



ORANGE COUNTY HEALTH SERVICES

FISCAL YEAR 2025 ANNUAL REVIEW



YEAR END
DATA



DIVISION
HIGHLIGHTS



WHAT'S
NEXT

ORANGE COUNTY GOVERNMENT, FLORIDA

CONTENTS

Note from the Director	3
Animal Services	4
Burial Program	11
Corrections Health Services	12
Drug-Free Office	21
Fiscal & Operational Support	31
Medical Clinic	36
Medical Director	41
Medical Examiner	47
Mosquito Control	49

NOTE FROM THE DIRECTOR



DR. RAUL PINO, MD, MPH

Hola!

We are pleased to present our first-ever Health Services Annual Report. For the past year, we have worked to structure this document in a way that is both readable and offers a glimpse into the work of each of our employees in their service to our community.

Although it is impossible to cover every activity, service, or interaction, the data points on this report demonstrate our commitment to promoting a healthier lifestyle for both individuals and the broader community. This document aims to illustrate the daily work of our employees and serve as a means of accountability for the resources we receive to perform our duties.

A handwritten signature in black ink that reads "Raul Pino". The script is fluid and cursive, with a large, stylized "P" at the end.

Director, Orange County Health Services

ANIMAL SERVICES

Orange County Animal Services does not turn away any stray animal, regardless of their temperament or health. The health and well-being of the animals in the care of OCAS are of the utmost importance to Orange County and its community.



MISSION

Orange County Animal Services is a forward-thinking animal welfare-focused organization that enforces the Orange County Code to protect both citizens and animals. We provide service throughout Orange County, including all municipalities.



CORE VALUES

These principles provide the staff with a foundation to provide the highest level of care and service to the community.

COMPASSION

Treating every animal and their owners with empathy and respect, while leadership demonstrates understanding and support.

DEDICATION

Dedication reflects our commitment to caring for animals each day, regardless of challenges, with leadership helping to prevent staff burnout.

TRANSPARENCY & ACCOUNTABILITY

Transparency and accountability strengthen trust by openly sharing data, taking responsibility, and continually improving our practices.



GOALS

1

Engage with the community to promote responsible pet ownership.

- Expand the voucher program offering free spay/neuter services to low-income pet owners in Orange County.
- Promote responsible pet ownership via microchipping and vaccine services with quarterly free or low-cost events.
- Increase public visibility by attending or hosting one major event each quarter.

2

Strengthen lifesaving pet programs.

- Grow the number of dogs fostered this year by at least 10%, to a minimum of 245.
- Continue to promote the "Wait Til 8" program.
- Increase the overall cat live release rate to 90%.

3

Engage with support networks of Animal Services

- Maintain number of rescue placements.
- Continue to work with foster parents and rescue groups to reduce the amount of kittens euthanized.
- Grow enrichment program with the assistance of volunteers.

4

Invest in Animal Services staff by improving selection tactics, and providing training, development, communication and workplace tools.

- Maintain system of consistent onboarding and promote cross-training within the division.
- Encourage staff to participate in training opportunities twice annually.
- Continue "Shelter Hero" and appreciation weeks to boost staff recognition.

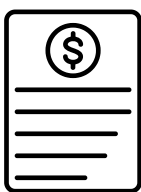
ENFORCEMENT

The **Animal Services Enforcement Operations Team** includes 24 Animal Services officers, four Senior Animal Services officers, a dispatch team, program coordinators and a program manager. The Enforcement Operations team responds to calls for citizens on a priority basis 24 hours a day, 7 days a week, 365 days a year. The enforcement team handles more than just dogs and cats. For the 24-25 fiscal year, they helped approximately 503 wildlife and pocket animals find new homes through various rescues, bird centers and Orange County's Back to Nature Wildlife Refuge.



34,577

#ACTIVITIES HANDLED



1,660

#CITATIONS ISSUED



267

#COURT CASES



3,138

#BITE REPORTS





CLINIC

The **Animal Services Clinic Team**

handles the spay and neuter surgeries, preps animals for departure with their adopters or rescue groups, triages animals as they arrive and conducts exams for ongoing medical issues for pets in the shelter's care. The clinic also plays a key role in carrying out the shelter's thriving foster care program.



16,851
VET EXAMS
PERFORMED

11,300
PRESCRIPTIONS
WRITTEN

10,222
TECHNICIAN
PROCEDURES

7,831
SPAY/NEUTER
SURGERIES
PERFORMED

194
WAIT TIL 8
PROGRAM
SURGERIES

1,483
SPAY/NEUTER
VOUCHERS
ISSUED

763
X-RAYS
TAKEN

106
PETS SPONSORED
FOR TREATMENT
THROUGH PARTNERED CLINICS

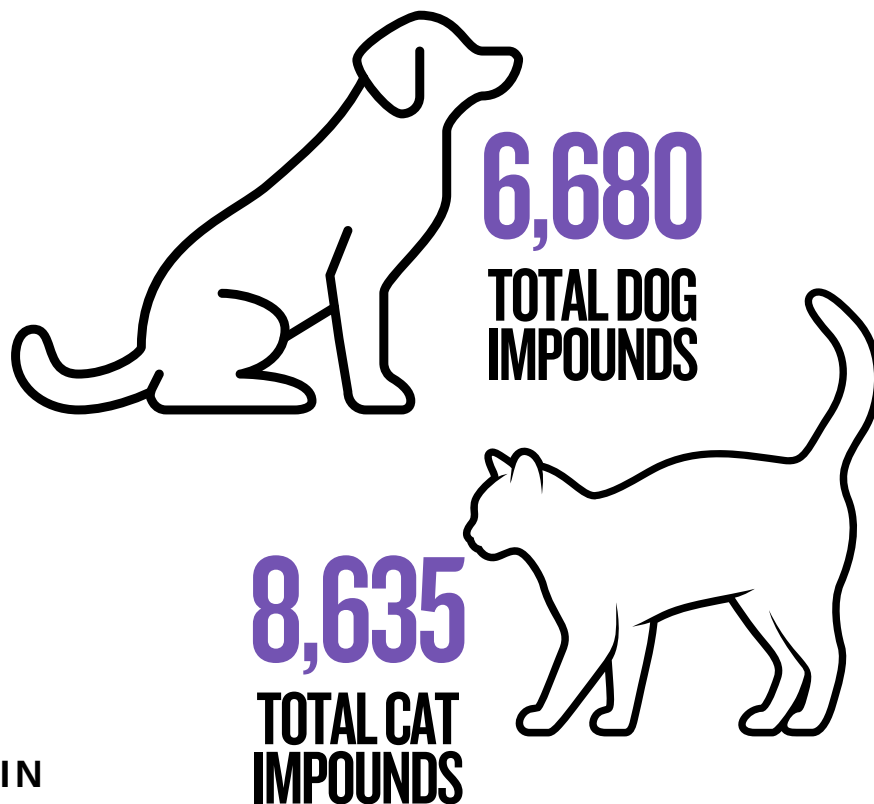
KENNEL PROGRAM

The **Kennel Program** works to ensure that animals in the shelter's care are tentatively taken care of throughout the day and keeps shelter visitors safe. The team also works closely with the volunteer teams to improve the behavior and well-being of the animals.

DOMESTIC ANIMALS IMPOUNDED

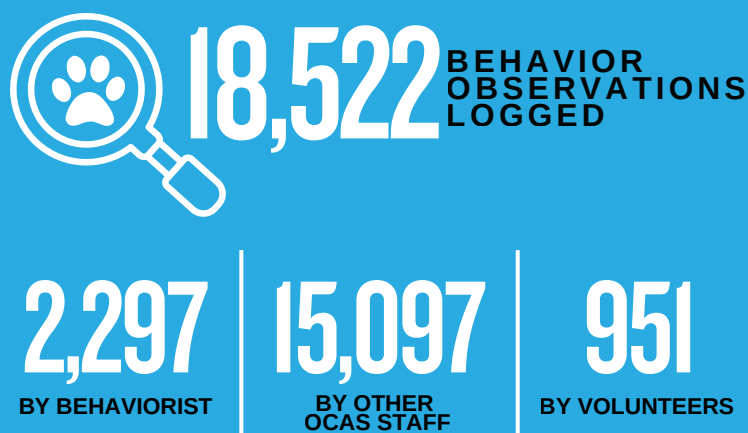
BY INTAKE TYPE

8,179	STRAY
2,447	OWNER SURRENDER
1,152	OWNED
945	CONFISCATED
627	ADOPTION RETURN
149	TRANSFERRED IN FROM RESCUE



BEHAVIOR TEAM

The OCAS Behavior Team is made up of one full-time certified behaviorist and two part-time individuals. The team is tasked with assessing dogs as they complete bite quarantines, or those with identified behavior struggles, and makes recommendations about their suitability for adoption or rescue placements.



