

ANNUAL REPORT

FLAGLER CARES, INC.

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FY
22-
23



FlaglerCares

Helping People. Transforming Communities. Changing Lives.

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LETTER FROM THE CEO

It's been an incredible year of growth for Flagler Cares! We have partnered with many with other local organizations providing much needed services in the county in order to expand the safety net of care that is one of the main elements of our mission. We've also internally launched and/or supported partners in the launch of several new programs to better serve the needs of Flagler County residents.

I am incredibly proud of the team we have built at Flagler Cares, lead by myself, Chief Operating Officer Rachael Gerow, and Chief Innovation Officer Jeannette Simmons. Our staff continue to provide the highest level of quality and compassion in their service to our clients, making Flagler Cares a leader in client satisfaction and successful outcomes.

Looking ahead, we have big plans for Flagler Cares. We want to continue expanding our services and reach, and we're always looking for new ways to make a positive impact in our community. With the support of our partners and the dedication of our staff, I have no doubt that we will achieve our goals and continue to make a difference in the lives of those we serve.



Carrie Baird

Chief Executive Officer of Flagler Cares, Inc.

A handwritten signature in white ink that reads "CBaird". The signature is written in a cursive, flowing style with a large, decorative initial "C".

YEAR IN REVIEW

FLAGLER COUNTY VILLAGE GROWTH

The Flagler County Village has expanded by 4 organizations and 3,924 square feet of space this past year. We have officially opened a recovery hub called HEAL Recovery at the Flagler County Village which is the home of our new Coordinated Opioid Recovery (CORe) Program and our CORe partner organizations. We have plans to continue expansion next year as we strive to serve the community at an even more efficient level. This no-wrong-door, one-stop-shop Village has made gaining assistance with much needed services accessible for countless residents since its opening.

EXPANSION OF PROGRAMS

Our programs have remained strong and we have seen immense growth, specifically within our Behavioral Health Program. Our clients have experienced success across the board with 68% positive outcomes out of intake and 57% positive outcomes out of all programs, not including the 31% of individuals still actively enrolled and being served today.

Our referral management and data system, LINC Flagler Volusia, has continued to grow this year to meet the needs of the network of 30 total providers that we have onboarded. The system has also supported the efficiency of our staff as they work to provide the highest level of care coordination for our clients.

CAPACITY BUILDING & DIRECT ASSISTANCE

Flagler Cares has created two separate funds that aim to improve how we serve residents of Flagler County. The first is the Flagler Catalyst Fund consisting of two types of grants, Innovation Grants and Growth Grants, which fund multi-year projects and one-time capacity building projects, respectively. This year, we awarded one Innovation Grant to Easterseals Northeast Central Florida and three total Growth Grants to Grace Community Food Pantry, Salty Family Services, and the Bike Men of Flagler County.

The second fund is the Barrier Removal Fund which provides direct client assistance to remove barriers to health and wellness with one-time or short-term expense payments. The fund has been made available by application to Flagler Cares staff and some of our key partner organizations.

FINANCIAL IMPACT

Last year, we reported that our working budget was the largest we had been afforded in Flagler Cares' history. This year, we are thrilled to report that our total budget is 2.5 times larger than that record-breaking figure. It is through the partnerships we have built in our community and Flagler Cares' stellar reputation for outstanding client service that we are fortunate enough to be entrusted with these awesome responsibilities.



FLAGLER COUNTY VILLAGE UPDATE

The Flagler County Village concept has been a dream of Flagler Cares' leadership for years. Its goal is to create space for multiple social service organizations to colocate in an effort to increase collaboration across the sector and to provide a one-stop-shop for Flagler County residents seeking assistance.

VILLAGE GROWTH

At the end of fiscal year 21-22, the Flagler County Village housed 5 social service organizations and expanded across 4,939 square feet of space.

As we close out fiscal year 22-23, the Village now hosts 9 organizations in 8,863 square feet of space expanding across three floors of the City Marketplace in Palm Coast.

Flagler Cares arranged for expanded space on the first floor of the building directly adjacent to the Flagler County Village main hub to accommodate the needs of Easterseals Northeast Central Florida.

Additionally, as part of the Coordinated Opioid Recovery (CORe) initiative, Flagler Cares built out HEAL Recovery on the second floor directly below the Village main hub. This walk-in friendly recovery center houses our CORe partners and provides on site medication assisted treatment (MAT) and peer recovery support services to those suffering with substance/opioid use disorder.

