



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 ○ Crisis/Emergency Information
○ Notice of Privacy Practices

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

Office Hours: 8:30 AM – 4:30 PM

Monday – Friday

160 Cypress Point Parkway, Building B, 3rd Floor, Suite B302

(386) 319-9483

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.
- **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 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 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...

Florida Abuse Hotline 1-800-96-ABUSE 1-800-962-2873 (Voice) 1-800-453-5154 (TTY/TTD)	Americans with Disabilities Act (ADA) 1-800-514-0301 (Voice) 1-800-514-0383 (TTY)	Disability Rights Florida 1-800-342-0823 (Voice) 1-800-346-4127 (TTY/TTD)	Dept of Children & Families Regional Office 1-904-349-9675 (Voice)
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Education and Prevention

Advance Directives

Advance Directives are written or oral statements about how you want medical decisions made should you not be able to make them yourself and/or it can express your wish to make an anatomical donation after death. Some people make advance directives when they are diagnosed with a life-threatening illness. Others put their wishes into writing while they are healthy, often as part of their estate planning.

Three types of advance directives are:

- A Living Will
- A Health Care Surrogate Designation
- An Anatomical Donation

You might choose to complete one, two, or all three of these forms. If you are interested in receiving the forms listed above, you can visit <https://quality.healthfinder.fl.gov/report-guides/advance-directives> or we can provide you blank forms to take home and complete.

Infection Control

- **Hand hygiene.** Wash hands with soap and warm water or use alcohol or non-alcohol based hand sanitizer.
- **Respiratory hygiene.** Cover your mouth and nose with a disposable tissue when you cough, sneeze, blow your nose, or wipe. If you don't have a tissue, use the crook of your arm. Clean your hands after using tissues, coughing, sneezing, or touching respiratory secretions or objects contaminated by them.
- **Face mask.** Use a face mask if you suspect you currently have a cold, flu, or COVID-19. If you do not have a face mask, a staff member can provide one to you.

HIV Education and Prevention

- **Get tested for HIV.** Talk to your partner about HIV testing and get tested *before* you have sex. Use the [GetTested](#) locator from the Centers for Disease Control and Prevention (CDC) to find an HIV testing location near you.
- **Choose less risky sexual behaviors.** HIV is mainly transmitted by having anal or vaginal sex without a condom or without taking medicines to prevent or treat HIV.
- **Use condoms every time you have sex.** Read this [fact sheet](#) from CDC on how to use condoms correctly.
- **Reduce the number of sexual partners.** The more partners you have, the more likely you are to have a partner with poorly controlled HIV or to have a partner with a sexually transmitted infection (STI). Both factors can increase the risk of HIV transmission.
- **Get tested and treated for STDs.** Insist that your partners get tested and treated, too. Having an [STD](#) can increase your risk of getting HIV or transmitting it to others.
- **Talk to your health care provider about pre-exposure prophylaxis (PrEP).** [PrEP](#) is an HIV prevention option for people who do not have HIV but who are at risk of getting HIV (for example, if your partner has HIV or if you inject drugs). PrEP involves taking a specific HIV medicine to reduce the risk of getting HIV through sex or injection drug use. PrEP medications can be given in the form of pills (taken daily) or injections (every other month). It is important to take PrEP as directed by your doctor to effectively protect you against HIV.
- **Do not inject drugs.** But if you do, use only sterile drug injection equipment and water, and never share your equipment with others.
- **Protect others if you have HIV.** Take HIV medicine (called antiretroviral therapy or ART) as prescribed by your doctor. ART can reduce the amount of HIV in the blood (called viral load) to the point where a test cannot detect it (called an undetectable viral load). If you have an undetectable viral load, you will not transmit HIV to your partner through sex.
- **Prevent perinatal transmission.** If you have HIV and take HIV medicine as prescribed by your doctor throughout pregnancy and childbirth, the chances of transmitting HIV to your baby are less than 1%. If you have a partner with HIV and are considering getting pregnant, talk to your doctor about PrEP to help protect you and your baby from getting HIV while you try to get pregnant, during pregnancy, or while breastfeeding.

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

Notice of Privacy Practices

Effective Date: April 1, 2024

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

At Flagler Cares we are committed to protecting the privacy and confidentiality of your personal health information. This Notice of Privacy Practices describes how we may use and disclose your protected health information (PHI) to provide treatment, obtain payment, and conduct health care operations, as well as other purposes permitted or required by law. PHI includes any information, whether oral or recorded in any form or medium, that relates to your past, present, or future health condition, treatment, or payment for health care services. Flagler Cares is required by law to maintain the privacy and security of your Protected Health Information (PHI) in accordance with federal and state law, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C § 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2 and 42 C.F.R. Part 2. You will be notified if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in this notice and will provide you with a copy upon request.

Certain Uses and Disclosures Require Your Authorization

Psychotherapy Notes. Flagler Cares stores "psychotherapy notes" as that term is defined in 45 CFR § 164.501, and any use or disclosure of such notes requires your Authorization unless the use or disclosure is:

- For our use in treating you.
- For our use in training or supervising mental health providers to help them improve their skills in individual, family, or group counseling or therapy, education, and prevention.
- For use in defending ourselves in legal proceedings instituted by you.
- For use by the Secretary of Health and Human Services to investigate our compliance with HIPAA.
- Required by law and the use or disclosure is limited to the requirements of such law.
- Required by law for certain health oversight activities pertaining to the originator of the psychotherapy notes.
- Required by a coroner who is performing duties authorized by law.