PLAYGROUPS

The kennel team collaborates with the volunteer teams to run weekly dog playgroups, providing shelter dogs with an opportunity to interact with each other in a controlled environment. Playgroups help the staff and volunteers assess dogs' behavior by identifying how they interact with other dogs. Volunteers assist by running dogs to and from the playgroups and monitoring their interactions, providing essential support for these important sessions.



PROJECT DOG LIST

In 2024, the kennel team launched the “Project Dog List,” which identifies dogs with behavior challenges that may benefit from additional handling. These are often long-stay dogs who struggle with the stress of being confined to a kennel. Volunteers focus on taking these dogs out more frequently to reduce frustration and help improve their behavior. This initiative has led to calmer, more manageable stays for some of these dogs with better outcomes.

17,796

VOLUNTEER HOURS

5,236

COMMUNITY SERVICE HOURS



COMMUNICATIONS



The **Animal Services Communications Team** is often the first face many people encounter at the shelter, as they serve at the front desk, helping to facilitate adoptions and reunifications between owners and their missing pets.

OUR TEAM OF SPECIALISTS

- 9 SUPERVISORS
- 10 PROGRAM COORDINATORS
 - ADOPTIONS
 - FOSTER CARE
 - RESCUE PLACEMENTS
- 4 PROGRAM MANAGER

99,553

FACEBOOK FOLLOWERS
@orangecountyanimalservices



86,710

INSTAGRAM FOLLOWERS
@orangecountyanimalservices



67,619

#SHELTER VISITORS

8,466

#PET ADOPTIONS

1,116

#PETS RECLAIMED

*Approximately 15% of dogs were reclaimed by their owners compared to 2% of cats

2,421

#PETS FOSTERED

681

#PETS FOSTERED
by Animal Services Staff

248

#NEW FOSTER PARENTS RECRUITED

PUBLIC BURIAL & CREMATION PROGRAM



The **Orange County Public Burial and Cremation** program provides cremation services in accordance with Florida Statutes by contracting for the cremation of unclaimed and indigent bodies. The coordination of cremation services is managed through the Orange County Health Services Department. Health Services works to ensure reasonable efforts are made to locate any of the decedent's relatives and a diligent search is made to identify assets of the deceased to pay for costs associated with the final disposition of the remains.

If an individual dies in Orange County and the next of kin are located, the next of kin can apply for program services if they do not have the financial resources to pay for the decedent's final disposition. Household income of the individual applying to the program must be at or below 100% of poverty guidelines.

All unclaimed decedents, except for those unidentified, are cremated and the cremains are buried.

 **50**
APPROVED
APPLICATIONS/
CREMATIONS

 **335**
UNCLAIMED
DECEDENTS
Processed through the
Program/Cremated

CORRECTIONS HEALTH SERVICES

Orange County **Corrections Health Services** (CHS) operates five clinics — one within each Orange County Jail facility — providing 24/7 primary care, mental health services, dental support and initial screenings. Upon intake, every person is comprehensively screened to assess medical and mental health needs. Female inmates also receive additional gynecological and obstetric evaluations to ensure appropriate care.

Inmates requiring special medical or mental health supervision are placed in special housing units equipped for increased oversight and individualized care. Regardless of the hour, inmates can initiate a sick call to request care. If additional care is needed, CHS coordinates with regional hospitals and outside physicians to facilitate appropriate acute care.

Corrections Health Services holds national accreditation from numerous reputable organizations, including:

- National Commission on Corrections Health Care (NCCHC)
- American Correctional Association (ACA)
- Florida Corrections Accreditation Commission (FCAC)
- Florida Model Jail Standards (FMJS)
- Prison Rape Elimination Act (PREA)
- Immigration and Customs Enforcement (ICE)
- U.S. Marshals Service

ACCOMPLISHMENTS



➤ EDUCATION

PRESENTATIONS OFFERED

- Sepsis
- Legal Documentation
- Hurricane Preparedness

➤ AUDITS

SUCCESSFULLY COMPLETED

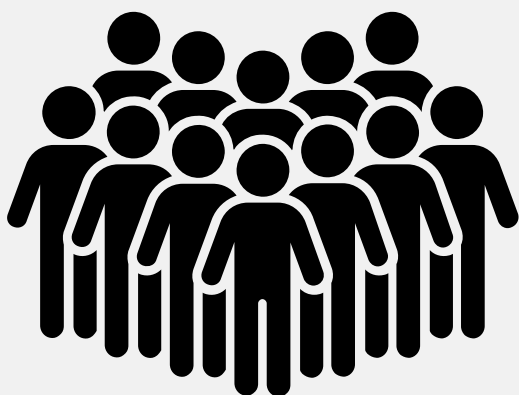
- FMJS Audit
- PREA
- NCCHC Audit

➤ ACCREDITATION

RECEIVED

- FCAC Audit
- ACA Audit
- Full NCCHC Accreditation

ADDITIONAL ACCOMPLISHMENTS



35 NEW STAFF

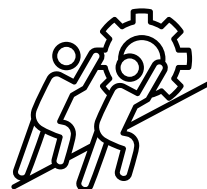
Including: Nurse Practitioners,
Registered Nurses & Licensed
Mental Health Specialists

> OTHER

- Detox Process updated
- Detox Unit created
- TechCare (EMR) implemented
- Narcan distributed

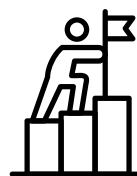


CHALLENGES



The growing inmate population continues to strain staffing, creating significant demands on CHS's ability to maintain quality care. This staffing pressure is compounded by increasing healthcare needs across physical, mental health and substance use services.

GOALS



1

Improve employee satisfaction & eliminate subcontractor labor force

2

Provide additional services in the jail setting to reduce inmate transports

3

Improve discharge process coordination

GENERAL MEDICAL



3,083

ADP

AVERAGE DAILY POPULATION



748

EMERGENCY VISITS



30,935

MEDICAL CLINIC VISITS



6,221

CHRONIC CLINIC VISITS

[NEUROLOGICAL, RESPIRATORY, CARDIOVASCULAR,
GASTROINTESTINAL/HEPATIC, ENDOCRINE,
HEMATOLOGY/ONCOLOGY, INFECTIOUS DISEASE]



780

OFFSITE CONSULTS

[CT, MRI, MAMMOGRAM, COLONOSCOPY]



43,913

SICK CALL VISITS



8,686

PPD TESTS COMPLETED

PPD stands for Purified Protein Derivative. It is a substance used in the skin test to detect Tuberculosis (TB) in the body.



1,092

COVID TESTS

> 175
positive

> 869
negative



1,163

VACCINES ADMINISTERED

> 6 Covid > 874 Hep A > 281 Flu
> 0 Pneumovax



SPECIALTY CLINICS

01 ► HIV/INFECTIOUS DISEASE

CHS plays a crucial role in preventing infectious disease outbreaks within the jail and the broader community. Upon intake, individuals are offered rapid HIV and syphilis tests. Those who consent and test positive begin treatment immediately. If testing is declined, inmates are re-offered both testing and treatment during a routine physical exam if still in custody after 14 days. This proactive protocol ensures timely care — even with individuals with limited access to healthcare — while helping to reduce potential community transmission.

 **5,605**
HIV TESTING

 **698**
STI TESTING:
SYPHILLIS

 **1,062**
STI TESTING:
CHLAMYDIA/GC

 **120** HIV+
MALES

 **242** SYPHILLIS+

 **98** CHLAMYDIA/GC+

 **48** HIV+
FEMALES

02 ➡ MAT CLINIC: SUPPORTING RECOVERY

Launched in 2022 using National Opioid Settlement funds, the **Medication Assisted Therapy (MAT) Clinic** helps justice-involved individuals initiate recovery from substance use disorder. Upon booking, individuals undergo voluntarily drug testing and a nursing assessment. If positive, they may receive care in the detox unit and begin one of three treatment paths: long-acting injectables, methadone or oral medications. Referrals may also come through mental health staff or self-request. The clinic coordinates both inpatient and outpatient follow-up care post-release and provides essential resource backpacks — especially for those struggling with homelessness — containing hygiene items and treatment continuity resources.



03 ➡ OBSTETRICS PROGRAM

The **Obstetrics (OB) Program** provides comprehensive obstetric care for incarcerated women. All women up to age 55 are tested for pregnancy at booking. Positive cases are referred to OB providers for evaluation and ongoing care. Routine pregnancies are managed through contracted providers via True Health. High-risk cases are cared for at Orlando Health's Winnie Palmer Hospital for Women & Babies. A lactation program supports incarcerated mothers, allowing them to express milk for their infants.

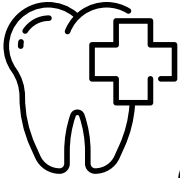


04 ➤ GYNECOLOGY SERVICES

Comprehensive gynecological care is integrated into intake processing, including sexually transmitted infections (STI) testing and prompt treatment if needed. Ongoing preventive care — such as annual Pap smears and breast exams — is also provided to monitor abnormalities.

