

Community Based Care of Central Florida



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Marc Monn, MIS Director
Community Based Care of Central Florida

OVERVIEW

Community Based Care of Central Florida serves over 3000 foster care, prevention, and adoptive children in three Central Florida counties, including Orange, Seminole, and Osceola.

CHALLENGES

We have a serious need of informing staff, foster parents, and our partners of critical events that will impact the daily lives of those children and families under our care. It is vital for the safety of all those that support our mission to know what the critical events are, to understand what their responsibilities to our children are, and to report back (as effectively and efficiently as possible) on the safety of those children.

Prior to Everbridge, this was done via phone trees, emails, and calls. The process was a burden, as it was difficult to ensure all communication points were used timely, duplication of efforts were minimized, and any safety concerns regarding those we served were known as soon as possible so we could respond accordingly.

OBJECTIVES

Our global focus is to ensure the safety and well-being of those placed into our care. For this purpose, the primary objectives CBCCFL wanted to achieve with a critical event management system were to:

1. Improve the capabilities of the agency to ensure timely information dispersion when critical events occur.
2. Decrease the workload of agency staff regarding the dispersion and reporting during a critical event. This will allow those staff to be better prepared and ready to act on the needs that arise and are uncovered due to quick and effective event management.
3. Priority One. Make sure our kids stay safe.



Q&A with Mark Monn, MIS Director, Community Based Care of Central Florida



RESULTS:

We have seen a dramatic improvement in timely communication before, during, and after our events. For example, Hurricane Irma hit our area in a significant manner. Many areas were without power for weeks. Because of Everbridge, we were able to get ahead of the storm, reminding our staff, foster parents, and providers about the role they play in our disaster plan.

During the storm, we were able to reach 100% of our staff, foster parents, and providers, ensuring all were safe. After the storm, we used Everbridge as the communication hub which provided us with a clear and concise communication plan and process.

This was vital in serving our kids, who were raised in chaotic environments and continual crisis's. It allowed us as an agency to show these kids that we care about them and want them to be safe. Above that, we showed them we are willing to do what it takes and use the best tools to accomplish this.

At the end of Hurricane Irma:

100% of our foster children were deemed safe within 24 hours.

100% of our staff were deemed safe within 24 hours.

The "phone tree" was needed for only 2% of the population we serve.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, London and Stockholm.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.



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