



Brevard Family Partnership

A Community Based Care Agency

Board Report



March 24, 2022

Phil Scarpelli, President and CEO

- Our Florida Legislature has approved an unprecedented \$150 million budget for Community Based Care statewide with a focus on “workforce stability.” The Leadership Team and I will be engaged in a series of planning sessions to ensure our share of these funds are equitably and efficiently shared across our system of care.
- The Brevard County System of Care Hiring Event was held immediately following our last board meeting on Thursday, February 24, 2022. The event included several employers including Brevard Public Schools, DCF, 2-1-1, our family of agencies and a few others. The event brought us 3 new hires at Family Allies and 1 for Brevard Family Partnership. We hope that there will be additional collaborative hiring events for the future and have considered planning individual events of our own.
- On Tuesday, March 1st, I met with key players on our internal leadership team, including Heather Howlett, Senior Director of Quality Assurance, Performance and Training & Kevin Maloney, Senior Executive of Data Analytics and Information Technology. We discussed implementing upcoming detailed and extensive safety and security trainings for our front-line staff. This initiative is in the planning stages and there will be more information to come as we work with a consultant specialized in these trainings.
- On Tuesday, March 1st, I also met with representatives from Victory Church, Melissa and Stanley Patton. Melissa and Stanley are very interested in becoming a partnering site for clinical meetings and therapy. We are delighted to explore their interest and will be welcoming them with open arms in any capacity that blends well with the needs of our team and families.
- The High-Performance Work Team project that Insperity has facilitated for us is progressing very well. They have completed the surveying of our C-Suite team and will be sharing the findings and suggestions with them collectively during an in-person meeting on Wednesday, March 30th in the afternoon.
- The MBTI surveys that are also an ongoing project facilitated by Insperity have begun. Surveys were completed by Cyndi Hernandez, Director of HR and Kellie Watts, Executive Assistant. In-person meetings with Insperity took place for them on Tuesday, March 15th. They had the opportunity to review their results, provide their feedback and adjust their results if they feel it necessary. The C-Suite team will complete their surveys followed by in-person individualized meetings in the coming months.
- On Wednesday, March 2nd, I met with leadership from BFP and Family Allies to discuss our approach to internal customer service as well as our stakeholder relationships. In the coming weeks, we will be holding several training opportunities, focus groups and work groups to build upon our internal and external customer service practices.
- On Saturday, March 5th, I attended the 2022 Junior Achievement Business Hall of Fame dinner at the invitation of our marketing partner, Rock Paper Simple. This fundraising event focuses on promoting children and youth in innovation and entrepreneurial opportunities while recognizing achievements.
- On Monday, March 7th, I traveled to Tallahassee to attend an in-person meeting with the DCF Secretary, Shevaun Harris. At this meeting, she discussed the Department’s restructuring and her commitment to working with the CBCs regarding complex cases shared with the Agency with Persons with Disabilities and the Department of Juvenile Justice. She continues to take action on accommodating our needs and working in partnership.
- On Monday, March 21st, I had lunch with the Training and Quality Assurance Team at BFP. This collaborative luncheon was to discuss the need for in-depth customer service training throughout our family of agencies.
- The Rock Paper Simple Open House and Ribbon Cutting took place on Tuesday, March 22nd. We were thrilled to be there in support of our marketing partner and outstanding work they are completing for our team on a monthly basis.
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Respectfully Submitted,
Phil Scarpelli, President and CEO