

**MEETING MINUTES**  
**September 21, 2006**

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

The meeting was called to order by Chairperson Penney Hall at 10:00 a.m. September 21, 2006 at the F. Ray Power Building, located at the West Virginia Division of Rehabilitation Services' office in Institute, West Virginia.

**ATTENDANCE:**

Committee: Penney Hall (Chairperson); Brenda Morford; Pete Cuffaro; John Liller; Everette Sullivan; Jan Smith; Evan Williams (Executive Secretary); Carol Jarrett, Recording Secretary.

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

Public Attendance: Michael Sieber, Director of Operations & Business Development, Job Squad, Inc.

Jan Smith attended by conference call.

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

**MOTION #1**

**Mr. Cuffaro moved to approve the minutes. Ms. Smith seconded. Motion passed.**

**REPORT OF THE COMMITTEE CHAIR:**

None

**EXECUTIVE SECRETARY REPORT:**

\$ 4,406.55 - FY07 annual allocation  
0 - Outstanding unpaid expenses, travel, hospitality & accounting fees  
677.74 - Expenses for August  
\$ 3,728.81 - Unencumbered balance.

## **EXECUTIVE DIRECTOR'S REPORT:**

Mr. McEndree reported they had anticipated doing training on the Terradon on software in September but have run into a few snags. He said they anticipated scheduling training sometime in November for CRPs.

He reported they had been working on the laundry contract and WVARF staff along with Burl Anderson, from Hancock County Workshop, and Ms. Hall met with the Purchasing Division to discuss this matter. He said Dave Tincher, Purchasing Director wanted to make sure this was FMP, and they are waiting for DHHR to get some further information. There was discussion concerning Mr. Tincher's request and what would happen if DHHR cannot get the information he requested. The Committee agreed Purchasing may have to rely on why they were paying historically.

He reported he had received clarification from Secretary Ferguson regarding his concerns of the organizational structure of WVARF. He also said he had been in contact with an attorney regarding various options for restructuring.

He reported there have been fewer compliant regarding water since Prestera took over delivery a few months ago. They and Green Acres are meeting to see if there is anything they can do to improve on their current system.

WVARF is continuing to watch the progress of Legislature Rule 148 to make sure there are no changes adversely affecting the workshops.

## **CONTRACT PRESENTATIONS:**

### **New and Modified Projects:**

Mr. Greening made the following report:

There was a new contract with the Department of Highways District 4 in Marion County. The Op Shop is the only CRP who responded to the request of interest. It is a part time job, two times a week. The annual FMP is \$4,609.44.

There was a new contract with the Department of Environmental Protection in Elkview. Goodwill Industries of Kanawha Valley already has an established relationship with them. They will clean the building twice a week, the FMP is \$4,766.40.

The Insurance Commission added 11,159 square feet to their contract. The increase square footage and the 4.1% CNA fee took the FMP of that contract up to \$43,612.68.

Mr. Kenney reported on the laundry contract. There was a discussion regarding the issue of delivery costs. The cost is difficult to figure because of the fluctuation in fuel costs. Hancock County is figuring the cost at \$3.00 a gallon. Purchasing says you cannot add a fuel surcharge like private industry does. Purchasing has agreed to look at the cost of fuel every quarter so it can be adjusted as needed. Mr. Kennedy also presented some additional items that the hospitals have requested be provided.

## **MOTION #2**

**Mr. Liller moved to approve the new laundry item prices and for them to be added to WVARF07.**  
**Mr. Sullivan seconded. Motion passed.**

Mr. Kennedy reported there was an error on the presort price which was approved in August. Hand sort should be \$0.06 a piece and not \$0.50; hand work should be \$0.03 a piece and not \$0.50; and weighing mail by hand should be deleted.

**MOTION #3**

**Mr. Liller moved to approve the new pricing for Presort Mail for WVARF07. Ms. Morford seconded. Motion passed.**

**Renewed Projects:**

Department of Labor, Weights & Measures office in St. Albans. The only adjustment to this was the fee increase. The annual FMP is \$7,645.20.

IS&C courier service in Charleston. The adjustment was for payroll taxes for Workers Comp that went up and a slight reduction in fuel. There is a note in the contract that if prices on fuel exceed what is in the contract the price can be adjusted to reflect this increase. The annual FMP is \$32,396.83.

**MOTION #4**

**Mr. Sullivan moved to approve the new and renewed projects. Mr. Cuffaro seconded. Motion passed.**

**CONTRACT COMPLAINTS**

Mr. Kennedy reported there had been no new verbal or email complaints.

Mike Sieber from Job Squad reported on presort mail which was an issue at the August meeting. He reported Rhonda Copen, Mr. Kennedy, and he had met with the Bureau of Employment Programs officials to develop a plan of correction so the problems do not arise again. There has not been another complaint since this plan was put into place. BEP officials know who to contact and have both cell numbers and e-mail addresses. Ms. Copen has a Blackberry and is available 24/7. They also conducted a customer satisfaction survey with their top ten customers.

He reported at the beginning of 2004 there were eight presort employees and last year there were 24 employees of whom 21 are disabled. The amount of revenue they received from the state is 98%. His goal is to have it split 50/50 between private and state business. They have invested in a \$300,000 machine for sorting. He invited committee members to come and visit the operation at anytime.

