

**Committee for the
Purchase of Commodities and Services
from the Handicapped**

Room E-102
State Capitol Building
Charleston, West Virginia 25305-0139

MINUTES

September 13, 1993

SMALL P & P CONFERENCE ROOM
WEST VIRGINIA REHABILITATION CENTER COMPLEX
INSTITUTE, WEST VIRGINIA

The meeting of the Committee for the Purchase of Commodities and Services from the Handicapped was called to order by Craig Greening, Chairman. Other members in attendance were David Dickirson, Q. J. Humphreys, Tara Justice, John Parker, and Everette Sullivan. Ex officio members in attendance were Debbie Bensey, Director of Operations of the CNA, and Dick Estill, Executive Secretary of the Committee. Invited guests were Elana Bailey and Ralph Davis of Shawnee Hills Industries and Curt Curtiss, Assistant Director of Purchasing.

The minutes of the meeting of August 18, 1993, were accepted as presented.

John Parker gave the financial report to date which showed a beginning balance of \$4,490.14, expense account expenditures of \$325.70, and an expenditure with WVARF for \$124.54, a portion of which was for telephone expenses for the Committee's special meeting of July 23, 1993. The ending balance was \$4,039.90.

The first order of business was vendor complaints. These complaints originated with the Tax Department at Bullitt Street, the Insurance Commission, the Workers Compensation Commission at Morris Street, and the Department of Motor Vehicles at Winfield. All complaints had occurred within the last week. At the Tax Department, workers were not coming in on time (arriving for work too early). The situation had been reported several times, but not taken care of. At the Insurance Commission, familiar and effective janitors had been replaced with new janitors, and there was a reported decrease in service. At the Workers Compensation Office, service had reached an unacceptable level also. Finally, the Department of Motor Vehicles Office at Winfield reported beer was found on a desk overnight. The representatives from Shawnee Hills acknowledged the problems reported and agreed to act swiftly to solve them. The Committee indicated to Mr. Davis that in areas where service declines are reported, it is not sufficient to go

Chairman: **Craig A. Greening**

Members: **David L. Dickirson, Q.J. Humphreys, John L. Parker, Diana Stout, Everette Sullivan**

Ex Officio Members: **Dick Estill, Executive Secretary**

Danny Myers, Executive Director, West Virginia Association of Rehabilitation Facilities

in and do a one-shot vigorous cleaning and allow things to coast along; rather it is extremely important to implement day-to-day procedures to address problems such as those reported. Mr. Davis indicated that in attempting to visit all of Shawnee Hills' many janitorial sites and learn his new job that other details of his work had gotten away from him. He and Ms. Bailey re-stated their commitment to delivering quality janitorial service and work and addressing all customer concerns early in the process, well before they developed into complaints. The Committee will follow up on these customer complaints in the next few months.

The next order of business was contract presentations, the first being the statewide Department of Health and Human Resources contract for janitorial services. The Committee had been briefed on this contract by Mr. Myers during its July meeting as an information-only topic of business with the explanation that considering the fact of its complexity and since former state employees are now WVARF employees and also last minute negotiations were involved. However, upon re-consideration, it was felt that since DHHR sought no other bids, it should be approved by the Committee. There was one reported irregularity with this contract at the Parkersburg Detention Center. It seems that for over a year, DHHR has been over-billed for janitorial services not delivered. Of course, any over-billed amount will be corrected and adjustments made to the invoices at the CNA. The CNA will report back to the Committee at its October meeting on the worker, Mr. Pickens, who is off on Workers Compensation. The DHHR contract itself was presented at an annualized cost of \$878,527.92 with 13 former state employees provided with health insurance and retirement. The new contract involves savings to the State of West Virginia of \$27,548.04 over the FY'92 year. Other changes include the following: Health insurance increases for former state employees will be pass-throughs and added to the contract as they occur rather than projected in advance; there are no raises given to workshops or former state employees; square footage has increased in Teays Valley, and hours have been increased at Morgantown; service decreases occurred at Philippi and Grafton; three former state employees have been replaced by workshops at a significant savings to the state; The Sutton office is scheduled for closure on September 19, 1993; and finally, Workers Compensation increased to 2.52 percent. Motion was made by Everette Sullivan, seconded by Tara Justice, that this contract be approved. Motion passed unanimously.

