

Brevard C.A.R.E.S. BOARD OF DIRECTORS  
April 3, 2019  
BOARD MEETING MINUTES

**Board Members in Attendance:** Mr. Dan Rodgers, Board Chair; Ms. Paula Ferrell, Board Member; Ms. Christa Bailey, Board Member; Dr. Rosanna Malbrán, Board Member.

**Board Members Absent:** Ms. Valeta Cameron, Board Member; Mr. Eric Austin, Board Member.

**Others in Attendance:** Mr. Phil Scarpelli, Brevard Family Partnership Chief Executive Officer; Ms. Tracy Pellegrino, Brevard C.A.R.E.S. Executive Director; Ms. Heather Howlett, Brevard C.A.R.E.S. Director of Compliance; Ms. Kathryn Parker, Brevard C.A.R.E.S. Chief Operations Officer; Ms. Angie Levesque, Brevard C.A.R.E.S. Executive Assistant; Mr. Jim Carlson, Brevard Family Partnership Senior Executive for Administration; Ms. Jessica Miles, C.A.R.E.S. Program Manager; Ms. Christine Williams-Kelly, Brevard C.A.R.E.S. Clinical Services Manager; Ms. Cyndi Hernandez, Brevard Family Partnership Human Resources Manager; Ms. Sandy Gotwalt, Brevard C.A.R.E.S. Lead Diversion Care Coordinator.

Mr. Dan Rodgers welcomed everyone to the meeting and asked everyone to state their name for the record

*(Quorum not established)*

Mr. Rodgers reminded members that if they had a real or perceived conflict of interest to please complete the Conflict of Interest form (available at meeting). None were submitted.

### **Informational Items**

Ms. Cyndi Hernandez reviewed the Staff Satisfaction Survey Review. Points of focus were as follows:

- In 2018, the agency had a total turnover rate of 25.5%; 17.6% of that was considered controllable.
- At the time the survey was distributed, there were 37 employees, of which 26 responded to a majority of the survey. This determined a 70.3% response rate, the 2<sup>nd</sup> highest response rate since 2011.
- Response options ranged from 1-6:
  - (1) No opinion
  - (2) Strongly Disagree
  - (3) Disagree
  - (4) Neither Agree or Disagree
  - (5) Agree
  - (6) Strongly Agree
- Majority of results fell between 4-6 on the rating scale. The following total average ratings were noted:
  - Expectations: 4.81, down from 5.26 in 2017, lowest rating since 2011.
  - Tools/Materials: 4.65, down from 5.00 in 2017.
  - Work Environment: 5.19, up from 4.95 in 2017, highest rating since 2012.
  - Recognition: 4.62, up from 4.58 in 2017.
  - Personal Value: 5.27, down from 5.32 in 2017.
  - Development: 4.77, up from 4.68 in 2017.
  - Encouragement: 4.46, down from 4.53 in 2017.
  - Agency Mission: 5.29, down from 5.41 in 2017.
  - Commitment to Excellence: 5.38, up from 5.24 in 2017, highest rating since 2011.
  - Individual Progress: 4.33, down from 5.06 in 2017, lowest rating since 2011.
  - Individual Growth: 3.83, down from 4.71 in 2017, lowest since 2011.
  - Overall Satisfaction: 4.83, up from 4.82 in 2017.

*Dr. Rosanna Malbrán entered the meeting.*

*(Quorum established)*

Mr. Phil Scarpelli suggested creating follow-up questions/surveys for clarification on areas of focus. Ms. Hernandez stated she will review the survey and make any necessary changes to the questions to better define them for next year.

*Ms. Cyndi Hernandez exited the meeting.*

*Ms. Sandy Gotwalt and guest speaker entered the meeting.*

### **Presentation**

A former Brevard C.A.R.E.S. client shared her life journey and successful outcome through the service and care of Brevard C.A.R.E.S.

Mr. Phil Scarpelli, Ms. Tracy Pellegrino and Board of Directors expressed honor and gratitude to guest for sharing their story.

*Ms. Gotwalt and guest speaker exited the meeting.*

### **Consent Action Items**

Ms. Tracy Pellegrino requested the following changes be made to the April Agenda:

1. Allow Ms. Cyndi Hernandez to present the Staff Satisfaction Survey Review first due to a scheduling conflict.
2. Allow Mr. Jim Carlson to present the Financial Report upon completion of the presentation “A Family’s Journey in the life of C.A.R.E.S.” due to a scheduling conflict.

**Motion:** Ms. Paula Ferrell moved to approve the amended agenda, moving Ms. Hernandez to present first and Mr. Carlson to present third. This was seconded by Dr. Rosanna Malbrán and the motion was passed unanimously.

**Motion:** Dr. Malbrán moved to approve the meeting minutes from the March C.A.R.E.S. Board. This was seconded by Ms. Ferrell and the motion was passed unanimously.

### **Informational Items (continued)**

Mr. Jim Carlson presented the Financial Package for the month of February. He noted C.A.R.E.S. was \$106,000 under budgeted expenses, primarily in salaries and benefits to which should correct itself with new oncoming staff. C.A.R.E.S. is overbudget for Wraparound Training due to training for new staff. The agency’s total projection is \$52,000 under budget. The possible expansion of P.L.L. may negatively affect the budget surplus.

