

MEETING MINUTES

MAY 21, 2014

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

The meeting was called to order by Chairperson Cedric Greene at 10:00 a.m. May 21, 2014 at the Green Acres Regional Center located in LeSage, West Virginia.

ATTENDANCE: Cedric Greene, (Chairperson); Aaron Jones, Executive Director; Everette Sullivan; Carol Jarrett, Recording Secretary.

WVARF Staff: Aaron Jones
Mark Jackson
Gary Wolfe
Paula Koontz
Mary Jones
Joyce Wysong

Attended by Conference Call Jan Smith, OP Shop

Guests: Debbie Birthisel, Green Acres
Greg Martin, Green Acres
Danny Bush, Green Acres

ABSENT: Brenda Bates
Phillip Mason

COMMITTEE CHAIR REPORT:

Mr. Greene, welcome to all of you and we certainly appreciate Green Acres inviting us. I am so pleased and blessed that we were finally able to come out here today as we have been trying to come for three years. We are glad to be here and we are glad that you invited us and we certainly appreciate your hospitality and we don't take that lightly that you have taken the time to open your doors to us and you provided us with breakfast this morning, just know we do appreciate that. Don't ever think we just come in and take over as we do appreciate your hospitality to us. We look forward to walk through and tour your facility after the meeting. Jan we are here – the Committee has landed.

Ms. Bates, I'm sorry I couldn't be there today.

Mr. Greene, we do have a quorum and we will get started. Is there a motion to approve the April 16th and April 28th minutes?

MOTION #1

Mr. Sullivan, I make a motion to approve the minutes. Ms. Smith seconded. Motion passed.

Mr. Greene, the only thing I want to state is, once again we are very pleased to be here at Greene Acres in LaSage, West Virginia to hold our monthly meeting and to have a tour of their compound, their grounds, the facility and to see the water product as we are looking forward to that.

The second thing is the temp contract and the contract in general that Aaron Jones and his staff have put together for the RFP. Aaron was given some follow-up questions about seven and I received those yesterday as well as the rest of the Committee and as far as I know Aaron, your answers were sufficient and they have met the requirement/standard of what we are looking for to make us feel as though things are being done the way we want them done. We want to finish that whole process. We have a meeting for Monday; actually Monday is a holiday, so Tuesday you are my number one priority.

Mr. Greene, Jan and Everette just so you will know, we are moving along with the RFP as it relates to the contract so we should have some finality on that by Tuesday.

EXECUTIVE SECRETARY'S REPORT

Committee Account Report:

\$5,055.00 - Annual Allocation

\$ 0.00 – A/P Personal Expenses (Act.001)
\$ 0.00 – A/P Employee Benefits (Act.010)
\$ (9.40) – A/P Current Expenses (Act.130)

\$ 9.40 - Total A/P

\$ (500.00) – Disbursement (Act.001)
\$ (38.28) – Disbursement (Act.010)
\$ (947.89) – Disbursement (Act.130)

\$ 1,486.17 – Total Disbursements

\$ 0.00 – Transfer Out (Act.001)
0.00 – Transfer Out (Act.010)
\$ 145.00) – Transfer Out (Act.130)

\$ 145.00 – Total Transfers Out

\$ 3,414.43 – Balance Remaining

EXECUTIVE DIRECTOR'S REPORT:

Mr. Jones, when we met on the 16th you wanted us to move forward with making sure the past due bills were paid. We sent memos to all the CRPs that if they had anything on their books or showing something that wasn't paid to get it to us because everything we have is paid. We have had responses from about six or eight different ones most of them were an invoice here or there. Goodwill had sent a big list and those had been paid except there were some items that we have researched and a few of them were due and a few of them we are still digging into but that amount is going to be very minute. We did start that process and they answered back pretty quickly. We felt like we had the majority of them paid but there are invoices from time-to-time and they may email us and the email doesn't come through or whatever. Let me just say this, I brought my whole staff today because what we are planning to do going forward is to visit each of these CRPs. Paula deals with them with the quarterly report and sometimes they have a little trouble putting those numbers together so we are going to sit down and show them what we are looking for. Joyce is going to meet with them on the billing process to see what we can do to improve getting their invoices. Mary is going to be meeting with them if it involves temps or any other uses that they have in correspondence to us. Gary will be meeting with them regarding assessments, scopes-of-work as well as Mark in dealing with the contracts because going forward what we are doing is, when we prepare a contract we are working with both the agency and the CRP to be sure they are comfortable with the numbers that we have in place and the scopes-of-work. We just about have all those completed where the agency is actually signing off on those so they are the ones saying this is the work we want done and we will be able to plug that into our new contracts so that there won't be any questions of what is being done.

