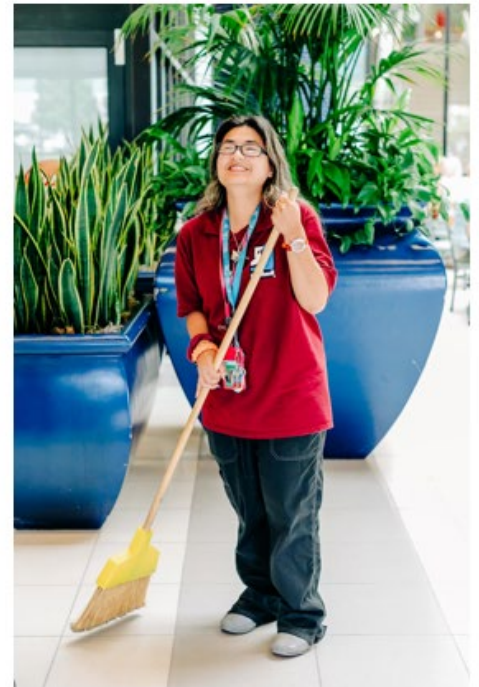




Annual Report

October 1, 2018 – September 30, 2019



In accordance with contract number 914-000-10-R, The Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2018-2019 Annual Report to the Florida Department of Management Services.



RON DESANTIS
GOVERNOR

June 10, 2019

Dear Friends:

Thank you for serving Floridians with disabilities for over 40 years. I appreciate your efforts to ensure that the individuals RESPECT of Florida serves have access to the products and services they need to achieve personal independence through gainful employment.

We want all Floridians to have the opportunity to go to work, including those with unique disabilities. I have recommended, and the Legislature has supported, funding to continue the Employment Enhancement Program to provide on-the-job training and internships to people with different abilities to help them learn job skills so they are able to land a permanent position in the future.

Florida is proud of the contributions men and women with disabilities make to enhance our communities and ensure our success. We are thankful for RESPECT of Florida, the Agency for Persons with Disabilities, and other organizations that are committed to making sure Floridians with disabilities have the services they need to thrive. As Governor, individuals with disabilities will always have my support.

Congratulations on a successful year!

Sincerely,

A handwritten signature in blue ink, appearing to read "Ron DeSantis".

Ron DeSantis
Governor



January 17, 2020

Dear Friend,

Thank you for your continued support of the RESPECT of Florida program! Your involvement assists individuals with severe handicaps or who are blind or vision impaired to achieve personal independence through gainful employment. In Fiscal Year 2018-2019, RESPECT created employment opportunities for 1,198 individuals, of which 81% earned minimum wages or higher. The average hourly wage earned by an individual employed through RESPECT was \$9.83 per hour compared to Florida's minimum wage standard of \$8.46.

The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida has managed the program for more than 40 years under varying partnerships with the Department of Management Services. As the Central Nonprofit Agency that manages the program, we ensure an expanded and constant market for the products and services produced by individuals with visual impairments or severe handicaps.

RESPECT is authorized under Section 413.033 – 413.037, Florida Statutes, and requires that governmental entities purchase available commodities and services produced by qualified, non-profit community agencies known as RESPECT Employment Centers. An added benefit for governmental entities is that when they purchase through RESPECT, they are exempt from the competitive bid process.

Floridians with disabilities, governmental entities, and Florida citizens all win because of this program. By decreasing the number of Floridians who are dependent upon welfare and other tax-supported subsidies, Florida's overall economy benefits by providing employment opportunities to more Floridians. Further, RESPECT employment opportunities provide individuals with the dignity and pride that comes from having a job and becoming a contributing member of society.

Through our partnership with the Department of Management Services, other governmental entities, and approximately 50 partner Employment Centers, the RESPECT program is successfully creating real jobs for Floridians with disabilities. We encourage you to read our FY 2018-19 Annual Report to learn more about the great work that is occurring through RESPECT!

Sincerely,

A handwritten signature in blue ink that reads 'Suzanne Sewell'.

Suzanne Sewell
President & CEO, Florida ARF

RESPECT of Florida Annual Report – FY 18-19

Introduction

RESPECT of Florida is a successful program that produces quality commodities and services for governmental entities at a fair market price while creating job opportunities for about 1,200 individuals per year. Individuals with disabilities employed through RESPECT and its partnering Employment Centers enjoy the dignity and pride that comes from employment. Further, Florida's overall economy benefits because the number of individuals dependent upon welfare and other tax-supported subsidies decreases. A study by an independent firm determined that employing individuals through a program such as RESPECT can create annual savings of about \$2,400 - \$4,700 per person since that person can pay taxes and will require fewer government-sponsored supports.

