

# Strategic Planning Process

## Criminal Justice, Mental Health & Substance Abuse Reinvestment Act Volusia County Planning Project, March 2008 to April 2009

**Planning Process:** The Criminal Justice Mental Health and Substance Abuse Reinvestment Act planning process in Volusia County was facilitated by One Voice for Volusia, acting as consultants to the County of Volusia. Carrie Baird and Maria Bledsoe worked with five different groups of stakeholders to collect information and input throughout the year-long planning process. *See the complete planning timeline on page 3.*

**Planning Committee:** A group of stakeholders was convened by the County of Volusia during the planning grant application process. That group remained active throughout the planning process through regular communication with the planning consultants. *See Planning Committee Roster on page 5.*

**Public Safety Coordinating Council (PSCC):** The Volusia County Public Safety Coordinating Council served as the lead advisory body throughout the planning process. Before the submission of Volusia's planning grant proposal, the Public Safety Coordinating Council identified additional individuals to add to the membership to meet the statutory grant requirements. Those individuals all submitted commitment letters (included in the funding application) and were elected to the PSCC after the award of the grant.

The PSCC met six times during the planning process. Each meeting agenda included an update on the progress of the action plan and any relevant discussion or input from the membership. The PSCC reviewed and approved the final strategic plan at their meeting on March 26, 2009. The final plan was also approved by the Volusia County Council on April 23, 2009. *See the PSCC roster on page 5.*

**Stakeholder Interviews:** The planning consultants conducted 11 stakeholder interviews during the information collection phase of planning. Key agencies involved in the criminal justice system, behavioral health care and housing participated in the interviews. Each agency leader selected up to 6 individuals to participate in the interviews. *See list of interviews conducted and specific interview questions on page 6.*

**Expanded Stakeholder Group:** At the November PSCC, a larger group of system stakeholders were invited to participate in the sequential intercept mapping process and an initial planning exercise. After the November meeting, those present decided to continue their involvement in the planning process. This stakeholder group met two additional times. *See page 7 for the Stakeholder Group Roster and page 9 for the meeting agendas.*

**Ad Hoc Workgroups:** At the January Stakeholder meeting, four workgroups were formed to develop detailed action plans for the four prioritized objectives included in the strategic plan. Each workgroup met once and communicated via email until a draft action plan was completed. These action plans were merged into the final draft strategic plan that was presented to the Expanded Stakeholder group on March 25, 2009, the PSCC on March 26, 2009 and the Volusia County Council on April 23, 2009. *See page 12 for a list of the workgroup rosters.*

**Behavioral Health Consortium:** Throughout the planning process, the Behavioral Health Consortium of Flagler and Volusia Counties monitored the progress of the planning process. The planning consultants provided a project update at each monthly meeting and the consortium membership provided input and suggestions.

## Planning Project Timeline

Month	Date	Activity
March-08	March 24, 2008	Stakeholder Interview--Act Corporation
	March 25, 2008	Stakeholder Interview--Stewart-Marchman Center
	March 28, 2008	The MOU with Department of Children and Families was executed
April-08	April 1, 2008	PSCC Meeting
	April 2, 2008	Stakeholder Interview--The House Next Door
	April 3, 2008	Stakeholder Interview--Serenity House
	April 17, 2008	Stakeholder Interview--Volusia County Division of Corrections
	April 20, 2008	Behavioral Health Consortium Meeting
	April 28, 2008	Stakeholder Interview--7th Judicial Circuit Court Administration
	April 29, 2008	Stakeholder Interview--Volusia/Flagler Coalition for the Homeless
May-08	May 19, 2008	PSCC Meeting
	May 20, 2008	Stakeholder Interview--Probation and Parole
June-08	June 9, 2008	Post-Award Meeting with Initial Planning Committee Meeting
	June 13, 2008	Behavioral Health Consortium Meeting
July-08	July 23, 2008	Tampa Conference
August-08	August 12, 2008	PSCC Meeting
	August 12, 2008	Stakeholder Interview--Salvation Army
	August 19, 2008	Behavioral Health Consortium Meeting
September-08	September 23, 2008	Stakeholder Interview--Public Defender
	September 29, 2008	PSCC Meeting
October-08	October 7, 2008	Post-Award Meeting with Initial Planning Committee Meeting
	October 16, 2008	Observe Flagler County Mapping session
	October 21, 2008	Behavioral Health Consortium Meeting
November-08	November 3, 2008	Stakeholder Interview--State Attorney
	November 17, 2008	Behavioral Health Consortium Meeting
	November 17, 2008	Stakeholder Meeting-Cross System Mapping and Initial Planning
January-09	January 9, 2009	Stakeholder Meeting-Strategic Planning
	January 20, 2009	Behavioral Health Consortium Meeting