Another thing that came up is the Weirton Building which is the General Service Building and we removed one CRP from that and turned around and removed another one because they weren't doing what they were supposed to be doing. Our Board actually approved to advance Jan's Op Shop with funds to buy equipment to get in there and do it right. We have been getting some real good reports from them on that. Jan did this on a voluntary basis, she was actually going to go and work with the last CRP just to mentor them and try to get them up but they really didn't show any interest in doing the project.

We are looking at the RFI, we currently have a list of all the CRPs whether they were former members of Wharf or whatever and we sent this RFI out to the total group and if they show an interest and again we are working on that Matrix of how to qualify them. Going forward part of our process will be setting up and this map shows the four regions of West Virginia which we use. What we are going to try to do going forward is schedule and send word out to all these CRPs in these areas – if you are interested in doing janitorial, maybe they have never done janitorial before but we are going to set up training shops in these areas so that they can come to one in their region and be able to learn to do this and if they are doing it we want to show them the ways to improve the services they are providing, show them the equipment that can help them. This is a Map that Mary put together for the temp service which sort of covers the regions and we are going to try to focus in four areas so they don't have to travel to Charleston for a training session. We will probably use one of the CRPs in that area to have them come in. That is what we are trying to do.

We Advanced the Op Shop \$12.800 for equipment and supplies to get that building up to where it needed to be. They will be paying that back in 6-month increments for that particular contract. We have offered this to other CRPS, we actually assisted Lillian James who was buying water from Green Acres, they owed Green Acres money and Green Acres was one who put in another line so we worked that out in the same type of fashion where they are making payments trying to help all of them to get their process going.

We have also gone through all the older receipts as some of them have been on the books for a while and some needed adjustments where a contract was billed and then we didn't notice until later on that portion of the contract wasn't being performed because an agent moved out of one building into another. We have cleaned up all those. We have actually hand delivered invoices to DOH and different departments that have some of the larger ones that are outstanding. I'll get into what we have received when we get into the financials.

Our file server was moved out of the closet into the copier/supply room for better climate control. It was environmentally unfriendly in the closet because the hot water tank was there, etc., so it has been moved to a safer environment so we don't lose information.

We are working on pricing, commodities. We have actually separated the items that were on the list and we are putting together the other list so Purchasing can approve those products.

One problem that we had was with the temp service. It has been a concern for us because Purchasing actually sent me a request to extend it until the end of May. Now they are telling us the reason they did that, they said WVARF was so close to getting the contract done we don't want to extend it, so they sent the workers home, so that was our concern. They are sending temp workers home because there is no contract in place. I know part of that ties with what you discussed earlier our main contract being completed. We thought we had covered that by signing the extension then they didn't accept – they sent me the letter before the extension. I signed and sent it back and then they decided not to accept the letter stating.....

Mr. Greene, who didn't accept it?

Mr. Jones, Purchasing

Mr. Greene, was it Purchasing Division or the Attorney General?

Mr. Jones, I'm not real sure, we didn't even receive a notice, and we found out that they decided not to do it. We were told it was because the contract was so close and they thought they would go ahead and do it, but in the interim we had people that were sent home, is that right Mary?

Ms. Jones, they are still out...

Mr. Jones, they are still out of work, they have been out of work for a month because Purchasing didn't follow through with the extension. It was a concern to us because our whole thing is getting people to work and we felt like we had done what we could do to extend it, to get it to work then they reverted back and decided not to do it. That is just an issue....

Mr. Greene, where is this...

Ms. Jones, DHHR in Monroe County and Kanawha County.

Mr. Greene, did Kilpatrick reply to your email?

Ms. Jones, as of this morning I have not received a response. The reason for it was, DHHR sent the workers home because when they went to look on the website Purchasing was to do a purchase order and put with that extension and put it out there and that has not been done.