The RESPECT program is well managed, as evidenced by independent audits, a modern website featuring a MyFlorida MarketPlace (MFMP) punch-out catalog, and experienced staff that support state purchasing needs. RESPECT receives no direct state funding for the administration of the program but is managed through a modest fee calculated within the price of the services and goods sold.

RESPECT jobs include but are not limited to: Packaging, kitting, sorting/fulfillment, poly-bagging, janitorial and grounds maintenance, call center services, coin collection, electronic assembly, auditing, agency staffing, and other office employment opportunities. All commodities and services provided by Floridians with disabilities are produced through local, nonprofit Employment Centers.

Program Oversight

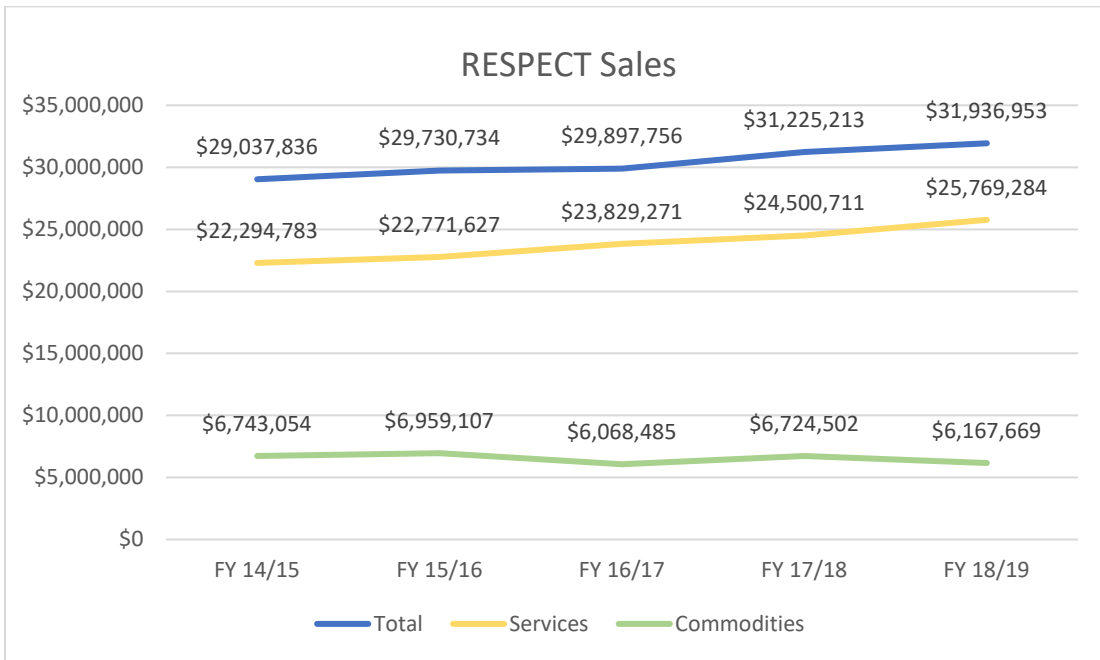
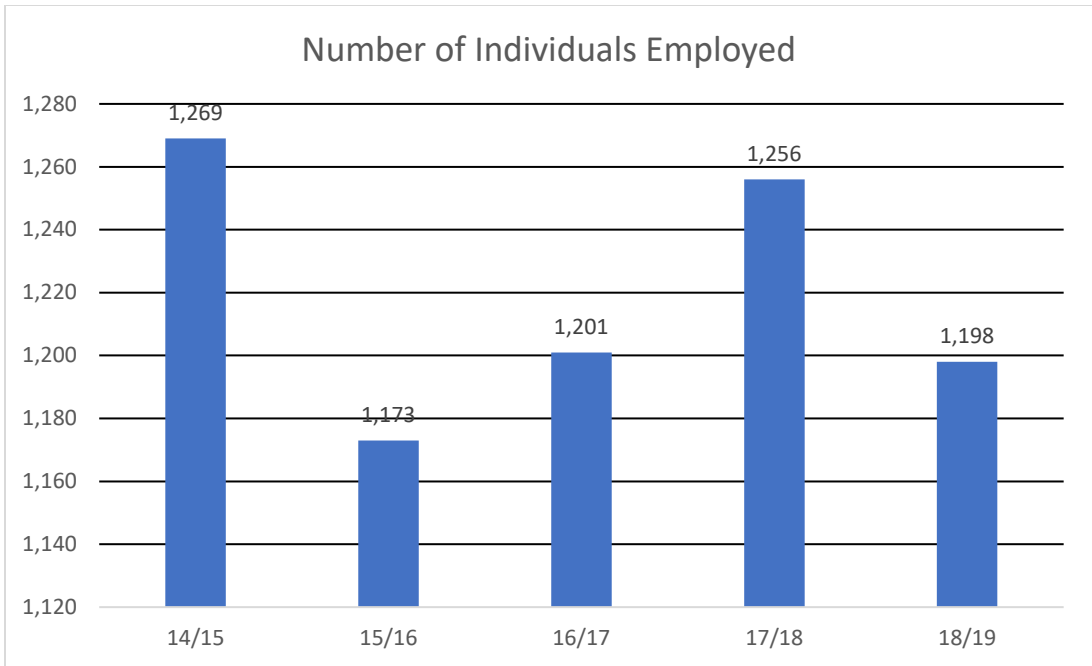
RESPECT governance originates through the Department of Management Services (DMS). The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida is the designated Central Nonprofit Agency (CNA) that administers the program through a contractual arrangement with the Department.

