Hope Florida – A Pathway to Prosperity.

This major new initiative has been spearheaded by First Lady DeSantis and implemented by the Florida Department of Children and Families (DCF), utilizing ‘Care Navigators’ to guide Floridians on an individualized path to prosperity by focusing on community collaboration between the private sector, faith-based community, nonprofits and government entities to break down traditional community silos, to maximize resources and uncover opportunities.
Hope Florida is “the deliberate organization of [client] care
Activities between two or more participants involved in a [client’s]
Care to facilitate the appropriate delivery of ….services”.

The goal of Hope Florida is to assist individuals to overcome
identified barriers that prevent them from seeking and maintaining
their version of economic self-sufficiency.

The expanded Hope Florida model integrates care across other
program areas, such as Parent Needs Assistance (PNA), and
Child Protective Investigator (CPI) cases, and increases the
number of people who will be making and receiving referrals.
Screening
- Immediate triage to provide help
- Offer Care Navigation

Step 1: Customer contacts the department for assistance.

Step 2: During the interview, Care Coordination is offered to the customer.

Step 3: Customer accepts - Care Coordinator conducts an assessment with the customer to identify goals and create a path to achieve milestones.

Step 4: Care Coordinator refers the customer to services and resources provided by local, community-based partners.

Step 5: Care Coordinator follows up with the customer and provider to get feedback on the interaction(s) or services rendered.

Step 6: This referral process continues until all barriers identified are addressed and customer goals are achieved.

Parent Needs Assistance
Substance Exposed Newborns
Child Protective Investigator Referrals
Former Foster Youth

ESS Clients
Hope Florida - A Pathway to Prosperity: Unitig communities through 'Care Navigators' to guide Floridians on an individualized path to prosperity, economic self-sufficiency and hope.

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