END OF FY 21-22



ADDED IN FY 22-23



COMMUNITY PROGRAMS

FLAGLER CARES PROGRAMS

Flagler Cares is proud to offer a variety of services to our community at the one-stop-shop Flagler County Village. As of June 2023, we offer the following services:

- Screening and Referral
- Benefit Assistance and Navigation
- ID Assist
- SOAR (SSI/SSDI)
- Connection to Housing Assistance
- Health Marketplace Navigation
- Behavioral Health Navigation

CORe PROGRAM

Possibly the biggest change to Flagler Cares' Community Programs offerings this fiscal year was the addition of the CORe Program. Flagler Cares signed a subcontract with the Flagler Department of Health to manage the utilization of \$1.3 million to address substance/opioid use disorder (SUD/OD) in Flagler. This funding comes after Flagler County ranked 8th highest in Florida for overdose death rate per capita in 2020.



WHAT IS CORe?

The Flagler County CORe Program is a multi-agency, multi-disciplinary, brand new system of care created to combat the opioid crisis. It is comprised of 4 partner organizations, shown below, who collaborate to offer the highest quality supports and treatment options for those suffering with SUD/OD. We believe in multiple pathways to recovery and therefore are happy to help our clients determine which parts of the system of care will be most beneficial to their individual needs. Services offered include:

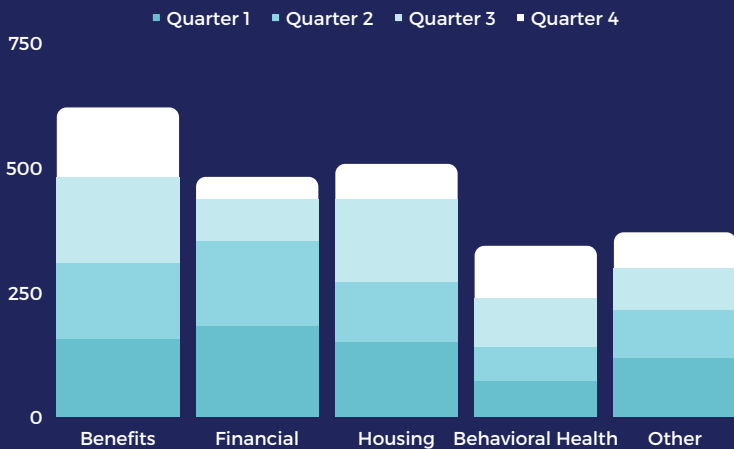
- In-field buprenorphine dosing for up to 7 days before initial MAT intake
- Medication assisted treatment (MAT) with multiple medication options
- Peer support
- Individual and/or group counseling
- Care coordination



PROGRAMS DATA

NEEDS

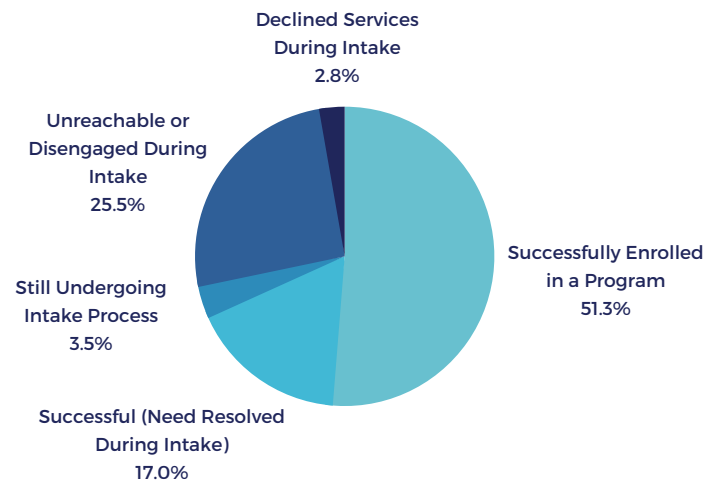
Clients arrive at Flagler Cares with a host of needs that we work to help them address. The chart below illustrates all presenting needs reported to our staff at intake.



After a client's presenting needs are assessed, Flagler Cares' Care Coordinators will determine which programs may be beneficial to the client and proceed with enrolling them in those programs. This process takes place while the client is enrolled in the Intake Program. See the chart titled Intake Process Outcomes to the right for more information.

