

Community Programs Yearly Progress Report

July 1, 2022 to June 30, 2023



FlaglerCares

Helping People. Transforming Communities. Changing Lives.

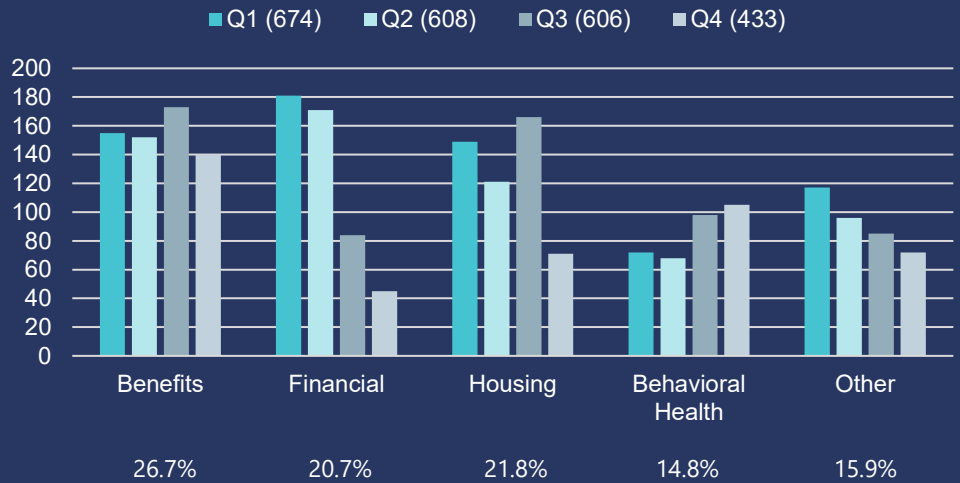
1,379

Requests
For Assistance

Quarter 1	390
Quarter 2	365
Quarter 3	356
Quarter 4	268

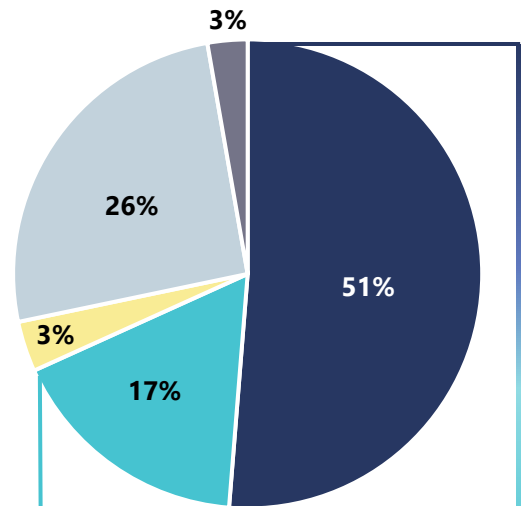
Reported Needs

many clients report more than one need



Intake Process Outcomes

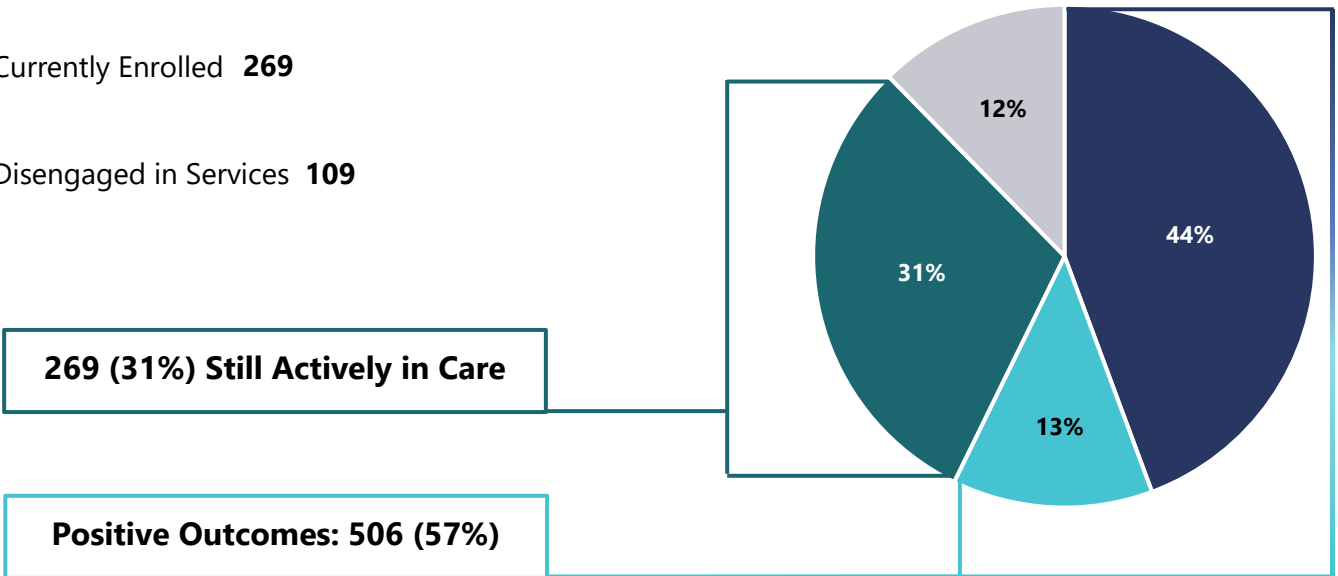
- Successfully Enrolled in a Program **707**
- Successful (Need Resolved During Intake Process) **234**
- Still Undergoing Intake Process **48**
- Unreachable or Disengaged During Intake **352**
- Declined Services During Intake **38**



