

Performance and Quality Improvement (PQI) Report

October 1, 2025 to December 31, 2025



581

New Requests for Assistance

Note: 63 of these requests were provided resources immediately which either resolved their needs or pointed them in the right direction.

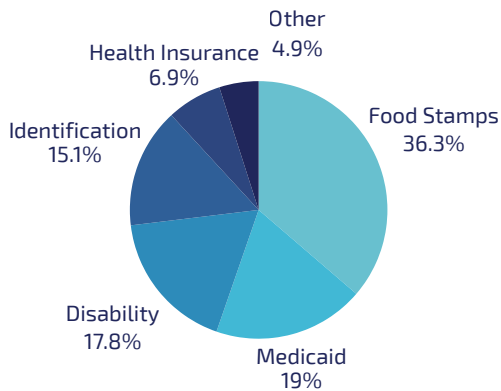
Reported Needs



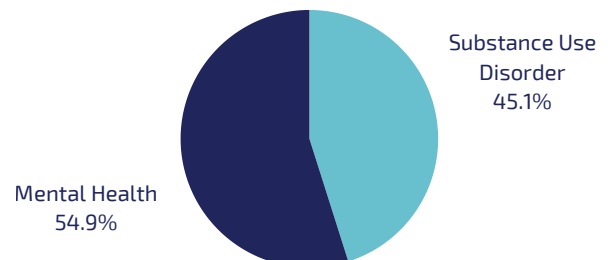
*Many clients report more than one need.

Reported Needs Breakouts

Benefits



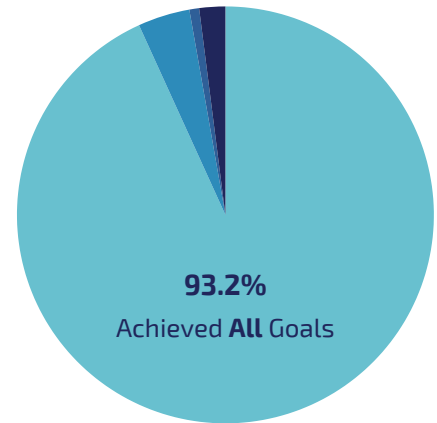
Behavioral Health



Outcomes of All Client Services

Data presented below indicates the overall outcome for an individual in our Episode of Care Program. This program is designed to summarize the entirety of the client's care with us, combining all outcomes from any other specific program the client may have been engaged in. See the next page titled **Program Specific Outcomes** for more detail on how the outcomes below were reached.

- Successfully Achieved All Goals and Unenrolled 370
- Successfully Achieved Some Goals and Unenrolled 16
- Other 3
- Unreachable or Disengaged in Services 8



Positive or "Successful" Outcomes: 97.2%

At Flagler Cares, we strive to provide comprehensive support to our clients. Many of our clients present with multiple needs, and we aim to help them in as many ways as possible. While some clients may initially identify only one immediate need, our Care Coordinators assess their situation and often find additional areas where we can assist. As a result, clients frequently work through multiple issues during their time with us, leading to significant improvements in various areas when they leave our care.

Since October 1, Flagler Cares' Community Programs Team unenrolled 158 clients who entered our care prior to the start of the quarter and logged a total of 581 new enrollments. Clients were assisted with a variety of needs, including behavioral health concerns, applying for and gaining benefits, obtaining identification, understanding available resources to find or maintain housing, and, in some cases, direct financial assistance for things like recovery residence stays, rent/utility payments, fees for obtaining identification, and food/gas costs.

828

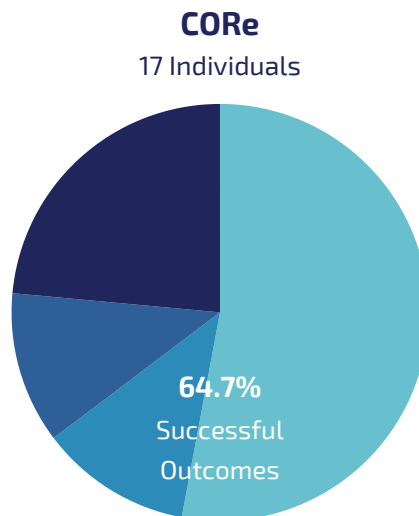
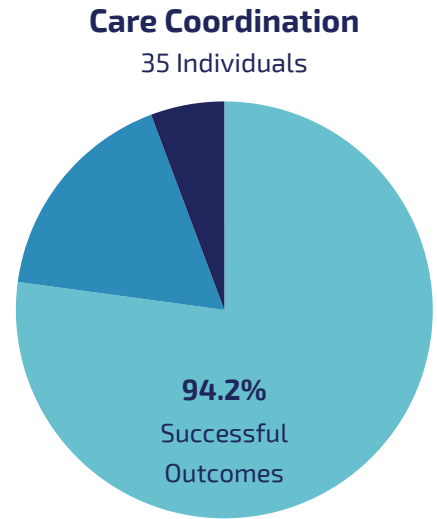
Total Individuals Served

Note: This number includes all individuals served by Flagler Cares at least one day during the timeframe of this report.

Program Specific Outcomes

Data presented below indicates outcomes for an individual in any of the following specialty programs. Note that this data may be duplicative as individual clients occasionally enroll in more than one program during their care with us.

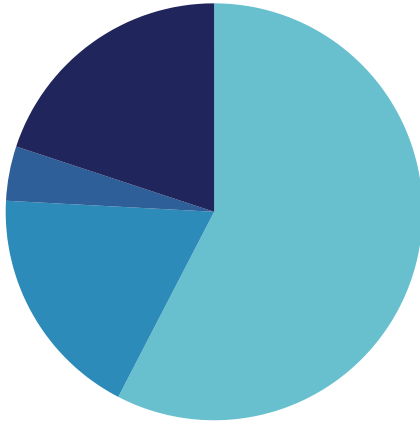
■ Met All Goals ■ Met Some Goals ■ Other ■ Unsuccessful



Demographics of All Clients Served

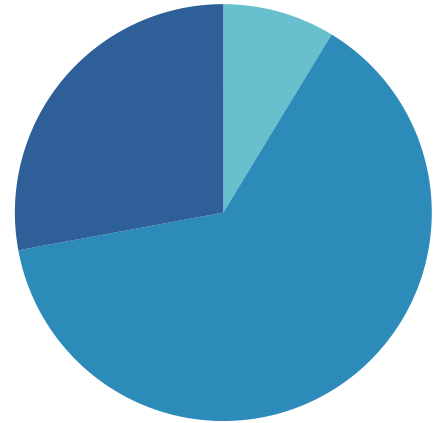
Race

- White
- Black
- Other
- Prefer Not to Say/Unknown



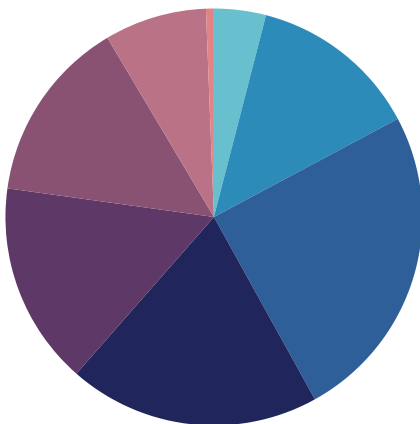
Ethnicity

- Hispanic
- Not Hispanic
- Prefer Not to Say/Unknown



Age

- <18
- 19-29
- 30-39
- 40-49
- 50-59
- 60-69
- >70
- Unknown



ZIP Code

- 32110
- 32136
- 32137
- 32164
- Other
- Unknown

