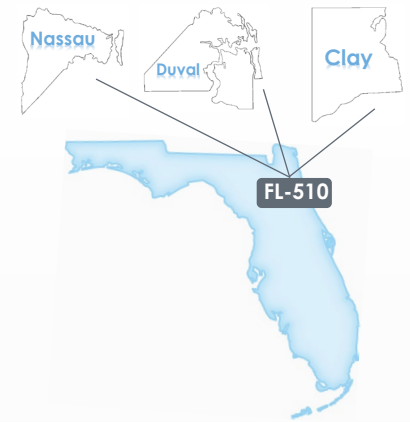


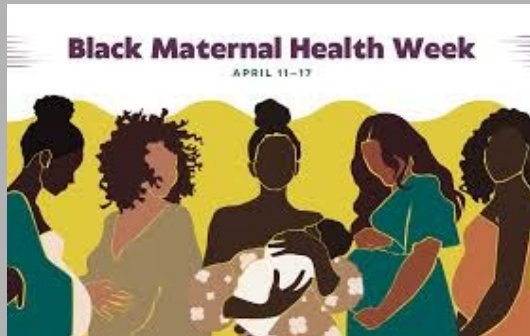
NE FL CoC

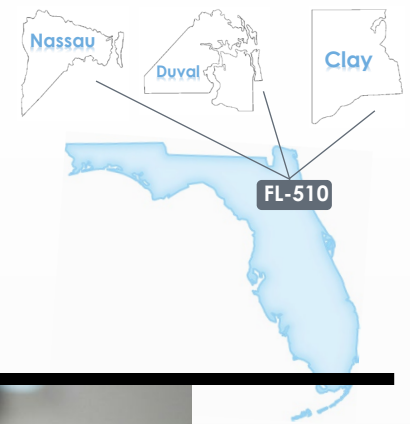
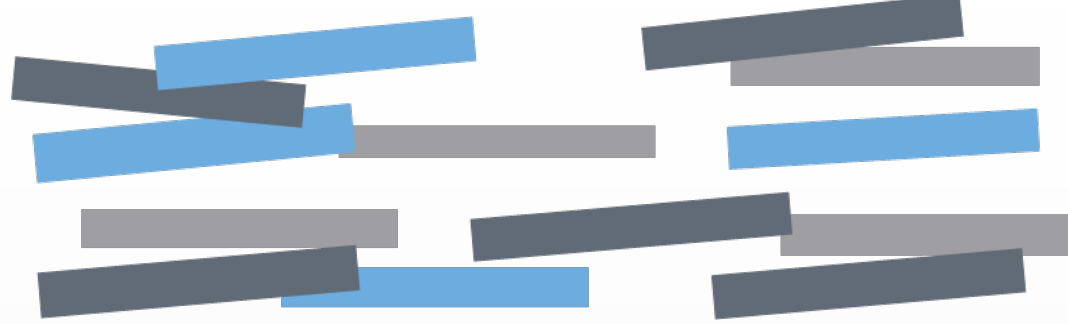
April 11, 2024

Duval | Clay | Nassau – FL 510



WELCOME CoC Members!





General Updates

Advocacy...



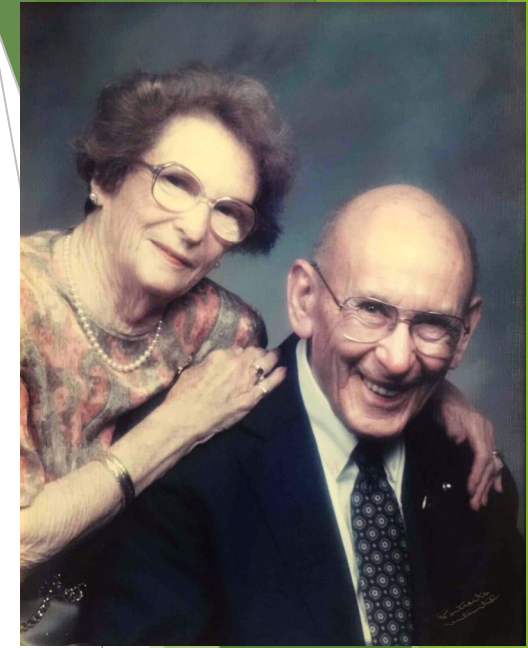
Sulzbacher Health: An Overview

Amy Hardman, MD
Vice President, Clinical Services

Jeremiah Harris, CRSS
Recovery Support Manager

What is Sulzbacher?

