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## **Reinvention of the Calypso Grill**

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

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.

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 Louis for actual assignments

### **CORE PURPOSE**

Enriching the lives of people with  
disABILITIES.

### **Workforce Development**

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

## Calypso Grill hires cook

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 a boy, age 7 and a 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.

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

*"Try not to become a person of success  
but rather try to become a person of  
value."*

*Albert Einstein*

## 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 13<sup>th</sup>. 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'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.

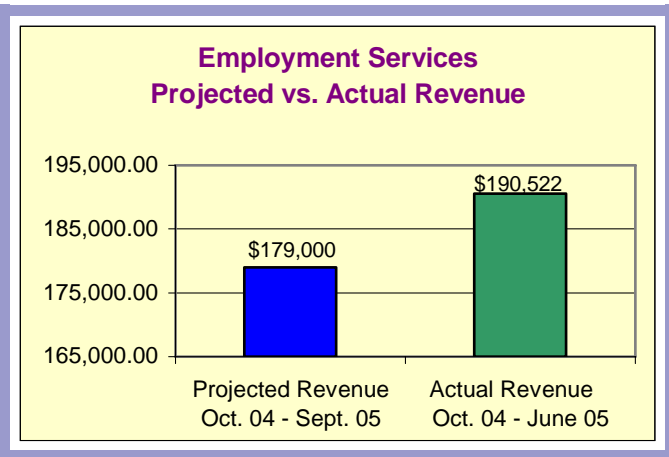
A recently published statistic revealed that it takes nine months for the average person to find employment within the United States. Adding a disability to the equation increases this challenge. Supported Employment has managed to accomplish two placements per month with extremely limited resources 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).

### 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.

## Reinvention of Calypso Grill *Cont...*

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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- ☰ Racquel has copies of the Good to Great Book. Find out what all the buzz is about. Contact her for a copy today.
- ♻️ Recycle your empty printer cartridges at the Electronics Recycling Department in building 3. Contact Abi at ext. 3047 for details.
- 👕 Order your ARC T-Shirt. Currently available in Medium, Large and X-Large. Shirts are Hanes 50/50 blend. \$8.00 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 & we will get them on our next order. (Pictured left)



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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!*

## Staff attended Commensurate Wage Conference

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 update my colleagues at work of the new procedures. In addition to the ten hours of

class instruction, I received some compliance guides, copy of the regulation, and consumer performance evaluation various sample forms.

*When building a team, I always search first for people who love to win. If I can't find any of those, I look for people who hate to lose.*

*H. Ross Perot*

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

By Mathias Louis, Program Manager

## High performance guarantees work

The Skill Center is booming! Russ Giles, Production Manager said there is a steady increase in customer contracts, with new customers calling for job quotes. He also mentioned that the remainder of 2005 looks great for the Skill Center, as there is an abundance of contract work from various customers. He proudly added, "Some of the work that our Consumers performed last week was shipped to South Africa." The offsite Enclave is performing very well; going out regularly to Everglades Direct. Russell also said, "the quality work performed by the Consumers must remain high because that is what our customers expect." He is currently working to have the customers acknowledge ARC Broward as the place the product was assembled.