

# ANNUAL REPORT

FLAGLER CARES, INC.

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**FlaglerCares**

Helping People. Transforming Communities. Changing Lives.



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# LETTER FROM THE CEO

It has been a remarkable year for Flagler Cares! We have collaborated with various local organizations to enhance the safety net of care, a core aspect of our mission, and provide essential services in the county. Internally, we have continued to enhance and expand our programs to better meet the needs of Flagler County residents.

I take immense pride in the exceptional team at Flagler Cares, led by myself, Chief Operating Officer Rachael Gerow, and Chief Clinical Officer Jeannette Simmons. Our dedicated staff consistently deliver top-notch quality and compassion in their client service, positioning Flagler Cares as a frontrunner in client satisfaction and successful outcomes.

Looking forward, Flagler Cares has ambitious goals. Our aim is to expand our services and outreach while continuously seeking new avenues to positively impact our community. With the unwavering support of our partners and the commitment of our staff, I am confident that we will accomplish our objectives and continue making a meaningful difference in the lives of those we assist.



Carrie Baird

Chief Executive Officer of Flagler Cares, Inc.  
and 2024 Palm Coast Citizen of the Year

*Carrie Baird*



# YEAR IN REVIEW

## LEADERSHIP SUCCESSES

Flagler Cares' Leadership Team has worked diligently this year to continue propelling our mission and values forward. In recognition for all her hard work, our CEO, Carrie Baird, was recognized as the 2024 Palm Coast Citizen of the Year during Mayor David Alfin's State of the City event. Our Leadership Team also worked tirelessly to apply for licensure through the Department of Children and Families to administer counseling, substance use disorder education, and prevention services in Flagler. The application effort was spearheaded by our CCO, Jeannette Simmons, with special help from our Prevention Director, Kristy Amburgey, and we were awarded licenses in March of 2024. Finally, our COO, Rachael Gerow, successfully oversaw all contract monitoring with no findings, for which she was recognized by the Health Planning Council of Northeast Florida for excellent performance.

## COMMUNITY PROGRAMS

We continue to refine the programs we offer to our clients based on the needs of the community and our unique capacity to assist. We took on some additional special projects this year including a vaccination outreach program, continued support for the county's Community Health Needs Assessment (CHNA) process, a homelessness prevention program in partnership with the Early Learning Coalition of Flagler & Volusia, and a renewed focus on our fund development and diversification.

## IMPACT ON INDIVIDUALS SERVED

As demand for our services within the community has grown, so too have our staff and their capacity to help. This year, we saw 765 individuals request our assistance. Of those, 81.3% were able to solve their needs immediately with our assistance or were enrolled into one or more of our programs. Of all individuals unenrolled from our programs during this year, including individuals who were still in our care from last year, 89.6% were successful in achieving or making progress towards achieving their goals. Flagler Cares administered over \$660,000 in direct assistance to clients in need and received numerous Client Impact Statements, through which 97% of respondents rated us a 5/5 when asked how well they were treated at Flagler Cares.

## LOOKING AHEAD

Flagler Cares has exciting things to look forward to next fiscal year! We are working to launch incredible new features within our LINC Flagler Volusia data system in partnership with Healthfully, our new LINC vendor, and have many more upgrades planned for the coming year. As of July 1, 2024, we are officially merged with One Voice for Volusia and will be conducting business in a much more efficient way as their partner. Finally, June 2025 will mark Flagler Cares' 10th Anniversary as a non-profit organization serving Flagler County, and we will be spending the next year celebrating and promoting all the great work we do.



# 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 SHUFFLE

The mission of the Flagler County Village has always been to create an access point for Flagler residents to obtain services in the easiest and most convenient way possible. In an effort to uphold this mission, Flagler Cares is shuffling office space at the Village to create a single entry point as our "no wrong door". Moving forward, all Village offices will be moved to the third floor, and our partners will be the only organizations to occupy the third floor space. We have also shuffled offices within the existing space to better accommodate our partners and thus, our clients. We believe this shuffle will make the Village itself more effective in meeting clients where they are and providing the highest level of service.

The biggest change to come to the Village this fiscal year has been the addition of our Community Room. This 1,500 square foot space easily seats 60 people and has become the new coalition meeting space for Flagler Cares. Community organizations are welcome to rent out the space for large meetings/trainings, with special priority/rates given to Village partners.