- Required to help avert a serious threat to the health and safety of others.

Marketing Purposes. We will not use or disclose your PHI for marketing purposes.

Sale of PHI. We will not sell your PHI.

Uses and Disclosures of Protected Health Information

Treatment. We may use and disclose your PHI to provide, coordinate, or manage your care coordination and mental health and substance use treatment services. Flagler Cares may send you appointment reminders, information about treatment options, or health-related benefits and services. This may also include sharing information with other health care providers involved in your care.

Payment. We may use and disclose your PHI to obtain payment for services provided to you. This may include billing and collection activities and sharing information with your insurance company or a third-party payer.

Business Operations. We may use and disclose your PHI for our internal operations, such as quality assessment, training programs, and conducting audits or compliance reviews.

Required by Law. We may use and disclose your PHI when required by law, including reporting suspected abuse, neglect, or exploitation of children, vulnerable people, or elderly; complying with court orders or legal proceedings; and responding to law enforcement requests.

Public Health Activities. We may disclose your PHI for public health activities, such as disease prevention or control, reporting adverse events, and conducting public health surveillance.

Health Oversight Activities. We may disclose your PHI to health oversight agencies for activities authorized by law, such as audits, investigations, inspections, and licensure or disciplinary actions.

Judicial and Administrative Proceedings. We may disclose your PHI in response to a court or administrative order, subpoena, discovery request, or other lawful process.

Research. We may use or disclose a limited data set of your PHI for research, public health, or health care operations purposes, provided certain identifiers are removed.

Personal Representatives. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

Emergencies. In the event of an emergency, we may contact your emergency contact or share only “need to know” information with emergency personnel.

Other Uses and Disclosures. We may work with a medical examiner or funeral director.

We may use and share your information to address workers’ compensation, law enforcement, and other government. We may also use or disclose your PHI for other purposes not described in this Notice, but only with your written authorization.

Your Rights Regarding Your Protected Health Information

Right to Request Restrictions. You have the right to request restrictions on certain uses and disclosures of your PHI. However, we are not required to agree to your request except for certain restricted disclosures to health plans for payment or health care operations when you have paid out of pocket in full.

Right to Receive Confidential Communications. You have the right to request that we communicate with you about your PHI in a certain way or at a certain location to preserve confidentiality.

Right to Inspect and Copy. You have the right to inspect and obtain a copy of your PHI, with limited exceptions. You have the right to receive a copy of your information maintained by Flagler Cares, except to the extent that information contains psychotherapy notes, information completed for use in a civil, criminal, or administrative proceeding, or in other limited circumstances subject to law that prohibits access to health information. To receive a copy of your information, you must submit your request in writing to Flagler Cares. We will provide a copy or summary usually within 30 days of receiving your request. We may charge a reasonable cost-based fee for copying, mailing or other supplies associated with your request. We may deny your request to receive a copy in certain circumstances. If your request is denied, in some cases, you may request that the denial be reviewed. Another healthcare professional chosen by Flagler Cares, not the person who denied your original request, will review your request and denial reason. We will comply with the outcome of the review.

Right to Amend. You have the right to request an amendment to your PHI if you believe it is incomplete or inaccurate. To request an amendment to your health information, you must make your request in writing to Flagler Cares and include the reason for the request. If we deny your request for an amendment, we will provide the denial to you in writing with an explanation.

Right to an Accounting of Disclosures. You have the right to request a list of instances in which Flagler Cares has disclosed your PHI for purposes other than treatment, payment, or health care operations, or for which you provided Flagler Cares with an Authorization. Your request must be submitted in writing to Flagler Cares and include a time period, which may not be longer than six years prior to the date of your request. We will respond to your request for an accounting of disclosures within 30 days of receiving your request. We will provide the list to you at no charge, but if you make more than one request within 12 months, we may charge you a reasonable cost-based fee for each additional request.

Right to Receive a Paper Copy. You have the right to receive a paper copy of this Notice upon request, even if you have agreed to receive it electronically.

Complaints

If you believe your privacy rights have been violated, you may file a written complaint with Flagler Cares or U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

U.S. Department of Health and Human Services Office of Civil Rights
200 Independence Avenue, S.W.
Washington, D.C. 20201
877-696-6775
www.hhs.gov/ocr/privacy/hipaa/complaints/.

Contact Information

If you have any questions about this Notice or wish to exercise your rights regarding your PHI or file a complaint, please contact:

Kajsa Lebo, Quality and Compliance Manager
Flagler Cares
160 Cypress Point Parkway, B302
Palm Coast, FL 32164
386-319-9483 | kajsa@flaglercares.org
Changes to this Notice

We reserve the right to change the terms of this Notice at any time. Any changes will apply to PHI we already have about you, as well as any information we receive in the future. We will provide you with a revised Notice upon request.

Flagler Cares is required by law to maintain the privacy of your PHI and to provide you with this Notice of our legal duties and privacy practices with respect to your PHI. If you have any questions or concerns regarding your privacy rights or the information provided in this Notice, please contact us.

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
- Advance Directives
- Infection Control
- HIV Education and Prevention
- Crisis/Emergency Information
- Notice of Privacy Practices

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

Client Printed Name

Client Signature

Date

Flagler Cares Team Member Printed Name

Title

Flagler Cares Team Member Signature

Date