



INSIDE THIS ISSUE:

Calypso Grill going from Good to Great

Calypso opened with the guidance of semi-retired Chef Nancy. Much was accomplished during the first year:

1. Re activation of great capital investment in the commercial kitchen
2. Consumers were given opportunities they did not have before
3. Consumers were paid minimum wage
4. Staff and consumers benefited from a “neat” experience, everyone felt good
5. Many consumers and staff were served meals

CORE PURPOSE

Enriching the lives of people with
disABILITIES.

However, we lost approximately \$40,000

When looking at why we lost money it was evident:

1. We did insufficient volume of business on campus to support all the crew members
2. Calypso was operated as a training program vs. restaurant.
3. The quality, or lack thereof, of food being served was a constant complaint
4. The minimum wage increased 20% to \$6.15 an hour
5. Most of the consumers were doing multiple tasks that were not easily evaluated as far as assigning a “commensurate wage” therefore we paid the \$6.15 and subsequently lost money.

Workforce Development

- Electronics Recycling
- Employment Services
- Skill Center
- Van Washing
- Calypso Grill
- Spic 'N Span

To turn Calypso into a profitable and sustainable service, we hired experienced restaurant leadership (Larry Layton) who has developed a plan to bring Calypso Grill up to restaurant standards of operation, including menu selection and work standards for kitchen workers. To achieve the vision of offering not only on campus staff and consumers great food at good prices in addition to a lunchtime delivery service to area businesses, Calypso Grill will use a combination of experienced staff and consumers who have successfully completed ARC’s new Culinary Arts program set to debut October 2005.

The plan now that summer camp is about to conclude:

1. We will no longer need as much consumer labor – see Mathias for actual assignments

The Calypso Grill is happy to announce the addition of it's newest employee, Christian J. Chavez. Christian is hired as a cook and previously worked at the Boca Raton Resort & Club. He brings years of preparation and food cooking experience. With Christian aboard we will be able to enter into our next phase of our mission. I invite everyone to stop by, and say hello to Christian. Christian J. Chavez, proud father of one boy, age 7, and one girl, age 2. *Welcome Christian!*

Since the addition of Christian to our team, we were able to add breakfast to our daily menu. Breakfast will be available to our staff members and consumers. We now offer hot, fresh eggs to order. Two eggs, toast or bagel, sausage or bacon with coffee is only \$2.50. Not a bad deal. Fresh muffins, pastries as well as fresh fruit will be offered daily with our fresh cappuccino, latte's, espresso and coffee. We also have added to our lunch menu. We now offer more side items to include rice pilaf, vegetable medley, and mashed or baked potatoes. We also have added a few pasta dishes that I highly recommend. You will see more items being added, as we get closer to offering our full menu. Look for fresh salads to include shrimp, chicken and egg salad.

I am excited about our upcoming sandwich menu. Good deli sandwiches are hard to find, but not here at the Calypso Grill. We will soon be offering mile high sandwiches. Fresh corned beef, pastrami; Reuben's not to mention delicious Italian hoagies straight from the Northeast.

The Calypso Grill has added to its side items. All meals come with choice of Baked, mashed or French fried potatoes, Vegetable medley, broccoli or rice.

I look forward to receiving feedback on the new changes, and welcome any criticism whether it good or bad.

By Larry Layton, Calypso Grill Manager



First annual Job fair and workshop

ARC joined a few other providers and almost 40 employers as a sponsor for "*Connections: People – Employers – Resources*", Broward County's first annual job fair and workshop for people with disabilities at Nova Southeastern University on July 13th. Enterprise Car Rental was the lead business partner and United Way of Broward provided tremendous amount of support. ARC was represented by several departments; Human Services Training Solutions, Electronics Recycling and Employment Services. Many ARC consumers were able to meet with employers and attend workshops that helped prepare them for having great interviews. While it is too soon to know how many consumers were able to get a job as the result of the job fair, we do know it was a success in bringing employers and people with disabilities together in the same forum to learn from each other. In as much as the event was such a success, plans are already taking place to follow up next year with an even bigger and better event.