The next series of contracts are renewals--the first involving janitorial services for the Developmental Disabilities Planning Council, involving approximately 950 square feet. The work is to be done by Shawnee Hills. The contract is from July 1, 1993, through June 30, 1994, and involves a supervisor and one worker performing a total of 20

man-hours per month. The monthly contract cost is \$156 with an annualized cost of \$1,872. Motion was made by John Parker, seconded by Everette Sullivan, that the contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services at the Southwestern Community College, Pineville Branch with the work to be performed by the Wyoming County Workshop from November 1, 1993, through October 31, 1994. The contract employs a supervisor and one worker cleaning approximately 22,000 square feet, working 24 hours each per month. The cost per square foot is \$.07612 with an annualized contract cost of \$16,745.64. Motion was made by John Parker, seconded by Everette Sullivan, that the contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services at the Insurance Commission with the work to be performed by Shawnee Hills Industries. The contract employs one supervisor, one worker, four hours each daily, cleaning approximately 12,324 square feet. The total monthly cost is \$1,130.48 with an annualized cost of \$13,565.76. The cost per square foot is approximately \$1.1007. Motion was made by John Parker, seconded by Everette Sullivan, that this contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services at the Fixed Wing Detachment at Fairmont. A higher proposal was approved by the Committee two months earlier, but did not go into effect beginning August 1, 1993. It was felt earlier that the Service Contract Act applied to this proposal, but later determined by the Army National Guard that it did not. The proposal involves one supervisor and two workers (each worker is rated at 50 percent productivity), all three working nine hours each per week. The total monthly contract cost is \$347.36 with an annualized cost of \$4,168.32. A private vendor bid \$4,368 for the same service. The cost per square foot is \$1.39 on an approximate square footage of 3,000. Motion was made by Everette Sullivan, seconded by Q. J. Humphreys, that this contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services at the District Department of Highways Office at Weston, with the work to be performed by the Buckhannon-Upshur Work Adjustment Center. The contract runs from September 1, 1993, through August 30, 1994, and consists of 16,722 square feet, employing a supervisor and one worker, six hours each daily, five days per week. Cost of the contract is \$1,703.17 or an annualized cost of \$20,438.04. The cost per square foot is \$1.22. Motion was made by Q. J. Humphreys, seconded by John Parker, that this contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services with the Division of Environmental Protection at Logan, with the work to be performed by the Wyoming County Workshop. The contract runs November 1, 1993, through October 31, 1994. The contract employs one supervisor, one worker, two hours daily at a monthly cost of \$632.32 or an annualized cost of \$7,587.84. The cost per square foot is \$.92. Motion was made by John Parker, seconded by Q. J. Humphreys, that this contract be approved. Motion passed unanimously.

The next contract presentation was for janitorial services at Building #5 State Capitol Complex, with the work to be performed by Shawnee Hills on a three-months basis, beginning October 1, cleaning approximately 200,000 square feet at a cost per square foot of \$.8922. The contract employs one full-time supervisor, ten full-time workers, and a three-man stripping crew. The monthly contract cost is \$14,869.92, including the stripping crew. There are several unusual features to this contract. The Building Commission is requesting that the janitorial crew work normal day-time hours only and a crew of state employees is being moved to other parts of the Capitol Complex. Motion was made by Q. J. Humphreys, seconded by John Parker, that this contract be approved for a three-month initial period. Motion passed unanimously.

The final contract presentation was for complete food service operations at the Mountaineer Challenge Academy of West Virginia, located at Camp Dawson, with the work to be performed by the Preston County Sheltered Workshop. The period of the contract is September 20, 1993, through September 19, 1994. The contract provides for 6.79 FTE workers preparing three meals daily (Monday through Saturday) with two meals on Sunday, a total of 268 days per year. The Academy sessions will run two per year, 22 weeks per session. The basic labor monthly billing including uniforms, overhead and administrative fee, and 21 percent fringe benefits is \$10,320.27 or a total annualized cost of \$123,843.24. Raw food costs will vary each month but will be based on the formula of average enrollment for the month multiplied by days of service, multiplied by \$6.73, which is the raw food budget of \$5.90 marked up 14 percent for overhead and administrative fee. Motion was made by Everette Sullivan, seconded by Q. J. Humphreys, that this contract be approved. Motion passed unanimously.

