



ORANGE COUNTY MAYOR

Jerry L. Demings

P.O. BOX 1393, 201 SOUTH ROSALIND AVENUE, ORLANDO, FL 32802-1393
PHONE: 407-836-7370 • FAX: 407-836-7360 • EMAIL: MAYOR@OCFL.NET

December 5, 2023

TO: Commissioner Nicole Wilson, District 1
Commissioner Christine Moore, District 2
Commissioner Mayra Uribe, District 3
Commissioner Maribel Gomez Cordero, District 4
Commissioner Emily Bonilla, District 5
Commissioner Michael "Mike" Scott, District 6

FROM: Mayor Jerry L. Demings 

SUBJECT: Appointment of Manager – Mental Health and Homelessness Division

Donna Wyche recently announced her retirement from Orange County after more than 30 years of service to our community. We appreciate Ms. Wyche's leadership and dedicated service and wish her the very best in the months and years ahead. With Ms. Wyche's retirement, I am pleased to announce the appointment of Isabelle Klier-Graham as Manager of the Mental Health and Homelessness Division of the Community and Family Services Department.

Ms. Klier-Graham has more than 22 years of experience in Orange County Government serving in several progressively responsible positions. She started as a Senior Victim Advocate within what was the Health and Family Services Division at that time, and later worked as a Senior Program Coordinator and Unit Supervisor in the Corrections Department. Currently, she serves as Health Services Administrator in the Health Services Department, where she has implemented and managed key initiatives such as the Medication Assisted Treatment Clinic and telehealth psychiatric services for incarcerated individuals requiring psychiatric care. She also oversees psychological, mental health, psychiatric, and health services program staff at the Orange County Jail and monitors Corrections Health Services program contracts. In this role, Ms. Klier-Graham served on the Criminal Justice Committee of Orange County's Mental and Behavioral Health System of Care Community Analysis. Additionally, she previously worked as a Mental Health Therapist at University Behavioral Center. Ms. Klier-Graham also serves as the Equal Opportunity Director of the 920th Rescue Wing Equal Opportunity Office in the United States Airforce Reserve. In this role, she is responsible for facilitating mediation and providing suicide prevention training, among other duties.

Ms. Klier-Graham holds a Master of Social Work with a minor in Criminal Justice from the University of Applied Sciences in Wuerzburg, Germany, and a Master of Business Administration from Webster University. Contingent on confirmation by the Board, this appointment will be effective on December 24, 2023, with a starting annual salary of \$121,222.40. Ms. Klier-Graham's resume is attached for your review.

Appointment of Manager – Mental Health and Homelessness Division
Page 2

Please contact County Administrator Byron Brooks if you have any questions or desire more information.

ACTION REQUESTED: Confirmation of the Mayor's managerial appointment of Isabelle Klier-Graham as Manager, Mental Health and Homelessness Division, Community and Family Services Department.

JLD/

Attachment

c: Byron W. Brooks, AICP, County Administrator
Carla Bell Johnson, AICP, Deputy County Administrator
Yvette M. Best, EdD, CCP, SPHR/SHRM-SCP, Human Resources Director

Isabelle Klier-Graham

13957 Bluebird Pond Rd, Windermere, FL 34786 | Phone: 321-217-9690 | lisaklier@hotmail.com

SUMMARY

Twenty- two years of experience with Orange County Government working within mental health, substance abuse, reentry, homelessness, and health care. Currently lead team of psychiatric and licensed mental health clinicians as well as various community vendors, while performing management, project, and contractual functions such as planning, evaluating, scheduling, organizing, and monitoring. Responsible for new program/project development, new contract and grant design, advanced research, data management, and overall effectiveness. Subject matter expert with Mental Health Care Administration, Substance Abuse, Medication Assisted Treatment, and Crisis Intervention Team training. Over twelve years of experience in governmental program administrator functions.

PROFESSIONAL HISTORY

Health Services Program Administrator

2020 - present

Orange County Government, Orlando, FL

- Implemented and manage the Orange County Jail Medication Assisted Treatment (MAT) Clinic; oversee vendor staff and MAT contract, developed outcome measures and monitor compliance
- Conduct planning for providers, local hospitals and the Florida Department of Children and Families on continuum of care issues for Orange County
- Implemented tele-health psychiatric services for incarcerated patients in need of psychiatric care; monitor vendors, contract compliance, and outcome measures
- Oversee Chief Psychologist, licensed Mental Health, Psychiatric and Health Services program staff
- Monitor all Corrections Health Services Programs Contracts, such as Alternative Treatment Services, Pre-Trial Diversion and Medication Assisted Treatment
- Responsible for the Ryan White HIV initiative to include the grant funded Ryan White case manager and four contracted HIV testers and testing operations
- Serve as the Corrections Health Services liaison; subject matter expert to the Florida Managing Entity and the Florida Department of Children and Families in all Mental Health and judicial incompetency matters
- Act as a co-chair on the Orange County Gap Analysis Criminal Justice committee
- Represent Orange County Corrections and Corrections Health Services on the Orange County Sheriff's Office Mental Health Consortium
- Operate as the department's subject matter expert on crisis intervention team (CIT) initiatives
- Collaborate closely with Orange County Mental Health and Homelessness Division on matters of substance abuse, mental health and homelessness
- Participate in public speaking and training events about substance abuse and mental health programs

