

MEETING MINUTES
December 14, 2007

**GOVERNOR'S COMMITTEE FOR THE PURCHASE OF COMMODITIES
AND SERVICES FROM THE HANDICAPPED**

The meeting was called to order by Chairperson Penney Hall at 9:00 a.m. December 14, 2006 at the Fifth Quarter Restaurant in Charleston, West Virginia. Being the Christmas Holiday, the WVARF Executive Board met with the committee.

ATTENDANCE:

Committee: Penney Hall (Chairperson); Brenda Morford; Pete Cuffaro; John Liller; Everett Sullivan; Carol Jarrett, Recording Secretary.

WVARF Staff: Glenn McEndree; Chris Miller; Craig Greening and Ken Kennedy.

Public Attendance: Tim Morris, WVARF President

Chairperson, Ms. Hall called the meeting to order. The first order of business was approval of the previous minutes.

MOTION #1

Mr. Sullivan moved to approve the minutes. Mr. Cuffaro seconded. Motion passed.

REPORT OF THE COMMITTEE CHAIR:

Ms. Hall reported letters had been sent to: Evan Williams thanking him for his services to the Committee; Ross Taylor and Secretary Ferguson thanking them for their assistance in helping solve the issue of late payments to WVARF; Liz Sampson of Clay County congratulating them on reaching the 75% goal of employment of people with disabilities; and Bob McCoy, Executive Director for Seneca Designs answering his question about extending the program to include disadvantage workers and older workers.

She reported Mr. Tincher intends to appoint a new Executive Secretary within the next week.

She also reported she had spoken with Mr. Taylor regarding the DRS payment issue. He is waiting to speak with Acting Director, Debbie Lovely. Ms. Morford said DRS had paid about \$30,000 in the last few weeks.

EXECUTIVE SECRETARY REPORT:

\$ 3,385.11 -	FY07 Annual Allocation
264.00 -	Expenses for October (Pete Cuffaro)
<u>50.00 -</u>	Expenses for October (Everette Sullivan)
\$ 3,071.11 -	Balance Forward

QUALITY SERVICES

Ms. Hall told the committee Mr. Greening had conducted a second inspection of the DEP building in Philippi which is cleaned by the Buckhannon Upshur Work Adjustment Center. He also conducted surprise inspections of all the workshops contracts. He found the DEP building is well on its way to meeting expectations. Although improvements have been made there still some problem areas. The customer again voiced concerns about the level of training for the janitor. The staff at DHHR in Weston stated they developed the daily work schedule for the janitors so they would know what to do. DHHR stated that when the second worker is absent the other janitor "pulls up the slack." The evaluation met expectations. The DOH, District 7, Equipment Shop met expectations. Both the DOH and the DHHR buildings are cleaned by a non-disabled worker, Sherry, and say the level of service has improved since she took over. DRS in Weston is a very small office with only three workers. They were pleased as the building was clean and met expectations. DOH, Upshur County Office. The staff is not happy with the level of services they are being provided. The level of service has declined since Sherry left. This building was given a below expectation rating. Mr. Greening said he found that the conference room was dirty, dirt in the corners, carpet needed to be cleaned and windows were dirty. DOH Equipment Division in Buckhannon, the customer expressed two primary areas of dissatisfaction with the service. The first being that substitutes for the custodians are not provided; and the level of performance is generally below expectations. The lead staff person said he had recommended that DOH hired their own custodians, but the Commissioner decided to remain with the SUP.

Mr. Greening said part of the problem was in the past neither WVARF nor the committee had addressed the issue of quality of service in the way they should have. He recommended the establishment of a set of criteria which the CRP is expected to meet. Mr. Greening's recommendations included:

1. Buckhannon develop a year long schedule that details all of the work to be accomplished and the time period within which it must be completed. This should be done in conjunction with the customer. Document all work completed, especially the periodic tasks.
2. Buckhannon create a janitorial training manual, that details the "how-to" of the various tasks. This would be accomplished with the help of Mr. Greening and Mr. Kennedy.
3. Buckhannon establish a regular and routine tour of each janitorial project for the purposes of inspection and building customer relations. Document all results of each visit.
4. Buckhannon ensure the job description for the custodian adequately states the requirements of the job to assist in recruiting and job placement.
5. Develop a resource plan for when a worker is off due to illness or vacation and the substitution plan for such worker.