Mr. Greene, I will check on that.

Mr. Jones, if the contract is put in place then we can get by pretty quickly but it was a concern for this month.

Mr. Jones, I did the Oral Presentation for the RFP#GSD146425 on May 1, 2014. Monday of this week I got those questions and I returned them yesterday.

Mr. Sullivan, the colors on this calendar, does that mean anything in particular?

Ms. Jones, the colors don't mean anything.

CONTRACT PRESENTATIONS:

Mr. Jackson, we don't have any contracts to present at this time.

Mr. Jones, once everything is in place do we want to schedule a special meeting or do you want to do those at the June meeting or how do you want to move forward on those?

Mr. Sullivan, you have about 200 of them don't you?

Mr. Jones, yes

Mr. Greene, what are your thoughts Jan?

Ms. Smith, we usually do a special meeting when we have that many to do.

Mr. Greene, I'm fine to do a special meeting. When do you think you would have the contracts ready?

Mr. Wolfe, it is just a matter of actually printing them out and putting in order.

Mr. Greene, Jan are you available on the 11th?

Ms. Smith, yes

Mr. Greene, what about June 11th at 10:00 a.m.?

Ms. Smith, I'm putting it on my calendar.

FINANCIAL REPORT:

Mr. Jones, on the Balance Sheet we don't really have any major changes. We did have to tap into our line-of-credit earlier this month to make our payments of \$175,000 and that has been paid back as of yesterday. There are no outstanding items on the line-of-credit even today.

The Budget vs. Actual, again we are ahead of schedule. On the right hand column that is the budget for the year and we should be around 75% because this is for a 9-month period. Our revenues are about 79%, our expenses are 77% and our CRP expenses which are the other expenses at the bottom are at 78%. Currently, there is approximately \$40,000 that is in overage right now but again as the year processes through and we get all the other invoices posted, that would go back to a zero budget.

Ms. Smith, Aaron do you have a plan in place for when the state changes over to wvOASIS because we are being told it could be a two month delay in payments?

Mr. Jones, currently we are going to process all of our invoices. We are sending out notices to CRPs to get everything that they can and bill to us by the 15th of June or before. Then our janitorial contracts we are going to go ahead and process those on June 15th. They will be dated June 30th but we are going to send them out so the state has them and they can post them accordingly on whichever system. That is what we are working on now; trying to get everything in that we can by the 15th of June and we will go forward from there.

Ms. Smith, thank you

Mr. Jones, looking at the receivable aging, we detailed every invoice that was over 60 or over 90 days old. We went through the ones that were items that should have been cleared off, we have cleared those off, and we have been making calls as well as visit on these outstanding receivables and see the bottom of the last page 12 of 12. I made a note that shows what we actually collected, those two items in the over 90 and over 60. We actually took in since this statement was dated and if you will notice on the list, those were the ones that was actually paid and that was about \$81,097.18. The over 60 is probably about \$45,000 that was cleared off with these adjustments that have been made. Some of them were rebilled, Stream Access we had to go back and go through that process so we rebilled those and got all those corrected. If you are looking at what was there at that time it would probably be around \$120,000 that was still over 90. The bulk of those are for rest areas from DOH and those are the ones we actually delivered invoices to trying to be sure they get in the right hands to get paid as quickly as possible.

On the AP side we had the one CRP who had not billed us for six months and that was partially a health issue but we actually contacted them and requested as they had not billed us but we knew the situation, they had a history of being late. There is a new director in that position and we are helping him. Ms. Sampson retired and we are trying to work with him to make sure he has everything posted. He had some DHHR janitorials that had not been posted since that period and we have those included in our APs and we are going to be trying to get those caught up with them as soon as possible. We don't want to get behind but we also look at it because we know some of the CRPs don't have the staff and are not familiar with prior billing procedures and this is another area we want to go in and talk to them about, to see what kind of accounting system they have, explain to them what to look for and if you have a bill that hasn't been paid for a month or two, you need to let us know. Goodwill went through a process and that was part of the issue, their finance Director has changed 2-3 times in the last three or four months. They also changed the accounting systems at the end of the year. We also had the issue with Building #88 which we talked about the last time. The state agency told us they were no longer cleaning but they were cleaning it and they got their contract straightened out and we billed them and that was part of Goodwill's outstanding balance, about \$10,000 of that was outstanding balance.