05 ➤ DENTAL CARE ACCESS

Dental services are available upon request, covering routine cleanings, exams and tooth extractions.

 **6,634** DENTAL ENCOUNTERS
(Dental+Dentist Triage+Dental Assistant Triage)

DETOX UNIT

All individuals undergo a drug screening at booking. If opioids, benzodiazepines (benzos) or alcohol are detected (excluding opioids in certain protocols), they receive a Clinic Institute Withdrawal Assessment.



The Detox Unit uses the following assessments:

- **CIWA** (Clinical Institute Withdrawal)-AR for alcohol withdrawal
- **CIWA-B** for benzodiazepine withdrawal



For individuals that test positive for opioids, they conduct the following assessment:

- **COWS** (Clinic Opiate Withdrawal Scale)

Based on findings — guided by tools like the Clinical Opiate Withdrawal Scale (COWS) — each individual is placed on a personalized detox treatment plan. Those undergoing opioid detox may be referred to the MAT Clinic in custody, or connected to community MAT providers like the Orange County Medical Clinic upon release.



0-4: NO WITHDRAWAL

5-12: MILD WITHDRAWAL

13-24: MODERATE WITHDRAWAL

25-36: MODERATELY SEVERE WITHDRAWAL

OVER 36: SEVERE WITHDRAWAL

MENTAL HEALTH PROGRAM



CHS offers a robust mental health program integrated from intake throughout incarceration:

- ✓ **Initial Evaluation:** Inmates are assessed during processing and referred to mental health services if a need is identified.
- ✓ **Acute Observation Housing:** Individuals may be placed in psychological observation units within the Acute Mental Health Housing Unit (AMHHU) — single-cell accommodations organized by gender for close clinical monitoring.
- ✓ **Safe Book Housing:** For inmates experiencing mental distress requiring isolation and intensive care.
- ✓ **Access & Self-Referral:** Inmates can be referred anytime by providers or self-refer through the sick call process.
- ✓ **Suicide Prevention Coordination:** CHS staff collaborate with medical and security personnel to enforce protocols and maintain readiness to respond to suicidal individuals.



2,444

INITIAL MENTAL HEALTH
ASSESSMENTS



5,981

MENTAL HEALTH
SICK CALLS



10,373

MENTAL HEALTH
PROGRESS NOTES

MENTAL HEALTH HOUSING

**MENTAL
HEALTH**
PROGRAM

MALES:

72 

BEDS ALLOCATED
TO **ACUTE** LEVEL
PATIENTS

905 

ACUTE LEVEL
PATIENTS IN
FISCAL YEAR

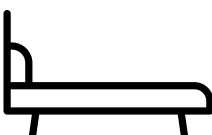
175 

BEDS ALLOCATED
TO **SUB-ACUTE**
LEVEL PATIENTS

1,393 

SUB-ACUTE
LEVEL PATIENTS IN
FISCAL YEAR

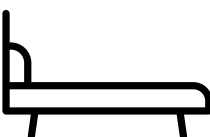
FEMALES:

42 

BEDS ALLOCATED
TO **ACUTE** LEVEL
PATIENTS

667 

ACUTE LEVEL
PATIENTS IN
FISCAL YEAR

60 

BEDS ALLOCATED
TO **SUB-ACUTE**
LEVEL PATIENTS

799 

SUB-ACUTE
LEVEL PATIENTS IN
FISCAL YEAR



DRUG-FREE OFFICE

In 1999, Orange County formed a taskforce of community leaders to address the increased need for substance use prevention programs for youth as heroin use was rising across the United States. The Orange County Board of County Commissioners formally approved the taskforce as the Orange County Drug-Free Community Office, currently known as the **Orange County Drug-Free Office** (DFO). DFO provides alcohol and substance use prevention, education and advocacy across Orange County by collaborating with community leaders and organizations.

DFO provides support for the Ninth Judicial Circuit Court's Adult Drug Court, sponsors on-going youth programs, works with community public health and safety organizations, and acts as a resident resource for addiction and prevention presentations, resources and referrals. DFO also manages the Orange County Drug-Free Community Coalition, which is made up of the Youth, Families and Education, Treatment and Recovery, and Higher Education committees.

Due to its history in drug prevention and education, DFO was selected to administer National Opioid Settlement funds to support new harm reduction strategies and help create collaborations among substance use disorder treatment professionals and healthcare providers, creating relationships with community partners to close gaps in the access to recovery care and resources.



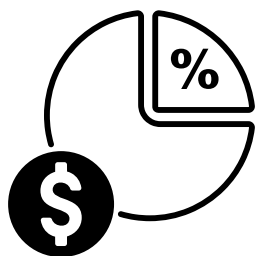
MISSION

To work in collaboration with community members and agencies to prevent and reduce the abuse of alcohol and other drugs among youth and adults through prevention, education, enforcement, treatment, and recovery.



VISION

To build and strengthen community harm reduction efforts and promote health and well-being.



National Opioid Settlement Funds

\$1,987,028
DISPERSED FUNDS

DFO is Orange County's financial administrator of the National Opioid Settlement Funds, **dispensing nearly \$2 Million** for a mobile clinic, four hospital navigators, three case managers, three Certified Recovery Peer Specialists to work with the Orange County Drug Court and County Jail, program support staff, as well as providing temporary housing and transportation for residents in need.



Ninth Circuit Drug Court Program

The Orange County Drug Free Office began funding the Ninth Circuit Drug Court program in 2011 to support its mission of breaking the cycle of addiction. The program plays a crucial role in reducing recidivism, and addressing family dysfunction. The Ninth Circuit Drug Court program prioritizes treatment and rehabilitation over reincarceration, giving individuals the chance to continue or start their recovery journey while enhancing public safety and strengthening families. A total of **120 individuals** went through the program in the 24-25 fiscal year.

120



Opioid Navigator Teams

2,781

DFO also funds the Opioid Navigator Teams at Orlando Health and AdventHealth. The teams play an integral role in DFO's system of care for people with a substance use disorder, and include a Licensed Clinical Social Worker and a Certified Recovery Peer Specialist. The Opioid Navigator teams work closely with community agencies to provide clients and their families with social support resources. These clients often struggle with social disenfranchisement, self-imposed isolation, lack of support systems, inadequate financial resources, and delays in accessing their medical, psychological, and social support services. In fiscal year 24-25, a total of **2,781 participants** benefited from this program.

ACCOMPLISHMENTS

Through the efforts of the members of the Drug-Free Coalition, the Orange County community has been served at higher levels through initiatives funded by the DFO, including education, media, events, and more.



CORE

NEW INITIATIVE

The Coalition initiated the Florida Collaborative Opioid Recovery (CORE) in Orange County. CORE is a partnership among hospitals, social service agencies and treatment providers to enhance access to treatment and recovery efforts.



CONFERENCES

3 ANNUAL CONFERENCES

The Coalition sponsors committee-led conferences throughout the year to expand the community partnerships and, education and professional development opportunities for organizations in the field.



EVENTS

RESOURCES IN THE COMMUNITY

Throughout the year, the Coalition participates in dozens of events in the community sharing resources with people of all ages covering topics such as drug prevention, drug facts, the use of lifesaving naloxone, and more.

OUTREACH

70 

COMMUNITY EVENTS

Attended 51 community outreach events throughout the county, serving adults, families, and children.

610 
FIRE STATION
EVENTS

1,305 
COMMISSIONER
EVENTS

3,128 
OTHER EVENTS

5,043
REACHED

Total number of people reached through community-wide events



The Orange County Drug-Free Office **celebrated 25 years** of educating the Orange County community about substance-use disorder and prevention with “Live Fest” on September 28, 2024, at Lake Eola Park in downtown Orlando. More than 250 people attended the event that featured live performances from local Orange County Public Schools band students, food trucks, and local organizations. Former U.S. Senator and Orange County Mayor Mel Martinez, who helped

establish the office in 1999, and Mayor Jerry L. Demings spoke at the event, congratulating the office and Orange County Drug-Free Community Coalition for the on-going work to ensure the community is aware of the dangers of opioids, over the counter medication abuse, and the recovery efforts available to residents.





PREVENTION EFFORTS

EVENTS | SCHOOLS | MEDIA & MORE

In 2024, the Drug-Free Office continued its unwavering commitment to promoting healthy lifestyles and reducing substance use within our community. Through a combination of education, outreach programs, strategic partnerships, and the use of multimedia campaigns, staff has worked to raise awareness about the risks of drug use and provide individuals, families, and children with the tools and resources needed to make informed, positive choices.

Students in Action

RED RIBBON WEEK

The Orange County Drug-Free Coalition Youth and Family Committee kicked off the 2024-2025 fiscal year by awarding **nine schools** with Red Ribbon Week funding for prevention efforts in October.