## HELP NIGHTS

The Village's added Community Room has allowed Flagler Cares to expand the service offerings of our quarterly Help Nights. These events, hosted from 3 PM to 7 PM, are an opportunity to expand the Village concept to other community partners who do not office with us permanently. Based on common needs we are seeing reported by our clients, we invite select organizations to Help Night each quarter to offer their services at an expanded one-stop-shop. The intention of the Help Night is to not only allow Flagler residents access to multiple organizations' services all at once, but also to provide this access after normal business hours so that residents who typically cannot schedule appointments during the 9 - 5 workday still have the opportunity to seek services. The addition of the Community Room has allowed Flagler Cares to invite even more community partners to participate in Help Night and serve the community.



# 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 2024, we offer the following services:

- Screening and Referral
- Benefit Assistance and Navigation
- ID Assist
- SOAR (SSI/SSDI)
- Health Marketplace Navigation
- Behavioral Health Navigation
- Outpatient Counseling Services
- Prevention Services

## DCF MyACCESS CLINICS

Flagler Cares' staff has seen multiple clients who report issues or difficulties understanding how to use and apply for benefits through the DCF MyACCESS system. Our Care Coordinators recognized this gap in services within the community and set out to fill it. Thus, we created our monthly MyACCESS Clinics, hosted at the Flagler County Village. During these clinics, clients or walk-in members of the community can get one-on-one support and guidance navigating the MyACCESS system and applying for benefits. Visitors at the clinics often share additional obstacles they have been facing and discover that they can enroll in our various other programs for help with those.

## OUTPATIENT COUNSELING

Flagler Cares' new no-cost outpatient program offers individual, family, and group counseling services to Flagler County residents aged 17 and up tailored to the unique needs of the people being served, empowering them to take control of their mental wellness and recovery journey. At Flagler Cares, we believe in treating the whole person. Our team of experienced counselors offer a compassionate, comprehensive, and person-centered approach that addresses social, physical, emotional, and psychological needs to move towards a healthier and happier life.

## PREVENTION SERVICES

This year, Flagler Cares earned licensure for prevention services in Flagler. To kick-off the new program, we hosted youth prevention activities in connection with wonderful partners #MIP and the Junior Chamber of Commerce. We also celebrated National Prevention Week by showcasing an expert panel at our coalition meeting who spoke to youth perspectives. Moving forward, we will continue building connections with Flagler youth and their families/caregivers. Fun and engaging activities will be offered in support of preventing youth substance use, and we will educate the community of concerning trends/risk factors while also building protective factors.



## BEHAVIORAL HEALTH SYSTEM OF CARE

Behavioral health has consistently been a top concern identified in Community Health Needs Assessments (CHNAs) since the inception of Flagler Cares. As a result, we have always made it a top priority to seek out areas where the behavioral health system of care in Flagler can be expanded or improved upon. This year, we obtained licensure to administer outpatient counseling services, substance-related and recovery-focused education, and crisis intervention services at our Flagler County Village, along with creating access to psychiatric evaluations, medication management, pharmacy assistance, and care coordination we were offering previously.

When we began the process of obtaining licensure, behavioral health providers serving uninsured and underinsured people were scarce. Now, there are two new publicly-funded non-profit providers in Flagler County. We believe the work we have done at Flagler Cares to bring attention to this crisis is paying off and the system of care is expanding to meet the needs of our community.

Flagler Cares is uniquely positioned to fill gaps in the system of care as they are identified due to our continued involvement with the development of CHNAs as well as our capacity for nimble and quickly expanding our own service offerings. We are proud to be leaders in adjusting the system of care to fulfill needs and in creating capacity where there previously was none. As our organization grows, the benefit we will be able to bring to the community is immeasurable.

## DRUG COURT PARTNERSHIP

This year, Flagler Cares entered into an MOU agreement with Circuit 7 Court Administration wherein we provide care coordination to Drug Court participants in need of transitional living or recovery residence assistance. This effort combined with our existing Recovery Residence Assistance Program (RRAP) has allowed us to support numerous clients with substance use disorder entering into stable housing and sustaining their recovery journey.