There being no further business to be brought before the Committee, it was in adjournment with the time and place for the next meeting being Wednesday, October 13, 1993, at 9:30

a.m. at the Small P & P Conference Room at the West Virginia
Rehabilitation Center Complex, Institute, West Virginia.

Craig A. Greening, Chairman



John L. Parker, Recorder

COMMITTEE FOR THE PURCHASE OF COMMODITIES AND SERVICES
FROM THE HANDICAPPED

Small P & P Conference Room
W.V. Division of Rehabilitation Services Complex
Institute, West Virginia

SEPTEMBER 13, 1993

AGENDA

- I. 9:30 Roll Call
- II. Approval of Minutes of Previous Meeting
- III. Treasurer's Report
- IV. Report of Chairman
- V. Report of Executive Secretary

- VI. Old Business
 - A. Review of DHHR Contract
- VII. New Business

- VIII. Contract Presentation from CNA
 - A. Renewals -
 - DD Planning Council
 - SWVCC
 - Insurance Commission
 - Fixed Wing
 - B. New Contracts
 - DOH Weston
 - Environmental Protection - Logan
 - Bldg. 5
 - Mountaineer Challenge Academy

- VIV. Vendor Complaints
 - A. Shawnee Hills
 - B. Rest Area Update

Office	Provider Type	Hours Week	Provider	WVARE Cost Per Office	Total Cost Per Office Plus 10%	Monthly 1/12 Per Office
Martinsburg	W.SHOP	30	EPTC	9,795.24	21,844.12	1,820.34
Martinsburg	Ex.State	30	Bartles, Harold	10,063.05		
Martinsburg, Detention	W.SHOP	60	EPTC	19,159.92	21,075.91	1,756.33
Middlebourne	W.SHOP	3	Adena/Wetzel	3,045.60	3,350.16	279.18
Moorefield	W.SHOP	26	Special Services	8,489.16	9,338.08	778.17
Morgantown	W.SHOP	40	PaceTec	13,060.32	14,366.35	1,197.20
Moundsville	Ex.State	30	Wright, David	17,610.52	19,371.57	1,614.30
New Martinsville	Ex.State	40	Gallagher, Susan	19,352.92	21,288.21	1,774.02
Parkersburg, Detention	W.SHOP	20	Wood	6,814.08	25,224.89	2,102.07
Parkersburg, Detention	Ex.State	40	Pickens, Bryan	16,117.64		
Petersburg	W.SHOP	12	Special Services	4,749.96	5,224.96	435.41
Philippi	Ex.State	10	Minor, Clifford	4,838.23	5,322.05	443.50
Pineville	Ex.State	40	Rose, James	19,352.92	21,288.21	1,774.02
Point Pleasant	Ex.State	40	Harrah, Roger	19,352.92	21,288.21	1,774.02
Princeton	W.SHOP	80	Mercer	26,120.64	28,732.70	2,394.39
Princeton, Detention	Ex.State	40	Penetost, Gene	23,260.86	33,082.43	2,756.87
Princeton, Detention	W.SHOP	20	Mercer	6,814.08		
Ripley	Ex.State	40	Fisher, Linda	20,273.90	24,611.29	2,050.94
Strip and Wax Sub Contract			Semi Annual	1,500.00		
Carpet Cleaning Sub Contract			Annual	600.00		
Romney	W.SHOP	20	Special Services	7,665.60	8,432.16	702.68
Spencer	Ex.State	30	Manpower	10,108.80	22,239.36	1,853.28
Spencer	W.SHOP	30	Manpower	10,108.80		
Summersville	Ex.State	40	Foster, Sophia	20,273.90	22,301.29	1,858.44
Sutton	W.SHOP	40	Precision Services	653.02	718.32	59.86
Teays Valley	W.SHOP	20	Shawnee Hills	19,590.48	21,549.53	1,795.79
Wayne	W.SHOP	40	Goodwill/KYOWVA	15,452.27	16,997.50	1,416.46
Weirton	W.SHOP	20	Hancock	7,534.08	8,287.49	690.62