**9 SCHOOLS
AWARDED**

**Academic Center for Excellence
Acceleration High
Citrus Elementary
Columbia Elementary
Evans High**

**Innovation Middle
Liberty Middle
Oak Ridge High
Orlando Gifted Academy**

The schools were also recognized during the October 2024 Orange County Board of County Commissioners meeting.

A Red Ribbon Week PowerPoint presentation was created for coalition members and the community to share information. Several coalition partners conducted Red Ribbon Week presentations to various schools and community groups.





YOUTH AMBASSADORS PROGRAM

In October 2024, the next round of the Youth Ambassador Drug Prevention Program began and, participating schools received funds to complete prevention deliverables.

5 SCHOOLS

Chain of Lakes Middle
Horizon High
Ocoee Middle
Robinswood Middle
Timber Springs Middle

REACHED
6,564



Media Efforts

HEALTH PROMOTION CAMPAIGNS

Through the joint effort and partnership of the Drug-Free Coalition, the Orange County community has been served at higher levels through initiatives funded by the DFO, health promotion & media, events, and more.

With focus on three multimedia campaigns, the coalition has been able to reach the community via:

- | | |
|---|--|
|  SOCIAL MEDIA |  LOCAL BARS |
|  STREAMING SERVICES |  CONVENIENCE STORES |
|  PODCAST & LOCAL RADIO |  BUS SHELTERS |
|  PUBLIC TRANSIT BUSES | |
|  BUS SHELTERS | |
|  BILLBOARDS | |
|  GAS STATION PUMPS | |

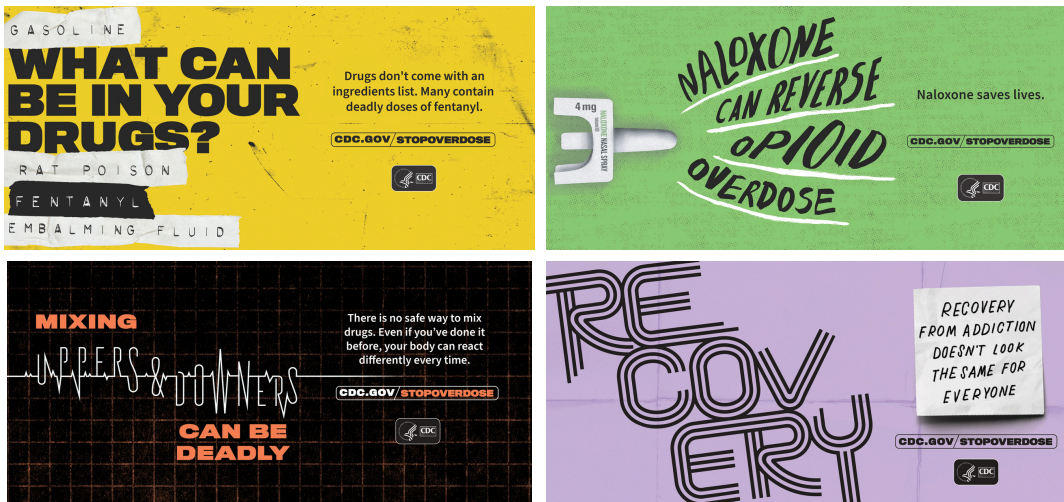


Media Campaigns

1

CDC STOP OVERDOSE

To address the increasing number of overdose deaths related to prescription opioids and illegal drugs, the CDC created a website to educate people who use drugs about the dangers of illegally manufactured fentanyl, the risks and consequences of mixing drugs, the lifesaving power of naloxone, and the importance of reducing the stigma around recovery and treatment. The DFO partnered with the CDC in adopting the messaging to educate the Orange County community on these key topics.



2

ADDICTION HAPPENS. RECOVERY WORKS.

Addiction is a battle that many individuals face, but the stigma surrounding it can often prevent people from seeking the help they need. To combat the stigma and to remind others that addiction is a disease, not a moral failing, and those struggling deserve compassion and support, the DFO launched the *Addiction Happens. Recovery Works.* campaign in partnership with Recovery Connections of Central Florida.

The campaign offers access to local peer recovery specialists, trained individuals who have lived experience with addiction and are dedicated to supporting others on their journey to recovery. They provide empathy, guidance, and a unique perspective that can be incredibly valuable in the recovery process.





ONE PILL CAN KILL

The Orange County Drug-Free Coalition, in partnership with the University of Central Florida, launched the local *One Pill Can Kill* public health awareness campaign. The campaign, developed by the Drug Enforcement Agency (DEA), aims to raise awareness of Fentanyl-laced counterfeit prescription drugs and highlights the risks associated with counterfeit pills. Fentanyl, a synthetic opioid, is extremely potent and can be deadly even in small amounts.



Orange County Mayor, Jerry L. Demings, and Drug-Free Office Director, Dr. Thomas Hall, next to vehicle used for campaign awareness.

**THREE MAJOR
CAMPAIGNS**

&

**380M
IMPRESSIONS**



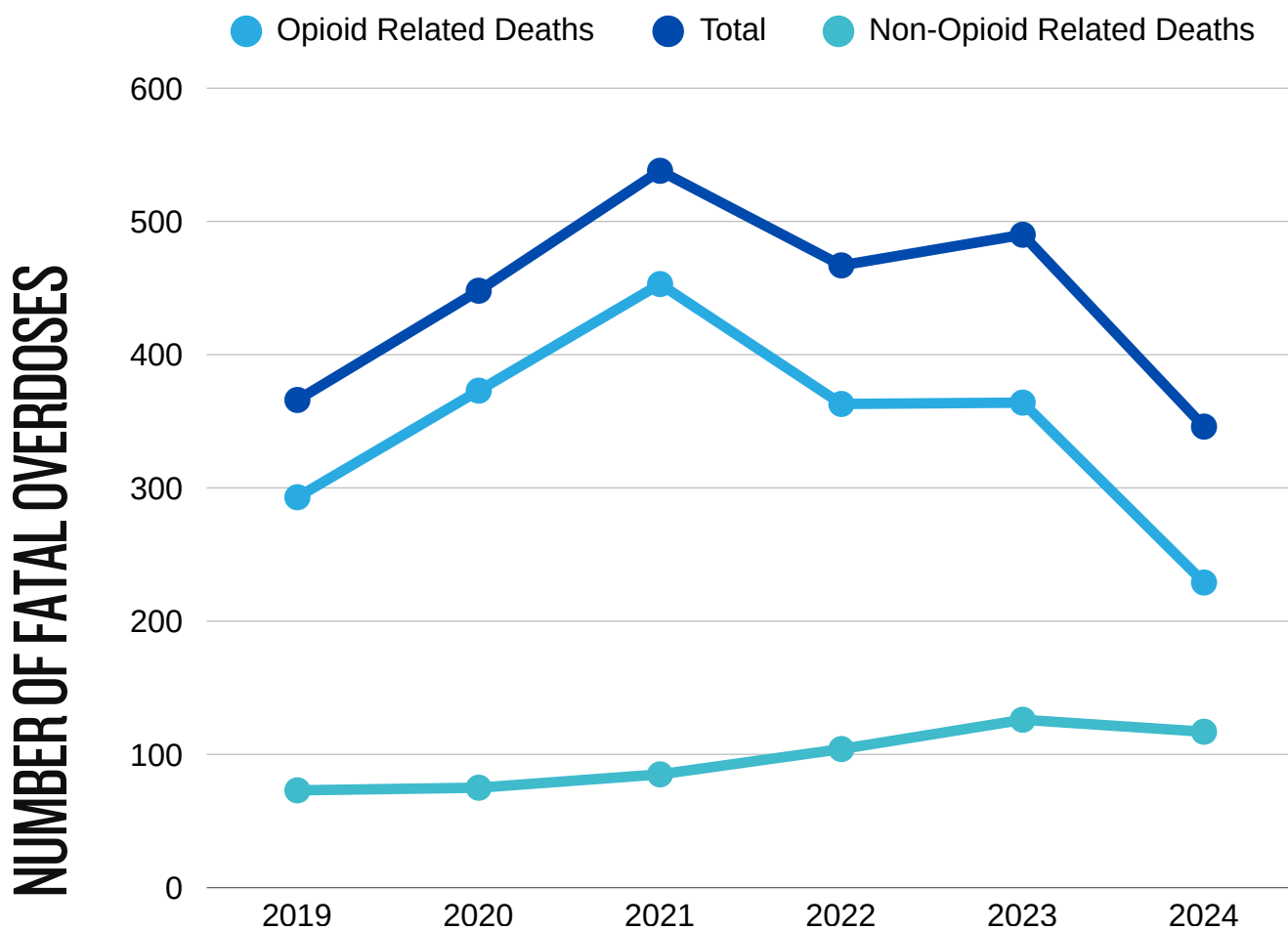


Data from the Ninth Judicial District’s Medical Examiner’s Office shows a 30% decrease in fatal drug overdoses and a 37% decrease in opioid-related overdoses from 2023 to 2024. This decline highlights the success of community efforts, particularly the Opioid Navigator Team’s partnerships with Orlando Health and AdventHealth, along with Medication Assisted Treatment (MAT) Clinics. Funded by Orange County’s Opioid Settlement funds through the DFO, these programs focus on supporting individuals without access to healthcare, including the incarcerated population. The Opioid Navigator Teams help people start their recovery journey and connect them to MAT Clinics for further support.



