



# Agenda Report

2725 Judge Fran Jamieson  
Way  
Viera, FL 32940

## Consent

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F.11.

12/17/2024

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### **Subject:**

Confirmation of Juanita D. Jackson as Housing and Human Services Department Director

### **Fiscal Impact:**

N/A

### **Dept/Office:**

County Manager's Office

### **Requested Action:**

It is requested that the Board of County Commissioners confirm the appointment of Juanita D. Jackson as the Housing and Human Services Department Director

### **Summary Explanation and Background:**

Pursuant to the Brevard County Charter and Code of Ordinances, it is requested that the Board of County Commissioners confirm the appointment of Juanita D. Jackson as the Housing and Human Services Department Director, effective January 4<sup>th</sup>, 2025. Ms. Jackson has been the Interim Housing and Human Services Director since October 28, 2024. Prior to this, Ms. Jackson served as the Housing and Human Services Deputy Director since 2022.

Ms. Jackson brings a wealth of experience to the Housing and Human Services Department, with 15 years of service in the roles of Department Finance Officer and Deputy Department Director. Her responsibilities have included administering Federal and State grants, overseeing the Community Action Agency program, managing the Department budget, and collaborating with community human service organizations. Prior to her tenure at the Housing and Human Services Department, Ms. Jackson gained six years of experience at the Clerk's Finance Office and the County Budget Office.

Ms. Jackson stepped up to assist the County by serving four years as the County's Employee Relations Manager in the Human Resources Office, overseeing the County's Executive Leadership Institute and conducting training, including "7 Habits of Highly Effective People."

Ms. Jackson's academic qualifications further underscore her suitability for the role. She holds a Master's Degree in Business Administration from Webster University and a Bachelor's Degree in Accounting from the University of Central Florida. Her commitment to professional development and leadership is evident in her graduation from the Brevard County Executive Leadership Institute.

Ms. Jackson's dedication to service, employee development, and financial oversight has been a cornerstone of her career. Her commitment to these principles has prepared her to successfully take on the role of Housing

and Human Services Department Director.

**Clerk to the Board Instructions:**



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001  
Fax: (321) 264-6972  
Kimberly.Powell@brevardclerk.us

December 18, 2024

**M E M O R A N D U M**

**TO:** Frank Abbate, County Manager

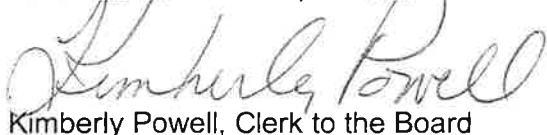
**RE:** Item F.11., Confirmation of Juanita D. Jackson as Housing and Human Services Department Director

The Board of County Commissioners, in regular session on December 17, 2024, confirmed the appointment of Juanita D. Jackson as the Housing and Human Services Department Director.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS  
RACHEL M. SADOFF, CLERK



Kimberly Powell, Clerk to the Board

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cc: Human Resources

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**JUANITA D. JACKSON, MBA**

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*Palm Bay, FL 32908**Wisdom3116@gmail.com**(321) 544-9067*

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**SUMMARY**

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Accomplished and motivated employee with twenty-five years of progressive leadership and fiscal prudence experience. Experienced in interacting and partnering with internal and external customers, training, performing financial analysis, and managing operational activities.

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**AREAS OF EXPERTISE**

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Certified Franklin Covey Facilitator	Management and budgeting
Lean 6 trained	Analytical Reasoning
Strong organizational and leadership skills	SAP financial software
Complex problem solving and decision-making	MS Office Excel and Word

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**PROFESSIONAL EXPERIENCE**

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**HOUSING & HUMAN SERVICES, BREVARD COUNTY****Viera, FL****Interim Director****11/24-Current**

- Directs, coordinates, and supervises the planning, development, implantation and evaluation of the programs and services the of department.
- Presents the goals, objectives, and reports of the programs to the Board for input and direction.
- Identifies information and resources necessary to access community needs. Maintains contact and attend meetings on social and health issues with Federal, State and Local agencies to represent the interests of the County and to develop resources.
- Conducts department team and other meetings. Ensures compliance with merit system rules and policies. Organizes the team to effectively carry out programs.
- Coordinates with Local, County State, and Federal agencies regarding administrative, contractual, and grant matters.
- Responds to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.
- Assists in coordination of staffing of Special Needs and General Population shelters and the Emergency Operations Center.
- Responsible for employee-related functions including hiring of new employees, performance evaluations, discipline issues and grievance handling.

**Deputy Director****08/22-11/24**

- Managed and coordinated the operational activities of the Department's Contract, Finance, Community Action Agency, and Emergency Rental Assistance Teams.
- Acted as Department Director in absence of Director.
- Assisted in responding to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.
- Coordinated with Local, County State, and Federal agencies regarding administrative, contractual, and grant matters.
- Was responsible for employee-related functions including hiring of new employees, staff training, performance evaluations, discipline issues and grievance handling.
- Assisted in coordination of staffing of Special Needs and General Population shelters and the Emergency Operations Center.
- Created, reviewed, and approved department budget requests.