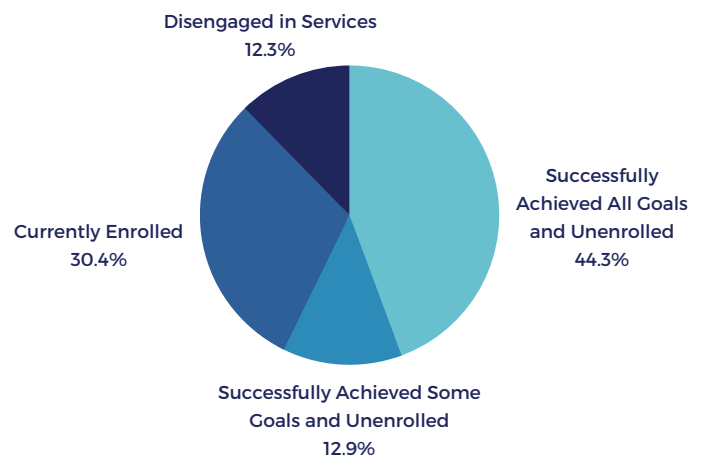
Clients unenrolling from Intake may then be enrolled in one or more programs to address their specific needs. Additional needs may be discovered as they work more closely with our Care Coordinators during enrollment which may result in additional program enrollments and longer episodes of care. See the chart titled Program Enrollee Outcomes to the right for more information.

INTAKE PROCESS OUTCOMES



Positive or "Successful" Outcomes: 68%

PROGRAM ENROLLEE OUTCOMES



Still Actively Enrolled in Care: 31%

Positive or "Successful" Outcomes: 57%

BEHAVIORAL HEALTH PROGRAM

THIS YEAR'S GROWTH

Flagler Cares offers an expanded Behavioral Health Program to serve those who are uninsured or underinsured in Flagler County. Our program now includes psychiatric evaluations, medication management, counseling, pharmacy assistance, and care coordination.

The services for this program all take place at the centrally located, no-wrong-door Flagler County Village and consist of tele-health services provided by IMPOWER as well visits with an in-person Behavioral Health Counselor who is also trained to provide care coordination services. These expanded options ensure that a client's inability to travel to and from appointments will not interfere with their options for care, and that clients will always have access to talk to someone face-to-face.

Flagler Cares also supports access to free or low-cost medications through a Prescription Assistance Program in partnership with A Plus Pharmacy. The program is open to individuals with Medicaid coverage, individuals with very low income, and individuals without insurance or with very limited coverage.

Additionally, our Lead Behavioral Health Counselor has taken on the majority of care coordination and counseling efforts for our CORE Program which has seen rapid growth since the grand opening of our recovery hub, HEAL Recovery at the Flagler County Village, in January 2023. As a result, we are currently searching for an additional Behavioral Health Counselor to serve the influx of clients seeking assistance.

LINC FLAGLER VOLUSIA

LINC Flagler Volusia is a robust data system that simplifies the referral process for trusted providers on behalf of individuals seeking assistance. Using LINC, organization staff can securely communicate with other care providers within the network to collaborate on services and supports, making the process easier and faster for everyone involved.

This innovation in communication across agencies benefits the individual seeking assistance, the organizations trying to connect their clients to services, and the organizations providing those services. By streamlining the referral process, LINC provides case managers and care providers with the resources they need to offer the highest quality services. Since this time last year, LINC has added 9 new organizations which brings the total number of network providers to 30, and we are always interested in expanding further.

LINC Flagler Volusia is powered by CrossTx, a HIPAA secured, web-based referral network platform. Since LINC went live, Flagler Cares has worked tirelessly with the team at CrossTx to improve functionality in order to increase ease of use for the network of providers that we have onboarded. We are currently in the process of assisting CrossTx in transitioning to a new platform which we hope to shift the entire LINC network to in the coming year.



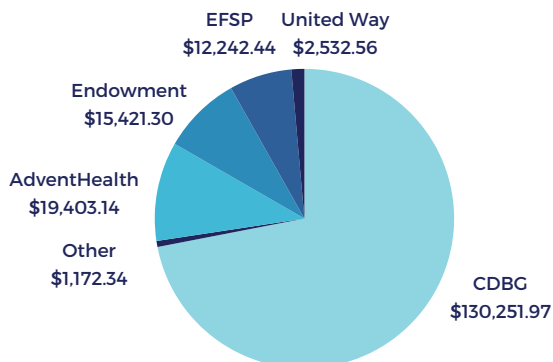
DIRECT CLIENT IMPACT

DIRECT FINANCIAL ASSISTANCE

The main goal of all of Flagler Cares' Community Programs is to ensure that clients leave our services better off than when they arrived. Often, clients experience struggles along their journey to health and wellness that could be solved or at least briefly alleviated with direct financial assistance. Flagler Cares is fortunate to partner with a handful of local organizations and statewide/national programs to provide this assistance. Those funders include:

- Community Development Block Grant through the City of Palm Coast
- AdventHealth Palm Coast (funding the Barrier Removal Fund; more information on page 14)
- Endowment to Flagler Cares, courtesy of Dr. Stephen Bickel
- Emergency Food and Shelter Program
- United Way of Flagler and Volusia Counties

The chart below illustrates the amount of direct financial assistance was provided to clients this year through each of the various funding sources.



