

BEP VENDOR COMMITTEE MEETING MINUTES

September 6, 2019 • NRB, Olympia, WA

Vendor Committee Members Present

- Robert Miller, At-Large, Committee Chairman
- James Janney, NW Region
- Stephanie Hilton, NW Region
- Robert Ott, SW Region, Committee Co-Chair
- Roy Gappert, SW Region
- Gloria Walling, SW Region

BEP Staff Present

- Jim Hemmen, BEP Manager
- Elvis Pruetz
- Liz Tunison

Others in Attendance

- Keith Klimek
- John Chang
- Tanner Deck
- Tu Hoang

MEETING MINUTES

1. Introductions

- Everyone present introduced themselves. Bob Miller gave introduction to new manager, Jim Hemmen.
- Agenda was read.

2. Financial Report P&L Format

- **Total Operating Balance** as of June 2019: \$508,643
- **Rent Owed:** As of July, \$9669 in rent is owed between 2 vendors.
- **Consumable Inventory Owed:** As of July, the balance is \$25,008 for five facilities. No one is behind in payments.

- **Equipment Maintenance:** As of August, \$37,772 has been spent so far in Federal Fiscal Year (FFY).
- **New and/or Replacement Equipment:** As of August, \$35,710 has been spent this FFY.
- **Facility expenses:** As of August, \$11,205 has been spent this FFY.
- **Consultants:** As of August, \$23,363 has been spent in FFY, but another invoice should be coming in.
- **Management Services:** \$50,884 has been spent thus far this FFY.
- **Federal funds:** Potentially there will be \$500,000 to be divided among vendors active during FFY. Important for vendors to participate in Benefit nomination process at October's All-State.

3. Training Program update

- Jim is sending out a business reflections assignment to new and potential students to create a conversation around business ownership.
- Currently, one student that has finished Hadley and waiting for an On-the-Job Experience placement. One client has applied and currently completing their OTC. Other DSB clients have shown interest and are in various stage of the initial process.
- One long time DSB client present at meeting shared how they never heard about BEP. This created discussion around making BEP more visible with VR.
- Discussion about overlap of topics, specifically Excel, in OTC and the Hadley pre-qualifications for BEP.
- Several vendors shared success stories and business advice to the 4 clients present that are interested in BEP.

4. All-State Meeting

- Will be held on October 18-19.
- More topics were discussed and included: affordable POS systems, interviewing skills, food trends, Sysco chef, Aria eyeglasses, intercommunication skills, motivating staff, financial advisor, and equipment maintenance.

- Suggested to invite former BEP manager, Jeanne Gallo, as a keynote speaker. Other suggestions included inviting Lt. Governor, Cyrus Habib and DSB Deputy Director, Michael MacKillop.
- Discussed potential locations. Using BEP facility as program has done in the past few years would allow Sysco chef to prepare some food options. Jim will reach out to hotels to see if a decent rate can be found for a conference room.

5. State Rehabilitation Council (S.R.C.) update

- Next meeting is on September 13.
- Continual conversation about Vocational Rehab Counselors assisting clients in making informed choices.
- Developing strategic plan for next 2 years.

6. Report on Existing Facilities

a) Clark County Courthouse – January 2019

- Sales are maintain since vendor took over. Appears to be a viable option.

b) NOAA- September 2018

- Initially sales increased upon takeover, but sales dropped and haven't improved post government shutdown. Currently sales are low especially during non-lunch hours and combined with cost to operate business in Seattle, it may not be suitable as a primary location.

c) US Courthouse Seattle- April 8, 2019

- Sales are roughly 50% from what was anticipated based on sales provided. Facility has brought multiple concerns to BEP. Jim & Elvis have been working with vendor to address reported issues. An informal action plan has been put into place. BEP has tried to keep the lines of communication with GSA open. BEP and the vendor are striving to make this location a success. Especially as it may influence GSA offering other potential locations to the program.
- Vice Committee Chair stressed that it's vital for BEP team to support the vendor, as it will increase their ability to succeed.

- There has been staff turnover of employees that continually fail to make necessary improvements to pass health inspection. A new manager has been hired and it seems to be a good fit.
- BEP is still waiting for estimate on power hook up for espresso machine.

d) Goodrich – April 2019

- Vendor has faced normal struggles common to a new operator, especially one new to foodservice. Been high amount of staff turnover. Sales are down nearly 25% from previous operator. Vendor has been very receptive in seeking and accepting coaching especially on the subjects of leadership and communication. Vendor is very motivated to succeed. Vendor needs to build systems in their business and be able to coach expectations. Vendor in process of upgrading menu boards.

e) FAA Des Moines

- The facility seems steady and business appears profitable. There were concerns brought by GSA about price changes and lack of short order cook. Upon site visit, BEP verified prices haven't increased and cook is still present. Vendor has received 100% on all health inspections.

f) Labor & Industries HQ

- Current vendor, Roy Gappert, is retiring on September 27. During lunch, everyone shared their thank you and stories with Roy. He will be missed.
- Incoming vendor is preparing for the transition. All necessary paperwork is complete. Facility has been supportive in the process.
- Vendor doesn't anticipate taking on consumable inventory loan. They will be switching the café over to using the Square POS system and is hiring own consultant to set it up.
- BEP will be purchasing some of prior vendor's equipment upon their exit.

- Potential light remodel for café in the future.
- Jim wanted to know that BEP is involved in an Evidentiary Hearing with a licensee that didn't qualify to bid on the L & I location. Hearing is scheduled with Office of Administrative Hearing on September 12th.

7. New Facilities & Opportunities

a) Snohomish PUD- October 2019

- Was to be a satellite location for Snohomish County Courthouse, but vendor wasn't able to take the extra location on. Therefore, BEP had to give up the opportunity.

b) King County Children & Family Justice Center (CFJC)

- Will be replacing old King County Youth Services and opening this fall.
- BEP has been offered the opportunity to install a dry stand. BEP would have to pay for the build out. Further discussion needs to happen in order to determine feasibility.

c) Dragonfly, Vancouver

- BEP informally visited location and noted lack of customers and staff. Jim felt the only way BEP could consider accepting the location is if rent was zero. He needs to follow up with Clark County.

8. Facility Condition / Status upon Departure

- Some discussion on maintenance versus replacement of equipment.
- There has been issues with vendors not keeping up with maintenance and repairs and passing those costs onto the program when they leave the site. The vendors need to be held responsible.

9. Other Business – Robert Miller

- Concern was brought up about vendors taking on too many locations. Are they able to run all operations well? Their success or failure reflects on the program and the other vendors. Generally, it has been due to a lack of vendors that has led several to take on more than one location. A large part of the solution is in recruitment

and training vendors to be successful operators so they make it long term.