Drug Type/Year	2019	2020	2021	2022	2023	2024
Opioid-Related Deaths	293	373	453	363	364	229
Non-Opioid Related Deaths	73	75	85	104	126	117
Total	366	448	538	467	490	346

Note: Most fatal overdoses include more than one drug.



Opioid-Related Deaths

Any fatal overdose which **detects** an opioid as one of the drugs in the toxicology screen.

Non-Opioid Related Deaths

Any fatal overdose which does **NOT detect** an opioid in the toxicology screen.

Total

All fatal overdoses regardless of drug type.

FISCAL & OPERATIONAL SUPPORT



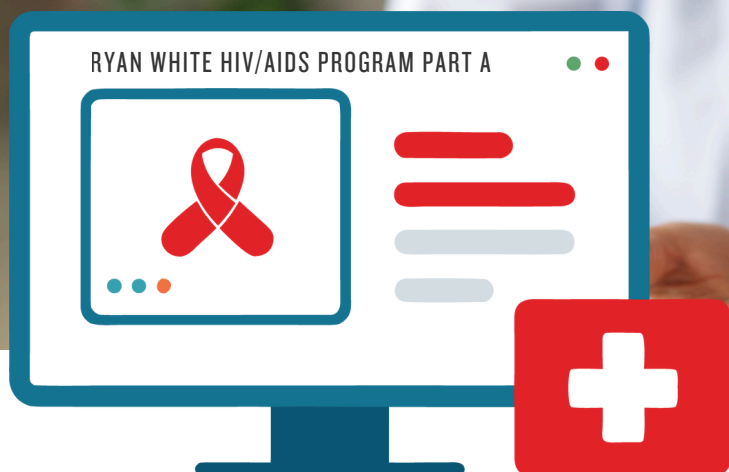
The **Fiscal & Operational Support Division** manages all financial aspects of the divisions within the Orange County Health Services Department and serves as the fiscal administrator for funds through the Ryan White HIV/AIDS Program Part A, Housing Opportunities for Persons with HIV/AIDS, and Ending the HIV Epidemic in the U.S.

RYAN WHITE HIV/AIDS PROGRAM PART A

The **Ryan White HIV/AIDS Program Part A** provides federal grants and financial support to Eligible Metropolitan Areas (EMA) and Transitional Grant Areas that are most affected by the HIV Epidemic. Lake, Orange, Osceola and Seminole Counties make up the Orlando EMA with Orange County serving as the recipient for the program.



Ryan White HIV/AIDS Program Part A grant recipients must use at least 75% of their funding on core medical services and no more than 25% on support services. On the following page are the services provided by the Orlando EMA in 2024 through contracted not-for-profit organizations.



CORE MEDICAL SERVICES

- AIDS Pharmaceutical Assistance
- Early Intervention Services
- Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals
- Medical Case Management, including Treatment Adherence Services
- Medical Nutrition Therapy
- Mental Health Services
- Oral Health Care
- Outpatient/Ambulatory Health Services
- Substance Abuse Outpatient Care

SUPPORT SERVICES



Emergency Financial Assistance



Food Bank/Home Delivered Meals



Medical Transportation



Psychosocial Support Services



Referral for Health Care and Support Services



Substance Abuse Services (Residential)



In 2024, there were **15,592** people with HIV in the Orlando EMA. Ryan White HIV/AIDS Program Part A Grant Recipients were able to provide services to **6,202** of those individuals.

40% of People with HIV in Orange, Osceola, Seminole and Lake Counties
Orlando EMA PWH Total: 15,592

6,202 CLIENTS SERVED



81%
OF CLIENTS WERE RACIAL/ETHNIC MINORITIES

46%
of clients identified as Black/African American

36%
of clients identified as Hispanic/Latino



54%
OF CLIENTS WERE AGED 45 YEARS AND OLDER



26%
OF CLIENTS WERE FEMALES

HIV CARE SERVICES



44% of clients received AMBULATORY OUTPATIENT MEDICAL CARE



43% of clients received MEDICAL CASE MANAGEMENT



44% of clients received ORAL HEALTH CARE



of clients receiving HIV Health Care and Case Management Services
93% ACHIEVED VIRAL SUPPRESSION



of clients were living at or **BELOW 100%** OF THE FEDERAL POVERTY LEVEL



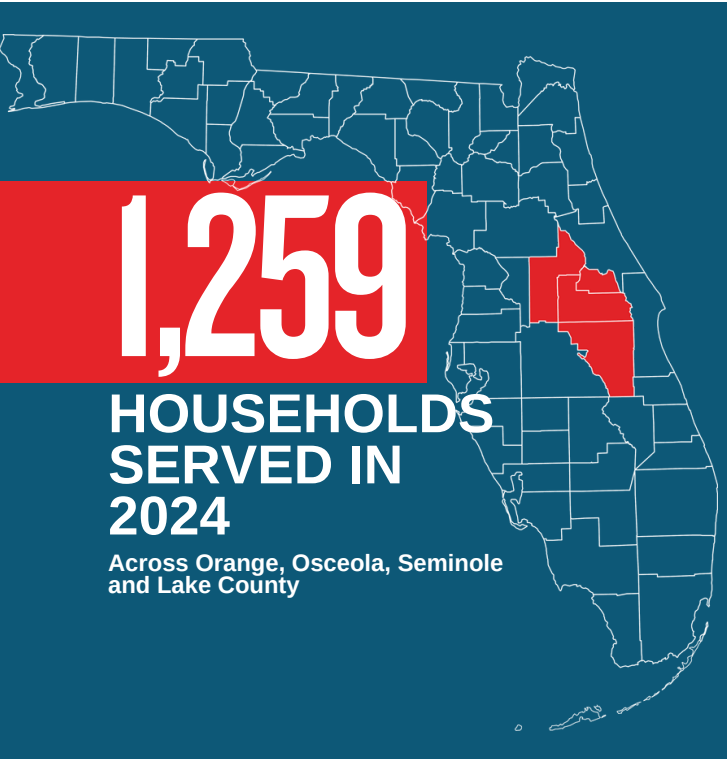
of clients had **86%** STABLE/PERMANENT HOUSING

HOUSING OPPORTUNITIES FOR PERSONS WITH HIV/AIDS

Orange County serves as the Administrative Agent for the City of Orlando’s funding through the U.S. Department of Housing and Urban Development’s **Housing**

Opportunities for Persons with HIV/AIDS program. The program seeks to increase housing stability, reduce risk of homelessness and increase access to care for people with HIV who have income at or below 80% of the area median income.

These funds are awarded to different local not-for-profit organizations to provide different levels of support to eligible clients.



*THIS INFORMATION REPRESENTS DATA FROM THE 2024-2025 GRANT YEAR.

ENDING THE HIV EPIDEMIC

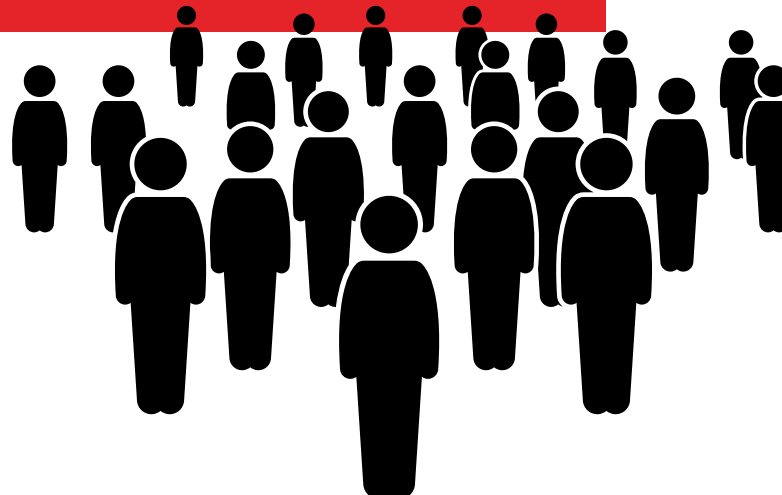
The Ending the HIV Epidemic in the U.S. initiative was launched in 2019 with the goal of reducing HIV infections by 90% by 2030. The program focuses resources on 57 jurisdictions, including Orange County, where HIV transmission is high. The program is based on four pillars: diagnose, treat, prevent and respond. In 2024, Orange County expanded services to increase linkage to care and viral load suppression through EHE funded initiatives.