Positive Outcomes: 941 (68%)

Program Enrollee Outcomes

- Successfully Achieved All Goals and Unenrolled **392**
- Successfully Achieved Some Goals and Unenrolled **114**
- Currently Enrolled **269**
- Disengaged in Services **109**



Flagler Cares’ clients often present with multiple needs, and our goal is to assist them with as many of those needs as possible. It is also common for clients to present with one immediate need and for them to identify additional needs as our Care Coordinators get to know their situation. The result is that clients often enroll in multiple programs during their time with Flagler Cares and leave us with significantly improved outcomes in various areas.

This fiscal year, Flagler Cares’ Community Programs team logged a total of 884 program enrollments. Of those, 3 entered the Housing Assistance Program, 73 entered the SOAR Program, 174 entered the Behavioral Health Program, 84 entered the Coordinated Opioid Recovery (CORE) Program, and 550 entered the Care Coordination Program where they were assisted with a multitude of needs simultaneously.

884
Program Enrollments
This Fiscal Year

Note: This number includes only those who enrolled in a program after Intake and does not include the number of Intake Program enrollments.



Quarter 1 (July 1, 2022 – September 30, 2022)

The client was referred to Flagler Cares from CareerSource Flagler Volusia and she came to the office with her 11-year-old daughter. They had recently become homeless after an eviction from their apartment. Her immediate need was to find safe shelter and she was also looking to gain employment. Through Flagler Cares' Care Coordination Program, she was helped with contacting shelters in the area to search for temporary housing. She was given blankets as comfort items and was also referred to Emmanuel's Closet for clothing items. She was able to gain employment at a grocery store and was admitted into a shelter in the county to be stable while she got her affairs in order. After she left the shelter, a local church and Flagler Cares worked together to support her housing for a few days as she made plans to move out of state with family. Flagler Cares also supplied gas cards to assist the family in getting to their new home. Their Care Coordinator confirmed that they made it to their destination safely and closed their case.

Quarter 2 (October 1, 2022 – December 31, 2022)

The client lost her housing 3 weeks prior to reaching out to Flagler Cares after her landlord sold the home. She and her 4 children stayed in a motel for a short time, but they could no longer afford it. The family had gone through their food stamps since being out of the home. When they were enrolled in the Care Coordination Program, the family was living out of their car with the children, so the Flagler Cares Care Coordinator provided information about local emergency shelters along with diapers and wipes. The client was assisted with completing an application at a local apartment complex, and they had a 3-bedroom house that was set to be ready in the coming weeks. She was approved for the house and had saved \$2,000 for the move in costs but would still be a little short of the total cost. The Care Coordinator utilized CDBG grant funds to pay for her utilities to be turned on and partnered with Christmas Come True to find beds for the children. She was also referred to St. Vincent de Paul for household items to furnish the home. She was gifted a Publix gift card for food and received items from the Flagler Cares store front including more food, personal care items, household items, and baby care items. She was very thankful for all the help Flagler Cares was able to provide and is now housed and starting off with some supplies for the family.

Quarter 3 (January 1, 2023 – March 31, 2023)

The client initially engaged with Flagler Cares through our Behavioral Health Program. Upon learning about the Coordinated Opioid Recovery (CORe) Program, he was interested in taking full advantage of all parts of that brand new system of care. He remained in contact with Flagler Cares' Behavioral Health Counselor and was put in touch with a Peer Recovery Specialist from Flagler OARS to help support him on his journey to sobriety. He also engaged with Outreach Community Care Network for medication-assisted treatment and was provided options for counseling services. To date, he is successfully maintaining his sobriety, has gained employment, became involved in Flagler Cares' Sober Living Program, and is working toward his next goal of saving money to buy a car. From his initial Mental Health Quality of Life (MHQoL) assessment to his most recent assessment (90 day check-in), his total score has increased by 5 points. Given that the highest MHQoL score possible is 21 points, this is a significant improvement in this client's quality of life.

Quarter 4 (April 1, 2023 – June 30, 2023)

The client was being assisted by a Flagler Cares Care Coordinator with a disability claim when it was discovered that she needed assistance paying for an oxygen concentrator. She had been unable to make it to her disability appointments due to not being able to leave the house without oxygen. She also had an outstanding balance with her doctor's office that prevented her from being able to make another appointment to obtain the prescription for the oxygen concentrator. Flagler Cares covered her outstanding balance, paid for transportation to her appointments, and covered the cost of the oxygen concentrator after she received her prescription. As a result of the assistance provided by Flagler Cares, this client was able to get back on track with attending her disability appointments. She also told our Care Coordinator that, with her new oxygen concentrator, she was finally able to leave the house again which resulted in her being able to attend her grandson's graduation. When asked to summarize her experience with our team, she stated, "**Flagler Cares has helped me out in many ways in such a short period of time. Everyone is kind, patient, and very helpful. The experience has been amazing and I want to thank Flagler Cares. I am very appreciative.**"



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