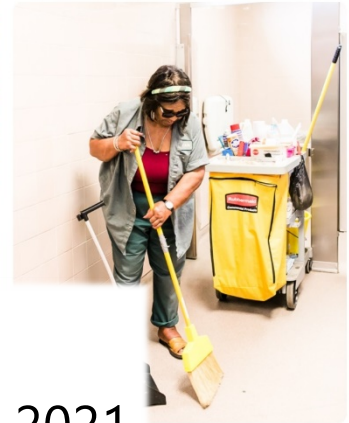
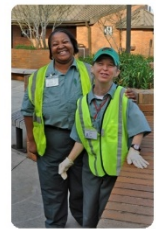


RESPECT™ OF FLORIDA



Annual Report

October 1, 2020 – September 30, 2021



In accordance with contract number 80171908-21-STC, The Florida Association of Rehabilitation Facilities, Inc. dba, RESPECT of Florida, submits the Central Nonprofit Agency FY 2020-2021 Annual Report to the Florida Department of Management Service.



March 18, 2022

Dear Friend,

Thank you for your support of the RESPECT of Florida program! Your involvement allows us to achieve our mission which is to assist individuals who are blind or have severe handicaps to achieve maximum personal independence through useful, productive, and gainful employment. The mission is achieved when governmental entities purchase goods and services produced by individuals employed through the program.

The Florida Association of Rehabilitation Facilities (Florida ARF) dba RESPECT of Florida has managed the program for almost 46 years under varying partnerships with the Department of Management Services. As the Department's designated Central Nonprofit Agency, we ensure an expanded and constant market for the products and services produced by individuals with visual impairments or severe handicaps.

The RESPECT program is authorized per Florida Statutes (Section 413.033 – 413.037) with the expectation that governmental agencies are to purchase available commodities and services produced by qualified non-profit community agencies across the state. 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 agencies, and Florida citizens all win because of this program.

In Fiscal Year 2020-2021, RESPECT created employment opportunities for 972 individuals, of which 92% earned minimum wages or higher. The average hourly wage earned was \$10.79 per hour compared to Florida's minimum wage standard of \$10.00 an hour as of September 30, 2021.

Through our partnership with the Department of Management Services, other governmental entities, and 44 non-profit Employment Centers, the RESPECT program creates real jobs for Floridians with disabilities.

Please view our Annual Report to learn more about the good work occurring through the RESPECT program.

Sincerely,

Tyler Sununu
President & CEO

RESPECT of Florida Annual Report – FY 20-21

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 1,000 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 MyFloridaMarketPlace (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 commodities 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 support service opportunities. All commodities and services provided by Floridians with disabilities are produced through local, non-profit 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.

