achieve in order to increase employment in integrated settings of those individuals who are blind or with other disabilities:

- 1) Place 5% of individuals with disabilities into competitive and supported employment annually;
- 2) Maintain placement of at least 25% of individuals with disabilities in supported employment annually;
- 3) Increase the number of employment centers by one (1) annually;
- 4) Increase the number of individuals being served by 5% annually; and
- 5) Increase the hourly wage by 3% annually.

Listed below are the “performance measures” as stated in the contract that will be evaluated annually:

- 1) Increase gross revenue by 5% annually;
- 2) Achieve a minimum score of 90% on customer satisfaction survey;
- 3) Achieve a minimum score of 90% on employee satisfaction survey;
- 4) Achieve a minimum score of 90% on employment center satisfaction survey;
- 5) Achieve a minimum score of 90% on satisfaction survey conducted by DMS annually; and
- 6) Increase the number of employment center employees receiving benefits by 3% annually.

The contract also requires submission of quarterly and annual reports from Florida ARF/RESPECT of Florida to DMS. Notwithstanding, the Department of Management Services will engage in the activities listed below to support the success of RESPECT of Florida:

- 1) Participate in service provider coordinated interagency focus groups when practicable;
- 2) Work with the service provider to identify and understand lapses in state participation;
- 3) Attend regularly scheduled meetings between the two parties;



- 4) Assist with awards and recognitions at state venues, media events, when practicable;
- 5) Assist in making the program better; and
- 6) Monitor products and services on the procurement list in accordance with the best interests of the state.

Marketing hit an all-time high since Florida ARF retained the services of Macsata & Associates, a marketing and public relations firm based in Miami, to assist RESPECT of Florida in its need to influence attitudinal feelings towards the Florida State Use program, as well as heighten general public awareness. The marketing plan targets several key areas, including the Governor, Legislature, and other governmental agencies that help to solidify support for RESPECT of Florida. News media, procurement officers, as well as general business officers are all a part of the overall plan to assist in raising the visibility. Managers and directors of Florida ARF developed a timeline, followed by an action plan, to ensure implementation of the marketing plan. Macsata & Associates has also assisted employment centers with their marketing and public relations needs this past year. There was also a significant increase in registrants for Club 413, a loyalty-based program that shares RESPECT highlights and information with our members on a regular basis. This site now “touches” nearly 7000 VIP users and has become an integral part of the marketing of products and services within RESPECT of Florida.

We are excited about what we have in place and how we look forward to meeting these challenges head-on. We are committed to working closely with the Department of Management Services to grow and improve RESPECT of Florida, and will continue to pursue all avenues that lead to increased new job opportunities for Florida citizens with disabilities.

Respectfully submitted,



Chief Operating Officer



September 30, 2004

## INTRODUCTION

RESPECT of Florida is a preferential purchasing program established by the Florida Legislature in 1974 through Chapters 413.032-413.037, Florida Statutes. The purpose of RESPECT 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 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 RESPECT, 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 purchases of these products or services are made available by RESPECT of Florida, the designated Central Nonprofit Agency and an entity 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. RESPECT of Florida has affirmed that citizens with disabilities are capable of competing in any industry if given the opportunity.

There are 48 nonprofit agencies in RESPECT and 40 of these agencies 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 in 2004.



### **The RESPECT of Florida Mission:**

To provide all governmental agencies within the State of Florida quality products and services produced by persons with varying degrees of disability, helping to employ Florida citizens with disabilities, reducing their dependence on welfare and the need for costly institutionalization.

RESPECT of Florida is the central nonprofit agency of the State of Florida. RESPECT works with nonprofit organizations around the state of Florida that employ persons with disabilities in the production of products and services. The products and services offered span technologies and industries, providing a wide array of training opportunities for Florida's citizens with disabilities. RESPECT's purpose is to ensure a constant market for these products and services to state and local government agencies.

When you purchase a RESPECT product or service, you are helping to employ Florida citizens with disabilities, reducing their dependence on welfare and the need for costly institutionalization.

Florida Statutes direct state and local government agencies to purchase products and services listed on the RESPECT procurement list. Also, purchases from RESPECT are exempt from state and local government competitive bidding requirements in accordance with Section 60E-1.005, Florida Administrative Code which means government purchasers can receive your product or service without having to go through the bidding process, saving time and administrative costs.

Other reasons to purchase:

- Agencies receive high quality products or services, which have been independently reviewed by the Department of Management Services (D.M.S.) in terms of meeting quality and cost requirements
- Jobs for Florida citizens with disabilities
- The creation of new businesses adding to the economic prosperity of the sunshine state
- New tax revenue through economic development
- A net reduction in the cost of government by reducing welfare dependence
- Government saved an estimated \$1.1 million in reduced direct subsidies and supports to people with disabilities who were, instead, working in the RESPECT program in 1997 according to research conducted by A. Stephen Hill & Associates

Nonprofit organizations throughout the state participate in the RESPECT program producing a variety of products such as mops, desk calendars, and computers; and provide such services as microfilming and janitorial services. Participating organizations include local Associations for Retarded Citizens, Goodwill Industries, Easter Seal Societies, and other nonprofit community-based organizations.