The committee discussed this plan of action. One thing they want to do is set a standard every CRP can meet, even the small ones who are struggling. They approved the plan of action

The committee asked to see progress on items number 1, 3, 4, and 5 by January 25. They want to see some draft documents that address these issues. The committee asked Mr. Greening to visit the three locations below expectations every 6 to 8 week as the program is being developed in order to evaluate the CRPs performance.

CONTRACT COMPLAINTS:

Mr. Kennedy reported there had been one complaint from the BEP in Morgantown. The janitorial did not show up for work. The CRP said they had corrected the situation and it would not happen again. WVARF will follow-up with them on this issue.

EXECUTIVE DIRECTOR'S REPORT:

Mr. McEndree reported DRS had been experiencing computer problems including viruses which have shut down their internet connection as of December 1. WVARF is connected through the DRS network, so their problems have affected WVARF, since they "piggyback" on DRS's internet connection. WVARF has not had access to the internet or e-mail.

A field review has been completed and others are scheduled for December and January. Mr. Kennedy explained the field review process which looks at ten different areas including how many workers they have; medical documentation; evaluations that the CRP must do in order to move the person into the SUP and how the client is progressing toward the goals stated in the evaluation; wage data; Department of Labor certificate; look to see if they have an ongoing replacement program and get into the details of that; normal competitive employment and how they are working with DRS and workforce investment; are they meeting OSHA requirements'; do they have a Quality Assurance Program; insurance coverage and other issues to ensure they are meeting SUP criteria. WVARF then makes suggestions and recommendations to the CRP on how to meet these criteria. Recommendations must be completed, suggestions do not have to be undertaken.

The Committee asked that the chairperson be given a summary report of the field review with the recommendations and suggestions on it. This way the committee can track what actions the CRPs have taken or not taken.

He said they are still waiting for a decision on the laundry contract for Hancock County Sheltered Workshop. The committee expressed frustration that the laundry contract had not been acted upon yet. They expressed concern Hancock County Workshop has been in a holding pattern for a number of months. The committee asked Ms. Hall to write a letter to Mr. Tincher expressing their frustration at this delay and asking him to take action. They also asked her to copy Secretary Ferguson on this letter.

CONTRACT PRESENTATIONS:

Mr. Greening reported the Eastern WV Community & Technical College in Moorefield has a 18,000 square feet building they lease from Harco and Harco who is currently providing janitorial services to them for \$41,000 a year. They wanted a price from WVARF for doing this same service. They are giving the individual who headed up the current crew an opportunity to give them a price as well. The WVARF price for this contract is \$34,237.20. This is for two workers about nine hours a day total about 4 ½ hours at \$6.50 for the worker and \$7.50 for the supervisor. All supplies and equipment and disposables are included as well.

MOTION#2

Mr. Sullivan moved to approve the FMP of \$34,237.20. Mr. Liller seconded. Motion passed.

There were two CRPs interested in doing the work. CRP (A) has State Use sales of \$654,281; workshop (B) has \$105,900. Workshop A location has two contracts in this county. Workshop B does not have any business in the community. The distance is 36 miles from Workshop A according to Map Quest. Workshop B is 70 miles. Workshop A has no plan of correction and Workshop B, is under a plan of correction because their ratio for the first quarter was 62.2% for the last year their ratio was 76.1%.

MOTION #3

Mr. Sullivan moved to give the contract to Workshop A. Mr. Cuffaro seconded. Motion passed.

Workshop A was the Developmental Center Workshop.

FINANCIAL REPORT:

Mr. Miller reported that the receivables over 60 days were \$147,859 which equates to 10.08% of all receivables. This time last year 41% of the total receivables were over 60 days old. There has been a significant improvement and hopefully it will continue. Some of the larger agencies have improved a lot thanks to Ross Taylor and his efforts. The whole process the committee has been going through with the notices has also helped as well.

