



# FlaglerCares

Helping People. Transforming Communities. Changing Lives.

## Client Handbook

Welcome to Flagler Cares! We can't wait to work with you!

About Flagler Cares ○ Services Offered ○ Methods of Assistance ○ Your Rights & Responsibilities

Our Rights and Responsibilities ○ Frequently Asked Questions ○ Crisis/Emergency Information

### About Flagler Cares

**Welcome!** We are thrilled to serve you. We will be here every step of the way to ensure that your needs are met and that all available resources are afforded to you. Flagler Cares believes strongly in supporting the whole person rather than simply addressing the presenting need and moving on to the next client. We are going to take our time to get to know YOU and your unique situation so that we can provide the highest level of service possible. All we ask in return is that you are open and honest with our Care Coordinators about your needs and commit your time to helping us help you.

**Mission Statement:** Flagler Cares aspires to be a driving force behind bold innovations and community improvement creating a coordinated safety net of health and social care services.

We are a best practice organization committed to creating a community that works for everyone. We are humans helping humans.

#### Flagler Cares is committed to:

- Treating all members of our community with compassion, dignity, and meeting people where they are without judgment.
- Striving for a YES—taking the extra steps to find solutions in the face of unworkability.
- Managing and directing ourselves and the organization with impeccable integrity, honesty, and transparent communication.
- Being a listening ear and trusted advocate.
- Believing in everyone's human potential and ability to achieve self-sufficiency.
- A culture of trust, collaboration, fairness, and respect.
- Being a place where anyone can feel comfortable asking for help.
- Fostering a "No Wrong Door" approach to supports and services.
- Being bold and innovative to challenge the status quo.
- Flexibility and the ability to respond to change.
- Being a good steward of resources.



#### Flagler County Village Information

Walk-in Hours: 8:30 AM – 4:30 PM

Monday – Friday

160 Cypress Point Parkway, Building B, 3<sup>rd</sup> Floor, Suite B302

(386) 319-9483

[www.flaglercares.org](http://www.flaglercares.org)

## Services Offered

**No wrong door!** Flagler Cares operates out of the Flagler County Village which is a physical location where multiple social service organizations share space. The goal of the Village is to create a “no wrong door” atmosphere where clients can come see us and have all of their needs addressed at the same time and place. Along with this co-location of multiple organizations comes a wealth of knowledge about service offerings in our area from staff who have been working in this field for years. Even if we cannot access the services you need at the Village, our staff there are committed to helping you find those services elsewhere and supporting you in your interactions with outside service organizations.

Please note that Flagler Cares has a screening process for all services offered. During this process, you will discuss your current situation with staff, and they will help you identify any services that you may qualify for or need. This may include any services you were specifically looking for when you came to Flagler Cares as well as additional services that you didn't even know you needed! After your screening, our Care Coordinators will help you access those services.

### **Flagler Cares' services include the following:**

- **Screening & Referral.** Flagler Cares staff can conduct a phone interview to gain an understanding of your needs and refer you to specific programs and services, either at Flagler Cares or available through other community organizations.
- **ID Assist.** Flagler Cares can pay fees for low and very low-income Flagler County residents to get a state ID, driver's license and/or assist with in and out of state birth certificates to secure an ID or access benefits.
- **Benefit Assistance & Navigation.** Flagler Cares can assist you with applying for or addressing issues with a variety of benefits including SNAP, Medicaid, and other government programs.
- **SOAR (SSI/SSDI).** Flagler Cares staff can screen you for disability claim eligibility and either provide advice on the process or directly assist you through the process if you qualify for our SOAR program.
- **Housing Assistance.** Flagler Cares can screen you for eligibility and connect you with state and local housing and utility assistance programs if you are at risk of eviction or are currently homeless.
- **Health Marketplace Navigation.** Flagler Cares has a team of certified Navigators who will assist eligible consumers with enrolling in health coverage plans. This program aims to provide consumers with educational information about the Affordable Care Act (ACA) and health insurance to make an informed choice based on unique and individual needs.
- **Flagler Cares Behavioral Health Program.** Flagler Cares offers an expanded Behavioral Health Program to serve those who are uninsured or underinsured in Flagler County. This new program includes psychiatric evaluations, medication management, counseling, pharmacy assistance, and care coordination. The services for this program take place at the Flagler County Village and consist of a telehealth visit as well as a visit with an in-person care coordinator. This ensures that technology does not become a barrier for services. Appointments for psychiatric services are set within three to five days which is significantly faster than the norm.

As part of the Behavioral Health Program, Flagler Cares also supports access to free or low-cost medications through a 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.