DIRECT ASSISTANCE BY TYPE

Thanks to our various funders, we have the flexibility to allocate direct financial assistance to address various needs with which clients may present. Within the past year, the vast majority of direct assistance payments have gone toward rent, mortgage, and utility costs which is typical in any given year. Flagler Cares has also provided assistance in a variety of other areas which can be seen broken down in the funnel chart below.

Total Direct Financial Assistance

\$181,023.75



CLIENT STORIES

Q1 - CLIENT AZ

Presenting Need: Homelessness

This client was referred to Flagler Cares from CareerSource 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 from Flagler Cares' mini store 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 then 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 next home. Our Care Coordinator confirmed that they made it to their destination safely and closed their case.



Q2 - CLIENT MA

Presenting Need: Behavioral Health Services

This client, an overwhelmed mother, was seeking assistance for mental health services for her 7-year-old son. She enrolled in the Behavioral Health Program and received assistance from the BH Counselor to find the most appropriate provider for her son. Her son was referred to a local counseling provider that specialized in working with children/families and was able to accommodate the family by working with the child in the home. The client's son is now in consistent therapy sessions and is doing much better.

"I just wanted to let you know that your organization has been a blessing to my family. We are so happy with the service we have received. You were always easy and comforting to talk with about difficult and personal issues. You have always been prompt on reaching out above and beyond to check on us. I would definitely recommend your services to anyone needing support. Flagler County is beyond lucky to have you as a resource." - Client MA

Q3 - CLIENT AM

Presenting Need: Behavioral Health Supports

At her intake appointment, this client shared with our Behavioral Health Counselor that she was experiencing multiple barriers including homelessness, unaffordable transportation, difficulties with her disability claim, and numerous behavioral health concerns.

Right away during her intake appointment, the client was provided a disability consultation from our SOAR Specialist who informed her of different ways that she could expedite the review process. Our Specialist also assured her that, while she did not qualify for our SOAR program, we would be available to answer her questions about the claim process at any time.

Our Counselor then discussed with the client her next immediate need: transportation. The client had been driving out of county daily for methadone treatments and was struggling to afford gas. Our Counselor submitted a request to award the client gas cards to lighten the load, and her request was approved. Our Counselor also provided housing resource information and personal care items to help address the client's homelessness.

Finally, our Counselor educated the client on Flagler Cares' CORE Program including the availability of on-site medication-assisted treatment and peer support services. The client agreed to enroll in the CORE Program and was able to meet with a peer immediately following her initial intake appointment. Today, she is actively engaged in the CORE program and her outcomes have improved significantly.

Q4 - CLIENT RL

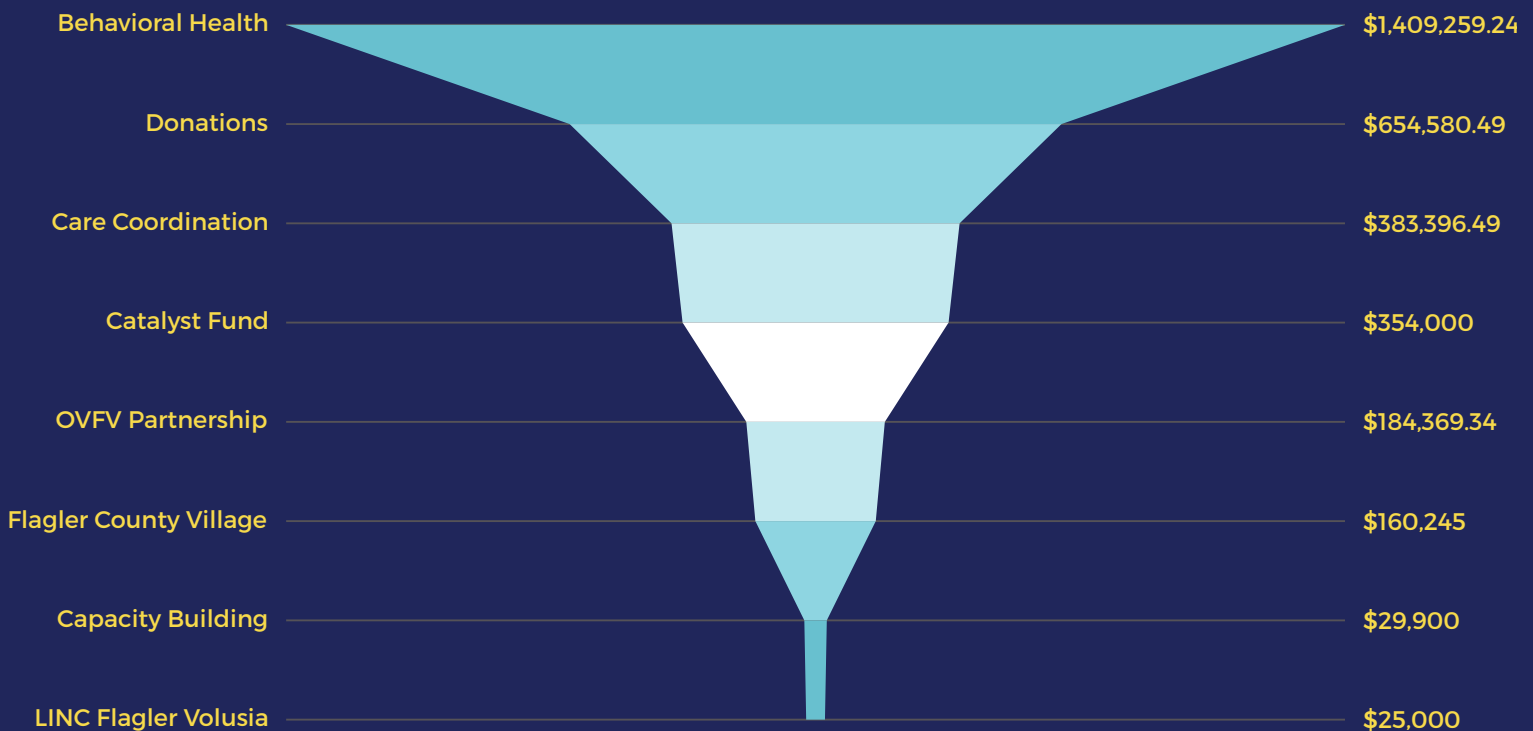
Presenting Need: Disability Consultation

