




## Interoffice Memorandum

August 17, 2023

To: Mayor Jerry L. Demings  
-AND-  
County Commissioners

From:  Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager II, Procurement Division

Contact: Donna Wyche, Manager, Mental Health and Homelessness Division  
407-836-7608

Subject: Approval of Contract Y23-2215, Mobile Crisis Services and 911 Communication Center Diversion

### ACTION REQUESTED:

Approval of Contract Y23-2215, Mobile Crisis Services and 911 Communication Center Diversion, with The Devereux Foundation, Inc. dba Devereux Advanced Behavioral Florida, in the estimated contract award amount of \$1,038,558.63 for a one-year term. Further request authorization for the Procurement Division to renew the contract for four additional one-year terms.

### PROCUREMENT:

This contract will provide face-to-face professional consultation services to children and youth experiencing a crisis and reduce reliance on the criminal justice system and police contacts by connecting children and youth in crisis directly with mental health professionals. The contract will provide a licensed clinician at the Orange County 911 Call Center to provide critical assessments of the health and safety of those involved in each call and divert callers to a specialized response to manage crisis related to mental health or substance abuse.

### FUNDING:

Funding is available in account numbers 0001-062-2504-8610 and 0001-062-2501-8610.

### APPROVALS:

The Mental Health and Homelessness Division concurs with this recommendation.

### REMARKS:

In accordance with the Code of Ordinances, Part I, Chapter 17, Article III, Section 17-286 – Application and exclusions, agreements between the Board and nonprofit organizations are excluded from competitive procurement requirements.

Since August 2015, The Devereux Foundation, Inc, has provided Mobile Crisis Services (MCS) for youth ages 0-17 experiencing a crisis in Orange County, Florida. The contract for this program is being implemented by Orange County's Mental Health and Homelessness Division in cooperation with the Youth Mental Health Commission, a community of providers and stakeholders in Orange County, Florida. The efforts of mobile response are interwoven with the statewide Florida Department of Children and Families initiative to ensure MCS is available in every county. The Devereux Foundation, Inc. has been under contract with the Orange County Sheriff's Office since 2020 to provide a co-responder model with a Law Enforcement Officer and a master's level mental health clinician to respond to individuals experiencing a mental health or substance abuse crisis in the community. In 2023, the program was expanded to include 911 Communication Center Diversion.

The Devereux Foundation, Inc. is the current provider of these services and has performed satisfactorily.

### **Program Goals**

MCS provides immediate, thorough, and effective assessment, referral and crisis intervention resulting in over 90% of children and youth remaining in the community and supports families, caregivers, schools, and other child serving systems or agencies. MCS ensures access to community-based supports and services (i.e. case management, wraparound, Community Action Teams, etc.) for children that will remain in place after the crisis. The ultimate outcome of the service is to keep children safe in the least restrictive environment.

### **Enrollment/referral criteria**

MCS is for any child/youth ages 0-17 experiencing a crisis in Orange County. 911 Communication Center Diversion is for any individual that has contacted the Orange County 911 call center and is experiencing a crisis related to mental health or substance abuse.

### **Referrals/how people know about the services**

Requests for MCS are made through the Heart of Florida United Way 211 call center and diverted to The Devereux, Foundation, Inc. This hotline is advertised in a variety of ways and is available 24/7 and 365 days per year. Every call entering the Orange County 911 Communication Center will be quickly assessed by the call-takers and when appropriate diverted to the Licensed Clinician for further assessment and dispatch.

### **Financial:**

The entire contract is funded by County General Revenue dedicated to MCS and allocated as a recommendation of the Orange County Mental and Behavioral System of Care Community Analysis under the leadership of the Mayor and Board of County Commissioners.

The Devereux Foundation, Inc. is the current provider of these services under Y18-1069 and has performed satisfactorily.