## **The RESPECT of Florida Core Team**

### **PROGRAM ADMINISTRATION**

David Mikowski, Chief Operation Officer  
Cyndi McLemore, Administrative Assistant

### **SERVICE CONTRACTING**

Bob Scriptor, Service Contracts Director  
John Maslar, Project Manager  
Nancy DoVale, Project Manager  
Nancy Perlman, Service Contracts Administrator

### **PRODUCT MARKETING/CUSTOMER SERVICE**

Randy Borges, Product Sales  
Patty Allen, Accounting Supervisor  
Joan Cobb, Customer Service Representative  
Jan Fisher, Customer Service Representative  
Faith Mitchell, Fiscal Assistant II  
Shayna Copes, Fiscal Assistant II



## **DEPARTMENT OF MANAGEMENT SERVICES RESPONSIBILITIES**

- Support RESPECT of Florida
- Designate a DMS liaison for RESPECT of Florida
- Designate products and services to be procured by government agencies
- Participate in service provider coordination
- Determine fair market prices for designated products and services
- Assist the service provider in making program improvements
- Monitor the procurement list for duplications
- Assign products and service contracts to qualified nonprofit agencies
- Certify nonprofit agencies as qualified to participate in the program
- Assist the service provider with awards and recognition at state venues
- 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
- Administration and reporting
- Provide technical assistance and training to participating nonprofit agencies
- Maintain nonprofit agencies' annual DMS certification
- Develop marketing packages of products and services for government agencies
- Monitor quality of products and services
- Conduct annual satisfaction surveys (employee, nonprofit agency, customer)
- Maintain RESPECT of Florida Web site
- Maintain all standards, indicators, and measures as required in the DMS/RESPECT of Florida contract



## CERTIFIED EMPLOYMENT CENTERS

Abilities, Inc. of Florida  
ACT Corporation  
ARC of Alachua County, Inc.  
ARC-Brevard, Inc.  
ARC Gateway  
ARC of Indian River County  
Arc Jacksonville  
ARC/Madison-Jefferson, Inc.  
ARC/Nassau County, Inc.  
Arc Nature Coast, Inc.  
Arc of the St. Johns, Inc.  
ARC Santa Rosa, Inc  
ARC of South Florida, Inc.  
ARC of Washington-Holmes Counties  
Archways, Inc. (Creative Colors)  
AXON Technologies, Inc.  
Brevard Achievement Center  
CARC-Advocates for Citizens with Disabilities  
CCAR Services, Inc.  
Community Supports, Inc.  
Comprehensive Community Services  
Easter Seals Florida, Inc.  
Gadsden Association Rehabilitation Center  
Glades Area ARC, Inc.  
Goodwill Industries of Broward County, Inc.  
Goodwill Industries of Central Florida, Inc.  
Goodwill Industries of South Florida, Inc.  
Goodwill Industries of Southwest Florida  
Gulf County ARC  
Gulfstream Goodwill Industries, Inc.  
Hope Center, Inc.  
Horizons of Okaloosa County, Inc.  
Jackson County ARC  
Jeff Industries, Inc.  
Key Training Center/Citrus County ARC  
Lakeview Center, Inc.  
MacDonald Training Center/James Ranch  
MACtown, Inc.  
MyWorkCenter.com  
Palm Beach Habilitation Center, Inc.  
Pine Castle, Inc.  
Polk County Assoc. for Handicapped Citizens  
Quest, Inc.  
Research & Service Foundation, Inc.  
St. Andrew Bay Center, Inc.  
Seagull Industries for the Disabled, Inc.  
Walton County ARC, Inc.  
Work Oriented Rehabilitation Center, Inc.



## 2004 AWARDS

### RESPECT OF FLORIDA EMPLOYEES OF THE YEAR Products Division



#### **Roderick “Bobby” Smith**

##### *Work Oriented Rehabilitation Center*

Bobby Smith was selected as RESPECT of Florida’s Employee of the Year, Products Division. Bobby has worked at W.O.R.C. for 33 years producing chair mats, corkboards, stakes and picture frames. He is very dependable, helpful, and produces quality work. Bobby sets a great example for his co-workers.