<b>Month</b>	<b>Date</b>	<b>Activity</b>
February-09	February 6, 2009	Ad-Hoc Workgroup Meeting--Housing/Residential Services
	February 6, 2009	Ad-Hoc Workgroup Meeting--Outpatient Services
	February 6, 2009	Ad-Hoc Workgroup Meeting--Crisis Intervention Training
	February 12, 2009	Initial Meeting with Daytona State College-School of Emergency Services to discuss CIT partnership
	February 13, 2009	Ad-Hoc Workgroup Meeting--Assessment
	February 23, 2009	PSCC Meeting
	February 24, 2009	Behavioral Health Consortium Meeting
March-09	March 25, 2009	Stakeholder Meeting-Strategic Plan Approval
	March 26, 2009	PSCC Meeting
	March 26, 2009	PSCC review and approval of the final Strategic Plan
April-09	April 23, 2009	County Council approval of the final Strategic Plan

## Planning Committee Roster

Organization	Member
County of Volusia, Division of Corrections	Cindy Clifford, Cherry Freeman, Chuck Josephson, Dr. Marilyn Chandler- Ford
County of Volusia, Community Services	Dona DeMarsh, Ed Jasper
The House Next Door	Steve Sally
Serenity House	Randy Croy
Stewart-Marchman Center	Chet Bell
Act Corporation	Janet Miller (replaced by Chet Bell in October of 2008 when this agency merged with Stewart-Marchman)

## Public Safety Coordinating Council Membership

Organization/Sector	Member
State Attorney	John Tanner, R.J. Larizza
Public Defender	James Purdy
Circuit Judge	J. David Walsh
County Judge	David B. Beck
Director of Volusia County Division of Corrections	Cindy Clifford, Dr. Marilyn Chandler-Ford
Volusia County Sheriff	Ben Johnson
Police Chief Association Designee	Chief Pagano
Probation and Parole	Fred North
Court Administrator	Mark Weinberg
County Councilman,	Art Giles, Joie Alexander
County Probation (Judicial Corrections Services, Inc.)	Dennis Moon
Director of Substance Abuse Treatment Agency (Stewart Marchman Center)	Chet Bell
Director of Community Mental Health Agency (Act Corporation)	Janet Miller
DCF/Substance Abuse Mental Health Program Office	Marilyn Heck
Consumer of Mental Health Services	Angela Fazio
Consumer of Substance Abuse Services	Michelle Martin
Family Member of a Consumer	James White
Coalition for the Homeless of Volusia/Flagler	Lindsay Roberts, Tony Schefstad
Department of Juvenile Justice Detention Center/Chief Probation Office	Vacant

# Stakeholder Interviews

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## Staff that should be involved in meetings:

- Organization Leaders
- Quality Assurance/Data staff
- Medical Records staff
- Leaders of diversion programs

## Questions to be addressed at meetings:

*(not all will apply to all stakeholders)*

- What electronic client information is available that might assist in identifying a target population? Can some/all system data be aggregated into reports?
- What information would be helpful that is not currently available in an electronic format?
- What information could be found in “paper” files that might be helpful?
- What are the confidentiality barriers related to sharing client data with other partners? Do you have agreements with certain organizations to share client data?
- What are suggested improvements in client data systems?
- What kinds of assessments do you conduct with clients? How does that process inform your referral and/or treatment?
- How do you use historical client information (perhaps from other organizations) in decision making for referral and/or treatment?

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- What current diversion services/programs do you have?
  - Have you identified gaps in your current diversion capacity?
  - How are these funded?
  - What are relevant policies/practices that guide your diversion initiatives?
  - Are you part of multi-agency agreements or MOUs that related to diversion programs/initiatives?