- ▶ MR. I. M. SULZBACHER 1913-2001
- ▶ CEO Cindy Funkhouser
- ▶ To provide our community with affordable access to housing, health care, and opportunities for economic growth.
- ▶ A thriving community where everyone has access to housing, healthcare, and hope.
- ▶ **“Three legged stool”**



Annual Report

BEHIND THE NUMBERS



487 HOMELESS PEOPLE
— transitioned into —
PERMANENT HOUSING

FOR **38,857** NIGHTS



414,479
NUTRITIOUS
MEALS
Served to anyone in our community who was hungry.



186% ROI
FOR EVERY DOLLAR
INVESTED
in Sulzbacher's Health Services

*Source: the Florida Association of Community Health Centers

URBAN REST STOP



63,153
NIGHTS
OF EMERGENCY
HOUSING

FOR **678**
HOMELESS
MEN, WOMEN
& CHILDREN



7,124
Unduplicated
PATIENTS

23,673
primary, dental & behavioral
CLINIC VISITS

SOURCE OF
+ **FUND\$** **TOTAL INCOME**
\$20.24 mil.

41.4% State & Federal	7.7% Special Events
14.6% Earned Income	4.6% Private Donations
12.1% City of Jacksonville	0.7% United Way
10.6% In-Kind	0.4% Corporate Donations
7.9% Foundations	

USE OF
- **FUND\$** **TOTAL EXPENSES**
\$19.7 mil.

45.2% Health Services	3.5% ELC & Children's Programs
18.8% Housing Program	3.0% Depreciation
18.4% Shelter Services	2.1% Respite Services
9.0% Gen. Admin. & Fundraising	

Homeless Outreach Project Expansion (HOPE)

- ▶ Since 2000
- ▶ Street Medicine



Sulzbacher Village

- HUD Envision Center, recent visit by Secretary Marcia Fudge



Sulzbacher Village

- ▶ Provides studio, one-bedroom and two-bedroom permanent-housing units to single women, female veterans and single- and two-parent families with 70 units in all, accommodating 310 people.
- ▶ 30 additional units accommodate women and families in need of short-term emergency housing and medical respite.
- ▶ Includes a 7,000-square-foot health center that offers primary care, dental, vision, and behavioral services for women and children residing in the village and surrounding community.
- ▶ The campus has an early learning center, computer lab, children's library, playground, and mobile food pantry.
- ▶ On-site education programs include job training, culinary classes, homework tutoring, mentorship initiatives, and female veteran programs for acclimating back into society.

Health Services - FQHC

- ▶ We see EVERYONE! Insured or no insurance, housed or unhoused, documented or undocumented. Outpatient only.
- ▶ Behavioral health, primary care, dental, optometry
- ▶ For children and adults
- ▶ 3 locations: downtown (adults only, 611 E Adams St), Springfield (pediatrics only), Jax Beach (adults only)
- ▶ Substance use treatment/Medication Assisted Treatment
- ▶ Medical respite
- ▶ Medication room (becoming licensed pharmacy)

Health Services - FQHC



- ▶ Learners Community Clinic with Mayo launched June 2, 2023
- ▶ Weekly primary clinic is held at the Sulzbacher Downtown Clinic, driven by residents and medical students at Mayo Clinic and supervised by Community Internal Consultants
- ▶ Adding specialty outpatient care via partnership with Mayo Clinic for uninsured

Health Services - last calendar year stats

- ▶ Medical - 9,421 visits and 3,734 patients
- ▶ Dental - 6,042 visits and 2,427 patients
- ▶ BH - 3,570 visits and 819 patients
- ▶ Optical - 622 visits and 547 patients