There are a lot of things to look at and a lot of times if you are changing accounting staff or you change the accounting program, there are a lot of things that can happen but we are trying to stay on top of this so we can help them realize if something is missing that we catch but we also want them to realize they need to make us aware if something is missing. You just don't come out and say you haven't paid this for six months when nobody has been made aware of it.

Mr. Greene, it is a relationship, one thing is for sure I think when you work as a team you try to resolve it. The further you get away from the flag pole the less and less the accounting piece is going to be there just because that is not what they do every day, they are too busy whether it is making water or whatever unless you have somebody that is the Finance person and she can walk in and say you are the finance person and I expect you to keep my accounts receivable and my accounts payable correct. If you don't have that, the smaller the CRP is, it is hit and miss as to what is going to happen.

Mr. Jones, that is our goal to help them any way we can.

Ms. Smith, I just wanted to say as a CRP Director and an ole timer one at that, I have never felt the spirit of cooperation and team work that I feel with WVARF right now. Bill Monterosso started it but Aaron is caring on with it. I didn't have a way to take on that contract but I didn't want to see it go away from state use but we just didn't have the money and WVARF did and it was offered and appreciated and that is what WVARF needs to be doing. Helping the little CRPs that need help with the accounting, etc., the middle of the road ones helping them to grow by making loans or whatever they need to do. I really see a bright future for WVARF with CRPs because of the change that has taken place. That is a compliment for the entire staff, Aaron and his entire staff is exemplary.

Mr. Sullivan, that is good to hear that.

Mr. Greene, we are glad to hear that, that is good. They call me when they need a signature or they call me when they need a little help but when a customer is singing their praises that is certainly a good thing.

OLD BUSINESS:

None

NEW BUSINESS:

None

Mr. Jones, I would like to bring up something since we are here. Again we want to thank Debbie for letting us come down.

We have been getting some requests from especially DOH, they send their fellows out with water and what they are asking for is water in 16.9 oz. rather than the 20 oz. We would like to ask Debbie while we are here if that is something that maybe you have already looked into. That is a request and Joyce handles a lot of those calls and they are continually requesting this size and since you don't have that size they want waivers to go out and get that somewhere else.

Ms. Smith, here in our office we put the little packets in our water like the crystal light, etc. and it calls for 16.9 oz. bottles so that is probably what they are wanting as if you try to mix that with 20 oz. it doesn't taste right.

Ms. Birthisel, we can get that information to you at the next meeting.

Mr. Jones, we would like to get that on the commodity list so it will be out there as we are working to finalize that right now.

Ms. Birthisel, one other thing, we want to get out in the state parks and we would be willing to go out and deliver to state parks but we can't seem to get our foot in to talk to the right person to talk with to see how to do that.

Mr. Jackson, I checked with DNR and at each state park the superintendent is the buyer and he designates somebody in his office to do the purchasing. You could call him to see the name of the contact. He will tell you to contact every superintendent and I can get you that list.

Ms. Birthisel, is that something that we would go through you all to do or would we be over stepping our boundaries? I have been told several state parks didn't have any water at all.

Mr. Greene, whose lane of traffic is that Aaron?

Mr. Jones, it is kind of a combo but I think we need something from the state to say we could provide this, does the state park fall under...?

Mr. Greene, they certainly fall under the state.

Ms. Birthisel, we are prepared to deliver the water and can do it if we can get the go ahead from you all to say we can do it.

Mr. Greene, I just don't see why this would be any different than buying a pen. I would think Aaron's staff would contact them to make them aware in a nice way of the requirement to go through the state use program. I would think that is what you would do.

Mr. Sullivan, could we get a list of the Superintendents and send them a letter?

Mr. Greene, just make sure it is nice because they may not know.

Mr. Jones, that was part of that educational process, we not only have to educate CRPs to do things, we have to educate the state what they need to be doing.

Mr. Greene, exactly and you don't have a hidden agenda you are just saying, "Hey there is a requirement to go through the state use program."

Mr. Jones, if they understand and we can offer that 16.9 oz.