SERVICES

- Linkage to care, with a focus on clients previously incarcerated and diagnosed in the emergency room
- Early Intervention Services
- Medical Care
- HIV Testing
- Dental Services
- Mental Health
- Peer Services
- Medical Case Management
- Housing Assistance
- Food Assistance

1,638 CLIENTS
SERVED
2024-2025



MEDICAL CLINIC

The **Orange County Medical Clinic** (OCMC) provides reduced-cost primary care to individuals who qualify based on socioeconomic and income criteria. Fully funded by the County's general fund, OCMC bridges the gap between underserved community members and healthcare services in Orange County. Those who do not meet the clinic's eligibility criteria are referred to providers within the Primary Care Access Network (PCAN).



VISION

A model for the healthcare community that transforms lives through collaboration and outreach.



MISSION

To enhance the quality of life of uninsured residents through collaborative partnerships for the provision of exceptional and compassionate medical care.



CORE VALUES

1 COMPASSION

2 RESPECT

3 KINDNESS

4 PATIENCE

5 CARING

ACCOMPLISHMENTS



2,469
PATIENT VISITS

RECEIVED
\$2.47M
IN FREE
MEDICATIONS
FROM THE DRUG MANUFACTURER'S
PATIENT ASSISTANCE PROGRAMS

RECEIVED
\$1.2M
IN DONATED
SPECIALTY
CARE SERVICES
THROUGH THE VOLUNTEER
HEALTHCARE PROVIDER PROGRAM


1,461
VOLUNTEER
HOURS DONATED
TO PATIENT CARE THROUGH THE VOLUNTEER
HEALTHCARE PROVIDER PROGRAM

404
NEW PATIENTS
PROVIDED CARE BY THE INTERNAL
MEDICINE RESIDENCY CLINIC



GOALS

1

Continue to leverage the patient assistance programs for access to brand name/high dollar medication.

2

Continue to implement a community outreach strategy that promotes the services provided by Orange County Medical Clinic.

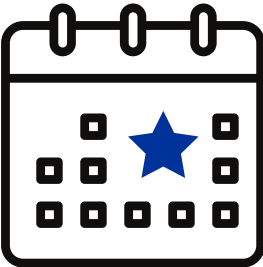
3

Continue to monitor and increase the new patient referrals to the Orlando Health Internal Medicine Residency Clinic (IMRC).

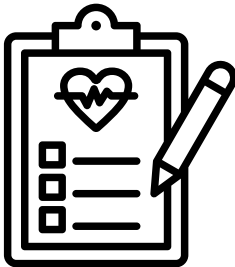
COACH PROGRAM

The **County Outreach Awareness Community Health (COACH) Program** was launched under the county's "Know Your Numbers" campaign. It now serves as OCMC's community outreach team, conducting free screenings — blood pressure, blood sugar, A1C, cholesterol and BMI — at community centers, churches and local events. Attendees without a primary care provider can be evaluated by OCMC's eligibility team and, if needed, directed to PCAN providers.

The COACH team operates a mobile medical unit at multi-day events, serving as a pop-up clinical office.



187 EVENTS
— FY24-25 —



2,188
SCREENINGS

PHARMACY PROGRAM

The full-service community pharmacy provides medication for the following individuals:



- Individuals who use OCMC as their general care provider
- Individuals who receive secondary services through the Primary Care Access Network or other OCMC partners
- Individuals who receive care through Orange County's Ryan White Part A Program
- Individuals recently released from the Orange County Jail

PATIENT ASSISTANCE PROGRAM

OCMC's pharmacy offers medications at no cost or a reduced rate. If a prescribed medication is unavailable in-house, the Patient Assistance Program collaborates with pharmaceutical manufacturers to secure it for the patient.

30-DAY REFILL

Individuals recently released from Orange County Jail — who were prescribed medication during incarceration — are eligible for a one-time, no-questions-asked free refill at the OCMC pharmacy. This initiative ensures continuity of care as the individual transitions to finding a long-term provider.





HOSPITAL PARTNERSHIPS

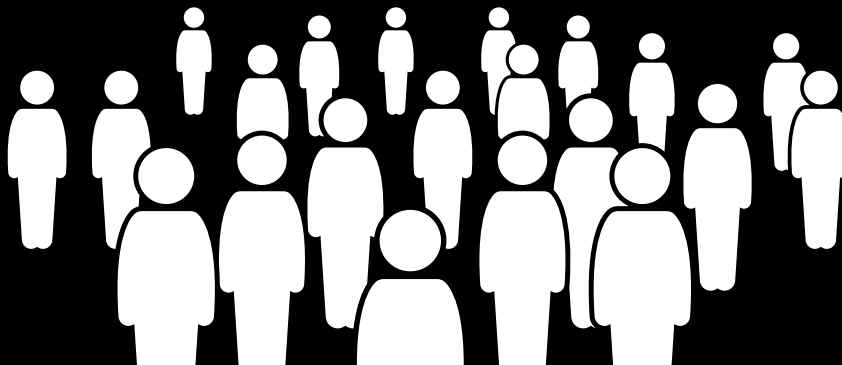
The Orange County Medical Clinic works closely with **AdventHealth** and **Orlando Health** to deliver comprehensive care and reduce unnecessary hospital admissions. OCMC and PCAN patients can access emergency services through both hospital systems and receive referrals for specialty care — including diagnostics and treatment — facilitated through OCMC or the PCAN provider.



MEDICATION-ASSISTED THERAPY (MAT) CLINIC

Opened on September 6, 2024, the MAT Clinic treats opioid and alcohol-related substance use disorders. It operates in partnership with Orange County's Drug-Free Office(DFO) and the nonprofit STEPS Inc. OCMC provides the space, the DFO provides funding, and STEPS handles operations and staffing.

178
CLIENTS



As of April 2025, the MAT Clinic serves 178 clients.

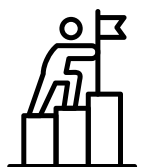
OFFICE OF THE MEDICAL DIRECTOR & EMERGENCY MEDICAL SERVICES

The **Office of the Medical Director and Emergency Medical Services (OMD)**, led by Dr. Christian Zuver, provides medical oversight for out-of-hospital emergency medical care in Orange County. OMD is also responsible for coordinating preparedness and response for at-risk individuals during disasters or man-made events. Additionally, the office provides onsite medical support direction for high volume or high-risk mass gatherings and regulatory oversight of the EMS system in Orange County.



MISSION

To improve patient outcomes, drive innovation in emergency medical services, and uphold the highest standards of care for our community.



GOALS

1

Develop and support the transition to a new systemwide quality management data platform.

2

Develop and implement new protocols for Hazardous Materials Incidents and Tactical Medicine.

3

Provide systemwide education and training focusing on the care of trauma patients.

4

Support hands-only CPR and public access defibrillation to ensure the best possible outcomes from sudden cardiac arrest.

5

Continue to support agencies requesting EMS support for mass gathering events such as University of Central Florida (UCF) Football, the Electric Daisy Carnival, the National Football League (NFL) Pro Bowl, Walt Disney World (WDW) marathons and community exercises.



ACCOMPLISHMENTS

- Introduced a new trauma protocol to address the specific needs of the geriatric population
- Published and implemented new clinical patient care protocols systemwide
- Worked with KMF architects on the design of the Health Services Warehouse which will house supplies for emergency and disaster response

MEDICAL DIRECTION OVERSIGHT

OMD provides medical guidance for the eight agencies and almost 3,000 providers delivering emergency medical services to residents and visitors of Orange County. Those agencies are as follows:

- American Medical Response (AMR) - 911 Division
- Apopka Fire Department
- Central Florida Tourism Oversight District Fire Department
- Greater Orlando Aviation Authority Fire Department
- Orange County Fire Rescue
- Orlando Fire Department
- Ocoee Fire Department
- Winter Garden Fire Department



Each agency is directed to follow medical guidelines and training initiatives as outlined by OMD.

Simulation Based Trainings

Using high fidelity human patient simulators, OMD ensures access to training for critical patient encounters and procedures for providers in the Orange County EMS System.



SPECIAL MEDICAL TEAMS/ COMMUNITY PARTNERSHIPS

In addition to the EMS system, OMD develops and provides medical oversight to special programs within the EMS system including, Hazardous Material Medical Management and Tactical Medicine in collaboration with local SWAT teams. OMD also provides medical oversight and a physician to Central Florida Task Force 4, Urban Search and Rescue Team for deployments.



EXTRACORPOREAL MEMBRANE OXYGENATION (ECMO)

In conjunction with Advent Health, OMD developed a procedure to transport patients who meet defined criteria to a comprehensive resuscitation center. There, they may be treated with a heart lung bypass (ECMO) to increase survivability.