The Future - Enterprise Village



Enterprise Village

- ▶ Plans show the campus will include a 60,000-square-foot administration building with short-term housing; 60,000 square feet of transitional workforce housing; a 45,000-square-foot community clinic and respite care building; and a 7,600-square-foot center for job skills training.
- ▶ The design also shows a 100,000-square-foot building designated for a new manufacturing facility that will provide employment for Sulzbacher clients and others in the community.
- ▶ Sulzbacher Enterprise Village will have 100 studio and one-bedroom units and 80 temporary emergency units
- ▶ \$60 million project

New Projects

- ▶ Substance Use license and programming
- ▶ \$1 million in funding from the City of Jacksonville

Outpatient Substance Use Services

Assessments

Individual Treatment Plans

Evidence-Based Group Curriculum

WRAP Classes

Vocational Classes

Peer Support

Recovery Support Groups

Case Management

Outreach

Medication Assisted Treatment

Counseling

Mental Health Diagnosis and Treatment

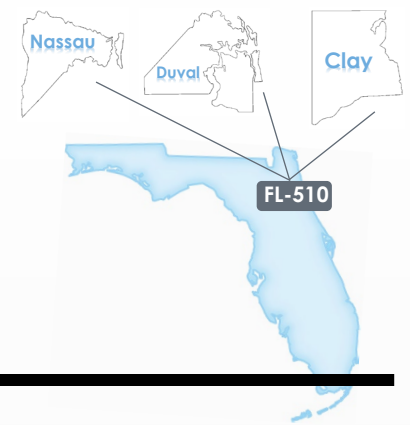
WE WILL WORK WITH ANY INSURANCE OR LACK OF INSURANCE

Outpatient Substance Use Services

Send referral forms to:

Togetherwecan_osus@sulzbacherjax.org

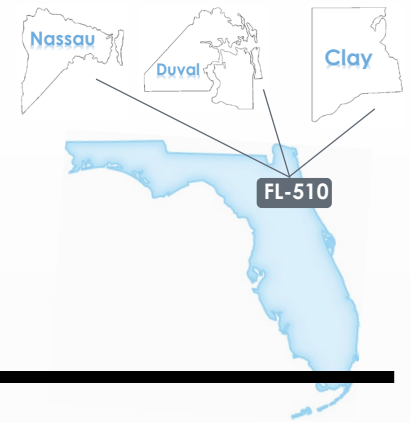
(904) 684-6543



General Updates

EMERGENCY FOOD & SHELTER PROGRAM (EFSP) |

- 15 applications received totaling \$690,000
- Local Board plan due ~ 4/30/2024



General Updates

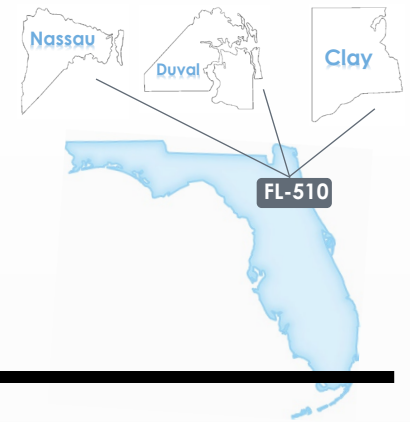
HMIS | Join the HMIS Data Committee!

The purpose of the HMIS Committee is to support the effective operation and oversight of the CoC's Homeless Management Information System (HMIS). This ensures that decisions related to HMIS are transparent, informed by, and in alignment with community needs.

- Review, revise and recommend a CoC HMIS data privacy plan, data security plan, and data quality plan
- Review HMIS administration and recommend any changes needed to ensure compliance with HUD requirements
- Make recommendations to ensure consistent participation in the HMIS by all providers

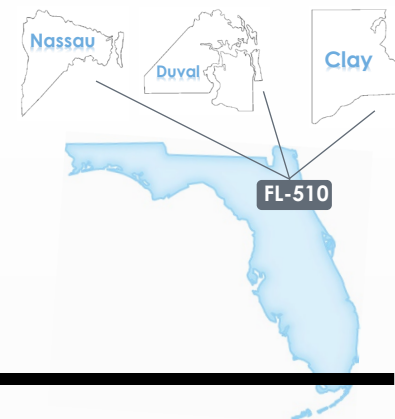
Meets last Wednesday of the month, next meeting 4/24.