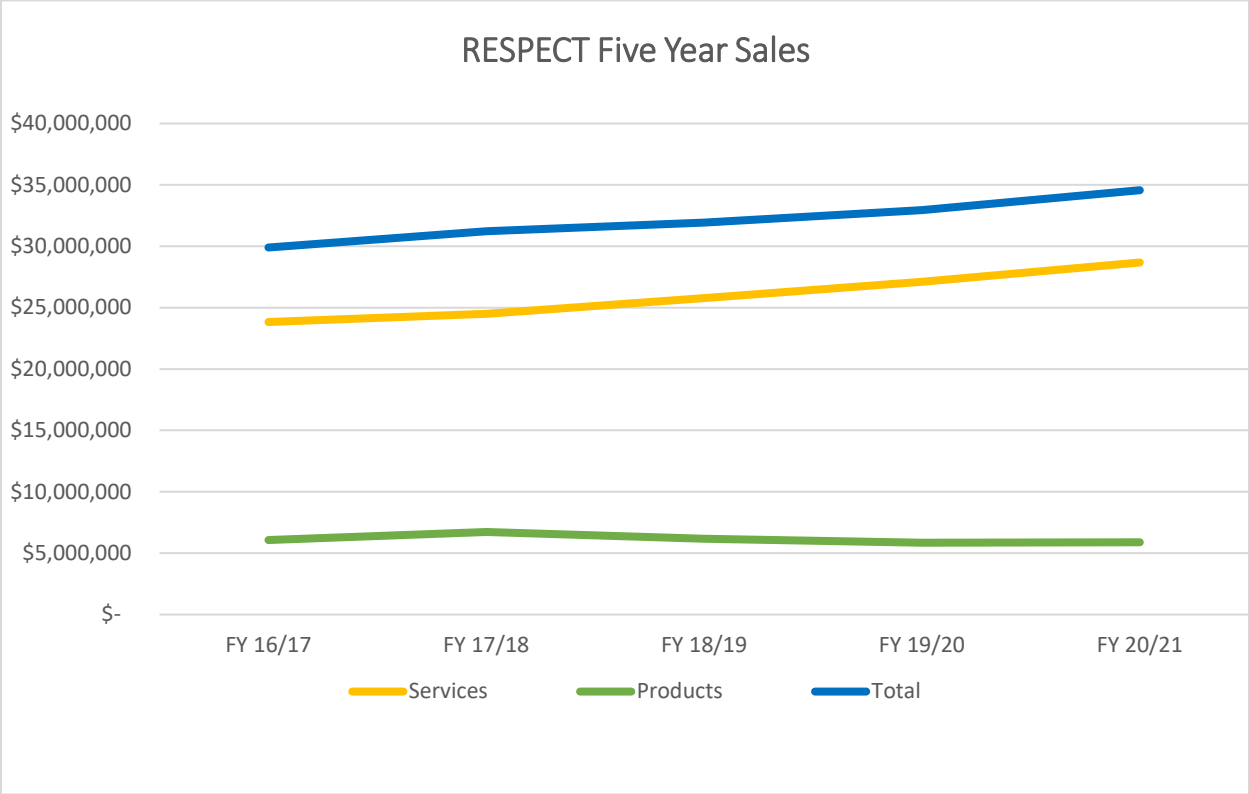
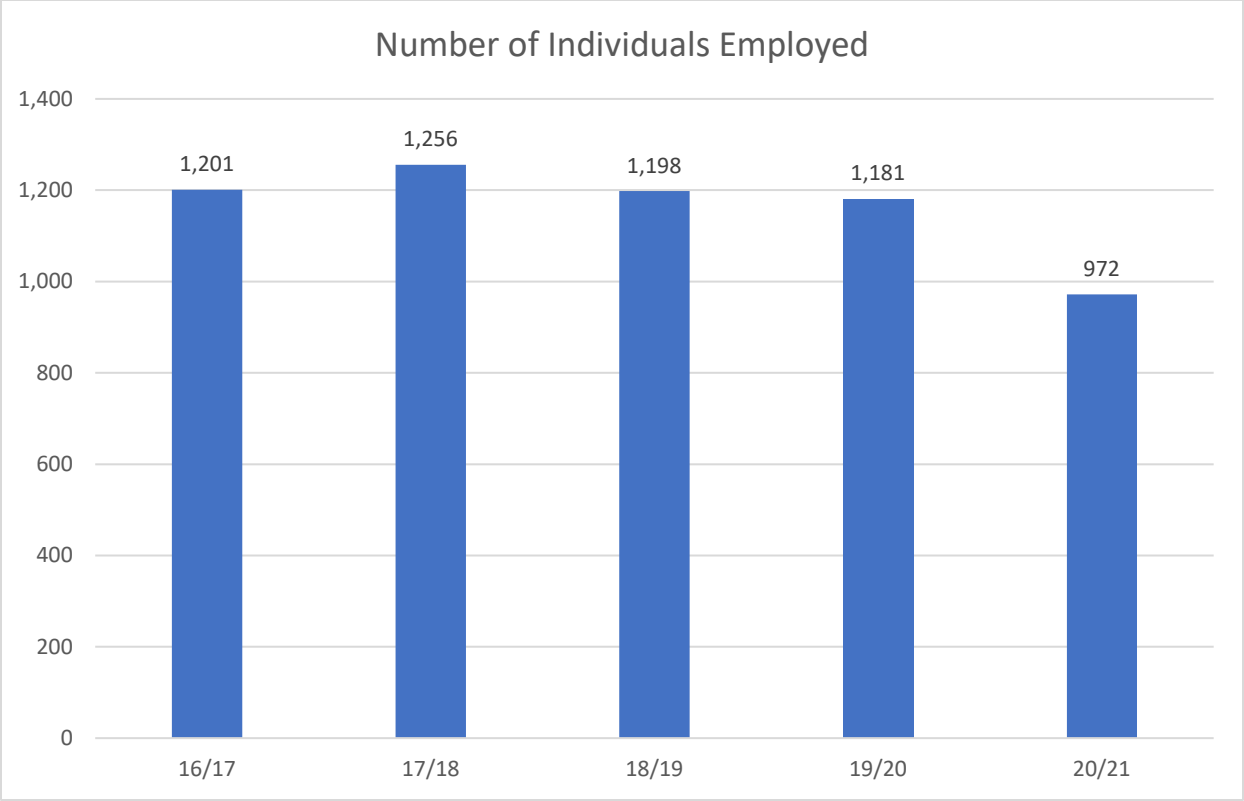
Program oversight is provided by a RESPECT Oversight Committee (ROC) consisting of members who represent a cross-section of affiliated Employment Centers. The ROC serves in an advisory capacity and provides programmatic oversight to ensure that RESPECT achieves its stated mission. The ROC meets quarterly 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 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 representation from state government agencies and the communications and banking industries.