## CORe PROGRAM

Our Coordinated Opioid Recovery (CORe) Program has continued to grow this year. We have served more clients than ever, refined our processes, and reported the highest rate of successful outcomes in program history. We also hosted our funder, Department of Children and Families, for a site visit at HEAL Recovery, the CORe Program hub at the Village.



# SPECIAL PROJECTS

## VACCINATION OUTREACH PROGRAM

Flagler Cares partnered with ElderSource to implement a plan of outreach and education for the community on the importance of COVID-19 and Influenza vaccination, with a focus on older adults and persons with disabilities. This program also included providing free vaccinations through a partnership with a local pharmacist and offering incentives like gift cards for receiving one or more vaccines. We administered the program in less than 4 months, providing 229 vaccinations, support services for 110 people, and education to over 9,000 residents.

## HOMELESSNESS PREVENTION

Flagler Cares partnered with the Early Learning Coalition of Flagler and Volusia to administer grant funding for homelessness prevention and housing stability. To qualify for the program, families had to be enrolled in the School Readiness Program with ELCFV and be at risk of eviction from their rental homes. We were able to assist with up to 4 months of rental costs, including any late fees, for each approved applicant. By the end of the program, with a rapid turnaround of less than two months, we served 180 households made up of 669 individuals with \$542,576.41 in grant funding.

## COMMUNITY HEALTH NEEDS ASSESSMENT

We have been heavily involved in the development process of the Community Health Needs Assessment (CHNA) in both Flagler and Volusia Counties for years. We take pride in our ability to convene key partners, to listen to their ideas about what gaps need to be filled in available services in the community, and to create and implement plans to fill those gaps. Flagler Cares and our partner organization, One Voice for Volusia, have become the champions of many elements outlined in the CHNA and we are the implementing organization for many as well, giving us the opportunity to bring real change to the community in the most important areas.

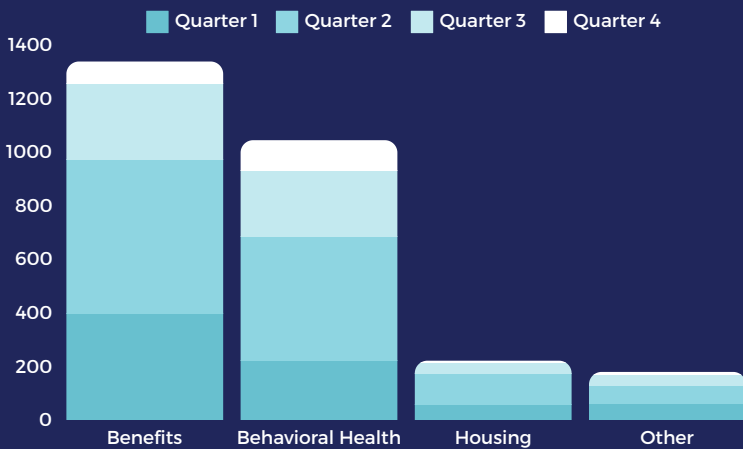
## FOCUS ON FUND DEVELOPMENT

At Flagler Cares, we are always looking for ways to expand our service offerings to better meet the needs of the community that we serve. This year, we decided to put a much stronger focus on fund development through applying for numerous state and local grants as well as exploring partnerships with key stakeholders in the community. We found that there are many opportunities out there to develop diverse funding streams which will allow our organization and leadership the freedom to be nimble and responsive to changing needs in the community. Moving forward, diversifying and growing our sources of funding will continue to be a top priority.

# 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.

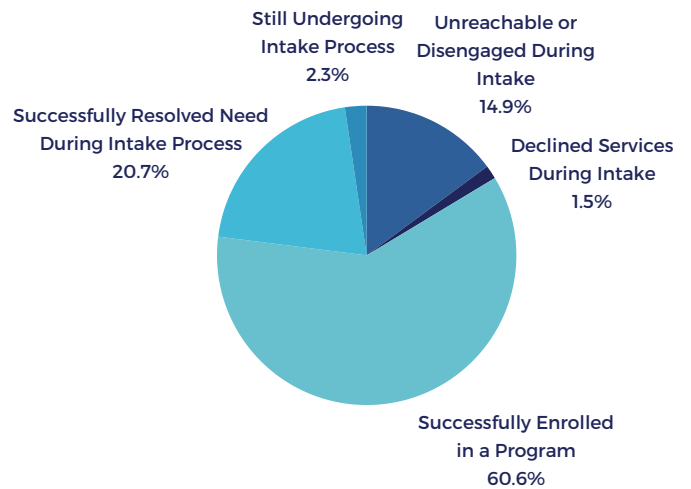


765 Individuals Served in the 23-24 Fiscal Year

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.