Mr. Martin, we have looked into this and the problem was, we sell out 20s and we are tied in with the 20s with the state. Is it possible to go with the 16.9, but the thing is we have so much space down there and we order a truck load of bottles which is almost \$11,000 maybe a customer would want 1,000 bottles and we would have to order a truck load. If we had customers that ordered a lot of water then it would pay for itself. We have looked into this and we have ordered several different sizes from the bottling company and they shipped to me.

Mr. Greene, the 16.9 is the size you see everyone putting their cool aid in.

Mr. Jones, this 16.9 oz. bottle is a much nicer bottle than you buy in the store because this is a harder plastic.

Ms. Birthisel, do you want us to switch from the 20 oz. to the 16.9 oz. for the state use program?

Mr. Greene, I think it would cost too much money for you to have both bottles the 16.9 oz. and the 20 oz.

Mr. Martin, I get 85,000 bottles a truck load and if a customer only wanted 1,000 bottles it wouldn't make sense because we would be losing a lot of money. It is roughly \$11,000 for a truck load of bottles. It is just a matter of having the box company doing the size of boxes, putting them in the boxes.

Mr. Greene, that is what I am concerned about, when it goes through the machines....,

Mr. Martin, we don't actually have the 20 oz. machine yet for the bottled water.

Ms. Birthisel, they told us to reapply in September.

Mr. Jones, these are to be used in the machines also at the rest areas. That is another issue where that could be sold in vending machines.

Mr. Martin, they were having issues with 20 oz. getting stuck in vending machines and we went to a heavier material. I would have to check with them to make sure it is a heavier bottle for the 16.9 oz. I would have to call them to make sure it is a heavier bottle that will fill a 16.9 oz. We actually took them to a vendor up there and he ran through his machine and it went through and there was no issue with our bottle. I would have to call the company and say that it needs to be heavy enough for the vending machines.

Mr. Jones, what is the issue on the 20 oz.?

Joyce, the biggest issue, they are saying they are wasting so much of it. A lot of them were sold to DOH and I guess the guys take them out and they will drink some and throw the rest away or it gets hot before they get finished.

Ms. Smith, maybe you could survey your customers to see how many of them would prefer this 16.9 oz.

Mr. Martin, we have talked about switching the 20's.

Mr. Jones, we would have to get out to Purchasing so it would be a part of our contract. I would say go with 16.9 oz. then go with 20 oz.

Mr. Greene, would it be too much cost to have both?

Mr. Martin, we were looking at doing several different sizes anyway. At this current time to have both unless we have a way of moving...

Mr. Greene, if you guys will research that, maybe go out to the customer and say, what is your preference 16.9 oz., etc.

Mr. Jones, for a case of 24 --- 3.1 less.

Mr. Martin, I think the 16.9 oz. are a little cheaper from what the 20 oz. would be. I asked them to give us a heavier bottle and this is what we ended up with.

Mr. Greene, yes that is a good bottle, this is the heaviest bottle I have ever seen.

Mr. Greene, Debbie do you have anything further for us?

Ms. Birthisel, just if you can help us on this.

Mr. Greene, Aaron if you will take for action.

QUARTERLY REPORT:

Mr. Jones, we have one Randolph County, I think because they have so few employees. They are still at 69% and we have talked to them and hopefully they can rectify that. That is the only one as far as the number of employees goes.

Then we have one on the direct dollars which is the Developmental Center. This report is provided by the CRPs and sometimes they are adding people and they shouldn't be and they are taking people off so we really have to comb these when we get them. That is one of our processes when we get out in the field we are going to be able to work with them and show them how to gather these numbers as they are not always as accurate as they should be.

Ms. Smith, that is an excellent idea that you have of taking your whole staff and going to the different CRPs. I think that will really help, especially the small ones that aren't able to attend some things. It is nice to know who is on the other end.

Mr. Greene, I think that element of customer service builds relationships. Once you get to know people and you care about their success and being successful, but when you don't know a person and you never look them in the face it is real easy not to help them.

Mr. Jones, that is one thing we want to do, is to introduce our staff members to the people who prepare this, who is doing the billing, contract issues to meet face-to-face.