Program oversight is provided by a RESPECT Oversight Committee (ROC) consisting of members who represent a cross-section of affiliated Employment Centers. The ROC serves in an advisory capacity and provides programmatic oversight to ensure that RESPECT achieves its stated mission. The ROC meets quarterly to review RESPECT policy and procedure changes and to monitor program activity. A Florida ARF Board member serves as the ROC Chair and reports activity to the full Florida Board of Directors.

RESPECT also receives input and guidance from a Business Development Committee (BDC) that serves as a consulting body. The BDC is involved in the development of ideas that will result in job development for individuals with disabilities or who are blind or vision impaired. BDC membership includes banking, marketing, and communications representation.

RESPECT Highlights for FY 18-19

- Individuals Served 1,198
- Average Hourly Wages Earned \$9.83 per hour
- Total Sales \$31,936,953.80
- Partner Employment Centers (EC) 49
- Individuals Working via Other EC Initiatives 6,517
- Supported Employment Hours 408,670
- Micro-enterprise Grants (2) \$25,000
- Upgrades to RESPECT Website Including a Mobile Responsive Design
- Monthly Newsletters for Customers and Quarterly Partner Newsletters
- Quality Assurance Program Reviews on all Active Employment Centers
- Annual Awards Ceremony for Participants
- Event with Florida Lt. Governor Jeanette Nunez and Department of Management Services
- Training modules on EC compliance



Standards & Indicators

Beyond producing quality goods and services for governmental entities produced by individuals who are blind or have severe handicaps, RESPECT is to demonstrate progress towards better wages and benefits and provide support to its partner Employment Centers. Performance in these areas was tracked via the following measures for the Fiscal Year 2018-19:

1. Provide a Minimum of One Service Training Workshop to Employment Centers. (Met)

Fiscal Year 18/19 training workshops included:

RESPECT Service Contract Training Modules and Workshop held on August 27, 2019

2. Provide a Minimum of One Commodity Training Workshop to Employment Centers. (Met)

Fiscal Year 18/19 training workshops included:

EC Portal Training: January – June 2019

Value-Added Training Video – Posted on RESPECT Website

Commodities Roundtable Meeting: August 26, 2019

3. Increase the Number of Individuals Served by 5% Annually. (Not met)

RESPECT served 1,198 individuals in Fiscal Year 18/19, a 3.9% decrease from the previous year.

As Employment Centers continue to move away from the use of subminimum wages and are covering more employee benefits, increasing the number served is a challenge.

RESPECT is providing better jobs for those employed, but not at the pace expected. During the fiscal year, RESPECT pursued the development of a new *Jobs for You* model with two state agencies, but the initiative did not materialize.

4. Increase the Average Hourly Wage to Meet or Exceed Florida's Minimum Wage. (Met)

In Fiscal Year 18/19, individuals employed through RESPECT earned, on average, \$9.83 per hour, representing a 3.5% increase over the previous year in wage earnings.