This client was being assisted by our SOAR Specialist with a disability claim when it was discovered that she needed assistance paying for an oxygen concentrator. She had been unable to make 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.

"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."

- Client RL

FINANCIALS REVENUE



TOTAL ANNUAL REVENUES: \$3,200,750.56

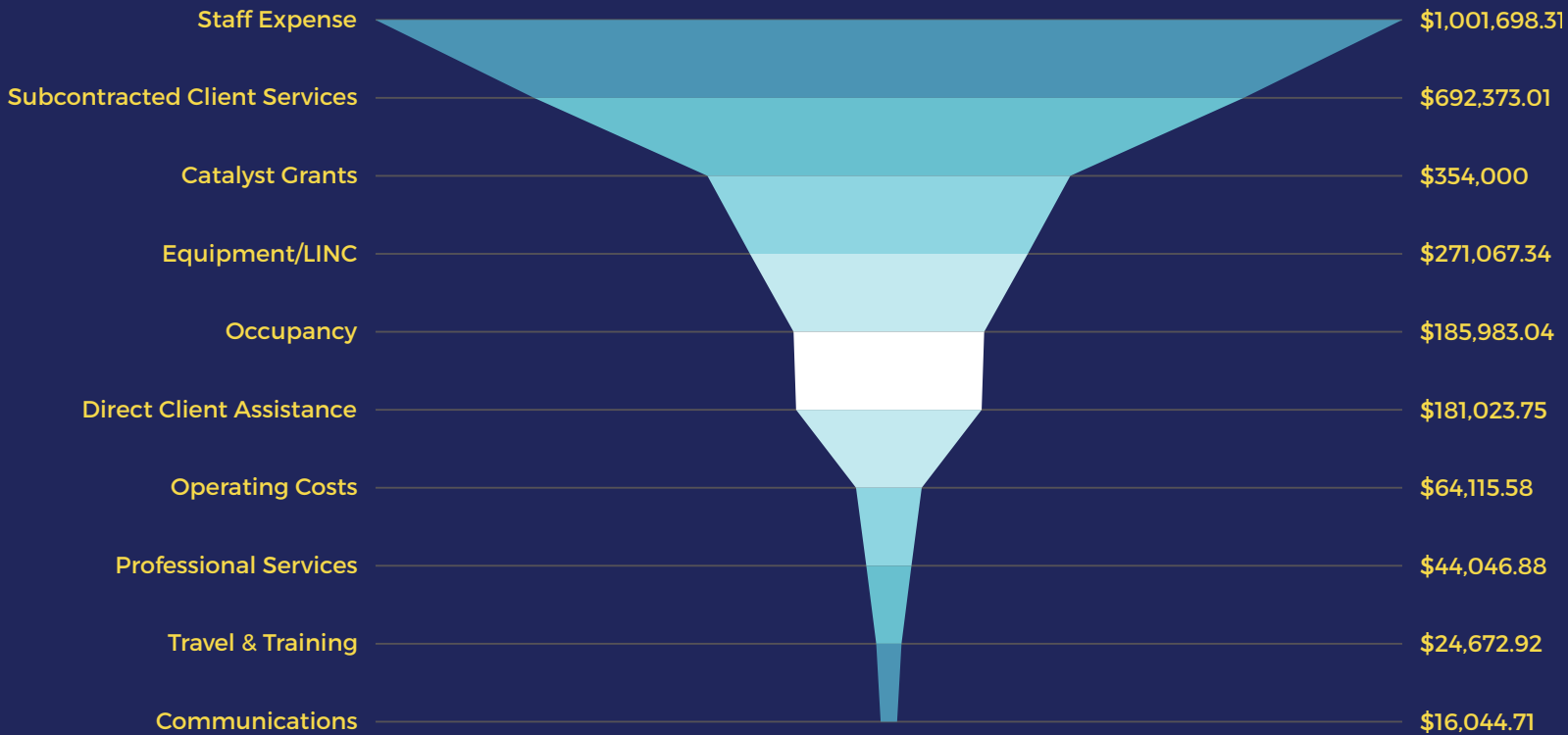
Flagler Cares is proud of the partnerships we have made and maintained over the many years we have been in operation. It is because of these relationships that we have been able to expand our service offerings and realize our vision.