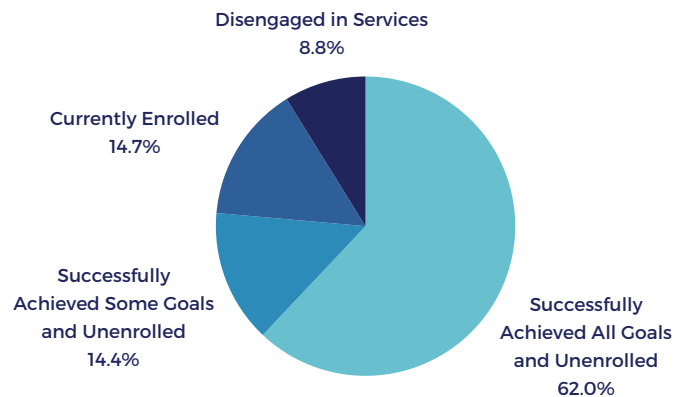
Clients unenrolling from Intake may then be enrolled in one or more programs to address their specific needs. Additional needs may be discovered as they work more closely with our Care Coordinators during enrollment which may result in additional program enrollments and longer episodes of care. See the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

## INTAKE PROCESS OUTCOMES



**Positive or "Successful" Outcomes:**  
81.3% or 661 Individuals

## PROGRAM ENROLLEE OUTCOMES



**Still Actively Enrolled in Care: 14.7%**

**Positive or "Successful" Outcomes:**  
76.4% or 777 Individuals

# CLIENT IMPACT

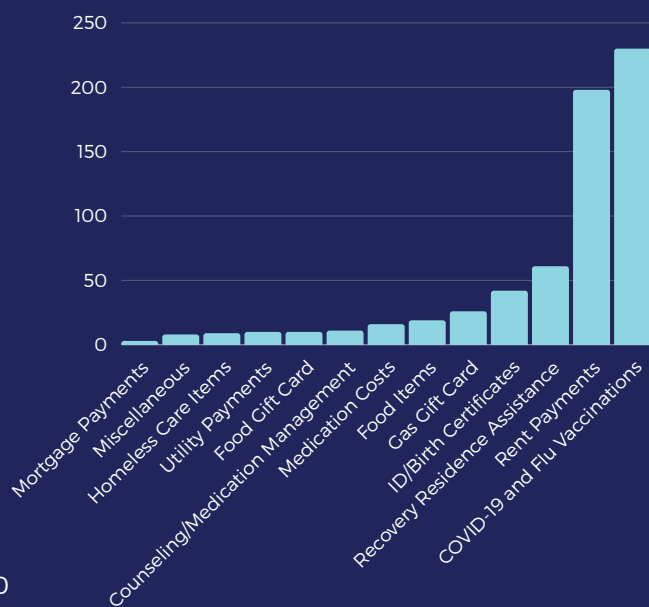
## DIRECT ASSISTANCE

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 alleviated with direct financial assistance. Flagler Cares is fortunate to partner with a handful of organizations to provide this assistance. Those funders include:

- The City of Palm Coast (Community Development Block Grant)
- United Way of Flagler and Volusia Counties
- Early Learning Coalition of Flagler & Volusia
- Lutheran Services Florida
- Barrier Removal Fund
- ElderSource

The chart below illustrates the number of individuals who have been assisted directly.