*Mr. Carlson exited the meeting.*

*Ms. Christine Williams-Kelly*

Mr. Phil Scarpelli presented the CEO/Family of Agencies Updates. He began his report with apprising the Board of his visit to Tallahassee to advocate the urgency of foster care in Brevard County. He brought a foster

family and foster youth with him to Tallahassee to share their stories with legislators. He noted Senator Mayfield was emotionally impacted by the family's story and is feeling positive about the visit.

Mr. Scarpelli reported he and Dr. Nellius will be working aggressively, seeking to expand the Wraparound Replication, statewide and nationally. They have been having discussions on how to manage growth with C.A.R.E.S. being central. The Strategic Plan goal is to expand NCFIE and its philanthropy.

He finalized his report by stating Brevard Family Partnership and Brevard C.A.R.E.S. will be working to make C.A.R.E.S. more self-sufficient and not reliant on state dollars.

Ms. Pellegrino presented the Executive Director's Report. She was proud to announce C.A.R.E.S. ranked #1 of 8 proposals for a Housing Grant and are in the process of submitting additional information to the Homeless Coalition to boost the chance of receiving the full \$80,000 requested.

On March 12<sup>th</sup>, Ian Golden submitted the System of Care Expansion and Sustainability (CMHI) Grant Proposal to the Brevard County Board of Commissioners and they accepted the entire agenda. The CMHI Grant will award \$4 million to Brevard County over the course of next four years; Brevard C.A.R.E.S. will be the primary recipient of the grant funds. Ms. Pellegrino and Mr. Golden are scheduled to meet April 11<sup>th</sup> to review the application, which is due April 19, 2019.

Ms. Pellegrino spoke of a recent case where Mobile Response Team (MRT) Coordinator, Ms. Marilyn Ghiz, responded to a crisis call that involved the death of a child. Through the follow-up process, the family provided Ms. Ghiz with some of the child's personal items (a blanket and dress). With these materials, she had a stuffed bear made as a keepsake gift for the family. C.A.R.E.S. would like to continue this touching tribute to the families who have lost a loved one. They cost \$10-\$30 each depending on the size. She solicited the Board for donations to support this process.

Ms. Heather Howlett reviewed the Data Report for February 2019. Key mentions:

- Post Adoption Support Groups are now being held at new location, Discover Life Church, to support larger group attendance.
- MRT community referrals are now being charged to Managing Entity.
- Housing for Homeless is out of funds, however, the coordinator continues to support the families.

Ms. Jessica Miles announced April is Child Abuse Prevention Month and reviewed the list of events for the month, cordially inviting Board Members to attend. Ms. Howlett commended Ms. Miles for her hard work and dedication as CAPTF Outreach Chair, and for negotiating free advertising of CAPTF for a value of \$13,000.

Ms. Pellegrino expounded on her discussion regarding the CMHI Grant. The program is intended for children and youth between the ages of 0-21 years of age, concentrating on ages 5 years and up, with serious emotional disturbance. The Draft Logic Model focuses on making services more accessible, providing more support and ensuring sustainability as an adult. The goals are to reduce Baker Acts and suicide rates among children and youth. The funding will help pay for training for staff on how to conduct behavioral health assessments, implement "Elevation Groups" to provide peer support for families, expand FidelityEHR to become more data driven and to expand P.L.L. as evidence based practices.

As a continuum of the FidelityEHR discussion, Ms. Pellegrino met last week with the FidelityEHR provider to customize the program to support the needs of C.A.R.E.S. The program will be piloted by MRT and TCM Programs, with future plans of expanding to other programs. She will continue to meet weekly with FidelityEHR.

#### **Action Items**

Ms. Pellegrino requested the Bylaws discussion be postponed due to the absence of Board Members, Mr. Eric Austin and Ms. Valeta Cameron, both who reviewed the bylaws and recommended edits.

**Motion:** Dr. Malbrán moved to approve the postponement of the Bylaws Discussion. This was seconded by Ms. Bailey and the motion was passed unanimously.

Mr. Dan Rodgers advised the Board the Executive Director 90-Day Evaluation will be sent out to Board Members by Ms. Angie Levesque, and they are to be completed and returned to Ms. Levesque by April 17<sup>th</sup>.

Mr. Rodgers shared he had reached out to organizations and businesses in the community, soliciting donations by means of monetary donations or holding fundraisers such as “Dine Outs”. He found a few potential donors, follow up conversations required to confirm. Ms. Pellegrino requested Mr. Scarpelli to change the host of the Lip Sync Battle to the Family of Agencies, rather than Brevard Family Partnership to bring attention to all family agencies and possibly increase donations for each agency. Mr. Scarpelli responded positively to the request and said he would look into it.

Mr. Rodgers postponed the Ad Hoc Committee to next week to coincide with the Bylaws Discussion.

**Member/Public Comment:**

No further comments.

**Motion:** Dr. Malbrán moved to adjourn the meeting. Ms. Bailey seconded it and the motion was passed unanimously.

Respectfully Submitted,  
Angie Levesque  
Executive Assistant