Last fiscal year, Flagler Cares was fortunate enough to be afforded the largest operating budget in our history. This year, through diligent fundraising efforts, we were able to work with a budget that was 2.5 times larger than FY 21-22. We are thrilled to continue this work on a much larger scale and transpose our organization's growth onto the community we serve.

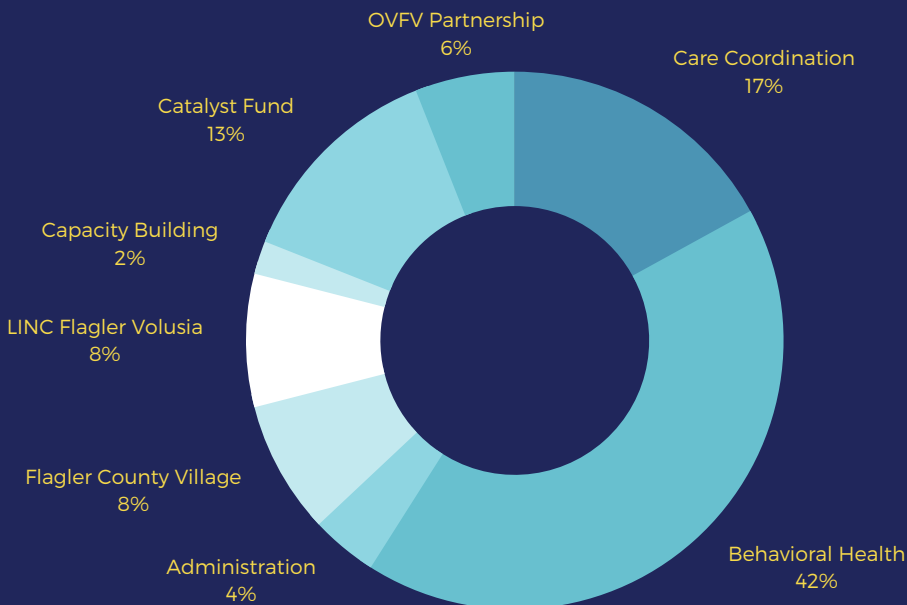
THANK YOU TO OUR FUNDERS!

- AdventHealth Palm Coast
- AdventHealth Palm Coast Foundation
- City of Palm Coast
- Department of Children and Families
- Department of Health - Flagler County
- Health Planning Council of Northeast Florida
- SMA Healthcare
- United Way of Volusia-Flagler Counties

EXPENSES



TOTAL ANNUAL EXPENSES: \$2,835,025.54



As Flagler Cares and its programs experienced significant growth this year, we remained dedicated to enhancing the lives of those who call our community home. Our focus is on maximizing our spending to directly benefit Flagler County residents.

The donut chart on the left illustrates the percentage of total expenses that went into funding Flagler Cares' various programs this year. Each category has a unique impact on the community, and we are thrilled with the progress we have made.

BARRIER REMOVAL FUND

WHAT IS THE BARRIER REMOVAL FUND?