Please e-mail Edin Sabanovic @ esabanovic@changinghomelessness.org to join.



Events & Announcements

What's new with YOU?



Events & Announcements

MARKETPLACE HEALTH INSURANCE AGENT FRAUD

The Affordable Care Act (ACA), signed into law in 2010, is the name for the comprehensive health care reform law and its amendments. The law addresses health insurance coverage, health care costs, and preventive care. Consumers can enroll in health insurance plans through the **ACA Marketplace** on HealthCare.gov.

1 What is insurance agent fraud?

Fraud happens when an insurance agent enrolls someone in an insurance plan without their knowledge or gives them misleading information in order to make a sale. They may also make unauthorized changes to your plan.

2 Why does agent fraud occur?

Insurance brokers and agents are paid large commissions on health insurance plans. Currently, there's little policing or penalizing of this practice. Since people are earning a lot of money from it, fraud happens more often.

3 What should I do if I am a victim?

Contact your local ACA Navigator. Navigators are not insurance agents. We play a vital role in helping consumers prepare applications to establish eligibility and enroll in coverage through the Marketplace and potentially qualify for insurance affordability programs. Navigators will help you to report insurance agent fraud.

4 How will it be resolved?

At our first meeting, we will

- Call the Marketplace together
- Verify your phone number
- Verbally register a complaint about agent fraud
- File an appeal to remedy the tax issue

Complex Case filing

Your Navigator will then file a complex case online and may need some information from you.

Expect a phone call

You must be available for a phone interview from the Centers for Medicare and Medicaid (CMS). They will make three attempted calls. After the third call, if you don't respond, your case will be closed.

TALK WITH A NAVIGATOR TODAY

Call toll-free:
(866) 295-5955

123covered.org



The project described was supported by Funding Opportunity Number NAVCA210430-03-00 from the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.

FRAUDE DE AGENTES DE SEGUROS DE SALUD EN EL MERCADO

La Ley de Atención Médica Asequible (ACA), promulgada en 2010, es el nombre de la ley de reforma integral de la atención médica y sus enmiendas. La ley aborda la cobertura del seguro médico, los costos de atención médica y la atención preventiva. Los consumidores pueden inscribirse en planes de seguro médico a través del **Mercado de Seguros** en HealthCare.gov.

1 ¿Qué es el fraude de agentes de seguros?

El fraude ocurre cuando un agente de seguros inscribe a alguien en un plan de seguro sin su conocimiento o le brinda información engañosa para realizar una venta. También pueden realizar cambios no autorizados en su plan.

2 ¿Por qué ocurre el fraude de agentes?

Los agentes comerciales (brokers) y agentes de seguros reciben grandes comisiones por los planes de seguro médico. Actualmente, hay poca vigilancia o penalización de esta práctica. Dado que ellos ganan mucho dinero, el fraude ocurre con más frecuencia.

3 ¿Qué debo hacer si soy víctima?

Comuníquese con su navegador(a) local. Los navegantes no son agentes de seguros. Hacemos un papel vital al ayudar a los consumidores a preparar solicitudes para establecer la elegibilidad e inscribirse en la cobertura a través del Mercado y potencialmente calificar para ayuda para poder pagar su seguro. Los navegadores lo ayudarán a denunciar el fraude de los agentes de seguros.

4 ¿Cómo se resolverá?

En nuestra primera llamada

- Llamaremos al Mercado juntos
- Verificaremos tu número de teléfono
- Registraremos verbalmente una queja sobre fraude de agente
- Presentaremos una apelación para solucionar el problema fiscal

Presentación de Casos Complejos

Luego, su navegador(a) presentará un caso complejo en línea y es posible que necesite cierta información suya.

Espere una llamada telefónica

Debe estar disponible para una entrevista telefónica con el Centros de Medicare y Medicaid (CMS). Harán tres intentos de llamadas. Después de la tercera llamada, si no responde, su caso se cerrará.