Office	Provider Type	Hours Week	Provider	Subtotal WVARE Cost Per Office	Total Cost Per Office Plus 10%	Monthly 1/12 Per Office
Welch	Ex.State	40	Rose, Kizzie	18,880.58	42,056.85	3,504.74
Welch	Ex.State	40	Rose, Everett	19,352.92		
West Union	W.SHOP	4	Harrison	3,033.60	3,336.96	278.08
Weston	W.SHOP	40	Buck-Up	13,060.32	14,366.35	1,197.20
Wheeling	W.SHOP	80	WATCH	26,120.64	28,732.70	2,394.39
Williamson	Ex.State	40	Curry, Charles	19,352.92	21,288.21	1,774.02
Various	W.SHOP		Relief	7,488.00	8,236.80	686.40
Adjustment to make monthly 1/12 of annual					(0.11)	
				\$798,661.85	\$878,527.92	\$73,210.66
				COST	DHHR ANNUAL	DHHR MONTH

HIGHLIGHTS OF CHANGES FROM LAST YEAR:

1. The new contract is (\$27,548.04)below last year.
2. Health Insurance increases for former State Employees will be pass throughs and added to the contract as they occur rather than projected in advance.
3. Note no raises have been given to workshops or former state employees.
4. Square footage has increased in Teays and hours in Morgantown.
5. Service has been decreased at Philippi and Grafton.
6. Three former state employees have been replaced by workshops at a substantial savings to the state.
7. Sutton office is scheduled to be closed on Sept. 19.
8. Workers compensation increased to 2.52%

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DIRECT COST ANALYSIS
 DD PLANNING COUNCIL
 Work to be Done by SHAWNEE HILLS
 July 1, 1993 - June 30, 1994
 Approximate sq. ft.

950

Labor	Per Hour	Per Hour 20% Fringe	Per Month
Supervisor	\$5.50	\$1.10	\$66.00
Worker #1	4.50	\$0.90	\$54.00

	sub total		\$120.00
	Chemicals		30.00
Administrative Overhead			6.00

	Monthly Total		\$156.00
	Annual Total		\$1,872.00

Disposables supplied by State of WV. This quote is based on 20 man hrs. day per month. Services includes light cleaning two times a week and thorough cleaning once a month.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M Bensey

 Debra M. Bensey
 Director of Operations

Cost Per Sq. Ft. 1.9705

Facility	Facility
Monthly	Annual
\$150.00	\$1,800.00

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DIRECT COST ANALYSIS

SW Community College Pineville branch

November 1, 1993 - October 31, 1994

Contact: Mike McGraw 294-8346, Ron Thompson 792-4300 FX 792-4399
792-4316

	Per Hour	Per Hour 20% Fringe	Per Month
Labor			
Supervisor	5.5	1.10	\$686.40 24 hours
Worker #1	4.25	0.85	\$530.40 24 hours

Labor Sub total			1,216.80
Cleaning item reserve			25.00
Travel			100.00
Administrative @ 4%			53.67

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Grand Total			\$1,395.47
Annual			\$16,745.64

COLLEGE TO SUPPLY EQUIPMENT AND CLEANING SUPPLIES

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
Debra M. Bensey
Director of Operations

Sq. Ft.	Aproximate Cost per square foot
22,000	\$0.7612

Facility	\$16,101.60	\$1,341.80
	Annual	Monthly

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DIRECT COST ANALYSIS
Insurance Commission 2019 Washington St. East

Work to be done by Shawnee Hills
November 1, 1993-October 31, 1994
Aproximate Sq. Foot. 12,324
Contact Betty Warren 348-3707 Fax 348-0412

	Per Hour	Per Hour	Month
Labor		20% Fringe	
Supervisor	\$5.00	\$1.00	\$520.00 4 hours a day
Worker #1	4.25	\$0.85	\$442.00 4 hours a day

	sub total		\$962.00
Chemicals	sub total		75.00
Facility Equipment/Overhead			50.00
Administrative Overhead			43.48
	Month Total		\$1,130.48
	Grand Total	Annual	\$13,565.76

Aproximate Cost per square foot
\$1.10

Disposables supplied by State of WV. This quote is based on 8 man hours per day X 5 days. Vendor may use a crew to provide labor.