Unit Supervisor

2015 - 2020

Orange County Government, Orlando, FL

- Led multiple projects simultaneously such as initial research, organizing meetings, planning, and overseeing the execution of status quality, risk measurement, and scope within a designated timeframe
- Worked on funding issues for substance abuse, mental health, and housing initiatives. Researched grant opportunities from various funding sources, established grant writing teams and wrote grants
- Supervised a team of more than twenty-five staff members
- Oversaw substance abuse/mental health areas while ensuring services met local, state, and federal accreditation standards
- Worked in healthcare management with functions such as conducting health planning, providing program organizational structure, conducting risk management, and developing and enforcing policy
- Administered quality control and mitigated issues related to project responsibilities
- Used strong community agency relationships to form new inter-agency agreements to serve inmate population
- Board Member of Mental Health/Health Care Drop-In Center (Pathways Inc.)
- Created, reviewed, and monitored contracts, memoranda of agreement, and requests for proposal

- Administered the program function of the health care treatment referral process for medication assisted treatment (Vivitrol)
- Served on board for all juvenile case planning
- Created new departmental Standard Operating Procedures
- Led nationally recognized construction and masonry vocational programs
- Collaborated with Orange County Procurement regarding contracts and Memoranda of Agreement
- Managed the selection, promotion, and discipline of employees. Ensured personnel decisions are consistent with Orange County policies and procedures. Employee development for professional growth
- Worked with different stakeholders in the community to ensure standards are met in relevant areas for Substance Abuse Mental Health (SAMH) services
- Managed Inmate Programs student intern program (15 student interns)
- Oversaw all residential substance abuse treatment and sexual trauma contracted programs services in Orange County Corrections
- Co-Chaired the Mental Health Post-Booking Diversion Program and assured compliance with Substance Abuse and Mental Health Services
- Designed recruitment strategies such as sourcing candidates, and writing job postings
- Facilitated cross-agency meetings to initiate project collaboration
- Governed quarterly Orange County Community Provider meetings
- Worked with Orange County Public Information Officer to prepare for program-related media events and newspaper inquiries
- Led team that developed marketing and educational materials, formal presentations, publications and reports

Senior Program Coordinator

2004 - 2015

Orange County Corrections Department, Orlando, FL

- Led team of specialized probation caseload officers
- Supervised high- risk cases (mentally ill, chronic substance abusers and violent career offenders)
- Revised and improved the Mental Health Probation policy
- Assured all Mental Health policies were compliant with Federal and State laws
- Testified in violation of probation hearings
- Developed implementation plan for the Orange County Veteran's Probation specialized caseload
- Spearheaded the electronic violation of probation process
- Served as Orange County Correction's Crisis Intervention Team point of contact
- Researched and assisted with grant applications
- Member of the Community Corrections policy committee
- Community Corrections representative in Corrections cross-functional meetings
- Facilitated community collaboration meetings
- Awarded the Central Florida CIT Officer of the Year for successfully preventing a client suicide
- Prepared professional reports and correspondence documentation
- Maintained and monitored compliance records and files

Equal Opportunity Director

2004 - present

United States Air Force Reserve

- Serves as the Equal Opportunity Director of the 920th Rescue Wing Equal Opportunity Office
- Green Dot Program Suicide Prevention trainer
- Close advisor to the Wing and Group Commanders in all Wing Human Relations, Discrimination, and Climate Assessment matters
- Supervise Junior Enlisted Equal Opportunity office staff
- Assists other US Air Force Reserve Equal Opportunity Offices with on the job training, case work, and inspection readiness
- Investigate and processes discrimination, bullying and sexual harassment complaints and brief Wing Commander on outcome
- Teach human relations, diversity, and sexual harassment prevention
- Department of Defense mediator; facilitate mediations
- Prepare Equal Opportunity office for inspection
- Responsible for fiscal oversight

Mental Health Therapist
University Behavioral Center, Orlando, FL

2001 - 2009

- Supervised team of mental health technicians in a health care setting
- Oversaw and signed off on staff entries into the medical records database
- Provided individual mental health and family reunification counseling under licensed clinician to children, young adults, and their caregivers
- Conducted group therapy
- Participated in court recommendations for placement
- Aided with crisis intervention and suicide intervention in a healthcare setting after hours
- Assisted social work supervisor with the development of new processes and procedures

EDUCATION

Master of Business Administration 2010
Webster University, Orlando, FL

Master of Social Work 1998
University of Applied Sciences, Wuerzburg, Germany

- Minor in Criminal Justice

Certifications

License in Social Work 1998
Polytechnic University of Wuerzburg, Germany

Professional Awards

Orange County Award of Excellence 2019
Orange County Business Development, FL

United States Air Force Achievement Medal 2018
US Air Force Reserve, FL

Mental Health Line Officer of the Year 2011
Orange County Government, FL

Central Florida Crisis Intervention Team Officer of the Year 2010
Orange County Government, FL