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- What population would you prioritize for this project? Why?
  - Do you know of best practices that are effective with this population?
  - What are your values as it relates to this system?
  - What is your vision for this project?

## Interviews Conducted:

- County Division of Corrections (County Jail)
- Public Defender
- State Probation and Parole
- Act Corporation (Community Mental Health agency)
- Stewart-Marchman Center (Substance Abuse agency)
- Serenity House (Substance Abuse agency)
- The House Next Door (Substance Abuse/Prevention Agency)
- 7<sup>th</sup> Judicial Court Administration
- Volusia/Flagler Coalition for the Homeless
- Salvation Army
- State Attorney

## Stakeholder Group Roster

*(all individuals who participated in at least one of the three Stakeholder meetings)*

Title	First	Last	Organization
Ms.	Dee	Schaeffer	Healthy Communities
Mr.	Don	Murphy	Clerk of Court
Ms.	Melanie	Anderson	Clerk's Office
Mr.	Dennis	Moon	Judicial Corrections Services, Inc.
Ms.	Angela	Fazio	Mental Health Association
Ms.	J. Chaunte'	Dyer	Probation and Parole
Mr.	Jim	Cain	Stewart-Marchman-Act Behavioral Healthcare
Ms.	Pat	Dewsbury	Stewart-Marchman-Act Behavioral Healthcare
Ms.	Sini	Summerlin	Stewart-Marchman-Act Behavioral Healthcare
Mr.	Edward	Jasper	The County of Volusia
Dr.	Marilyn	Chandler Ford	Volusia County Division of Corrections
Mr.	Mark	Weinberg	7th Judicial Circuit Court Administration
Mr.	Steve	VanGelder	Community Outreach Services
Mr.	Steve	Sally	The House Next Door
Mr.	Mike	Jewell	7th Judicial Circuit Court Administration
Mr.	Reggie	Williams	Department of Children and Families
Ms.	Nancy	Perkins	Stewart-Marchman-Act Behavioral Healthcare
Mr.	Scott	March	Stewart-Marchman-Act Behavioral Healthcare
Mr.	Jay	Crocker	Attorney/Mental Health Association
Mr.	Jeffrey M.	White	Serenity House of Volusia, Inc.
Commander	David	Mims	New Smyrna Beach Police Department
The Honorable	Joe	Will	7th Judicial Circuit
Ms.	Shirley	Olson	7th Judicial Circuit Court Administration
Chief	W.C. (Bill)	Hall	City of South Daytona
Mr.	Chuck	Josephson	Corrections
Mr.	Greg	Marcum	Division of Corrections
Ms.	Dotti	Lewis	Observer
Mr.	Fred	North	Probation and Parole
Mr.	James	Purdy	Public Defender's Office
Ms.	Edith	Little	Representative Hukill's Office
Mr.	Randy	Croy	Serenity House of Volusia, Inc.
Mr.	Chet	Bell	Stewart-Marchman-Act Behavioral Healthcare
Ms.	Mary	Boener	Stewart-Marchman-Act Behavioral Healthcare
Ms.	Gail	Hallmon	The House Next Door
Ms.	Joni	Casillas	The Salvation Army

<b>Title</b>	<b>First</b>	<b>Last</b>	<b>Organization</b>
Ms.	Joie	Alexander	Volusia County Council
Mr.	Tony	Schefstad	Volusia/Flagler County Coalition for the Homeless
Ms.	Jannine	Kilgard	7th Judicial Circuit Court Administration
Chief	Guy	Grasso	City of Oak Hill
Chief	Michael	Longfellow	City of Ormond Beach
Ms.	Marilyn	Heck	Department of Children and Families
Mr.	James	Dooley	Webster University
The Honorable	S. James	Foxman	7th Judicial Circuit
The Honorable	J. David	Walsh	7th Judicial Circuit
Chief	Michael	Chitwood	City of Daytona Beach
Ms.	Erica	Hines	City of Ormond Beach
Detective	Tom	Larsen	City of Ormond Beach
Chief	Steven	Thomas	City of Ponce Inlet
Chief	Gerald	Monahan, Jr	City of Port Orange
Mr.	John	Petrila	CJMHS Technical Assistance Center/FMHI
Ms.	Carrie	Courtney	Daytona Beach Police Department
Mr.	Michael J.	Mellon	EVAC Ambulance
Lt.	Ron	Wright	South Daytona Police
Mr.	Dan	Chitwood	St. John's County Sheriff's Office
Ms.	Maria	Colavito	St. John's County Health & Human Services Director
Mr.	David	Smith	State Attorney's Office
Mr.	Art	Giles	Volusia County Council
Mr.	Mark	Wolcott	Volusia County EMS
Mr.	Jim	Willits	Volusia County Public Protection
Captain	Joe	McDonald	Volusia County Sheriff's Office
Ms.	Deborah	Dungar	
Ms.	Judy	McFadden	Volusia County PSCC