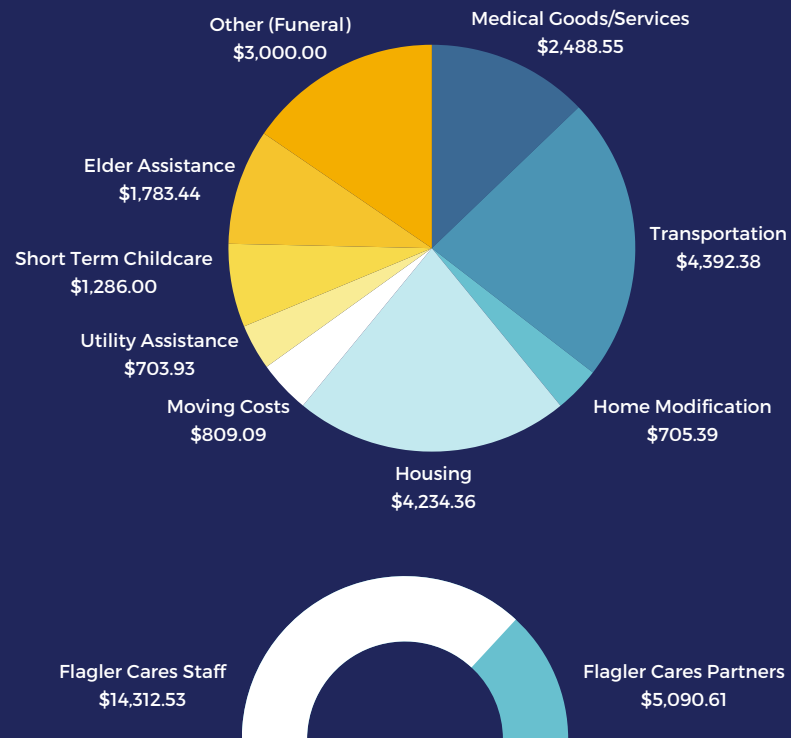
Utilizing funding from the AdventHealth Palm Coast Foundation Impact Fund, Flagler Cares has created the Barrier Removal Fund. Flagler Cares matched a portion of funding from AdventHealth with \$5,000 of our own, bringing the total startup amount in the fund to \$25,000. The intention of the fund is to remove barriers to health and wellness with one-time or short-term expense payments supporting residents in Flagler County. The fund began accepting applications in July 2022.

The Barrier Removal Fund has been made available to key partners of Flagler Cares who, like us, have clients that may struggle to continue their journey to overall health and wellness due to seemingly minor financial barriers. The goal of this fund is to create an option for social service agencies to assist those clients with minimal requirements and a clear path to timely approval.

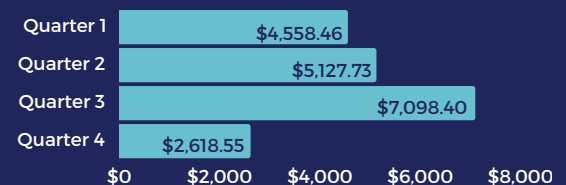
Since its inception, this fund has been heavily utilized by Flagler Cares' own staff to support our clients in a variety of ways. In most cases, payments made through the Barrier Removal Fund have allowed clients to continue their work with our Care Coordinators to address their needs by alleviating their most pressing concerns first. In other cases, clients were assisted with payments that would have been extremely difficult to find help for elsewhere.



FUNDING BREAKDOWN



TOTAL SPENT



Spent in Year 1: \$19,403.14

Remaining in Fund: \$5,596.86

BARRIER CLIENT STORIES

Q1 - CLIENT AA

After the sudden death of their 4-year-old daughter in a drowning accident, this family was struggling to afford funeral expenses as they worked to properly honor her memory. Flagler County Schools applied to the Barrier Removal Fund to help alleviate some of the burden. In collaboration with other social service agencies, we provided assistance for the family to purchase a headstone, cover costly hospital bills resulting from the accident, and attend grief counseling. The mother extended her gratitude to all involved, stating, **“Thank God and God bless you all for helping us.”**

Q2 - CLIENT SM

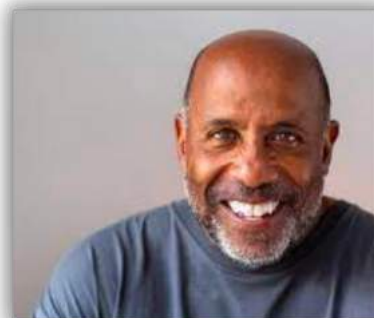
This single mother of 4 had been homeless for many months when she reached out to Flagler Cares for assistance. Her colleagues at work came together to help her pay for move-in costs to a new home but she still could not afford utility deposits. A Flagler Cares Care Coordinator utilized this fund to cover her utility deposits, connected her with Christmas Come True to obtain beds for her children, gifted her a Publix gift card for Thanksgiving food items, and directed her to Flagler Cares’ mini store to collect much need clothing and non-perishable food items. After receiving the help, she exclaimed, **“Thank you, thank you, thank you! We are off the streets, I have a home before the holidays, and I have water and lights!”**