643 Households Served with at least 1,204 Individuals



## CATALYST FUND INNOVATION GRANT

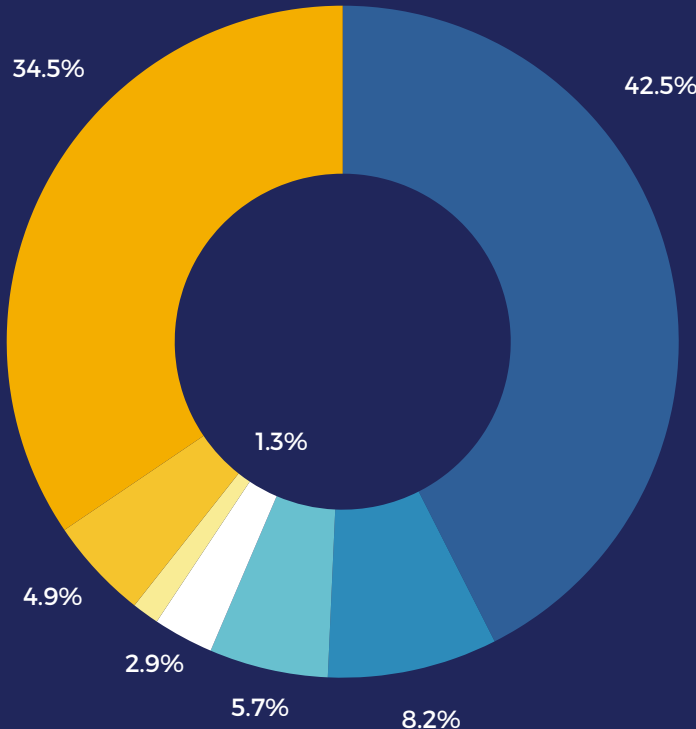
Flagler Cares created the Flagler Catalyst Fund in an effort to support other community organizations through capacity building and freedom to implement innovative new ideas. The Fund's first Innovation Grant was awarded to Easterseals Northeast Central Florida to create a wellness program called #Me, In Progress 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. The chart below illustrates student responses to survey questions assessing their experiences in #MIP.

Area of Focus for Program Assessment	% of Students who Agree
Formed Meaningful Connections	75%
Stronger Sense of Belonging	85%
Learned New Perspectives	75%
Stepped Out of My Comfort Zone	85%
Confident Facing Challenges	55%
Feel Mentally Restored	60%
Would Recommend #MIP to a Friend	95%

# FINANCIALS

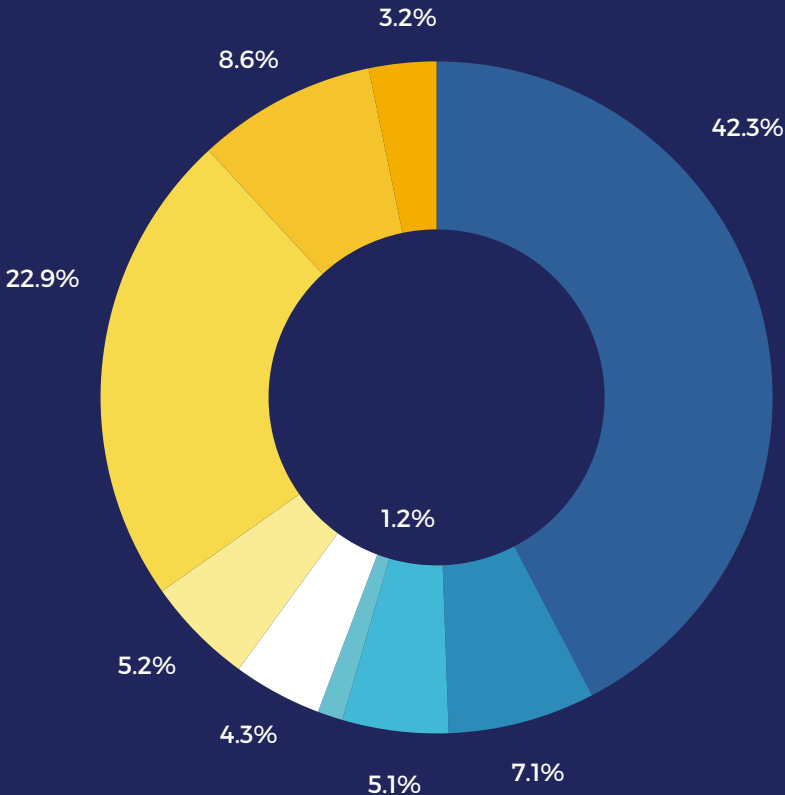
## TOTAL ANNUAL REVENUE \$2,901,255.84

- Federal and State Grant and Contracts
- Other Grants
- One Voice for Volusia Partnership
- Professional Services Contracts
- Contributions
- Flagler County Village
- Endowment



