



OFFICE OF ECONOMIC  
SELF-SUFFICIENCY

MYFLFAMILIES.COM



**HOPE**  
FLORIDA

**A PATHWAY TO PROSPERITY**

Florida Department of Children and Families

Migda Cruz, Program Administrator

The Department of Children and Families Office of Economic Self-Sufficiency has a vision to strengthen Florida's families through private, community, and inter-agency partnerships that promote economic self-sufficiency.

- Economic Self-Sufficiency Program

Crisis approach

Determine eligibility for public assistance.



- Food Assistance (SNAP)**
- Medicaid**
- Temporary Cash Assistance**
- Refugee Assistance**

- Hope Florida A pathway to Prosperity

Customer-Centered approach

Utilizing Care Navigators to guide clients on an individualized path to prosperity and economic self-sufficiency by prioritizing community involvement from our faith-based partners to our non-profits and private sector players. Care Navigators will identify goals and remove barriers and will collaborate and communicate with local partners beyond government to simplify the process to obtain the client's desired outcome.

# Service Process



## Step 1

Client reaches out for assistance.



## Step 3

'Care Navigator' works with client to identify goals and create a plan to overcome barriers.



## Step 5

'Care Navigator' is in constant communication with client; monitoring progress and offering assistance to ensure goals are met.



## Step 2

Client is paired with a 'Care Navigator' to embark upon A Pathway to Prosperity.



## Step 4




'Care Navigator' utilizes extensive rolodex of community resources beyond government to find the client's solution.



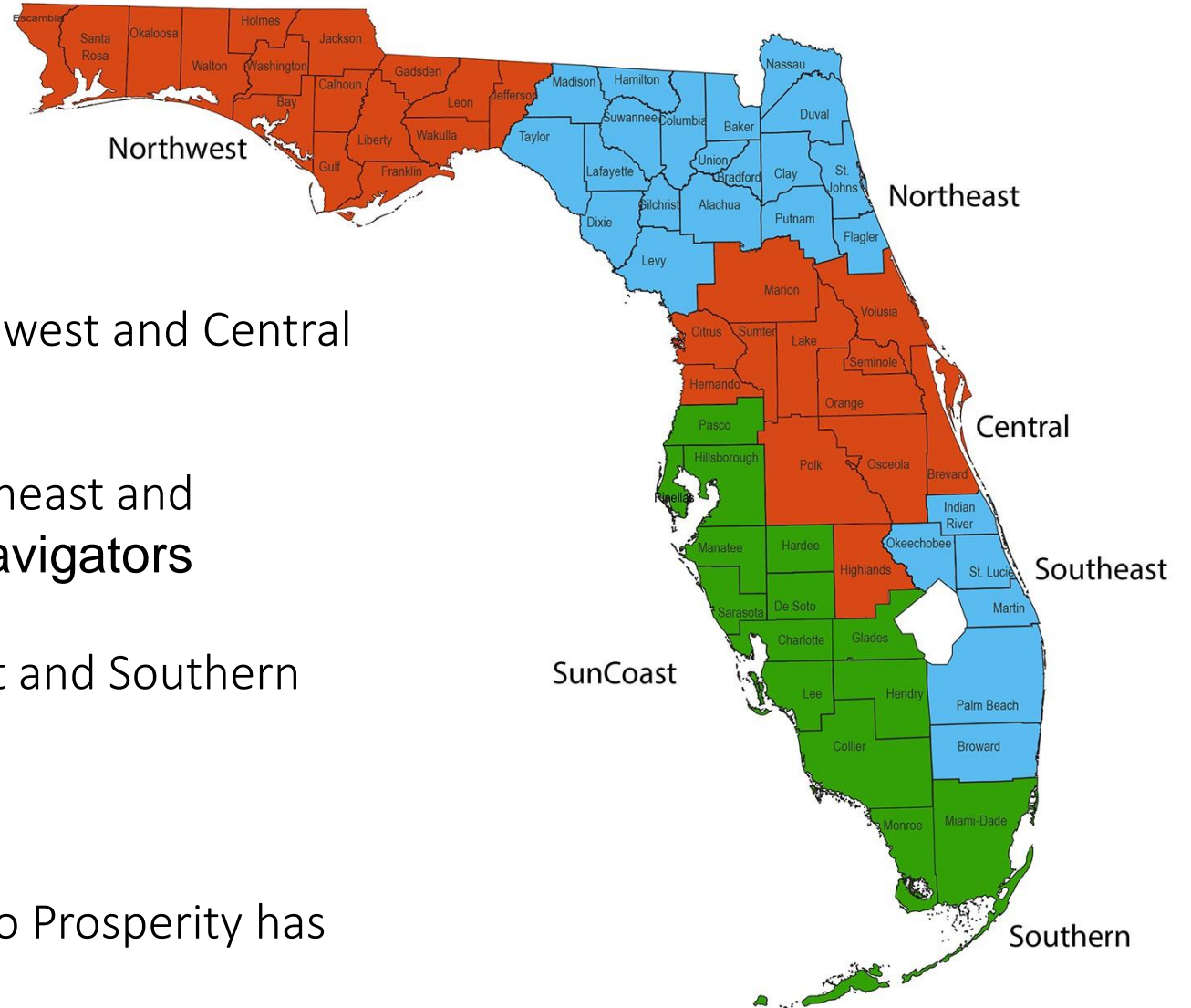
## Step 6

The client/'Care Navigator' relationship continues until all barriers identified are addressed and the customer's goals are achieved.

# Services Roll-Out

-  **Phase 1:** Launched in August 2020 in Northwest and Central Regions - 30 Full Time Care Navigators
-  **Phase 2:** Launched in January 2021 in Northeast and Southeast Regions - 65 Full Time Care Navigators
-  **Phase 3:** Launched in July 2021 in SunCoast and Southern Regions - 102 Full Time Care Navigators

As of July 2021, Hope Florida – A Pathway to Prosperity has been implemented in every DCF Region.



# Hope Florida – A Pathway to Prosperity

## *Now Serving More Families*

September 2021 underwent an expansion of the program to include:

- Extended targeted populations
- Established the Hope Line, 850-300-HOPE
- Launched HopeFlorida.com
- Expanded CarePortal
- Partnered with Department of Health to Serve the Substance-Exposed Newborn population

# Common Barriers Identified

- Employment
- Housing
- Education
- Job Skills Training
- Bill Payment
- Finance and Budgeting
- Basic Needs
- Childcare
- Medical Treatment
- Legal Assistance
- Transportation
- Mental Health Treatment
- Substance Abuse Treatment

# Partnerships

- Faith and Community-Based Organizations
- Business Community
- Non-Profit Partners
- Government Agencies
- Floridians/Volunteers



# Words from Our Customers

“I like the fact that this is voluntary. The fact that I can have someone that I can talk to and speak about the path I can take really helps. Mrs. Beniquez, I really feel that you really care about your clients and especially me.”

“Initially I thought the program was too good to be true. Now I am a believer, happy and grateful for the help the program is providing me.”



# Words from Our Customers

“I can’t believe people cared and wanted to help me. I thank you for this opportunity and I won’t let you down. I hope to be a counselor for other Veterans one day and share my story.”

“I wish Christina could be my Hope Navigator forever. She helped me out so much, she went beyond her job. Whenever I had a problem, she was the only person I could call.”