### RESPECT OF FLORIDA EMPLOYEES OF THE YEAR Services Division



#### **Shawn Kerr**

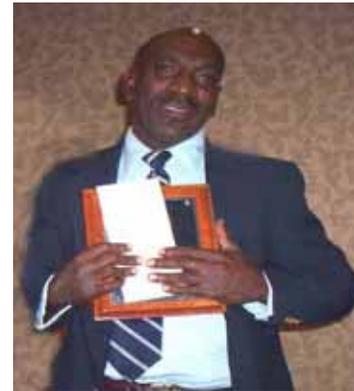
##### *Jackson County ARC*

Shawn Kerr was awarded RESPECT of Florida’s Employee of the Year, Services Division. Shawn has worked at JCARC for three years providing lawn services at state parks. His peers consider him a team leader and respect his judgment. Shawn is an inspiration to others.



#### **MOST IMPROVED EMPLOYEE OF THE YEAR**

Darrell Parish, Of Quest, Inc. received the award for the Most Improved Employee of the Year. Darrell has been with Quest for 7 months and works on the Orange County Parks Enclave. He is a team player with a positive attitude.



#### **ROOKIE EMPLOYEE OF THE YEAR**

Dennis Byrd of CARC-Advocates for Citizens with Disabilities was chosen as the Rookie Employee of the Year. He has worked at an interstate rest area for over one year. Dennis is industrious, helpful and dependable.



## 2004 AWARDS

### OUTSTANDING EMPLOYEES OF THE YEAR

**Terri Smith**  
*ACT Corporation*

**Larry Andrews**  
*ARC Santa Rosa*

**Luanne Daughtry**  
*ARC Washington-Holmes*

**Dameon Forrester**  
*Goodwill of Broward County*

**Nowell Hill**  
*MACtown.*

**Gerald Jackson**  
*MacDonald Training  
Center*

**David Jordan  
Grayland Rolle**  
*Quest, Inc.*

**Matthew Sankey  
Terrance Simpson  
Darla Stott**  
*ARC Gateway*

**Betty Scott**  
*Glades Area ARC*

**Ray Slaton**  
*AXON Technologies*

**Eric Webster**  
*Pine Castle*

**Christopher Wright**  
*Palm Beach Habilitation Center*

**Employment Center of the Year - Products**  
**ARC of Washington-Holmes Counties**

**Employment Center of the Year - Services**  
**Lakeview Center**

### RESPECT OF FLORIDA CUSTOMERS OF THE YEAR

**PRODUCTS**  
**Department of Financial Services**

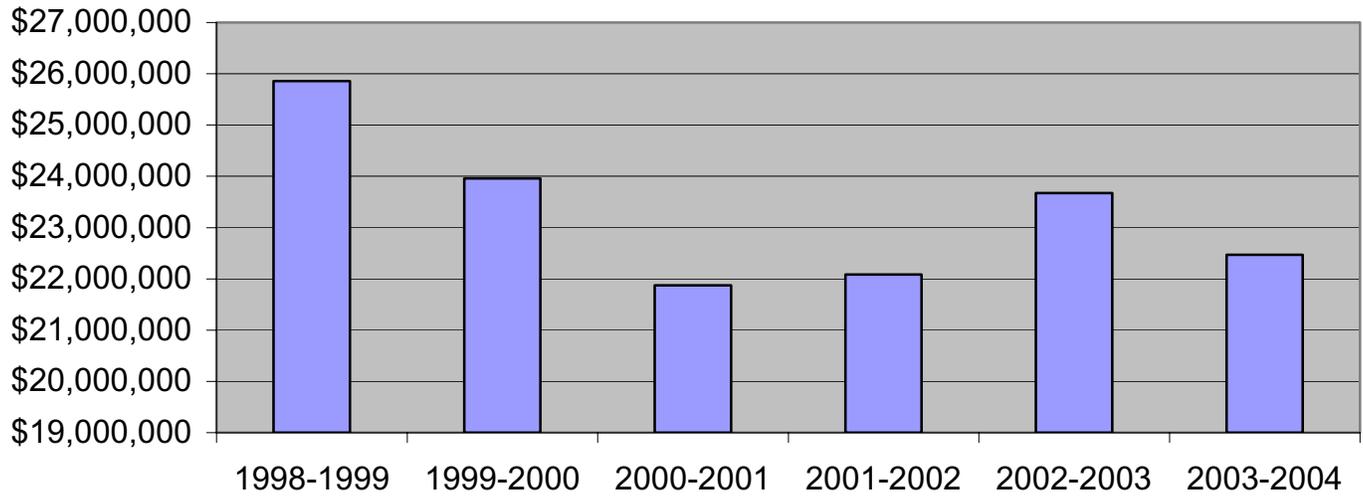
**SERVICES**  
**Florida DEP**

### INDIVIDUAL RECOGNITION

**Loyola Marsh**  
*DHSMV/Division of Drivers Licenses*

**Elizabeth Weidner**  
*Alfred B. Maclay Gardens State Park*

## Sales History - 1998-2004



## Number of Persons with Disabilities Employed Through