5. Achieve a Minimum Score of 90% on Customer Satisfaction Surveys. (Met)

RESPECT customers, governmental entities throughout the state, reported an overall satisfaction level of 94%.

6. Achieve a Minimum Score of 90% on Employee Satisfaction Surveys. (Met)

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 95%.

7. **Achieve a Minimum Score of 90% on Employment Center Satisfaction Surveys. (Met)**

Partner Employment Centers reported a 93% satisfaction level with the RESPECT of Florida program.

8. **Achieve a Minimum Score of 90% on Satisfaction Surveys Conducted by the Department of Management Services (DMS). (Met)**

DMS rates RESPECT's performance regarding adherence to customer specifications, meeting delivery expectations, issuing accurate invoices, and providing excellent customer service. DMS uses a grading score of one to five; three or above indicates that customer requirements and expectations have been met satisfactorily.

RESPECT's score was 3.3 out of 5.

State of Florida Support

"RESPECT is a program to be championed and supported by all our state and local government agencies because, through governmental entity purchasing, Floridians with disabilities are given the opportunity to learn new skills that can be utilized in competitive jobs and thereby enhance their opportunities to live the American Dream." **Florida Lieutenant Governor Jeanette Nuñez**

"The Department of Management Services is proud to partner with RESPECT of Florida in order to provide value to state agencies. From call center services to supplying the high-quality flags that fly at the Florida Capitol and state buildings across Florida, RESPECT of Florida offers quality products and services at a competitive cost while also providing individuals with disabilities the opportunity for personal independence through gainful employment." **Department of Management Services Secretary Jonathan Satter**

"Since 2017, the Department has purchased in excess of \$5.6 million in medical supplies, office supplies, customized promotional items, and services from RESPECT of Florida. Purchasing from RESPECT of Florida allows the Department to effectively and efficiently procure needed commodities and services in the Department's efforts to protect and promote the health of all residents and visitors in the state of Florida." **Florida Department of Health**

"We at the Florida Department of Transportation are proud to work with RESPECT of Florida, a company that offers employment opportunities to those with disabilities and supports Florida-based businesses. From providing maintenance services to our rest areas, welcome centers, and scale facilities to producing our first aid kits and USA and state flags, RESPECT of Florida supplies goods and services that represent the quality that FDOT strives to provide on a daily basis." **Florida Department of Transportation Secretary Kevin J. Thibault, P.E.**

"DCF is proud to work with RESPECT of Florida to further our mission of helping Floridians to become self-sufficient and resilient members of the community. Our productive partnership has empowered individuals with disabilities, and equipped DCF employees with the necessary tools to provide services to Florida's vulnerable populations." **DCF Secretary Chad Poppell.**

“The Florida Department of Corrections is pleased to partner with Respect for Florida to supply numerous products used by our agency. These purchases help provide commodities essential for our core functions, while also providing jobs for individuals with disabilities. We are proud to support their mission.” **Florida Department of Corrections Secretary Mark Inch**

“RESPECT of Florida is an outstanding partner with the Agency for Persons with Disabilities (APD), fulfilling several vital needs for our agency. RESPECT provides people with disabilities training and employment and helped more than 1,250 individuals find jobs last year. Other state agencies benefit, too, by receiving quality goods and services produced by RESPECT employees statewide. Jobs empower people with disabilities to live independently, and RESPECT should be commended for helping these Floridians grow and prosper for more than 40 years.” **Agency for Persons with Disabilities Director Barbara Palmer**