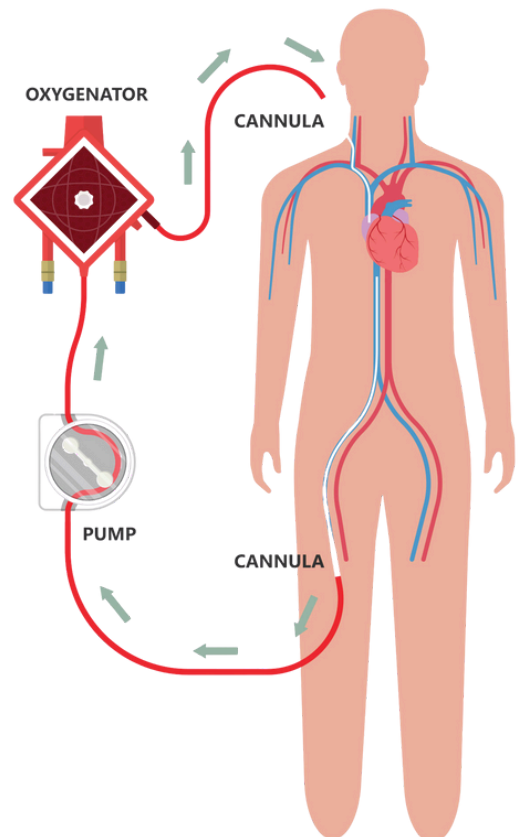


IMAGE SOURCE: AMERICAN COLLEGE OF CARDIOLOGY

COMMUNITY PARTNERSHIPS

OMD partners with numerous community health care partners to promote and ensure seamless integration between the EMS system and other partners.

Medical Oversight for Special Events

OMD provides logistical support to Orange County EMS agencies for large-scale special events throughout the year. EMS agencies or special event organizers, can request tents, generators, A/C units, beds, tables, chairs, and patient mover carts. Upon request, our teams of physicians can provide on-site medical care. Some of the events OMD provides support for include:





AED/PULSE POINT

Part of the mission of the OMD is to prevent death and disability resulting from cardiac arrest that occurs outside of a hospital. Through early bystander hands-only CPR and early defibrillation, we can help increase survivability. OMD's Automated External Defibrillator (AED) Program oversees AED placement, maintenance, and use throughout Orange County facilities. The program recently transitioned to new Wi-Fi/Cellular connected devices to improve readiness and response capabilities.

The program oversees 329 devices at some 70 sites via a web-based connected management system and on-site representatives.



329
DEVICES

& 70+
SITES



CERTIFICATES OF PUBLIC CONVENIENCE & NECESSITY PROGRAM

OMD oversees and manages the application process for Orange County's Certificates of Public Convenience and Necessity (COPCN) Program. The state of Florida requires emergency medical services providers, like basic life support (BLS) and advanced life support (ALS) teams, to have a Certificate of Public Convenience and Necessity in order to operate in counties throughout Florida.



PERSONS with SPECIAL NEEDS PROGRAM

The **Persons with Special Needs (PSN) Program** is a state program and functions as a collaboration between Orange County and the Florida Department of Health in Orange County (DOH-Orange). The program is designed to ensure people with special medical conditions that require assistance by a caregiver can safely evacuate and seek shelter during an emergency activation.

DOH-Orange provides staffing for the PSN shelters while OMD ensures the shelters have medical supplies, beds, and food for clients. OMD also manages the PSN Registry. The registry alerts clients when the PSN shelters are opening, helps them organize rides to and from the shelter, and helps first responders locate clients during emergency situations.

SHELTER REGISTRATION:

Orange County residents who meet established eligibility criteria can register for the PSN Registry in the following ways:

- 1 Completing an online form that can be found on the PSN Program website.
- 2 Calling Orange County's 311 Hotline or dialing 407-836-3111.
- 3 Asking their Home Health Agency, Hospice Agency, Medical Equipment Supplier or Senior Social Serve Agency to register them.

*The information collected during the registration process is confidential by law and will only be given to specific emergency personnel.

HURRICANE MILTON ACTIVATION



4 SHELTERS OPENED
10/08/24 - 10/11/24



202 PEOPLE

DISTRICT 9 MEDICAL EXAMINER'S OFFICE

The **District Nine Medical Examiner's Office** serves the public and judicial needs of both Orange and Osceola Counties. The staff performs quality, efficient, and timely death investigations with dignity and respect for the decedents, and to determine the cause and manner of death as mandated by Florida Statute 406 and Florida Administrative Code Chapter 11G-2.



MISSION

The Medical Examiner's Office works every day to bring expert and independent medical evaluation to the investigation of deaths that are of concern to public health, safety, and welfare of the community.



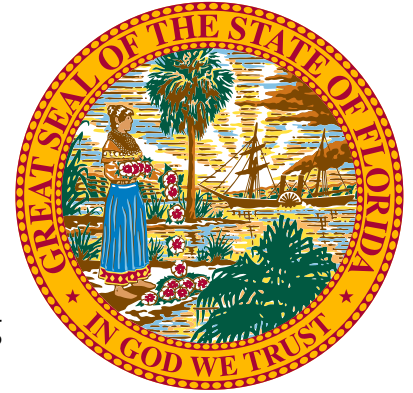
FLORIDA STATUTE 406.11

Florida Statute 406.11 legally mandates when and why a medical examiner is required to investigate a death in Florida. The law outlines the circumstances of someone's death in which the local medical examiner must determine the cause of death and allows a medical examiner to perform and/or order autopsies, lab tests, or other exams if those are required to identify the person, determine the

cause and manner of death, or to collect evidence. The medical examiner is required to notify next of kin if an investigation is happening. The law prohibits the medical examiner from keeping or using body parts for research or other purposes unless it's part of figuring out the cause of death and the family of the deceased has been notified and gives approval.

FLORIDA ADMINISTRATIVE CODE

CHAPTER 11G-2



Florida Administrative Code Chapter 11G-2 also provides mandate for the District Nine Medical Examiner's Office by laying out how the medical examiner must decide if they have the right to investigate a death and document that decision, identify unknown bodies using detailed procedures, conducting thorough investigations including scene exams, interviews, records review, autopsies and photography, manage body parts and samples with legal and ethical safeguards, and label, retain, store and dispose of evidence and specimens appropriately.

OFFICE EXPANSION

Orange County is in the process of expanding the District Nine Medical Examiner's Office to provide more space for the staff and accommodate the increased workload brought on by population growth in both Orange and Osceola counties. The project was approved by the Board of County Commissioners in 2022.

MOSQUITO CONTROL

The **Mosquito Control** Division controls disease transmission and nuisance mosquitoes in Orange County. The principles of Integrated Mosquito Management (IMM) are used to control mosquito populations. IMM incorporates all available technologies and methodologies to control mosquitoes while attempting to reduce dependence on traditional chemical control. This includes eliminating mosquito breeding sites and using safe, environmentally-sound bio-control agents. In addition, surveillance for mosquito-borne diseases, such as Eastern Equine Encephalitis, St. Louis Encephalitis, and West Nile Encephalitis are conducted year-round with an increased focus on Dengue virus monitoring and education for the public.



MISSION

Orange County Mosquito Control is committed to protecting and improving the quality of life of the citizens and visitors of Orange County by maintaining an effective and efficient mosquito control program that is both environmentally sound and scientifically tested.



VISION

To provide the highest, most efficient level of mosquito control through collaborative means by a team of individuals who not only share the same vision, but also feel appreciated and enjoy the work they do.



FISCAL YEAR 2025 REVIEW

The **Mosquito Control** Division, in partnership with Orange County Government’s Planning and Environmental Development Services GIS Team, finalized the design and commenced the testing of a new GIS-based data management system. This system will serve as the division’s new central platform for recording and managing all geospatial data related to mosquito control activities within the county.

ACCOMPLISHMENTS

✓

✓

★

>

381,655

ACRES SPRAYED

Acres sprayed for the control of adult mosquitoes

>

5,258

ACRES TREATED

Acres of water treated for the control of mosquito larvae

>

2,240

REQUEST CALLS

service request calls received from the public

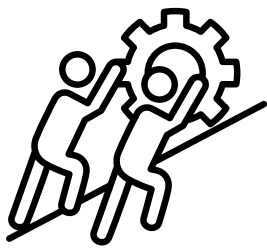
>

50

INTENSIVE CASES

cases received intensive control operations for active mosquito-borne disease

- > Successfully completed the testing and implementation of a new spray control system for nighttime spray operations. This system is integrated with a new GIS data management platform being developed in collaboration with the Orange County Planning and Environmental Development Services Department's GIS Team.
- > Expanded field-testing capabilities for a new geospatial data collection and management system by increasing the deployment of additional tablets for field operations.
- > In support of the mayor’s strategic push for innovation, division staff helped to provide hands-on design thinking training courses to 92% of all Health Services employees.
- > Completed the construction and deployment of a new sentinel chicken flock at Barnett Park.



CHALLENGES & STRATEGIC SOLUTIONS

1

Challenge:

The fiscal year began under a Mosquito-Borne Illness Advisory for West Nile Virus, indicating an increased public health risk.

Solution:

The Division proactively increased the number of acres sprayed to control the adult mosquito population and mitigate the risk.