# Stakeholder Meeting: Cross System Mapping

*Volusia County Criminal Justice Mental Health and Substance Abuse Planning Project*

## November 17, 2008

3:00 p.m. to 5:00 p.m.

### **AGENDA**

Brief Project Overview

Presentation of Local Statistical Data

Review and Feedback: Current process and components of Volusia County's System

Initial Feedback: Potential Strategies to include in Strategic Plan

Follow-up Meeting ( January 9, 2009, 3:00 p.m.)

Other Comments

Adjourn (5:00 p.m.)



# Stakeholder Meeting: Strategic Planning

*Volusia County Criminal Justice Mental Health and Substance Abuse Planning Project*

## January 9, 2009

3:00 p.m. to 5:00 p.m.

### **AGENDA**

Overview of the Meeting Plan

Review and Confirm Top Ranked Strategies

Review and Confirm Mid-Ranked Strategies

Initial Planning for each Selected Strategies

Sign up for Workgroups

Meet Again?

Other Comments

Adjourn (5:00 p.m.)



# Stakeholder Meeting: Strategic Plan Approval

*Volusia County Criminal Justice Mental Health and Substance Abuse Planning Project*

## March 25, 2009

9:00 a.m. to 10:30 a.m.

### **AGENDA**

Overview of the Meeting Plan

Review and Approve Objectives and Strategies

Review and Approve Goals

Review and Approve Statement of the Problem, Vision, Mission, and Values

Update on DOJ grant (Project CrISP)

Other potential grant funds

Other comments

Adjourn



## Ad Hoc Workgroup Rosters

<b>Housing/Residential Workgroup</b>	
<b>Name</b>	<b>Organization</b>
Steve VanGelder	Community Outreach Services (CORS)
Chet Bell	Stewart-Marchman-Act Behavioral Healthcare
Dottie Lewis	Advocate
Angela Fazio	Mental Health Association
Fred North	Probation and Parole
Jeff White	Serenity House
Tony Schefstad	Volusia/Flagler Coalition for the Homeless
<b>Outpatient Services Workgroup</b>	
<b>Name</b>	<b>Organization</b>
Steve VanGelder	Community Outreach Services (CORS)
Mark Weinberg	7 <sup>th</sup> Judicial Circuit Court Administration
Jim Cain	Stewart-Marchman-Act Behavioral Healthcare
Nancy Perkins	Stewart-Marchman-Act Behavioral Healthcare
Steve Sally	The House Next Door
Michael Jewel	Volusia County Drug Court
Shirley Olson	Volusia County Court Administration
<b>Assessment Workgroup</b>	
<b>Name</b>	<b>Organization</b>
Steve VanGelder	Community Outreach Services (CORS)
Chet Bell	Stewart-Marchman-Act Behavioral Healthcare
Pat Dewsbury	Stewart-Marchman-Act Behavioral Healthcare
Mark Weinberg	7 <sup>th</sup> Judicial Circuit Court Administration
Joe Will	7 <sup>th</sup> Judicial Circuit Court
Shirley Olson	Volusia County Court Administration
Jannine Kilgard	7 <sup>th</sup> Judicial Circuit Court Administration
Dennis Moon	Judicial Corrections Services, Inc.
J. Chaunte Dyer	Probation and Parole
Jim Cain	Stewart-Marchman-Act Behavioral Healthcare
<b>Crisis Intervention Training (CIT) Workgroup</b>	
<b>Name</b>	<b>Organization</b>
Lt. Ron Wright	South Daytona Police Department
Pat Dewsbury	Stewart-Marchman-Act Behavioral Healthcare
Sini Summerlin	Stewart-Marchman-Act Behavioral Healthcare