## TOTAL ANNUAL EXPENSE \$2,901,255.84

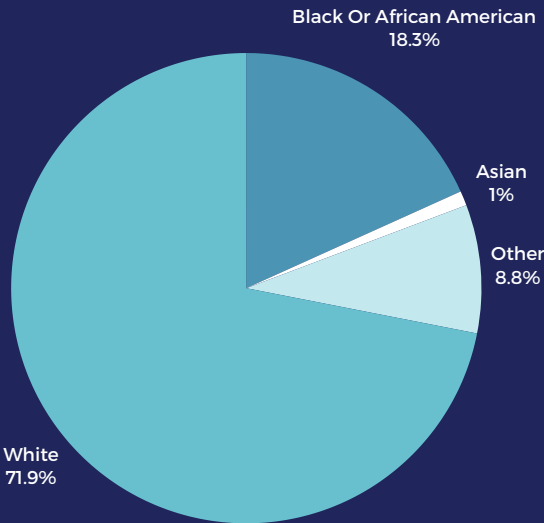
- Personnel
- Flagler County Village
- Subcontracted Services
- Professional Services
- LINC Flagler Volusia
- Operating Costs
- Direct Client Assistance
- Flagler Catalyst Fund Innovation Grant
- Miscellaneous



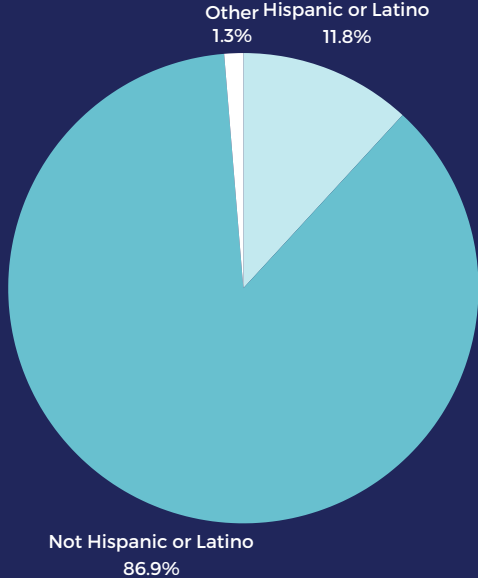


# CLIENT DEMOGRAPHICS

## RACE



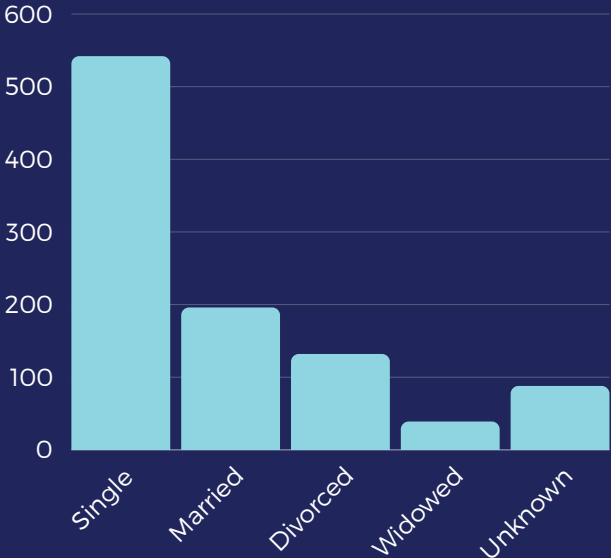
## ETHNICITY



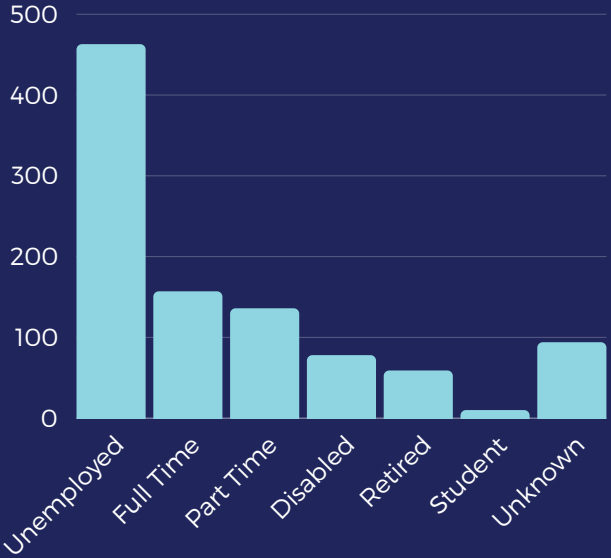
## GENDER IDENTITY



## MARITAL STATUS



## EMPLOYMENT STATUS

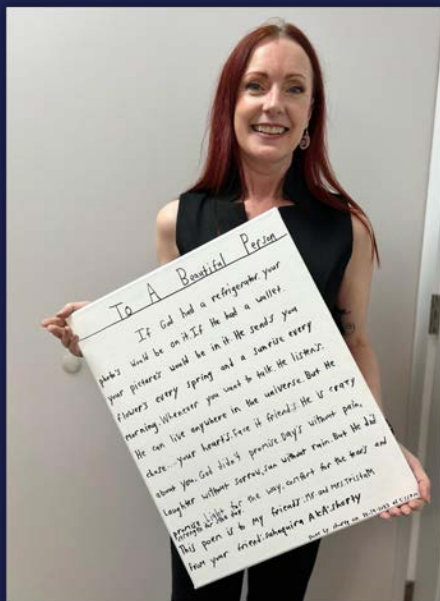


# CLIENT STORIES

## A MEANINGFUL CONNECTION

"Shorty" came to Flagler Cares with her mother seeking assistance with her disability application. Our Office and Partnership Manager, Cheryl Tristam, was able to provide guidance on how to complete the process. But beyond the guidance provided, a meaningful connection was made between clients and our staff. A few weeks later, Cheryl was presented with a thoughtful poem written by Shorty and inspired by the encounter with her. At Flagler Cares, we put an emphasis on making our clients feel welcomed, getting to know them, and offering kindness throughout the process. Shorty and her mom have returned to Flagler Cares since, knowing that they will continue to be treated with compassion, concern, and a laugh or two.