Mr. Greene, I want to say for Aaron's staff so you guys can hear this straight from me. He absolutely got grilled on the first of May. He walked in weighing 225 and he left about 210. He took a lot of bullets for you guys whether it is doing your job or not doing your job or not doing it as well as you can do it. It is so important that you guys put your best foot forward and do what you need to do to be successful so you are successful as a team because you have a manager and you have a director that is standing in the front saying, "hey I will take the hit for it." I'll take our accolades when we do well and I'll take our hits when we do badly. That is a sign of a leader, a sign of management, a sign of being a good supervisor. I'm telling you, he absolutely got filleted. Some of it was you guys and some of it was old business from the old officers from the WVARF divesting of interest. He got worn out, it wasn't just me, I kind of wore him out too but there were other people that wore him out as well. When people stop talking to you that means they don't care about you anymore. That means they have given up and they just kind of set back and watch you go on down the toilet. They think, guess what – I have talked, I have talked, I have talked and when I stop talking to you that means they don't care about you anymore and that means I have lost interest and that means you are just going to go away. When someone is taking the time to criticize you that means they want you to get better. That is what we went through with Aaron and I don't know what Aaron told you or didn't tell you, perhaps he didn't tell you anything so that is why I am letting you know that it is important that you guys support him. It is important as everybody benefits from it. You guys benefit from it, the CRPs benefit from it, we benefit from it, the state benefits from it, and everybody wins. But, if you are not doing your best, if you are not giving him your support, if you are not giving 110% you are just setting everybody up for failure. Some will feel it more than others, I will feel it less than anybody, but some of you will feel it more than I will, I guarantee that.

It is so important that you be professional and Aaron it will help getting your staff out, it helps the camaraderie, it helps them feel a part of the team and makes them feel as part of the decision making process and it gets them out of the office. Everybody needs to get out of the office every once in a while because they need to see different scenery and they need to see how other people do business. So, you got grilled and you survived.

The wvOASIS I agree with Jan as much as we can be prepared. I don't think anybody really knows what is going to happen when they flip the switch on that OASIS and I don't mean that in a bad way, if you think that is going to be smooth, you are kidding yourself because it is going to be ugly, then six months later we will love it. There are people who have retired and left state government because of this new program because they don't want to deal with it. Guess what, the state will still survive, the process will survive and I think we will all be better for it.

Make sure you let the CRPs know that if they don't bill much by June 30th, it might be a problem. I don't know if they will get paid or they won't get paid. I just think that a smart person who is running the CRP, if they are a smart person I would do everything that I could do to make sure that the state receives my bill by June 30th. If you don't, maybe it works out and maybe it doesn't. I think it is important that you get the billing thing squared away one way or the other come June 30th because it could be ugly, so that would be my recommendation. And, let them know you can't sit on a bill for a whole year and then send it to me and expect me to pay it. How can you run a business when you don't really know that you owe somebody money? You may think you have a million dollars, but in fact, you have one dollar because you have a bill out there for over \$900,000, how do you manage and how do you grow and how do you run efficiently when you don't know what you owe and you don't know what you have coming in.

Mr. Greene, Jan thank you so much for coming so we would have a quorum.

Ms. Smith, I really wanted to come and see Green Acres as it is something I have wanted to do for a long time but it was just not possible today for me.

Mr. Greene, Jan I have a big flyer here in front of me. It is the Green Acres Regional Center they have gotten a grant with the Toyota Factory where they will be providing the bottled water and the coolers for them.

Ms. Smith, oh that is great!

Mr. Greene, that is absolutely awesome. They have pictures where the staff here went to the Toyota Plant and they gave them a tour on the trolley and everything. It is a fabulous job that Debbie is doing here. We had some issues a couple of years ago with PEIA and CPRB and TAX and Debbie and her competent staff has turned the boat around and they are going in the right direction.

Ms. Birthisel, I understand what he means by drilling because I remember you sitting right there and the tears were coming down and I thought Oh Dear God what am I going to do and a year later – look at us.

Mr. Sullivan, you know Debbie told us she would do everything she could to try to turn this thing around and she has done that.

Ms. Birthisel, and we are not finished yet.....

MOTION #2

**Mr. Sullivan, if no other business, I move we adjourn. Ms. Smith seconded.
Motion passed.**

WVARF Meeting Dates for 2014:

June 18, 2014

July 16, 2014

August 20, 2014

September 17, 2014

October 15, 2014

November 19, 2014

December 17, 2014