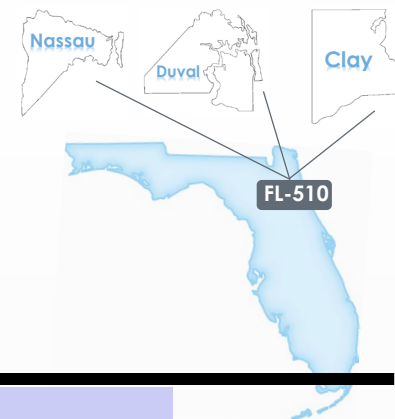
HABLA CON UN NAVEGADOR HOY

Llame gratis:
(866) 295-5955

123covered.org



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Events & Announcements



TUTORS NEEDED

Help teach adults
at CRM to read!

JOIN US!

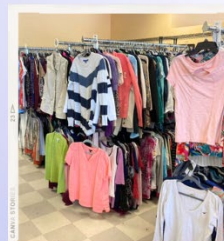
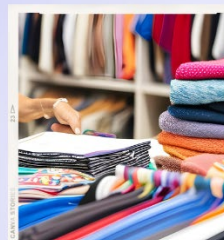
Volunteers@crmjax.org



GIVE BACK &

VOLUNTEER

AT PURPLE DOVE RESALE CENTER



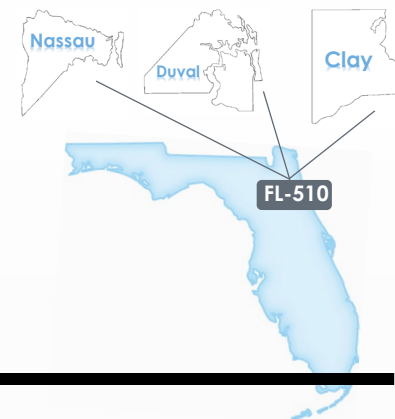
MICAH'S PLACE



PURPLE DOVE
RESALE CENTER



www.micahsplace.org/volunteer



Events & Announcements

Sponsor a box

Join PSMJax in our new monthly sponsorship program.



How to help?

Your \$20 monthly donation will clothe 20 people.



NEW PHONE NUMBER
(904) 647-4083

Provided through a partnership with the **City of Jacksonville**, the **Urban Rest Stop** at Sulzbacher's Downtown Campus is a place for people experiencing homelessness to go during the day to receive services. Services include housing assessments, showers, meals, healthcare, mailboxes, shelter placement, job referrals and more.

URBAN REST STOP



SERVICE HOURS:

- ✓ **General Operating**
Monday - Sunday
7 days a Week
9:30am-5:30pm
- ✓ **Housing/Needs Assessments**
Wednesday & Friday
10:00am - 11:00am
- ✓ **Meal Service**
All Are Welcome
7 Days a Week
Lunch-Noon-1:00pm
Dinner-5:00pm-5:30pm

www.sulzbacherjax.org
(904) 647-4083



Events & Announcements

The 3rd **WEDNESDAY** of the Month

515 College Drive Middleburg, FL 32068

3:00pm to 6:00pm



WWW.EMMANUELPROJECT.ORG

Our mobile medical unit provides healthcare services to underserved and uninsured adult and pediatric populations throughout Northeast Florida.

Our Services

- * Medical Care for Adults & Children
- * School & Sports Physicals
- * Hypertension management
- * Healthcare Education

We Provide

**High-Quality
No Cost
Healthcare**

Call
904-479-0279

Email
support@emmanuelproject.org

Instagram
[@EmmanuelProjectofNortheastFL](https://www.instagram.com/EmmanuelProjectofNortheastFL)

Facebook
Emmanuel Project (of Northeast Florida)

Patients must be at or below 200% of the federal poverty guidelines for their household size (as established by the Florida Department of Health), uninsured or limited access to healthcare.



Please join us for

BREAKFAST LEARNING SERIES



Joint event for Duval and Nassau counties

Wednesday, April 17 • 9 – 10:30 a.m.