RESPECT Highlights for FY 20-21

- Individuals Served 972
- Average Hourly Wages Earned \$10.79 per hour
- Total Sales \$34,565,171
- Partner Employment Centers (EC) 44
- Individuals Working via Other EC Initiatives 5,415
- Supported Employment Hours 325,891
- Micro-enterprise Grants (2) \$25,000
- Florida Project SEARCH Adult Model Project - Year 1 Grant \$276,569
- Monthly Newsletters for Customers
- Quality Assurance & Financial Program Reviews on all Active Employment Centers
- Virtual Annual Awards Ceremony for Participants



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 Fiscal Year 2020-21:

- **Achieve an average rating of 90% on annual employee satisfaction surveys. (Met)**

Floridians with disabilities employed through RESPECT Employment Centers reported an overall satisfaction level of 96.54%.

- **Provide annual training for all Employment Centers on health and safety issues. (Met)**

On September 21, 2021, RESPECT provided Employment Centers with training on COVID-19 and the Workplace. Presenters from The Krizner Group Employment Law provided participants with information and responded to questions on COVID-19 and the workplace, CDC and OSHA workplace safety protocols, and workplace safety policies and practices.

- **Ensure that 75% of CNA staff attend MFMP university courses annually. (Met)**

75% of the RESPECT of Florida staff participated in MFMP courses in 2021.

- **Increase the average hourly wage of individuals served to meet or exceed Florida's minimum wage. (Met)**

In Fiscal Year 20/21, individuals employed through RESPECT earned, on average, \$10.79 per hour, which is a 3.34% increase from the previous year in wage earnings.

- **Increase the number of Direct Labor hours performed annually by 3%. (Not Met.)**

RESPECT served 972 individuals in Fiscal Year 20/21, a 17% decrease from the previous year. The number of direct labor hours performed annually for RESPECT were reduced by 3% from the previous year. COVID-19 continued to greatly impact employment again this year for RESPECT and our Employment Centers. It was the

perfect storm with staffing challenges, supply chain issues, closures due to COVID, and a myriad of other factors. As such they were not able to employ as many people as they may have otherwise which led to a reduction in the direct labor hours performed.