In order to comply with State law please contact our office for information prior to soliciting other bids.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
Debra M. Bensey
Director of Operations

Facility	Facility
	Monthly
\$13,044.00	\$1,087.00

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DIRECT COST ANALYSIS

Fixed Wing Detachment
 Work to be Done by Marion County Opportunity Workshop
 Starting August 1, 1993-Ending June 30, 1994
 Approximate square footage 3000
 Contact Col. Southern Fax 341-6466

Labor	Per Hour	Per Hour 20% Fringe	Per Month	Hours Per WK
Supervisor	\$5.50	\$1.10	\$128.70	4.5 100% Prod
Worker #1	\$2.25	\$0.45	\$52.65	4.5 50% Produ
Worker #2	\$2.25	\$0.45	\$52.65	4.5 50% Produ

sub total			\$234.00	
Management Expense			50.00	
Equipment /Travel			50.00	
Administrative overhead			13.36	

		Total Monthly	\$347.36	
		Annual	\$4,168.32	

Note that a private vendor bid \$4368 for the same service. (\$28 a visit 3 times a week for a year).

1 Supervisor and 2 (50% Productive Workers) working 9 man hours a week

WVARF agrees to provide services for the above amount. Subject to approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
 Debra M. Bensey
 Director of Operations

Cost per square foot \$1.39
 Facility \$334.00
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Weston D.O.H. District Office
 Work to be done by Buckhannon-Upshur Work Adj. Center
 Approx. Sq. Ft. 16722
 September 1, 1993 - August 30, 1994
 Contact: Mr. Raines

	Per Hour	Per Hour 20% Fringe	Per Month
Labor			
Supervisor	\$5.50	\$1.10	\$858.00
Worker #1	4.25	\$0.85	\$663.00

	sub total	\$1,521.00
Chemicals	sub total	\$58.33
Facility Equipment/Overhead		\$58.33
Administrative Overhead		\$65.51
	Month Total	\$1,703.17
	Annual Total	\$20,438.04

Disposables supplied by State of WV. This quote is based on 60 man hours (6 super, 6 worker) per day X 5 days a week. Vendor may choose to staff by crew.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
 Debra M. Bensey
 Director of Operations

Facility	Facility
Annual	Monthly
\$19,651.92	\$1,637.66

Square footage 16,722 in 3 buildings.
 Cost per sq. ft. \$1.22
 Old contract \$19,440 performed by Winans

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DIRECT COST ANALYSIS

Division of Environmental Protection
 Logan, WV
 Work to be done by Wyoming Co.
 Start Date:

Aproximate Sq. Foot. 8,250

Contact Ed Griffith 465-1911, Susie Roberts Teel 759-0505

	Per Hour	Per Hour	Per Month	
Labor		20% Fringe		
Supervisor	\$5.75	\$1.15	299.00	2 hours a day
Worker #1	4.50	\$0.90	234.00	2 hours a day

	sub total	-----	\$533.00
Chemicals	sub total		25.00
Facility Equipment/Overhead			50.00
Administrative Overhead			24.32
		=====	
	Month Total		\$632.32
	Annual Total		\$7,587.84

Disposables supplied by State of WV. This quote is based on 4 man hours per day X 5 days.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
 Debra M. Bensey
 Director of Operations

\$0.92 Cost Per Square Foot

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DIRECT COST ANALYSIS

Building 5 Complex

Work to be Done by Shawnee Hills

October 1, 1993 - December 31, 1993

Approximate square footage 200,000

Contact Bernard Cobb

	Per Hour	Per Hour 20% Fringe	Per Month	
Labor				
Supervisor	\$5.50	\$1.10	\$1,144.00	
Worker #1	4.25	\$0.85	\$884.00	
Worker #2	4.25	\$0.85	\$884.00	
Worker #3	4.25	\$0.85	\$884.00	
Worker #4	4.25	\$0.85	\$884.00	
Worker #5	4.25	\$0.85	\$884.00	
Worker #6	4.25	\$0.85	\$884.00	
Worker #7	4.25	\$0.85	\$884.00	
Worker #8	4.25	\$0.85	\$884.00	
Worker #9	4.25	\$0.85	\$884.00	
Worker #10	4.25	\$0.85	\$884.00	
Worker #13	4.75	\$0.95	\$988.00	Stripping Crew
Worker #14	4.75	\$0.95	\$988.00	Stripping Crew
Worker #15	4.75	\$0.95	\$988.00	Stripping Crew
Labor	sub total		\$12,948.00	
Chemicals			\$750.00	
Facility Equipment/Overhead			\$600.00	
Administrative Overhead			\$571.92	
			=====	
	Monthly Total		\$14,869.92	
	Annual Total		\$178,439.04	
	Aproximate Cost per square foot		\$0.8922	

CONSUMABLE SUPPLIES I.E. (TISSUE, SOAP ETC) NOT INCLUDED.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Debra M. Bensey
 Debra M. Bensey
 Director of Operations

Facility	Facility
Monthly	Annual
\$14,298.00	\$171,576.00

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MOUNTAINEER CHALLENGE ACADEMY of WEST VIRGINIA
 Located at Camp Dawson
 Work to be done by Preston County Workshop
 September 20, 1993 - September 19, 1994

Monthly Costs

All schedule totals appear at right as 1/12 of annual.