Sales Data by Employment Center: FY 2018-2019

Employment Center	Commodities	Services
Arc Big Bend	\$28,058.95	\$1,410,730.94
Arc Gateway	-	\$718,146.72
Ark of Nassau	-	\$715,227.22
Arc of the Bay	-	\$26,992.56
Arc North Florida	-	\$1,221,820.86
Arc of Putnam County	-	\$8,974.18
Arc Washington-Holmes Co.	-	\$1,477,934.40
Alliance for Independence	\$64,974.99	-
Brevard Achievement Center	\$2,746,783.25	\$2,118,065.32
CARC	\$840.34	\$1,001,694.94
Challenge Enterprises	-	\$281,662.60
Gadsden ARC	-	\$875,179.72
Glades Area ARC	-	\$6,958.94
Goodwill Big Bend Services	\$149,428.57	\$1,881,818.23
Goodwill Industries of South FL	\$80,253.18	\$5,175,651.93
Gulf County ARC	-	\$9,396.60
Gulfstream Goodwill	-	\$927,282.66
Horizon Okaloosa County	-	\$1,543,674.02
Inspire of Central Florida	\$14,580.05	-
Jackson County ARC	-	\$570,397.41
Jeff Industries	\$46,672.97	-
Lakeview Center	-	\$1,130,541.38
Lighthouse Works	\$170,072.75	\$1,014,976.25
LVIB	\$58,082.61	-
Louise Graham Center	\$28,167.54	\$636,223.75
MacDonald Training Center	\$1,526,749.42	-
PARC	23,845.48	-
Palm Beach Hab. Center	\$36.26	\$186,746.12
Pine Castle	\$1,197,303.96	-
Seagull Services	\$4,180.36	\$110,481.01
ServiceSource	-	\$209,206.14
SMA Behavioral Healthcare	\$22,244.02	\$2,447,696.91
WORC, Inc.	\$5,446.43	-
Other Subcontractors	-	\$61,753.92
Total	\$6,167,669.07	\$25,769,284.73

Commodity Sales by Category: FY 2018-2019

Drug Testing Kits and Supplies	\$1,046,827.07
Drug Testing Kits and Supplies	\$1,046,827.07
First Aid and Safety	\$2,875,146.17
Alcohol Pads	\$7,719.70
Biohazard Kits and Refills	\$2,942.10
CPR Kits and Refills	\$404.30
Ear Plugs	\$826.57
Elastic Bandages	\$6,852.63
First Aid Kits and Refills	\$78,660.02
Hand Sanitizer	\$2,115.76
Latex Gloves and Dispensers	\$267,361.22
Prophylactics (All Types)	\$2,363,568.91
Safety Glasses & Goggles	\$1,539.11
Sunscreen	\$172.04
Toothbrushes	\$142,983.81
Janitorial and Kitchen	\$219,485.05
Dust Mops	\$2,753.28
Mop Products/Handles	\$144,935.39
Soap and Dispensers	\$25,119.02
Trash Can Liners	\$46,677.36
Medical	\$82,743.88
Incontinence Supplies	\$52.11
Clarity Urocheck	\$224.28
Medical & Dental Supplies	\$19,582.24
HemoPoint Meter/Microcuvettes	\$62,885.25
Other	\$1,618,930
Bicycle Rack	\$3,450
Flags (USA, State, POW)	\$80,201.12
Jumper Cables	\$1,131.19
Custom Metal/Sandblasted Signs	\$1,959.81
Survey Stakes	\$5,446.43
City of Tampa Kits	\$1,741.75
Transponders	\$1,524,963.55

Commodity Sales by Category – Continued

Office	\$87,522.66
Air Duster Canisters	\$1,501.76
Batteries	\$11,270.78
Calendars	\$14,099.84
Clocks	\$17,711.67
Laser & Ink Jet Cartridges	\$16,973.89
Writing Instruments	\$22,323.96
Staplers and Accessories	\$840.34
Customized Commodities	\$237,014.12
Award Plaques	\$14,580.05
Apparel—Silk Screen & Embroidery	\$71,603.16
Promotional, Various	\$150,830.92
Commodities Total	\$6,167,669.07

Service Sales by Category: FY 2018-2019

Call Center Operations	\$1,211,177.18
Call Monitoring	\$6,500
Document Shredding	\$2665.33
Fleet Vehicle Detailing	\$4,200
Herbicide Treatment	\$62,749.68
Kitchen Cleaning	\$3,360
Janitorial (non-rest area)	\$9,277,630.41
Janitorial (rest area)	\$12,282,201.03
Lawn Care Services	\$270,090.24
Litter Pick-Up	\$1,328,469.57
Mowing	\$386,768.09
Nursing Consultants	\$137,567.15
Price Per Page Services	\$645,781.56
Parking Meter Collections	\$77,469.96
Refuse Collection	\$72,718.05
Services Total	\$25,769,284.73