## Methods of Assistance

**Connect with us in person, online, or by phone!** The Flagler County Village is open to walk-ins Monday through Friday from 8:30 AM to 4:30 PM. You can also call to schedule an appointment or to request a phone screening at (386) 319-9483. Visit our website at [www.flaglercares.org/programs](http://www.flaglercares.org/programs) to complete our service request form and a staff member will reach out to you within 2 business days with follow up information.

# Client's Rights and Responsibilities

## Rights

- The right to be treated with dignity and respect by all Flagler Cares staff.
- The right to be involved in the planning and/or revision of the services that I will receive.
- The right to know about my service progress or lack thereof, and to be protected from neglect in my partnership with Flagler Cares.
- The right to be spoken to in a language that is fully understood.
- The right to a clean and safe environment to meet.
- The right to refuse to be videotaped, audio recorded, or photographed.
- The right to be protected from discrimination based on age, sex, religion, sexual orientation, race, financial status, or national origin and to have any reasonable accommodations provided, in the case of disability or otherwise.
- The right to confidentiality of my records, including all personal information, according to federal and state laws.
- The right to end participation in services with Flagler Cares at any time.
- The right to file a complaint or grievance about Flagler Cares or staff members if I feel that these rights have not been afforded to me.

## Standards of Conduct & Program Rules

- The responsibility to treat Flagler Cares' staff with respect and kindness and to be open and honest in all interactions between me and my Care Coordinator.
- The responsibility to actively and earnestly cooperate in my service delivery and care plan.
- The responsibility to be responsive and communicative with staff, especially when gathering requested information and documentation.
- The responsibility to follow all Flagler Cares and specific program rules, regulations, and guidelines.
- The responsibility to participate fully in care coordination and to be open to all services that Flagler Cares has to offer.
- The responsibility to keep scheduled appointments or inform Flagler Cares in a timely manner of any need to cancel appointments. Please note that after 2 instances of "no call, no show" from a client, Flagler Cares has that right to terminate services.
- The responsibility to be kind to and respect the rights of other individuals receiving services, especially their right to confidentiality.

## Grievance Procedure

What is a grievance? A grievance is an official complaint concerning services provided to you by Flagler Cares. Clients are encouraged to first discuss concerns with the staff they are engaged with, when possible, with the intent to resolve the complaint as quickly as possible. If you have continued concerns and would like to file a grievance, please file the grievance within thirty (30) calendar days following the date of the action or incident. You can file a written grievance by submitting it through this link, [Flagler Cares Grievance Survey](#) . Your grievance will be reviewed within five (5) business days by the Director of Community Programs. The Director of Community Programs will contact you to discuss your concerns with the intent to resolve the complaint. If you are not satisfied with the outcome, you can contact the Flagler Cares Chief Operating Officer at 386-319-9483 to continue the grievance process. Final resolution of your complaint will be finalized in thirty (30) days.

# Flagler Cares' Rights and Responsibilities

## Rights

- The right to be treated with dignity and respect by all clients and/or potential clients.
- The right to enforce rules and regulations of Flagler Cares as an organization as well as its individual programs and to take actions necessary to do so, up to and including termination of services.
- The right to refuse service;
- To temporarily withhold established services; and/or
- To terminate existing services in the event of mistreatment of staff, misuse of resources by a client, lack of participation by a client, or other similar offense. Please note that after 2 instances of “no call, no show” from a client, Flagler Cares has that right to terminate services.

## Responsibilities

- The responsibility to treat all clients and potential clients with dignity, respect, and compassion.
- The responsibility to assist clients to the fullest extent possible based on client eligibility and current resources available.
- The responsibility to support positive client outcomes by maximizing the reach of available resources.
- The responsibility to remain unbiased and to ensure that client confidentiality is maintained throughout the entire relationship between the client and Flagler Cares.
- The responsibility to maintain a welcoming and safe environment for all clients and potential clients, including the assurance that all clients respect the rights of one another.

## If you believe your rights have been violated, you can contact...

<b>Florida Abuse Hotline</b> 1-800-96-ABUSE 1-800-962-2873 (Voice) 1-800-453-5154 (TTY/TTD)	<b>Americans with Disabilities Act (ADA)</b> 1-800-514-0301 (Voice) 1-800-514-0383 (TTY)	<b>Disability Rights Florida</b> 1-800-342-0823 (Voice) 1-800-346-4127 (TTY/TTD)
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## Frequently Asked Questions (FAQs)

### General Questions

**Question:** Are Flagler Cares' services free to me?

**Answer:** Yes. We give our direct services to the community at no cost to you.

**Question:** How long will this process take?

**Answer:** As soon as we receive your documentation, our team will discuss options and receive approval or denial for your requests for services. At that time, we will inform you of options and next steps. Please remember that we are not a crisis agency so if assistance is needed quickly, we can provide resources for you to contact directly as well.