**HUMAN RESOURCES, BREVARD COUNTY**

Viera, FL

**Employee Relations Manager**

06/18-08/22

- Conducted training on key employee relations classes inclusive of Workplace Harassment Awareness and Prevention, Ethics, Communicating for Results, Conflict Resolution, Supervising in Today's Work Environment, Managing Diversity, Making Performance Evaluations Work.
- Certified Facilitator for "7 Habits of Highly Effective People 4.0"," The 4 Essential Roles of Leadership", and "The 6 Critical Practices for Leading A Team".
- Consulted with and advised Senior Leadership on issues involving grievances, discipline, employee performance, and request for accommodations.
- Mediated disputes between employees and between employees and supervisors. Conducted supervisor/employee counseling sessions and grievance meetings.
- Conducted inquiries/investigations into complaints of discrimination and equal employment opportunity concerns.
- Advised departments on how to deal with employees that qualify under The Americans with Disabilities Act or Family Medical Leave Act.

**HOUSING & HUMAN SERVICES, BREVARD COUNTY**

Viera, FL

**Assistant Department Director**

07/14-06/18

- Graduate of Leadership Brevard
- Lean 6 Sigma Team Leader for Department Project
  - Implemented Lean Initiatives
- Managed and coordinated the operational activities of the Department's Contract, Finance, and Community Action Agency Teams.
- Acted as Department Director in absence of Director.
- Coordinated with Local, County, State, and Federal agencies regarding administrative, contractual, and grant matters.
- Directed the gathering of information used in the preparation of the departments operational and capital budgets in accordance with established County policies and procedures.
- Reviewed and approved department budget requests.
- Was responsible for assisting with employee-related functions including the hiring of new employees, staff training, performance evaluations, discipline issues and grievance handling.
- Assisted in responding to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.

**Department Finance Officer**

12/05- 07/14

- Graduate of Executive Leadership Institute for local government.
- Ensured compliance with General Accepted Accounting Principles (GAAP), federal, state, county, and agency regulations and restrictions.
- Performed comprehensive analysis and projections, relating to government trends, and grant financial planning.
- Developed, implemented, and monitored \$42 million budget inclusive of multi-vendor contracts, grants, and capital improvement projects:
  - Analyzed department financial data to ensure efficient and accurate use of resources, sufficient available budget, prompt and accurate payment of invoices, and resolve any billing and purchase orders issues.
  - Daily customer interaction with County Budget Office and Accounts Payable Department.

- Managed and supervised professional staff under the Finance Team and provide financial leadership for department of 50+ employees.
- Reconciliation of SAP financial software with state and federal grants, and with ACH and check deposits.
- Produced and oversaw monthly and quarterly grant reimbursement request and reports using multiple government payment request systems. Developed policies and procedures for prompt payment of department invoices and contract reimbursement request.
  - Reduced turnaround time and increased accuracy of invoice payments.
  - Developed checks and balances to ensure integrity of all finance-related activities.
  - Centralized all budgeting and finance functions of the department.

## **BUDGET OFFICE, BREVARD COUNTY**

Viera, FL

### **Budget Analyst II**

10/01-12/05

- Developed County's annual operating and capital projects budgets from creation to publication and distribution.
- Managed and contributed to budget development for five County agencies including the County-Wide General Fund, enterprise departments, special revenue departments, internal service departments, and Sheriff's Department.
- Prepared and analyzed reports to ensure proper funding. Identified and forecast revenue and expenditure trends. Analyzed, audited, corrected, and approved budget changes and position changes for departments.
- Served as point of contact on fiscal issues for internal and external customers requiring coordination with county wide agencies to resolve budget issues, trouble shoot tasks, complete assignments, and provided assistance regarding operating and capital budgets, positions, and budget software issues.
- Trained and provided leadership for Budget Analysts I's within the department.
- Assisted in development and implementation of organization wide change from spreadsheet-based (excel) budgeting to SAP financial system and upgrade which included implementation and training with external customers.

## **BREVARD COUNTY-COUNTY FINANCE**

Titusville, FL

### **Professional Accountant II**

08/99-10/01

- Responsible for maintenance and reconciliation of accounts in accordance with GAAP and maintaining fixed assets records including depreciation schedules. Reconciliation of the County's bank accounts to several major County departments including Water Utilities and providing cash flow guidance to those departments.
- Performed comprehensive analysis and oversaw financial transactions inclusive of journal entries and postings for several major County departments.
- Assisted in the preparation, editing, and production of the County's Comprehensive Annual Financial Report (CAFR) including the financial statements and supporting schedules in accordance with GAAP.

## **EDUCATION**

MBA

Webster University Melbourne, FL

B.S. Accounting

University of Central Florida Orlando, FL