

# ICA Case Study

## ICA is a proud partner with RESPECT of Florida

ICA believes strongly in giving back to the communities where we work. The development of strong minority (MBE) or disadvantaged (DBE) companies allows ICA to perform the work cost-effectively while contributing to the basic foundation of the local economy. When bidding for jobs we are often required to meet a certain percentage goal of DBE/MBE contracts. ICA regularly exceeds these goals.

In Florida ICA has an excellent relationship with RESPECT of Florida, the central non-profit agency that represents over 48 individual organizations providing meaningful employment for individuals with severe disabilities. In District 2 and 3 RESPECT employees perform most of the janitorial and grounds keeping work associated with Florida's rest areas, welcome centers, and weigh stations as required by our contract with FDOT. Without these organizations such individuals would have very limited opportunities.

### The Benefits Are Many

RESPECT of Florida was established in 1974 as the government's preferred purchasing program by the Florida Legislature. Designed to encourage disabled individuals to achieve maximum independence by obtaining useful productive employment, it assures them a dependable and constant market. State agencies are directed by the Florida statute to purchase applicable products and services from Florida-based, non-profit, community based organizations that employ people with disabilities and RESPECT is the central contact point for this process. The benefits are many. The government receives quality products and services at a fair market price and the state of Florida has fewer disabled citizens dependent on welfare and public services.

All community workshops must meet strict standards and performance measures to qualify as an eligible RESPECT contractor. As a result, ICA can pass along the high quality of goods and services to our client while reducing procurement costs. RESPECT also manages the workshops. They are responsible for negotiating contracts, providing technical

assistance and training, monitoring the quality of products and services, and conducting annual satisfaction surveys for employees, agencies, and customers. It is important to note that citizens with disabilities are dedicated workers who tend to stay in their jobs longer. This stability in staff leads to a very consistent performance level.

### RESPECT of Florida and Rest Area Maintenance Management

RESPECT of Florida has been maintaining Florida's rest areas for over fifteen years and is the largest provider of rest area janitorial and grounds management in the state. The success that RESPECT of Florida has enjoyed over this period of time is unparalleled and a matter of great pride to the program and the citizens who participate. It has also been a success for the state of Florida DOT as evidenced by customer approval ratings as high as 94% in surveys conducted by the Department of Transportation.

In July of 2002, when the Florida Department of Transportation issued its request for proposals for Asset Maintenance Management for District 2 rest areas, they offered bonus points to bidders who agreed to contract RESPECT of Florida to conduct certain services. ICA worked hard to reach agreeable terms and include RESPECT in our winning bid. This partnership was expanded in February 2003 when ICA won the contract for District 3 rest areas.

### Meet Geralde Scott

Geralde Scott has been a participant of the RESPECT program since 1994. She attempted to work in the community in an individual placement several times, but was unable to

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Community Support

## Case study continued

remain stable in a position over an extended period of time. It was agreed to have her try becoming a member of a RESPECT work crew and she has worked consistently since December, 2002. Over the past year, she has worked on two separate RESPECT crews and in July 2005 will begin working on a third. Her supervisor states that Geralde is conscience of her responsibilities and is always willing to help her co-workers. She has overcome many challenges in her life and has recently accomplished the goal to live in the community. She is currently living with a roommate in an apartment. Not only has the RESPECT work crews given her structure and support in her job, but also the opportunity to experience a more independent life.

Today, as a result of RESPECT's contracts with ICA, over 200 persons with disabilities from more than ten different local agencies are employed at 30 sites in District 2, and 19 sites in District 3. ICA is proud to support the mission of RESPECT of Florida.