

## Executive Director Report September 5th, 2023

Rebecca Melick Executive Director

**Strengthening Families...Whatever It Takes!** 

## Key accomplishment(s) this past month

- The Melbourne Police Department Mobile Response Team was awarded a Certificate of Commendation by Chief David Gillespie for their outstanding service this year. The Certificate of Commendation recognized MRTs significant contribution to the Police Department and the impact it has had on bettering the community. They acknowledged that their call volume alone speaks tremendously of the cumulative effort the team has had on decreasing the workload of their Patrol Officers and Community Service Division. The story was also published on three different media outlets. We are so proud of our MRT teams!
- In August, our Family Stabilization Support Team had the opportunity to have one of the families that they served come and provide a video testimony of the support they received. The mother came to the office and shared how grateful she was for the team's support, not only with tangible items such as a new car seat she desperately needed, but with connection to services as well. It was a wonderful opportunity to hear about the differences in people's lives that our teams are out there making.
- We recently had an internal meeting with our Quality Assurance Team (BFP) and Family Allies to discuss our QA plan for the upcoming year and to also discuss possible ways to streamline documentation for our case managers. We are hoping that, as a result, we will see improved QA outcomes, across the Family of Agencies.

Respectfully Submitted,

Rebecca Melick Executive Director