Mr. Kennedy gave an update on soap. He reported the Director of Nursing at Hopemont Hospital had issued a complaint that the soap was not doing what it was supposed to do as far as body soap, fragrance, etc. The CRP provided them with three soap samples to use. They found one they liked. The CRP took the unused soap back and gave them credit. The soap they choose is not one the CRP could add value to so it is not on WVARF04 or WVARF07. However, they are going to buy the soap from the CRP as a private vendor.

Mr. Greening reported he had visited the Welch DEP office and did an unannounced inspection. The CRP is working to improve the situation there.

Mr. Sullivan asked if there was a grievance procedure for people who have been fired or laid off. The answer was that it is up to the individual workshop since these are their employees.

### **Customer Satisfaction Survey**

Ms. Hall presented a draft of a customer satisfaction survey for janitorial and grounds maintenance contracts. She said she took the scope of work that WVARF uses and broke it out into different satisfaction levels. She recommended the committee send out a satisfaction survey to see what kind of information they get back.

There was discussion around the survey and the committee agreed it would be a good thing to do. It was also recommended people be told about the complaint process at the same time.

Ms. Hall reported that Ross Taylor had met with his counterparts in other state agencies regarding the billing issue. He said some of them started to bring up complaints. He has asked her to meet with these individuals to discuss their concerns. She said she had thought about testing the survey on this group. Mr. Cuffaro asked if it would be appropriate to include other committee members. Ms. Hall said yes and she would let members know when the meeting would take place. Mr. Taylor has also asked Mr. Miller to provide him with some additional information prior to meeting with these individuals again.

### **FINANCIAL REPORT:**

Mr. Miller presented the financial report. He said there was one outstanding account from the previous month and they have since made payment. He reported the total sales in 2006 were around \$10,702,812. The accounts receivables over 60 days were 8.31% compared to the last prior two years, in August '05 it was 22% and, '04 it was 11% over 60.

He reported the field work with the auditors was done. So far there has been one correction which concerned the depreciation on the Terradon Software. He said there is going to be a small loss for last year of around \$3,000.

### **MOTION #5**

**Mr. Sullivan moved to approve the financial report. Mr. Liller seconded. Motion passed.**

### **OLD BUSINESS:**

Ms. Hall reported Secretary Ferguson has not rescinded the memo which Greg Burton had issued as Secretary for Department of Administration regarding full service leasing. Therefore, it remains in effect. Mr. Greening is going to update the pricing guidelines and Ms. Hall will forward it to the leasing office reminding them it is still in effect and asking them to pass it along to agency leasing personnel.

### **CQI Implementation:**

There was no up-date.

### **Annual Plan Up-date:**

Ms. Hall reported the ad hoc committee on documentation of disability had met. She presented a form that was developed. This form would be used for people who for one reason or another could not get medical information or a certificate of eligibility from DRS. Mr. Greening stressed this form can only be used for this program and not for the JWOD program. Ms. Hall said the committee had talked about doing some sort of memorandum of clarification of the rules but she found out that we can't do that. If we want to do

something we have to do it through an Interpretative Rule. There was a change instead of having a medical professional signature it should say evaluator signature with occupancy/title

**Fair Market Price:**

Mr. Greening reported all State Use Program participating CRPs have received the forms previously approved by the committee. He said he and Mr. Kennedy were making themselves available to help the CRPs; so far there has been only one response.

**NEW BUSINESS:**

Mr. Greening presented a draft of the annual report including:

Number of People

Fiscal Year	Number of People w/ Disabilities	Number of People w/out Disabilities	Total number of People
2006	699	260	959
2005	891	476	1,367
2004	827	331	1,158
2003	726	278	1,004
2002	834	181	1,015

Disability Demographics

Fiscal Year	MR/DD	Mental Health	Substance Abuse	Physical Disability	Other
2006	290	144	36	137	95
2005	380	181	52	177	111
2004	407	170	26	107	116
2003	375	120	33	66	128
2002	412	158	62	92	143

Direct Labor Hours and the Ratio

Fiscal Year	Hours worked by workers with disabilities	Hours worked by workers without disabilities	Total hours worked	Ratio
2006	781,337	164,829	946,166	82.6%
2005	765,275	179,834	945,109	81.0%
2004	706,330	162,764	869,094	81.3%
2003	707,069	186,558	893,627	79.1%
2002	685,723	191,623	877,346	78.2%

Wages

Fiscal Year	Wages paid people with disabilities	Wages paid to people without disabilities	Total wages paid	Average hourly wage for people with disabilities	Average hourly wage for people without disabilities	Overall average hourly wage
2006	\$5,126,701	\$1,120,647	\$6,247,349	\$6.56	\$6.80	\$6.60
2005	\$4,914,319	\$1,401,625	\$6,315,945	\$6.42	\$7.79	\$6.68
2004	\$4,265,743	\$1,077,392	\$5,343,135	\$6.04	\$6.62	\$6.15
2003	\$3,902,258	\$1,148,813	\$5,051,072	\$5.52	\$6.16	\$5.65
2002	N/A	N/A	\$4,971,858	N/A	N/A	\$5.67

Ms. Hall said an ad hoc committee was needed to look at document retention since it was one of the annual goals. Ms. Morford, Mr. Liller, Mr. Cuffaro, Mr. Kennedy and Mr. Greening agreed to serve on this committee.

**MOTION #6**

**Mr. Liller moved to adjourn. Ms. Morford second.**