

# Osceola County, Florida

## Sequential Intercept Mapping Report

October - November 2021



**Osceola County SIM Report A**

MH	Mental Health
MHFA	Mental Health First Aid
MOU	Memorandum of Understanding
NAMI	National Alliance on Mental Illness
NCIS	National Crime Information Systems
NGRI	Not Guilty by Reason of Insanity
PATH	Projects for Assistance in Transition from Homelessness Program
PIT	Point In Time
PTI	Pretrial Intervention
RNP	Registered Nurse Practitioner
RNR	Risk-Needs-Responsivity Model
SA	Substance Abuse
SAMH	Substance Abuse and Mental Health
SIM	Sequential Intercept Mapping
SMI	Serious Mental Illness
SOAR	SSI/SSDI Outreach, Access, and Recovery
SPDAT	Service Prioritization Decision Assistance Tool
USF	University of South Florida
VA	U.S. Department of Veterans Affairs
VOP	Violation of Probation

### **Osceola County Abbreviations**

CFCHS	Central Florida Cares Health System (managing entity)
MCSSO	Osceola County Sheriff's Office
PSSCC	Public Safety Coordinating Council
PSS	Peer Support Space
RCCF	Recovery Connections of Central Florida

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## **Objectives of the Sequential Intercept Mapping**

The SIM is based on the Sequential Intercept Model developed by Patricia Griffin, Ph.D. and Mark Munetz, MD for the National GAINS Center for Behavioral Health and Justice Transformation funded by the Substance Abuse and Behavioral Health Services Administration (SAMHSA). During the mapping







- When law enforcement arrives to the scene of an incident, the officer must determine if the individual in crisis appears to meet the criteria for involuntary examination in accordance with the Baker Act (Chapter 394, F.S.) or Marchman Act (Chapter 397, F.S.). This is often at the discretion of the officer. The use of handcuffs for Baker Act transports is up to the discretion of the officer.
  - If an individual meets the criteria for an involuntary Baker Act examination and has

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## Detoxification Services

- Park Place operates a short-term SUD residential program; 28-30 days
  - 4 hours of therapy, 3 hours of supported services a day
  - All clients receive psychiatric evaluations, medication management
  - Can use as a bridge to Medication Assisted Treatment (MAT)
- Long-term substance use residential is 12-18 months
- Bridge Program
  - Peer recovery specialists and recovery support specialists visit the emergency departments to provide and offer services in Osceola and Marion Counties. The emergency department must request peer specialists to come to the hospital.
  
- The RASE Project is a recovery organization that provides peer recovery specialists and recovery support across Osceola County.
- The RASE Project collaborates with other counties and Advent Health to provide peer support.
  
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## Intercept 2—Initial Detention & First Appearance

### Booking

- A nurse conducts a medical and mental health assessment at booking.
  - Screening tools: Patient Health Questionnaire (PHQ-9), Columbia-Suicide Severity Rating Scale (CSSR-S)
- Currently Armor is the correctional healthcare provider, but contract concludes in December 2021.

**Table 2.**

	Total #	% Positive Screened
Jail Bookings	3,144	N/A
Jail Mental Health Screenings	4,146	19-

- If the Public Defender's office is aware their client has a history of mental health problems, they will inform the judge at first appearance.
  - The Public Defender's Social Service Mitigation Office receives referrals from attorneys if their client has mental health needs. Then the office will request records from Park Place to confirm history of mental health needs and provide this information to Osceola County Jail.
- Recommendations for the problem-solving courts will also be made at first appearance.

### Strengths

- The contract with Armor Correctional Healthcare concludes in December 2021 and the healthcare services will transition to be under the Osceola Corrections Department. The Corrections Department has created a team of a director with 4 mental health counselors.

### Opportunities for Improvement

- There is an opportunity for the jail to receive guidance on screening tools in their transition from Armor to in-house correctional healthcare operations.
- There is a need for data/information-sharing between the jail and behavioral health providers to let community providers know when their clients are booked into the jail.
- The community identified a need for an expedited booking process, but the jail building and COVID-19 restrictions create barriers for expediting the process any further.
- Many individuals are under direct observation at the jail and this requires a great deal of staffing. There is a need for a specialized mental health unit in the jail.

## **Intercept 3—Jails & Courts**

Osceola County Jail

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## Opportunities for Improvement

- There is an opportunity to align jail medication formularies with Park Place.
- There is a need for a warm-hand off for those participating in in-jail GED classes.
- Corrections indicated a need for a step-

## Intercept 4—Reentry

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- There is no shelter in the community, a place for individuals to go when they are released from jail.
- There is an opportunity for a warm hand-off with providers prior to release from jail to build relationships before they return to the community.
- There is a need for additional funding for medications.
- There is a need for additional residential treatment options in Osceola County.