Child Physical and Sexual Abuse Investigations

Did you know? April is Child Abuse Prevention Month and Sexual Assault Awareness Month? Sgt. Robert Freitas of the Jacksonville Sheriff's Office Special Assault Unit (JSO SAU) will lead this important webinar, offering insight to child physical and sexual abuse investigations in North Florida. As part of this class, attendees will learn more about:

 **Guest speaker**
Sgt. Robert Freitas
Jacksonville Sheriff's Office
– Special Assault Unit

- Cases worked by JSO Special Assault Unit (SAU)
- The daily job of a SAU detective
- Offender tracking
- Internet Crimes Against Children (ICAC)
- The investigative process and how cases get reported
- The unit's multidisciplinary team approach and work with other agencies, including DCF and the Women's Center of Jacksonville SAFE team



Get registered today!

To register, email fss.bls.jax@fssnf.org or call 904-402-4684

Connect to tune in and learn about featured topics in our community:

Zoom dial-in meeting details:

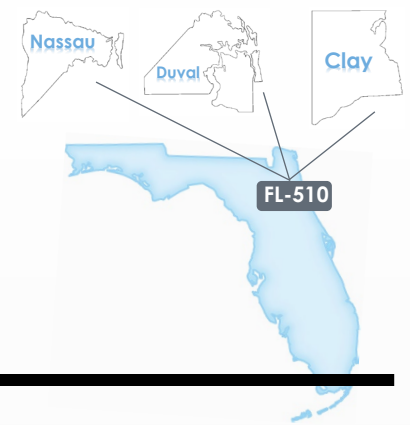
In Florida, dial 301-715-8592 or 646-558-8656

Meeting ID: 378 224 0466

Breakfast Learning Series is free for parents, caregivers, social services professionals and the general public. The monthly programs provide beneficial information and opportunities for everyone involved with helping parents and raising children.

Accommodations for individuals with disabilities will be made upon request in advance. Interpreter services are provided free of charge for persons who are deaf or hard of hearing. Family Support Services is a community-based care lead agency contracted with the Florida Department of Children and Families.





Events & Announcements



FREE TAX SERVICES

CALL FOR APPOINTMENT OR SCHEDULE ONLINE

Every Saturday | January 27 - April 13, 2024


 904-632-0600

 unitedwaynefl.org (Choose 'GET HELP')

 **BEAM | 850 6th Avenue S. Suite 400**



SPRING 2024
FAMILY TO FAMILY CLASS



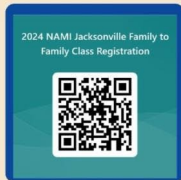
Free In-Person
8-Week Class!
Sunday Afternoons
Sunday, February 18th– April 14th
3:00 – 5:30 pm
(No Class Easter Sunday 3/31)

Location:
St. Catherine of Siena
Catholic Church
1649 Kingsley Ave
In the Formation Building
Orange Park, FL 32073

Educational program for family, significant others and friends of people living with **Mental Health Conditions**

- Taught by NAMI-trained volunteers who are family members with lived experience and who can provide compassion and support
- Includes research related to the biology of brain disorders; gaining empathy, listening, and communication techniques; strategies for handling crises; care for the caregiver; support and services within the community

We ask that you commit to the entire 8 week session to receive the full benefit of the course.

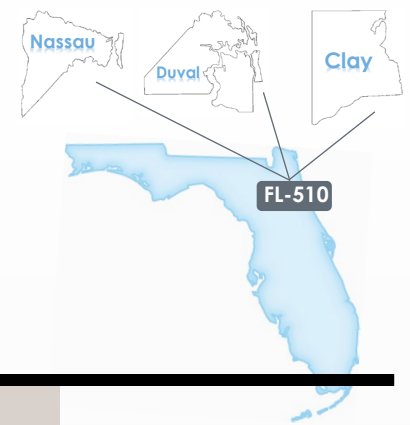


2024 NAMI Jacksonville Family to Family Class Registration

SCAN TO REGISTER

Please register and you will be contacted to confirm your spot in the class.

LEARN MORE
<https://www.namijax.org/programs/family-to-family>



Events & Announcements

WINE GALA

Toast To Life

IN CELEBRATION OF OUR 35TH ANNIVERSARY

COMING SOON!
PLEASE CALL
904.284.0340
EXT317

Quigley House will be hosting our Annual Wine Gala this Spring, on Saturday April 20, 2024! We hope that you will join us as we toast to life! Please visit our website for sponsorship opportunities and ticket information.



Questions?



Thank you!