LABOR -from Labor Schedule (Below)	\$8,935.25
EQUIPMENT (Supplied by Camp Dawson)	
SUPPLIES (Supplied by Camp Dawson)	
UNIFORMS - From Labor Schedule (Below) @ .10 hour	\$117.62
OVERHEAD AND ADMINISTRATIVE FEE @ 14%	\$1,267.40

BASIC LABOR MONTHLY BILLING	\$10,320.27
	ANNUAL LABOR \$123,843.24
MONTH BILLING WILL BE FOR LABOR PLUS RAW FOOD COSTS	See Formula

RAW FOOD COSTS: Will vary each month but will be based on the formula:
 AVERAGE ENROLLMENT FOR MONTH MULTIPLIED BY DAYS OF SERVICE
 MULTIPLIED BY \$6.73.
 NOTE: \$6.73 is raw food budget of \$5.90 marked up 14%
 for overhead and program fee.

Raw Food costs will be charged for 268 days per year. This is because Academy clients will not be served for 20 days per 44 weeks due to distant travel. Weekend service will be provided. Meals will not be served an additional 20 days per 44 weeks and will be provided at Academy expense. See page 2 for detailed Food Service Days Per Year Analysis.

Cost per meal for visitors and staff will be:
 Breakfast \$1.25, Lunch \$2.50, Sunday Brunch \$2.50, Dinner \$2.75
 Meal revenue will be property of vendor.

LABOR SCHEDULE

LABOR	HOURS PER YEAR	HOURLY RATE	COST PER CONTRACT DAYS	21% FRINGE BENEFITS	UNIFORMS
Supervisor	2,080	\$9.00	\$18,720.00	\$3,931.20	\$208.00
Shift 1 Cook	2,080	\$7.00	\$14,560.00	\$3,057.60	\$208.00
Shift 1 Worker 1	2,080	\$5.00	\$10,400.00	\$2,184.00	\$208.00
Shift 1 Worker 2	1,716	\$5.00	\$8,580.00	\$1,801.80	\$171.60
Shift 2 Cook	2,080	\$7.00	\$14,560.00	\$3,057.60	\$208.00
Shift 2 Worker 1	1,386	\$5.00	\$6,930.00	\$1,455.30	\$138.60
Shift 2 Worker 2	1,386	\$5.00	\$6,930.00	\$1,455.30	\$138.60
Relief Cook	702	\$7.00	\$4,914.00	\$1,031.94	\$70.20
Relief Worker	604	\$5.00	\$3,020.00	\$634.20	\$60.40

Sub. Labor	14,114		\$88,614.00	\$18,608.94	\$1,411.40
F.T.E.	6.79	TOTAL LABOR----->		\$107,222.94	

See page 2 for Daily Labor Analysis

Meal Times: Breakfast 8:00 am Lunch 12:30 pm Dinner 5:30 pm
 Sunday Brunch 9:30 am-12:30pm Dinner 5:30 pm

DAILY LABOR ANALYSIS				Annual Hours	Position	Hrs.
Shift 1 hours	6:00 am - 2:00 pm	6 days a week		4,224	Cook/1 worker	
Shift 1 hours	7:30 am - 2:00 pm	6 days a week		1,716	Worker #2	
Shift 2 hours	12:00 pm - 8:00 pm	7 days a week		2,464	Cook	
Shift 2 hours	3:30 pm - 8:00 pm	7 days a week		2,772	Worker #1/#2	
Shift 1 hours	7:30 am - 2:00 pm	6 Sunday		858	Cook/#1/#2	
Supervisor				2,080		

Total Labor Hours				14,114		

FOOD SERVICE DAYS PER YEAR ANALYSIS

Vendor will provide meal service for all but 10 travel days per 22 week term (during these days Academy participants will be on trips to distant areas) and 10 additional days to be selected by the Academy. The Academy will notify the vendor one week in advance of its choice of Academy provided meals. In short, no charge for raw food 20 days per 22 week term. The following is a summary days for which raw food costs are charged to the Academy.