**Question:** Is there anything I can do to speed up the process?

**Answer:** The best thing you can do to speed up the process is to be responsive and submit any requested documentation in a timely manner. Our staff does everything in our power to review information quickly

and respond to you as soon as possible, so after your documentation is fully submitted, there is nothing else we need from you other than patience.

**Question:** Can I come to Flagler Cares' office to print a document?

**Answer:** We have a client computer in the lobby that is available for use for services. It has printing availability and internet connection, and we can scan/fax documents in the office for you as well.

**Question:** Can I get an answer without having submitted all of the requested documentation?

**Answer:** No. We strive to be a transformational agency that is challenging our community to continue growing which happens when we have more in-depth discussions. The reason we ask for certain documents is because some funding requires certain documentation and because we want to have a good picture of what is going on in your unique situation. If we feel that another program would help your situation, we want to be able to inform you about that program. If we were to begin services without all of the necessary documentation, you run the risk of missing out on services that could greatly benefit you.

**Question:** Do I have to come into the office for my appointments?

**Answer:** For the behavioral health program, most meetings are in person depending on the purpose of the meeting, but there are times when we can have phone meetings for certain follow up appointments. With other programs, depending on what is needing to be accomplished, Care Coordinators may ask you to come to the office to complete appointments. Care Coordinators can also meet in the community if there are barriers to getting to the office.

## **Financial/Housing Questions**

**Question:** I have a bill due now. Can Flagler Cares pay my bill today?

**Answer:** No. Flagler Cares is a non-emergent organization. First, we will need a consent for services, then a Care Coordinator will be assigned to you. You will then work with that Care Coordinator for a determination for assistance and for next steps.

**Question:** How are rent and utility bills paid?

**Answer:** Flagler Cares has a relationship with utility providers to give commitments and directly pay those vendors. Rent can be mailed to the landlord, picked up by the landlord, or dropped off by the Care Coordinator. We do not make any payments directly to you as the client.

**Question:** Can Flagler Cares help with move in fees or deposits for rental/utilities?

**Answer:** We currently have no funding for rental deposits but can direct you to a few resources that may be able to help depending on their availability.

**Question:** I need help searching for housing. Can Flagler Cares assist me?

**Answer:** A Care Coordinator will provide you with a packet for affordable housing options in the area, and it is your responsibility to follow through with suggestions. Care Coordinators can assist with applications.

## **Disability Questions**

**Question:** How do I know if I qualify for disability?

**Answer:** You must have a condition that has lasted or is expected to last in excess of 12 months and that prevents you from being able to work.

**Question:** I heard you have to get denied first before you can get disability. Is that true?

**Answer:** No, not at all. As our staff get to know you, we can assist you on the specific possibilities of SSA application, help you call SSA, and see what you could be eligible for, and then give information about how to apply.

**Question:** How can I see if I have enough work credits for SSDI?

**Answer:** You can call SSA and ask, or you can set up a MySSA account on the SSA website at [www.ssa.gov](http://www.ssa.gov).

## **Behavioral Health Crisis/Emergency Information**

**If you need help outside of Flagler Cares' normal business hours...** There are additional supports in the community available to you 24 hours a day, 7 days a week. SMA Healthcare has a Mobile Response Team (MRT) that can assess the situation and direct you to the services you need. You can reach the MRT at (800) 539-4228. If the MRT is not available to assist at the time of your call, you should call 911 or navigate to the nearest emergency room.

Additional contacts that may help you include:

- Poison Control: 1-800-222-1222
- Domestic Violence Resources
  - Family Life Center 24 Hour Crisis Line (including text): 386-437-3505
  - Beacon Center 24 Hour Crisis Line (Volusia): 386-255-2102
  - National 24/7 Hotline: 1-800-799-7233
- DCF 24/7 Abuse Hotline: 1-800-962-2873
- Suicide Prevention Lifeline: simply call or text 988

## Receipt of Client Handbook Acknowledgement

By signing below, I am acknowledging that I received a **Client Handbook** which I was oriented to and includes information about:

- Services offered by Flagler Cares
- Methods of Assistance
- My Rights and Responsibilities
- Flagler Cares Rights and Responsibilities
- Client Grievance Procedure
- Standards of Conduct
- Crisis/Emergency Information

I understand that I can contact Flagler Cares with any questions or input and can request additional information at any time needed.

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**Client Printed Name**

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**Client Signature**

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**Date**

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**Flagler Cares Team Member Printed Name**

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**Title**

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**Flagler Cares Team Member Signature**

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**Date**