



**10**

**years of care.**



# 2015

**Flagler Cares reached non-profit status and officially launched.**



# MISSION

**Flagler Cares aspires to be a driving force behind bold innovations and the mobilization of all sectors of the community, strengthening our organized capacity to meet human needs and create a coordinated safety net of prevention, health and social care services.**



# VALUES

- **Treating all members of our community with compassion and 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 support 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.**



# **SUICIDE PREVENTION**

**First topic addressed by Flagler  
Cares and their supportive  
partners that resulted in a Town  
Hall to initiate change.**

# 2018

**First year that Flagler Cares  
offered direct client services,  
including care coordination.**

**27,113**

**Total client encounters and  
interactions.**



**4,893**

**Total individuals served.**

# **\$11,380,134**

**Total grants, contracts,  
donations, and contributions  
entrusted to Flagler Cares in its  
10-year history.**



# **\$1,874,410**

**Total rent, mortgage, and utility  
assistance provided through  
Flagler Cares to residents  
thanks to our funders and  
partners.**

## **THE MOST REQUESTED DIRECT CLIENT FUNDING NEEDS.**

- **Rental assistance: \$1,364,667**
- **Mortgage assistance: \$193,400**
- **Utilities assistance: \$101,615**
- **Recovery residence: \$98,002**
- **Security deposits: \$55,009**
- **Lab and diagnostic fees: \$18,409**
- **Behavioral health fees: \$13,226**
- **Client miscellaneous: \$14,615**



# 671

**Total behavioral health clients  
over three-year period.**

# 2021

**The Flagler County Village  
opened.**



# **VILLAGE PARTNERS**

- **Early Learning Coalition of Flagler & Volusia**
- **Easterseals Northeast Central Florida**
- **Foundations to Freedom**
- **Outreach Community Care Network**
- **Re-Nu Mental Wellness Center**
- **Sunshine Psychiatric Care**
- **And growing!**

# 2022

**Flagler Cares was awarded the Coordinated Opioid Response (CORe) grant, creating a system of care with Outreach Community Care Network (OCCN) and the Flagler County Community Paramedics .**



# \$800,000

**Total Catalyst grants funds  
provided to community  
partners. And one Bike Men of  
Flagler County trailer!**

# 2024

**Year that Flagler Cares merged  
with One Voice for Volusia to  
create a two-county footprint of  
behavioral health, prevention,  
and safety-net services.**

**62,835**

**Total Flagler Cares Facebook  
reach over the last 7 years.**



# CLIENT STORY

**This client was being assisted by a Flagler Cares Care Coordinator with a disability claim when it was discovered that she needed assistance paying for an oxygen concentrator. She had been unable to make it to 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 through this fund, 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. When asked to summarize her experience with our team, she stated, "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 STORY

**“Shorty” came to Flagler Cares with her mother seeking assistance with her disability application. 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.**



HAPPY

10