Program days for 44 weeks X 7 days =	308 days a year
10 days distant travel per 22 weeks =	- 20 days a year
10 days service by Camp Dawson per 22 weeks =	- 20 days a year

Service provided by vendor 134 days per 22 weeks or 268 days a year

Although no charge is made for raw food during the days that the Academy is responsible for food, a charge is made for labor. This is to meet other specification requirements such as training/in-service and other duty assignments. Staff is required to be on duty to perform full janitorial services to the food service, dining hall, bathrooms and dock areas as well as equipment maintenance, minor repair, grease trap cleaning, hood cleaning, oven cleaning and other intensive cleaning as well as prepare for future sessions.

As long as the statement of work is accomplished, the Vendor has authority to modify the above estimated budgets and staffing hours in order to meet actual Academy needs and provide the most efficient and cost effective service.

This contract will be between WVARF, Inc. at P.O. Box 745 Institute, W.V. 25112, and the State of West Virginia. WVARF will sub contract with the local Workshop as per State regulations.

Because of the large investment that the workshop must make to undertake to operate this program, the Academy agrees to make prompt payment as soon as possible within 30 days of invoice.

The West Virginia Association of Rehabilitation Facilities, Inc agrees to provide food service and food service area clean up services in accordance with the attached specifications, at above stated prices. This agreement is subject to approval by the Committee for the Purchase of Commodities and Services from the Handicapped.


 Danny K. Myers, M.A.
 Executive Director

HUNTINGTON/REST AREA
GOODWILL

PROBLEM: Goodwill Huntington has expressed concern to the WVARF office that problems with Welcome Center employees were growing out of control. Goodwill reports increases in arguments and harassment from Welcome Center employees. Despite reassurance from the local DOH employees that DOH is satisfied with Goodwill, Goodwill wants to officially be told that their rest area contract was not in danger of being taken away. Adding to this concern was repeated calls from Al Hammonds office, via WVARF, questioning reports that Goodwill repeatedly closes the rest rooms for long periods and that Goodwill employees were not making a good impression on the visiting public.

1st Meeting- Attending: DOH District Office, Ivan Browning, Charlene Black, and Gene Caldwell. Goodwill, Becky Estep, and Alan Neeves. WVARF, Debbie Bensey.

Mr. Browning assured Goodwill that DOH was completely satisfied with Goodwill. He apologized that the circumstances had grown out of control. He told us that he planned to present the evidence to Al Hammonds and request a meeting with DOH Headquarters and representatives from Commerce.

Approx. 2 wks. later I called Mr. Hammonds to check on the status of the proposed meeting. Mr. Hammonds stated that he did not see the need to call in Commerce at this time. Mr. Hammonds told me to set up another meeting in Huntington and that he would attend. The purpose of the meeting according to Mr. Hammonds was to allow Goodwill a chance to tell their story to headquarters.

2nd Meeting - Attending: DOH Headquarters - Al Hammonds, Jim Hash, DOH District Office - Ivan Browning, Charlene Black, and Gene Caldwell, Goodwill - Becky Estep, and Alan Neeves. WVARF - Debbie Bensey.

DOH Huntington presented the situation to Mr. Hammonds. They reported that the whole problem evolves around one Welcome Center Employee, the supervisor - Pat Huffman. According to DOH employees Ms. Huffman was angry when Goodwill was given office space at the rest area. She reportedly stated at the time Goodwill would be sorry that they ever got the contract. Relations in the beginning were minor "territorial" type of problems. Commerce resented Goodwill in their territory. Goodwill operates the janitorial program on a very strict, almost semi-military type of discipline, they go through a definite chain of command and definitely know who they do and do not answer to. It appears that Pat Huffman from the Welcome Center resented Goodwill not jumping to her commands. One thing that Goodwill did in the beginning that definitely irritated her was pointed out to her that their employees wear nametags and were to be referred to by their names, there was an incident where Goodwill management heard Pat Huffman snap her fingers and say

"little boy" came here and take care of this.