Ms. Hall asked if the fees for the lobbyist and the attorney had been pulled out of the professional fees line item, 872 Admin. Mr. Miller said they had not because the WVARF Executive committee had not met and they wanted to discuss it. Ms. Hall said this Committee had made a motion over a year ago for that particular line item to be divided out and it was divided out and needs to be continued.

Ms. Hall asked if anyone had any questions about the audit. She also reported she had gotten the annual report distributed to the appropriate people.

OLD BUSINESS:

Document Retention Policy committee has a meeting scheduled.

NEW BUSINESS:

Mr. McEndree said he had received a request from a WVARF member to put on the agenda the minimum wage law and how that will affect the state contracts. Ms. Hall said she thought this subject would be best suited to an Association meeting as opposed to this committee.

PUBLIC COMMENT PERIOD:

Tim Morris addressed the committee. He said one of WVARF's major concerns has been over the laundry contract. He said the WVARF office and he as President are starting to take a hit on this. When this was discussed Mr. Kennedy and Mr. Greening worked with Burl Anderson to put this together and pushed for it and did a lot of work. WVARF regarded this a home run hit. Something that was a great opportunity, not just for the Northern Panhandle, but other shops as well across the state. Subsequently, other CRPs made some physical outlay; Prestera was one that had discussion with Mr. Anderson about getting into it. SW Resources actually leased a building and is now paying several months rent around \$2,500 a month in anticipation that after the committee approved it, then it would be a done deal. He said he is getting a little heat from people thinking the Governor's Committee had authority to do what they did. We have people out there wasting money waiting for this to go over. He said he could tell by the committee's earlier comments they are in no way at fault for this delay. He said he had heard a comment made that the Governor's Committee is prepared to punish but hopeless to help. There are always questions about the WVARF budget and where we spend money, what we do, not doing this right, not doing that right, but we can't even get a letter from this committee in a two month timeframe. Our membership thinks the world of the Governor's Committee; we just don't understand why you are not given the authority. He asked why if the contract is held up with Mr. Tincher and Ms. Hall works for Secretary Ferguson and the Secretary is over Mr. Tincher, could Secretary Ferguson not pick up the phone and tell somebody that works basically for him to move this along. He said everyone was excited about this six months ago and now it is an embarrassment.

He said Ms. Hall had alluded to the issue with lobbyist that has been a dilemma within the board. He said WVARF has a great relationship with our legislators. Legislators around the state have pretty good relationships with the CRPs and a lot of them have family members that are being serviced. When you are talking about the lobbyists I will make one statement and this is my personal opinion. For example, the legislative rules that were slid in, we could save a boat load of money by not having a lobbyist if certain individuals would quit attacking us from a legislative process. I would like to not have a lobbyist, period. It is not something we need to have if we don't feel like we are being attacked. Those funds would not only be re-appropriated, but would come totally out of the budget if things like having it put on the agenda Sunday night Rule Making Review Committee. Thankfully it was tabled by somebody we have contact with to make sure they knew what was going on. If those games would quit happening we wouldn't have a lobbyist at all.

Mr. Morris thanked Mr. Cuffaro for the work he has done with voter registration of people with disabilities. He said he has had a conversation with the Secretary of State's office about some of the workshops possibly getting involved in building accessible ramps to be used at voter's registration places. We had a very positive meeting there a couple of months ago regarding how we can turn the CRPs into voter registration places which was part of the conversation. We could have polling places at the CRPs and make it accessible, because they are accessible, but out of that conversation came the fact that we need to go back to where the CRPs actually build ramps.

We have also had a discussion with the Center for Standard of Excellence to discuss board training with check sheets of what our board needs to do and I went to a seminar and talked to the lady and I think most people in the room were aware, considering that WVARF group from a part time director, not too long ago to a full time staff of seven (7) and the size that we are today,

we really aren't far off from where we need to be from the standard of excellence as far as documentation, board makeup, etc. We need to make sure we are doing it right. We also need to do it for our protection to make sure everything is taken care of.

The January meeting will be in the large conference room at the Rehabilitation Center in Institute.

MOTION #4

Mr. Sullivan made a motion to adjourn.