2

Challenge:

The county continued to face a high number of travel-related (imported) mosquito-borne disease cases. While not record-breaking like the previous year, these numbers remained significantly higher than normal.

Solution:

Enhanced rapid response treatments and control efforts around confirmed imported cases. In addition, we launched a targeted public awareness campaign urging homeowners to eliminate standing water on their property to reduce mosquito populations.

3

Challenge:

Significant staffing shortages in the surveillance laboratory placed a heavy strain on existing personnel and slowed the processing of surveillance data.

Solution:

Successfully recruited a former employee with extensive experience in our laboratory. This greatly reduced the strain on the team and immediately increased the efficiency of processing laboratory samples.

4

Challenge:

The Division experienced difficulty integrating a new, complex spray system for the control of nighttime truck-mounted sprayers.

Solution:

Collaborated with a local vendor to devise a unique modification to the setup, which allowed the system to function as needed with the new platform.

TROPICAL DISEASES

ARBOVIRUSES



Orange County Mosquito Control works with the Florida Department of Health in Orange County (FDOH) to prevent transmission of diseases known as arboviruses. Some of these arboviruses are prevalent in subtropical and tropical climates, like dengue and oropouche. FDOH will notify Mosquito Control upon detection of an arbovirus. Mosquito Control teams then conduct enhanced inspection and control measures in the area surrounding the infected person's home to prevent further transmission.

DENGUE & OROPOUCHE

2024 ARBOVIRUSES

Mosquito Control provided surveillance and control measures for oropouche and dengue in August of 2024. The Florida Department of Health – Orange notified teams it had reported two locally acquired cases of dengue and two travel related cases of oropouche virus. Before 2024, dengue had not been locally transmitted in Orange County and the oropouche cases were the first travel related cases the county had seen.



KEEPING YOUR NEIGHBORHOOD



SAFE

BY CDC STANDARDS



100 - 200 YARD
RADIUS COVERED

Mosquito Control bases their treatments on the standards and recommendations of the Centers for Disease Control (CDC). They recommend an inspection and treatment area of 100-to-200-yard radius around the residence with a reported case or concentration of mosquito infestation.

The radius is established and adjusted in such a way that no one would be able to identify the exact house but rather have a vast number of houses be inspected and treated by the team as necessary.

SENTINEL CHICKEN

P R O G R A M

Orange County Mosquito Control uses chickens to detect mosquito-borne illnesses, known as arboviruses.

- **West Nile Virus**
- **Eastern Equine Encephalitis Virus**
- **St. Louis Encephalitis Virus**
- **Highlands J Virus**

The Sentinel Chicken Program relies on chickens because they are “dead-end hosts” for arboviruses. When a chicken contracts an arbovirus from a mosquito, it cannot replicate or transmit the virus, and the virus does not harm the chicken.

Mosquito Control monitors several chicken coops throughout the county. If a chicken tests positive for an arbovirus or develops antibodies, it signals Mosquito Control to increase spraying and water treatments in areas surrounding that chicken coop to reduce mosquito populations and limit the risk of disease transmission. Once a chicken tests positive, it is retired from the program and sent to a local farm.



MOSQUITOFISH

P R O G R A M

**DID YOU
KNOW?**

Orange County Mosquito Control raises *Gambusia affinis*, commonly known as Mosquitofish, a freshwater fish native to Central Florida.



mosquitofish
(*Gambusia affinis*)



© 2012 Encyclopædia Britannica, Inc.

Because this species of fish is known to eat mosquito larvae, Mosquito Control releases them in ponds, canals, lakes, and other bodies of water to naturally reduce mosquito populations. Orange County residents can request Mosquitofish from Mosquito Control, free of charge, and they can be released into habitats where they are not already present.



NEW FACILITY

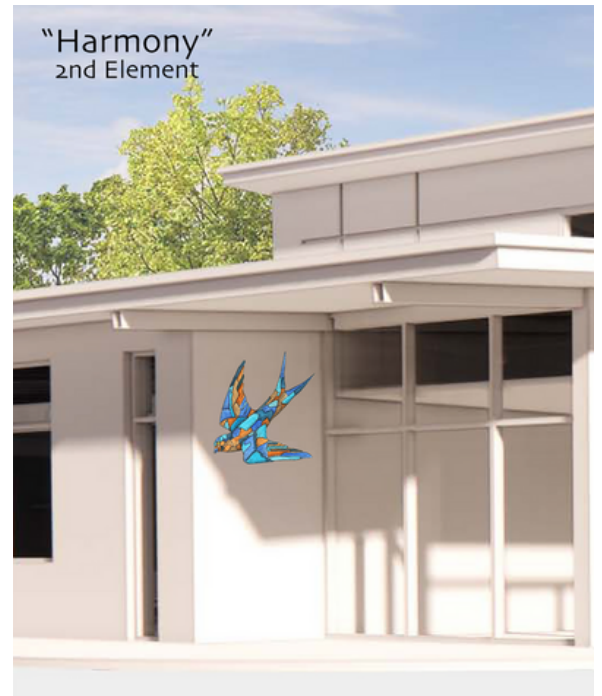
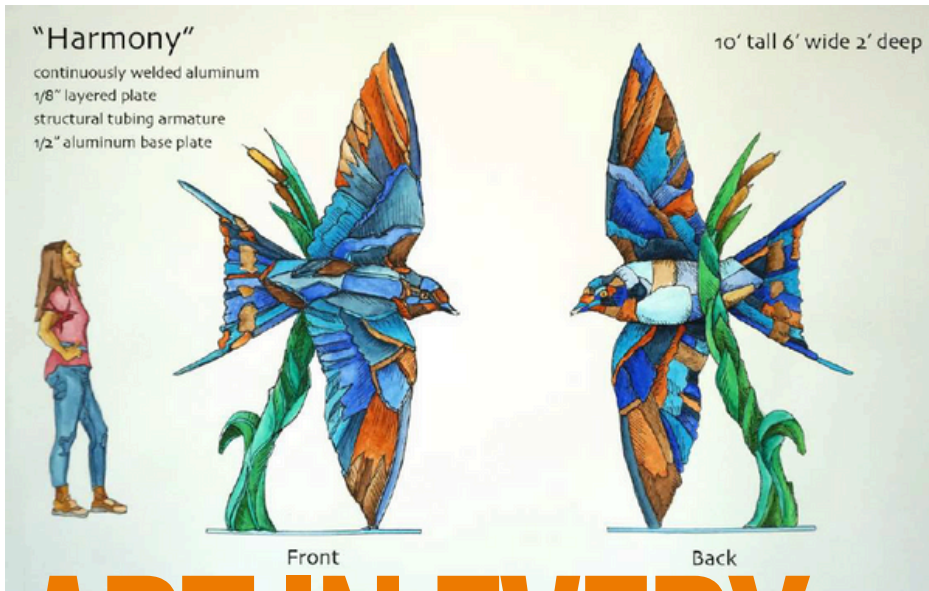
OPENING 2025

The new Orange County Mosquito Control facility will be opening in 2025. The larger, state-of-the-art facility is located on the corner of Silver Star Road and Powers Drive, in the Pine Hills neighborhood.

The new facility features:

- ✓ A new enhanced surveillance laboratory for monitoring mosquito populations and disease activity
- ✓ An insectary, which is a specialized environment to raise mosquitoes year-round under controlled temperatures, humidity, and lighting conditions
- ✓ More space for mosquito control vehicles and equipment

This **\$14.2 million** project started in 2019 and is a testament to Orange County's commitment to protecting the health and well-being of our residents and visitors.



ART IN EVERY SPACE

NEW FACILITY & MORE!

Orange County Mosquito Control worked with Orange County Arts & Cultural Affairs to include art and culture in the new facility. The result is an exhibit titled "Harmony," featuring two barn swallow sculptures by artists Don Kennell and Lisa Adler of DKLA Design in Santa Fe, NM. One sculpture – a striking 10-foot piece – will be installed outdoors near the southwest corner of the retention pond. The second, a smaller version, will be displayed on the wall, inside the lobby. Barn swallows were chosen for their role in the ecosystem, as they naturally help control flying insects like mosquitoes, flies, wasps, bees, and ants.



The Community Art Wall project in Pine Hills inspired the formation of the nonprofit Las Semillas: The Seeds of Pine Hills, led by local artist and mentor Seth "Seven" Charlestin. The project empowers grassroots organizations through art and tactical urbanism. After Orange County acquired and reconstructed the unsafe wall on Powers Drive in 2021, efforts have been taken to restore trust in the community following the wall's removal. The Arts & Cultural Affairs Office worked with Legal and Risk Management to create agreements allowing Seven and his team to resume painting. The wall will be located along Powers Drive, outside of the new facility. The county hosted a photo retrospective exhibit, an open house, and feature Seven in an Artist Spotlight video to rebuild relationships and celebrate the project's legacy.



ORANGE COUNTY
HEALTH SERVICES

FISCAL YEAR **2025**
**ANNUAL
REVIEW**