GROWING PROBLEMS: Problems have grown from minor "little run-ins" to excessive vandalism, false reports, and harrassment of Goodwill employees. Little typed notes have been placed on cars in the parking lot and handed out to tourist telling them that Goodwill is totally responsible for the rest area and if there are any problems to call Becky Estep. Along with these notes other little notes are being placed on the cars telling them that the cars are to only be there a specific amount of time and they are being watched and license numbers are being recorded. (DOH has samples of these notes.) Vandalism has increased. Whole rolls of toilet paper are stuffed down the commodes. Fruit has been smashed on the mirrors. Tomatoes have been thrown in restrooms. One of the main complaints against Goodwill is that they close the restrooms. Each time that Pat Huffman has reported this to Charleston, Goodwill contends that the restrooms were closed but only because more than one commode was overflowing and they had to close. In each of these instances the "flood" was caused by something being stuffed in the commode, paper fruit, ect. This excessive vandalism has only occured during Pat Huffmans shifts. One common problem that keeps occuring is that the little holes of paper from a paper punch are constanly spread throughout the rest area and lobby area, "this is not something that a travelor would be traveling with." Goodwill employees have been screamed at in front of the public, they have been told not to come back in the building in front of the public. The Goodwill supervisor overheard Pat Huffman and someone with a truck from Kentucky that often comes by for visits discussing ways that "certain cars" could be ruined.

DOH RESPONSE: The employees from the DOH Huntington office stressed to Mr. Hammonds that they had no problems what so ever with the quality of service at the rest area. Mr. Caldwill reported that he had never worked with a better group of people. Mr. Browning stated that he felt that Goodwill was doing five times the job cleaning and maintaining than what had been done before. Huntington also reported that DOH has had serious problems with Pat Huffman before Goodwill came into the picture. They reported that she had frequent run ins with DOH management. During inspections from DOH Ms. Huffman has been told repeatedly that she is not allowed to smoke in the building, her response has been that she does not answer to them. Ms. Huffman has broken State rules by allowing "for profit" groups to use the rest area for special events. Huntington employees showed Mr. Hammonds an issue of "Easy Rider" magazine that featured a picture of Ms. Huffman along with a 900 number to call and vote for her for "best picture" This magazine was shown to DOH employees at the rest area along with visitors and truck drivers. Ms. Huffman was encouraging people to call and vote for her. DOH also reported that the Welcome Center is never opened on the posted schedule. The employees come and go

when they want.

CONCLUSION: Mr. Hammonds stated that it looked like Goodwill was caught in the middle between Welcome Center Employees and DOH employees. So even though DOH appears to have faith that Goodwill is not the problem, Goodwill continues to get reported for closing restareas, and reported for causing arguments in front of the public. Mr. Hammonds said that Goodwill should ignore the harassment. He said the would look into what needs to be done on both sides for better relations. (This made DOH District people and Goodwill upset because he indicated that Goodwill was partly to blame.) Mr. Hammonds said he wasn't placing blame. (However, it seems that blame does need to be placed.) He said the Easy Rider incident wasn't DOH or Goodwill's problem, but our view is if this person is constantly trying to show that Goodwill does not give the proper image of WV and she in turns shows this type of material to visitors then her views of proper image should not even be considered. Mr. Hammonds indicated that changes may need to be made on both sides but would not say what kind of changes. Both Goodwill and DOH Huntington were upset when we left the meeting.

FOLLOWUP: I called Mr. Hammonds last week to see if he had spoke to Commerce. He said he had not done that yet. Since our meeting the Goodwill supervisor has resigned due to too much job stress and fear of something being done to his car.

DOH RESTAREA - MORGANTOWN

John Krouse, Director of Pace Tec in Morgantown reports that he is having numerous problems with the supervisor for the Welcome Center at the Rest Area. The supervisor threatens employees constantly with false reports to Charleston DOH. (Mr. Hammonds reports that he has had no reports on the this rest area.) Mr. Krouse feels that the W.C. Supervisor tries to constantly stir up trouble with Pace Tec employees. Mr. Krouse did not have any hard evidence on this at this time. One recent incident that has been documented is that a Pace Tec employee went to Ruby Memorial Hospital for some medical test. When coming back to the rest area the WC Supervisor ask the employee if he had his test results. When the employee said he did not yet have his results the supervisor told him that she had them and preceded to tell him the results. It seems that her sister works at Ruby Memorial and had access to the test results. I suggested that Mr. Krouse report this incident to the hospital, which he has done and legal action is pending.