Sales Data by Employment Center: FY 2020-2021

Employment Center	Commodities	Services
Alliance for Independence	\$5,958.54	-
ARC Gateway	-	\$722,499.77
ARC Nassau	-	\$767,545.44
ARC North Florida	-	\$1,411,272.96
ARC Washington-Holmes County	-	\$1,486,991.17
Brevard Achievement Center	\$2,790,911.62	\$2,465,119.95
CARC-Advocates for Citizens with Disabilities	-	\$1,448,979.31
Challenge Enterprises	-	\$252,466.78
Gadsden ARC	-	\$797,837.67
Global Connections to Employment, Inc.	-	\$829,294.19
Goodwill Industries Big Bend Services	\$399,773.10	\$1,525,701.50
Goodwill Industries of South FL	\$83,426.30	\$5,947,212.35
Gulfstream Goodwill Industries	-	\$944,551.27
Inspire of Central Florida	\$10,977.57	-
Jackson County ARC	-	\$677,366.63
Jeff Industries	\$75,197.92	-
Lighthouse Central Florida	\$219,689.46	\$2,843,995.80
Lighthouse for the Visually Impaired and Blind	\$69,391.98	-
Louise Graham Center	\$10,690.41	\$2,509.36
MacDonald Training Center	\$1,296,567.65	-
Palm Beach Habilitation Center	-	\$188,457.28
PARC	\$21,963.86	-
Pine Castle, Inc.	\$870,761.47	-
Seagull Industries for the Disabled	-	\$123,458.73
ServiceSource	-	\$244,190.56
SMA Behavioral Healthcare	\$20,306.90	\$2,967,318.13
The Arc Big Bend	\$7,379.97	\$1,404,344.69
The Arc Emerald Coast	-	\$1,501,383.23
The Arc of Putnam County	-	\$32,046.36
The Arc of the Bay	-	\$33,953.30
The Arc of the Glades	-	\$7,289.40
The Arc of Volusia County	-	\$1,672.36
Twin Angels	-	\$49,007.99
UCO of South Florida	\$642.50	-
WORC, Inc	\$4,887.85	-
Other Subcontractors	\$177.60	-
Total	\$5,888,704.70	\$28,676,466.18

Commodity Sales by Category: FY 2020-2021

Drug Testing Kits & Supplies	\$761,721.56
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First Aid and Safety	\$2,831,548.69
Alcohol Pads	\$8,735.58
Biohazard Kits/Refills	\$529.00
CPR Kits/Refills	\$743.25
Ear Plugs	\$924.99
Bandages	\$2,961.00
First Aid Kits/Refills	\$37,343.59
Gloves	\$216,447.60
Prophylactics (All Types)	\$2,482,192.50
Safety Glasses and Goggles	\$1,429.32
Sunscreen	\$48.55
Toothbrushes	\$80,193.31
Janitorial and Kitchen	\$206,722.87
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Dust Mops	\$20,432.02
Hand Sanitizer and Dispensers	\$25,535.09
Mop Products/Handles	\$89,823.30
Sanitizer Surface Spray and Wipes	\$5,469.79
Soap and Dispensers	\$5,687.40
Trash Can Liners	\$59,775.27
Medical	\$136,145.96
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Face Masks	\$3,505.35
HemoPoint Meter/Microcuvettes	\$62,686.35
Medical & Dental Supplies	\$69,954.26
Other	\$1,385,514.29
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Flags (State, USA, and POW)	\$83,426.30
Jumper Cables	\$631.35
Survey Stakes	\$4,887.85
Transponders	\$1,296,568.79

Office	\$63,963.11
Batteries	\$10,544.03
Calendars (All Types)	\$10,690.41
Clocks	\$16,057.28
Coffee Tea	\$68.33
Pens, Pencils, Highlighters and Markers	\$21,963.86
Protective Shields - Free Standing	\$4,639.20
Customized Commodities	\$503,088.22
Award Plaques	\$6,338.37
Apparel - Silk Screened & Embroidery	\$173,347.85
Promotional, Various	\$323,402.00
Commodities Total	\$5,888,704.70

Service Sales by Category: FY 2020-2021

Call Center Operations	\$3,080,686.36
Call Monitoring	\$7,500.00
Document Shredding	\$2,509.36
Floor Care	\$2,071.10
Herbicide Treatment	\$206,982.56
Janitorial (non-rest area)	\$9,815,181.16
Janitorial (rest area)	\$13,682,293.54
Kitchen Cleaning Services	\$15,360.00
Lawn Care Services	\$132,602.36
Litter Pick-Up	\$1,312,708.15
Mowing	\$221,628.72
Nursing Consultants	\$43,320.49
Parking Meter Collections	\$33,479.06
Refuse Collection	\$77,330.42
Temporary Services - Scanning	\$42,812.90
Services Total	\$28,676,466.18