Commodity & Service Sales by Customer: FY 2018-2019

Customer	Commodities	Services
Cities	\$11,516.36	\$861,643.64
Boynton Beach	\$534.11	-
Deland	\$420.96	-
Jacksonville	\$98.53	-
Kissimmee	\$877.68	-
Lakeland	\$125.32	-
Leesburg	\$3,170.95	-
Melbourne	\$841.92	-
Miami Springs	\$342.21	-
Neptune Beach	\$711.87	-
Oldsmar	\$875.56	-
Panama City	\$1,208.70	\$708,149.04
Tallahassee	-	\$76,024.64
Tampa	\$1,741.75	-
West Palm Beach	\$291.40	\$77,469.96
Winter Haven	\$70.16	-
Counties	\$56,331.34	\$4,876,536.35
Alachua	\$2,370	-
Brevard	-	\$88,380.03
Broward	\$8,659	\$1,621.40
Clay	\$303.96	-
Escambia	\$3,972.92	-
Hillsborough	\$12,353.76	-
Lee	\$1,060.08	-
Miami-Dade	-	\$4,581,031.44
Palm Beach	\$19,921.09	\$197,867.62
Pasco	\$163.37	-
Pinellas	\$2,881.23	-
Seminole	\$1,881	\$7,635.86
Volusia	\$2,776.33	-

Commodity & Service Sales by Customer - Continued

Customer	Commodities	Services
School Boards	\$111,529.11	\$568,606.71
Broward	\$99,754.05	-
Lake	-	\$73,764.34
Manatee	-	\$98,604.34
Pasco	-	\$446,241.98
Seminole	\$11,775.06	\$6,849.66
State Agencies	\$5,939,657.82	\$8,919,471.59
Agency for Persons with Disabilities	\$6,237.29	\$404,489.78
Administrative Services	\$1,452.24	-
Agriculture & Consumer Services	\$4,696.10	\$39,950.01
Business & Professional Regulations	\$5,998.40	-
Children & Families	\$201,700.41	\$183,570.67
Citrus	\$123.91	-
Corrections	\$1,125,705.29	\$46,813.83
Division of Admin. Hearings	\$524.35	-
Division of Blind Services	\$290.89	\$52,068.60
Division of Emergency Mgmt	-	\$3,360
Economic Opportunity	\$1,610.15	\$816,277.78
Education	\$3,244.30	-
Elder Affairs	\$1,895.19	-
Environmental Protection	\$24,943.36	\$60,303.26
Financial Services	\$117.99	\$1,090.87
Fish & Wildlife Commission	\$31,282.82	\$19,412.49
FL National Guard	\$8,936.74	-
Governor's Office	\$147.11	-
Health	\$2,724,763.09	\$681,767.46
Highway Safety & Motor Vehicles	\$166,566.10	\$41,173.08
Juvenile Justice	\$141,111.52	-
Law Enforcement	\$25,563.09	-
Management Services	\$4,806.07	\$300,215.32
Military Affairs	\$2,902.20	\$46,526.16
Parole Commission	\$363.81	-
Revenue	\$4,737.69	-
State Attorney's Office	\$558.54	-
Department of State	\$36.89	-

Commodity & Service Sales by Customer – Continued

Customer	Commodities	
Transportation	\$1,445,901.61	\$6,222,452.28
Veterans' Affairs	\$3,440.67	-
State Colleges/Universities	\$1,450.17	\$37,796.32
Florida Gulf Coast	\$173.77	-
St. John's River College	-	\$37,796.32
University of Florida	\$429.55	-
University of North Florida	\$846.85	-
Other Entities	\$43,817.92	\$45,007.32
Able Brown Ministries	\$1,046.78	-
Digisalud USA	\$1,664.40	-
Disc Village	\$1,220.37	-
Employment Centers	\$144.31	-
First Step of Sarasota	\$26.61	-
Gadsden Correctional Facility	\$1,236.37	-
Halifax Humane Society	\$74.00	-
Kevin Cate Communications	\$536.46	-
Pace Center for Girls	\$455.33	-
Private Individuals	\$6,370.66	-
Private Sector—In State	\$31,230.79	-
Private Sector—Out of State	\$2,801.83	-
St. Johns River Water Management	-	\$51,552.84
Town of Inglis	\$376.36	-
Asset Management Contracts	-	\$10,396,823.25
ICA (DOT)	-	\$3,266,853.57
DBI Services (TME Enterprises)	-	\$3,421,004.10
Roy Jorgensen	-	\$895,566.44
Broadspectrum Infrastructure	-	\$2,813,823.25
Totals	\$6,167,669.07	\$25,769,284.73
Grand Total		\$31,936,953.80