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## Additional Resources

- The Osceola Recovery Project is a drug free community coalition focused on youth drug prevention, education regarding substance use and recovery, fighting stigma, assisting with Narcan distribution to the public, directing people to resources in Osceola, and inspiring the community with stories of hope. They are currently striving to become a recovery "hub" for Osceola County in the near future to work alongside Recovery Connections of Central Florida. With this collaboration, they will be able to serve any Osceola County resident in finding the best resources for substance use and mental health treatment.
- Coalition meets second Tuesday of every odd numbered month at 2 p.m.
- The RASE Project is a non-profit Recovery Community Organization made up of individual from the recovery community who are in long-term, sustained substance use recovery. RASE collaborates with jail programs to provide peer support in the Osceola County Jail.
- Peer Support Space is a not-for-profit grassroots organization, led by and for those in recovery from mental illness, substance abuse, trauma, grief, or other obstacles to wellness.

## Strengths

- Osceola County Human Services is in the process of creating a permanent housing complex to house up to 30 individuals with plans to create 500-600 affordable housing units in the upcoming years.

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## Priority Area 2: Care Coordination

Objective	Action Step	Who	When
2.1 Research care coordination best practices in other jurisdictions.	<ul style="list-style-type: none"><li data-bbox="831 354 1331 418">• To understand approaches to care coordination</li><li data-bbox="831 443 1451 508">• To identify program components needed for target population</li></ul>		







**Priority Area 4: Formalize Existing Relationships to Promote Data and Information Sharing**

Objective	Action Step	Who	When
4.1 Inventory community services.	<ul style="list-style-type: none"><li data-bbox="762 370 1493 441">• To assign agency to collect and identify necessary data elements</li><li data-bbox="762 461 1493 529">• To develop data and information sharing subcommittee</li></ul>	PSCC	Within 90

## Quick Fixes / Low-Hanging Fruit

While most priorities identified during a SIM mapping workshop require significant planning and resources to implement, quick fixes are changes that can be implemented with only minimal investment of time and little, if any, financial investment. At the same time, quick fixes can have a significant impact on the trajectories of youth with mental and substance disorders in the justice system. The bulleted items below are activities identified by the TAC that appear to be a “quick fix” that may be explored in addition to implementation of the action plan.

- It is difficult for individuals to gain admission to the state hospital system unless they commit a felony offense. Additionally, the admission processes for both the civil and forensic state hospital are extensive, resulting in longer waiting periods. The community should explore solutions to this barrier
- There is substantial need for peer services and apparent momentum and interest in the development of a recovery community organization or drop-in center. Explore funding opportunities through CFCHS for RCO development and develop a peer support subcommittee to drive discussions around this opportunity.

## Parking Lot

Some gaps identified during the Sequential Intercept Mapping are too large or in-depth to address during the workshop. These items are identified throughout the mapping process and placed in the “parking lot”. Items in this section are flagged as important to consider and discuss further, either through targeted training, further mapping efforts, or future investments. Items identified in Osceola County for further discussion include:

- Engagement and support for individuals experiencing chronic homelessness
- Resources dedicated to the Poinciana area of Osceola County

## Recommendations

The Sequential Intercept Mapping was an excellent example of community collaboration and a focused approach to addressing the needs of this target population. To that end, as discussed and observed during the SIM, the USF CJMHSA TAC presents the following recommendations:

### Community Collaboration

1. Leverage informal supports in the community. Throughout the SIM, numerous recovery organizations were highlighted. There is an opportunity to build on existing efforts by RASE and Osceola Recovery Project to start the discussion on engaging more peers and increasing capacity for peer specialists within Osceola County.
2. It is evident that a major strength in Osceola County is the community relationships. However, it was disputed that there is not a comprehensive inventory of resources that exist across the behavioral health and justice systems. In the past, the resource guide was managed by the Vision and currently one is underway though funding from Osceola County Human Services by the Chamber, but it is important that the community resource guide has a home. Explore the possibility of the resource guide to lie within the Reentry Subcommittee of the Public Safety Council Coordinating Committee, to ensure there is a point of contact when updates need to be made and individuals need access to the most up-to-date list.
- 3.

7. Consider reviewing the [Assess, Plan, Identify, and Coordinate \(APIC\) Model](#) for jail reentry. The APIC Model is a best practice toolkit that presents guidelines and strategies to serve dual goals of individual recovery and risk reduction for individuals with behavioral health disorders in the justice system.
8. Additionally, at reentry there is an opportunity to leverage telehealth to facilitate a warm hand-off or connect individuals with their community providers in order to establish a relationship prior to release back into the community. Stakeholders at the SIM mentioned that telehealth was used briefly in the Osceola County Jail, but really leveraging this technology may help to improve and maintain treatment engagement.
9. Explore jail policies across the State of Florida regarding standardized release hours/times to move away from releasing individuals in the evening hours.
10. Throughout the mapping, it was discussed that there will be a transition to a new internal correctional healthcare team, beginning in December 2021. Along with this transition, consider increasing the number of days of medications that individuals receive upon release.