Commodity & Service Sales by Customer: FY 2020-2021

Customer	Commodities	Services
Cities	\$9,247.36	\$839,128.27
Altamonte Springs	-	\$4,989.87
Boynton Beach	\$1,249.18	-
Deland	\$175.40	-
Ft. Walton Beach	\$1,063.20	-
Jacksonville	\$57.64	-
Lake City	\$841.92	-
Leesburg	\$2,267.70	-
Maitland	\$35.08	-
Miami Springs	\$350.80	-
Palm Beach	-	\$250.00
Panama City	\$2,913.80	\$743,981.40
Tallahassee	-	\$56,427.94
West Palm Beach	-	\$33,479.06
Winter Haven	\$292.64	-
Counties	\$23,119.72	\$5,799,989.52
Broward	\$3,041.40	\$92,373.18
Clay	\$1,090.26	-
Escambia	\$2,119.44	-
Gadsden	\$157.88	-
Highland	\$651.25	-
Lee	\$1,110.40	-
Leon	\$210.45	-
Manatee	\$170.50	-
Martin	\$2,891.46	-
Miami-Dade	-	\$5,482,395.95
Palm Beach	\$5,149.43	\$217,720.39
Pasco	\$62.05	-
Pinellas	\$1,253.37	-
Polk	\$2,806.40	-
Seminole	-	\$7,500.00
Volusia	\$2,405.43	-

Commodity & Service Sales by Customer (Continued)

School Boards	\$32,553.40	-
Broward	\$11,037.15	-
Miami-Dade	\$9,760.00	-
Seminole	\$11,756.25	-
State Agencies	\$5,772,199.14	\$7,109,577.65
Administrative Services	\$601.64	-
Agency for Persons with Disabilities	\$251.49	\$474,530.65
Agency for Workforce Innovations	\$93.99	-
Agriculture & Consumer Services	\$2,080.52	\$4,544.16
Business & Professional Regulations	\$1,697.65	-
Children & Families	\$184,110.21	\$352,575.84
Citrus	\$71.97	-
Corrections	\$777,521.00	-
Department of State	\$1,672.44	-
Division of Emergency Management	-	\$15,360.00
Economic Opportunity	-	\$2,278,859.43
Education	\$3,828.40	\$69,701.28
Environmental Protection	\$30,290.54	\$51,932.20
Financial Services	\$5,221.31	-
Fish & Wildlife Conservation Commission	\$21,214.39	\$20,987.12
FL National Guard	\$9,046.42	\$6,870.51
Governor's Office	\$143.94	-
Health	\$3,208,092.91	\$654,701.17
Highway Safety & Motor Vehicles	\$14,946.48	\$72,219.48
Judicial	\$14,498.64	-
Juvenile Justice	\$90,244.51	-
Law Enforcement	\$43,443.64	-
Management Services	\$2,372.34	\$283,786.83
Military Affairs	\$3,087.38	\$107,586.46
Parole Commission	\$47.20	-
Public Defender's Office	\$1,036.40	-
Revenue	\$4,873.32	-
State Attorney's Office	\$276.40	-
Transportation	\$1,337,819.65	\$2,715,922.52
Veterans' Affairs	\$13,614.36	-

Commodity & Service Sales by Customer (Continued)

State Colleges/Universities	\$683.08	\$34,361.17
Gulf Coast State College	\$255.05	-
St. John's River State College	-	\$25,579.32
University of Florida	\$171.82	\$8,781.85
University of Miami	\$256.21	-
Other Entities	\$50,902.00	\$53,635.86
Abe Brown Ministries	\$1,554.79	-
Army	\$66.76	-
Bay Correctional Facility	\$1,037.53	-
Disc Village	\$4,757.44	-
Employment Centers	\$1,227.14	-
Gadsden Correctional Facility	\$3,789.32	-
Lake City Correctional Facility	\$3,622.86	-
Pace Center for Girls	\$657.31	-
Private Individuals	\$3,194.66	-
Private Sector	\$29,647.55	-
St. Johns River Water Management	-	\$53,635.86
Tampa Bay Water Regional Authority	\$1,346.64	-
Asset Management Contracts	-	\$14,839,773.71
DBI Services	-	\$13,304,043.33
Ferrovial	-	\$77,746.44
Oasis	-	\$307,923.05
Roy Jorgensen	-	\$1,150,060.89
Totals	\$5,888,704.70	\$28,676,466.18
Grand Total		\$34,565,170.88