Picture is of Ghada Aly, Employment Services Manager and Dennis Haas, CEO/President sharing ARC Broward's story with all who came by our booth.



Innovative Service meeting today's labor needs

Some of the most critical aspects that we value as human being's are food, shelter, and a need for self worth. Self worth may be achieved through the type of job we hold or just the fact that we have a job. To most people this is one of the most valued opportunities. ARC Broward's mission is to enrich the lives of people with disabilities. ARC's Employment Service Team strives at providing an employment service that assist people with disabilities to acquire jobs in the community. The team continues to improve the quality of people's life by finding jobs that match both our consumer's abilities and the employer's needs.

A recently published statistic revealed that it takes on average nine months for the average person to find employment within the United States. Adding a disability to the equation increases this challenge. Supported Employment has managed to accomplish two placement per month with extremely limited resources over the past year. The following summary of achievements presents an excellent perspective.

Achievements

- The average job placement rate is 2 persons per month.
- The team has doubled the forecasted 2004-2005 fiscal year end budget
- 30 placements 2004-2005 with an 80% retention rate.
- We were able to develop new relationships with organizations such as The Hamilton by Hyatt, Contemporary Services, KFC, Mama Fu's Asian Cuisine, Broward School Board, Dr. Bruce Robin (Chiropractor).

All these achievements were accomplished with the minimal resources that were available, such as phones, computers, training materials and limited human resources. How great will it be for Employment Services with the adequate resources.

Future Outlook

As we continue to grow as a department our objective is to develop new ideas that will create more value for our consumers. We are excited about the ideas we plan on implementing in the future. This will be accomplished as we take on the following developments:

- Ticket to Work
- Job Preparation courses
- Develop new partnerships with Employers

As we move forward in our mission Good to Great by 2008, our team is committed to the challenges that lies ahead.

2. Consumers who are reasonably competitive will continue on a limited basis until we grow the business through delivery and on campus service.
3. All Calypso crew members wishing to return will complete the culinary arts program this fall (funded by Able Trust)
4. Upon satisfactory completion of the course and as business grows, crew members interested in Calypso will be assigned as possible. Others will hopefully go to work in area restaurants.
5. Commensurate wage will be paid for dish washing and possibly other positions.

Calypso Grill's Goal: Create a profitable restaurant that in addition to offering great food, provides training and employment for people with disabilities in an integrated work setting.



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**WORKFORCE
DIRECTIONS**

Ideas, suggestions?
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Let's Welcome Stephen



Stephen Shirley joined the Employment Services Team in June 2005 as a Job Developer. He has several years of experience working within the corporate sector. Stephen had previously worked for Andrx Pharmaceutical's where he spent a year in the pricing department. Prior to that he worked for Capital Factors, a commercial finance company for 4 years. Stephen's objective is to add value to the well being of people in society and he believes that his decision to join ARC Broward will help accomplish this mission. *Welcome Stephen!*

In order to be knowledgeable about the Fair Labor Standards Act, 29 CFR Part 525 Compliance. Mathias Louis, the Skill Center Program Manager went to Nashville, Tennessee, to receive training from MarkKnuckles Associates, Inc, one of the best trainers on commensurate wage compliance. The presenters have tremendous experience with the subject law and regulations dealing with payment of commensurate wages to workers with disabilities. It was an upbeat and enlightening training that focuses on methods to achieve compliance. The information learned is vital to our operation and I feel confident that I will now be able to converse on the subject of commensurate wage and guide my colleagues at work to be in compliance. In addition to the ten hours of class instruction, I received some compliance guides, copy of the regulation, and various sample forms.

For further information about commensurate wage and how it is determined, please see Mathias Louis or Russell Giles, Production Manager.

Order your ARC T-Shirt

Currently available in Medium, Large and X-Large - Shirts are Hanes 50/50 Blend

\$8 each – Cash or Check made out to “ARC Broward, Inc.”

Contact Racquel Henry to Order or Buy

Let Racquel know if you want to order a larger size and we will get them on our next order.



ARC's Core Purpose is printed on the back.

ARC's Logo is on the front