# Sequential Intercept Map: Osceola County, Florida

<b>Intercept 0</b> <b>Community / Crisis Services</b>	<b>Intercept 1</b> <b>Law Enforcement / Seminole Counties</b>				
	<ul style="list-style-type: none"><li>• 211 is a 24-hours-a-day, 7-days-a-week, information and support line for individuals to get information about financial assistance, health programs, and crisis support.</li><li>• Individuals can access 211 by phone, email, chat or text</li><li>• 211 can connect callers to the Mobile Crisis Team operated by Devereaux.</li></ul> <p>Help Line Now</p>				



## November 10, 2021: Action Planning Workshop

Name	Organization
Brianna Godwin	Osceola County Corrections (Reentry)
Crystal Hernandez	The Transition House
Daisy Mendoza	Osceola County Corrections (Mental Health)
Geline LaGrace	Park Place Behavioral Health
Holly Dorman	Osceola County Corrections (Community Corrections; Probation and Pretrial Release)
Jill Poffenbaugh	Community Hope Center
Joanne Turner	Turning Point Counseling Inc.
Karen Combs	Osceola County School District
Lieutenant James Napier	Kissimmee Police Department
Lisa Barker	Florida Department of Corrections, Probation and Parole
Major Allison Jackson	Osceola County Corrections
Penny Dickerson	Park Place Behavioral Health
Sheila Moreno	Public Defender's Office
Christina Mayo	Turning Point Counseling
Jackie Murray	Back on Track
Jim Shanks	Park Place Behavioral Health
Michelle Arroyo	Central Florida Cares Health System

## Appendix B: Resources

### Web Resources and Partners

Criminal Justice, Mental Health,  
and Substance Abuse Technical  
Assistance Center (CJMHSATAC)  
Baker Act Reporting Center

<http://www.floridatac.org/>

<http://bakeract.fmhi.usf.edu/>

Louis de la Parte Florida Mental  
Health Institute- Department of  
Mental Health Law and Policy  
(MHLPI)

<http://www.usf.edu/cbcs/mhlp/>

Florida Department of Children  
and Families (DCF)- Mental Health  
and Substance Use

<https://www.myflfamilies.com/service-programs/samh/>

Policy Research Associates (PRA)

<https://www.prainc.com/>

SAMHSA's GAINS Center for  
Behavioral Health and Justice  
Transformation

<https://www.samhsa.gov/gains-center>

### The Substance Abuse and Mental Health Services Administration (SAMHSA) Web Resources

The Substance Abuse and Mental  
Health Services Administration



Florida Behavioral Health Association	<a href="https://www.fadaa.org/page/FBHA">https://www.fadaa.org/page/FBHA</a>
Grant Opportunities	<a href="http://www.grants.gov/">http://www.grants.gov/</a>
National Alliance for the Mentally Ill (NAMI)	<a href="http://www.nami.org/">http://www.nami.org/</a>
National Alliance to End Homelessness	<a href="http://www.endhomelessness.org/pages/housing_first">http://www.endhomelessness.org/pages/housing_first</a>
National Center for Cultural Competence	<a href="https://nccc.georgetown.edu/">https://nccc.georgetown.edu/</a>
National Council for Behavioral Health	<a href="https://www.thenationalcouncil.org/">https://www.thenationalcouncil.org/</a>
National Criminal Justice Reference Service	<a href="https://www.ncjrs.gov/">https://www.ncjrs.gov/</a>
National Institute of Corrections	<a href="http://nicic.gov/">http://nicic.gov/</a>
National Institute on Drug Abuse	<a href="https://www.drugabuse.gov/">https://www.drugabuse.gov/</a>
Office of Justice Programs	<a href="https://ojp.gov/">https://ojp.gov/</a>
Office of Juvenile Justice and Delinquency Prevention (OJJDP)	<a href="https://www.ojjdp.gov/mpg">https://www.ojjdp.gov/mpg</a>
U.S. Department of Health and Human Services - Mental Health	<a href="https://www.mentalhealth.gov/">https://www.mentalhealth.gov/</a>
U.S. Department of Veterans Affairs - Mental Health	<a href="http://www.mentalhealth.va.gov/">http://www.mentalhealth.va.gov/</a>
United State Interagency Council on Homelessness	<a href="https://www.usich.gov/">https://www.usich.gov/</a>