Q3 - CLIENT GD

This client was working with our Care Coordinators to apply for SNAP benefits but was struggling to afford food and other bills while she waited for the assistance to come through. This fund provided her with a Publix gift card to cover her immediate food needs so she could utilize her cash for other household bills. To show her appreciation, she stated, **“Thank you all so much. I’m not used to social workers being so helpful. I still can’t believe that you call me as often as you do and follow up. This gift card is going to help a lot.”**

Q4 - CLIENT AB

This client was diagnosed with a serious fungal infection and was told by his doctor that although his condition was improving, he would need to continue treatment to receive the full effects of his medication. He could no longer afford his prescription as it was a compounded medication that was not covered by his insurance. One of our Care Coordinators



utilized this fund to cover the cost of his medication and his condition greatly improved since then.

FLAGLER CATALYST FUND

WHAT IS IT?

The purpose of this fund is to expand existing programs and fund new ones that support increased access to health insurance, behavioral/mental health, substance use programs, housing assistance, and more. The two grant types available as part of this fund are **Innovation Grants**, which focus on larger multi-year projects with well developed concepts, and **Growth Grants**, which are smaller, one-time awards to focus on capacity building for smaller organizations and/or new programs. The Fund's first implementation cycle began on October 1, 2022.

INNOVATION GRANT

The Fund's first **Innovation Grant** was awarded to Easterseals Northeast Central Florida to create a Me In Progress Wellness Program to serve the youth of Flagler County. The program provides one-on-one counseling, group counseling, and alternative therapies including music therapy, art therapy, and exercise. The goal of the program is to support children as they explore tools to improve their mental wellbeing and to reduce the stigma of accessing behavioral health services.

To date, program staff have completed many outreach activities, connected with potential partners to generate program referrals, and facilitated numerous mental health, fitness, and/or career-focused programs.

GROWTH GRANTS

The Fund's first cycle of **Growth Grants** were awarded to Grace Community Food Pantry and Salty Family Services. The food pantry was experiencing a limited capacity for transporting perishable foods to community events, so the Fund supported the purchase of a refrigerated food truck. Salty Family Services works to provide mentoring to families at risk of having a Department of Children and Families investigation but was experiencing a shortage in their workforce, so the Fund supported them in hiring a part-time employee to mentor an estimated 50-60 additional families for the year. Within the Fund's second cycle of **Growth Grant** considerations, the Bike Men of Flagler County were gifted an enclosed trailer to increase their capacity in providing bicycles and bicycle repair for children and adults across the county who cannot afford any other method of transportation.



WHAT'S NEXT?

EXPANDING THE VILLAGE

Flagler Cares is in the process of growing the Flagler County Village with the addition of an expansive conference/training room. This space will be located just down the hall from where the Village main lobby sits today and will be open to Flagler Cares staff as well as current and future Village partners. Additionally, as needs of the Village grow and more community partners express interest in sharing space with us, we are considering adding additional space, additional locations, or moving the Village altogether to a location that is equipped to grow as quickly as we are. Stay tuned for location updates in the future!

BARRIER REMOVAL FUND EXPANSION

The Barrier Removal Fund has been a huge success this year at Flagler Cares and we are looking to make it even bigger next year! We aim to increase the funding available to staff and Flagler Cares partners by maintaining our outstanding relationships with our current funders as well as fostering new relationships that may result in additional funding. We also aim to better advertise the available funding to continue supporting our key partners. The main goal for this next year is to expand the scope of the Barrier Removal Fund to better support the needs of those clients who utilize it.

SYSTEM OF CARE COORDINATION

A pillar of our mission at Flagler Cares is to create and expand a coordinated safety net of health and social care services that will support Flagler County residents from all sides. To that end, we are focusing on ways to increase access to behavioral health care through collaborative initiatives to increase the number of providers (both organizations and private practitioners) who accept commercial insurance, Medicaid, and Medicare. To accomplish this, we are exploring a co-op approach to credentialing, billing, and back-office functions that aims to expand system capacity. Additionally, we are in the process of developing a position description and business plan to create a neutral business development position to connect providers, organizations, and consumers to care.

STAFF EXPERTISE

Flagler Cares' staff are constantly looking for opportunities to grow and better serve our clients. We are making a dedicated effort to provide staff with training in the upcoming year to do just that, including additional trainings in:

- SOAR (SSD/SSDI)
- SHINE (Medicare)
- ACCESS System (Medicaid/SNAP Applications)



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