Pictured Below: Cheryl Tristam with Shorty's poem titled, "To A Beautiful Person"



## AN EVERLASTING IMPACT

Kim, sister of a Flagler Cares client, had this to say of her experience with Flagler Cares: "I wish there was an Office Hall of Fame Employee Award because Yolonda would take that trophy home year after year, decade after decade - really there would be no competition! Yolonda's compassion and willingness to go above and beyond is beyond measurable. Yolonda is not there to just do a job, she is there because her heart directs her there... If I could write a billion pages on a person who has had an impact on others, I'd certainly write about Yolonda!"



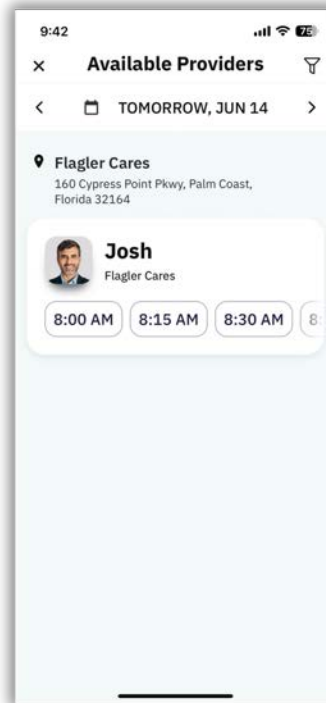
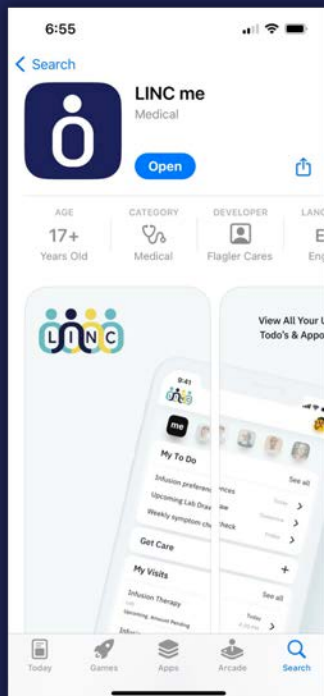
On August 2nd, 2024, our community felt the devastating loss of Yolonda Williams at the hands of her abuser. Our Flagler Cares family will mourn her for years to come and our thoughts are with Yolonda's family, including her mother, siblings, and her 5 children and 3 step-children.

# WHAT'S NEXT?

## LINC FLAGLER VOLUSIA

The LINC (Linking Individuals to Networks of Care) Flagler Volusia data and referral system has been a dream of Flagler Cares' leadership team for many years. We have been working to refine the system since its creation in August of 2021. The next step is partnering with a new host for the system, Healthfully. Along with an entirely new dashboard for our staff and partners who utilize LINC, we will now be able to offer a consumer-facing side of the system in which clients can directly access their records and communicate with their providers.

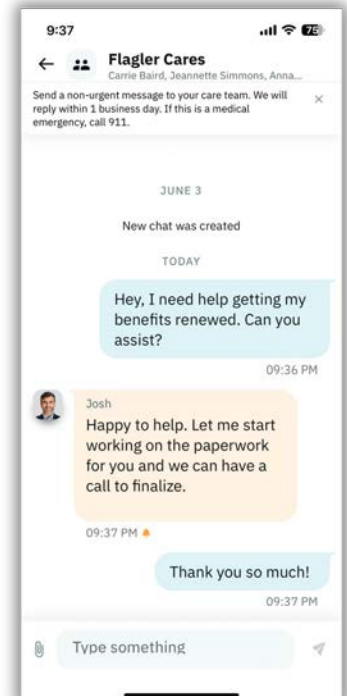
Clients can visit the Apple App Store or Google Play Store to download the LINC app. They will be able to use the app to fill out all forms for enrolling in our services, including Intake paperwork where they provide our Care Coordinators with as much information as possible about themselves and their individual needs. They will also be able to complete any required assessments and upload copies of documents we will need to continue their service such as identification and health insurance information.



When clients have finished setting up their user profile through the LINC app, they will be able to see the availability of Flagler Cares' Care Coordinators and schedule appointments to meet with them through the app. They will also receive notifications through the app from their Care Coordinator if any additional

information is needed before we begin their episode of care. If the client has any questions, concerns, or needs in between appointments, they can utilize the messaging feature of the LINC app to easily get in contact with Flagler Cares staff.

There are many more features in the LINC app and on the new user interface. Stay tuned as we work to perfect the system to meet our clients' needs!



## ONE VOICE FOR VOLUSIA MERGER

Since 2019, Flagler Cares and One Voice for Volusia have been in a formal partnership to provide mutually beneficial leadership and financial support. Carrie Baird is the Chief Executive Officer overseeing operations of both organizations, and both organizations benefit from the staff and resources of one another.

Over time, as our two organizations have worked more and more closely with each other and our missions have become more aligned, we have discussed that merging the two companies might be the best option for all involved. We are thrilled to announce that in the 2024-25 fiscal year, this merger will finally become a reality.



**One Voice  
for Volusia**  
CONNECTING OUR COMMUNITY

This merger will lighten the load on Flagler Cares' leadership of conducting administrative operations of two separate organizations and allow both companies more freedom to refine our services. We have always been focused on cross-county activities and opportunities to expand efforts of either of our two organizations to better meet needs in our communities. Now, with a formal merger and shared initiatives, we believe our unique capacity to make a real impact in our communities will only continue to grow.

## FLAGLER CARES' 10 YEAR ANNIVERSARY

Coming up on June 15, 2025, Flagler Cares will celebrate its 10 year anniversary! What started as an informal coalition of health and human service professionals with a goal of sharing information among members has since grown into a flourishing social service agency made up of dedicated staff and ingenious leadership.

Flagler Cares experienced its largest growth year in 2020 when we quickly scaled up our operations to partner with multiple other community organizations to provide services and supports for families negatively impacted by COVID-19. Since then, we have consistently proven our proficiency in serving the community to the highest level and managing limited funds in creative and effective ways, which has in turn afforded us various funding opportunities to expand our work in partnership with supporters who believe in our capabilities.

As we look back on the first 10 years of Flagler Cares, we are immensely proud of what we have built and the ways in which we have impacted our community. As we look forward into the future, we can only hope that the next 10 years will be equally as innovative and fulfilling!





**FlaglerCares**

Helping People. Transforming Communities. Changing Lives.