



Hope Florida

Florida Charter School Conference + School Choice Summit
October 15, 2025



FLORIDA DEPARTMENT OF
EDUCATION
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HOPEFLORIDA

What is Hope Florida?

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What is the Role of the Hope Navigator?

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What are Hope Navigators?

Hope Navigators are the key to what makes the Hope Florida Model different. These experts work hand-in-hand with individuals to identify their unique barriers and engage all sectors of the community to be a crucial part of the solution. Through the efforts of Hope Navigators, Hope Florida goes beyond government to create a pathway for Floridians to achieve prosperity and economic self-sufficiency.

What are Hope Navigators?



What Makes Hope Florida Different?

What makes Hope Florida different is the approach in supporting participants using the following:

- **Community Partnerships**
- **Warm Handoffs**
- **Participant Follow-Ups**



Community Partnerships

At the heart of Hope Florida is community involvement. Hope Florida strives to create meaningful relationships with faith-based, nonprofit, private-sector and government-sector partners to ensure successful referrals for assistance with removals of barriers.

Warm Handoff

The warm handoff is a process in which the Hope Navigator contacts a community agency or organization to ensure the availability of the needed resources for the participant. This process allows for the accuracy and effectiveness of the referral(s) that Hope Florida provides to the participant.

Participant Follow-Up

Hope Florida's goal is to create positive relationships through continual contact. Ensuring that participants are adequately connected to resources then following up to provide referrals for additional needs is the main difference between Hope Florida and call directory services.

How to Get Help



STEP 1: Call the Hope Line for assistance.
833-GET-HOPE



STEP 2: Hope Navigator provides one-on-one support to identify immediate and long-term needs.



STEP 3: Hope Navigator utilizes an extensive rolodex of community partners – including state government, non-profits, faith groups and the private sector – to meet immediate needs.

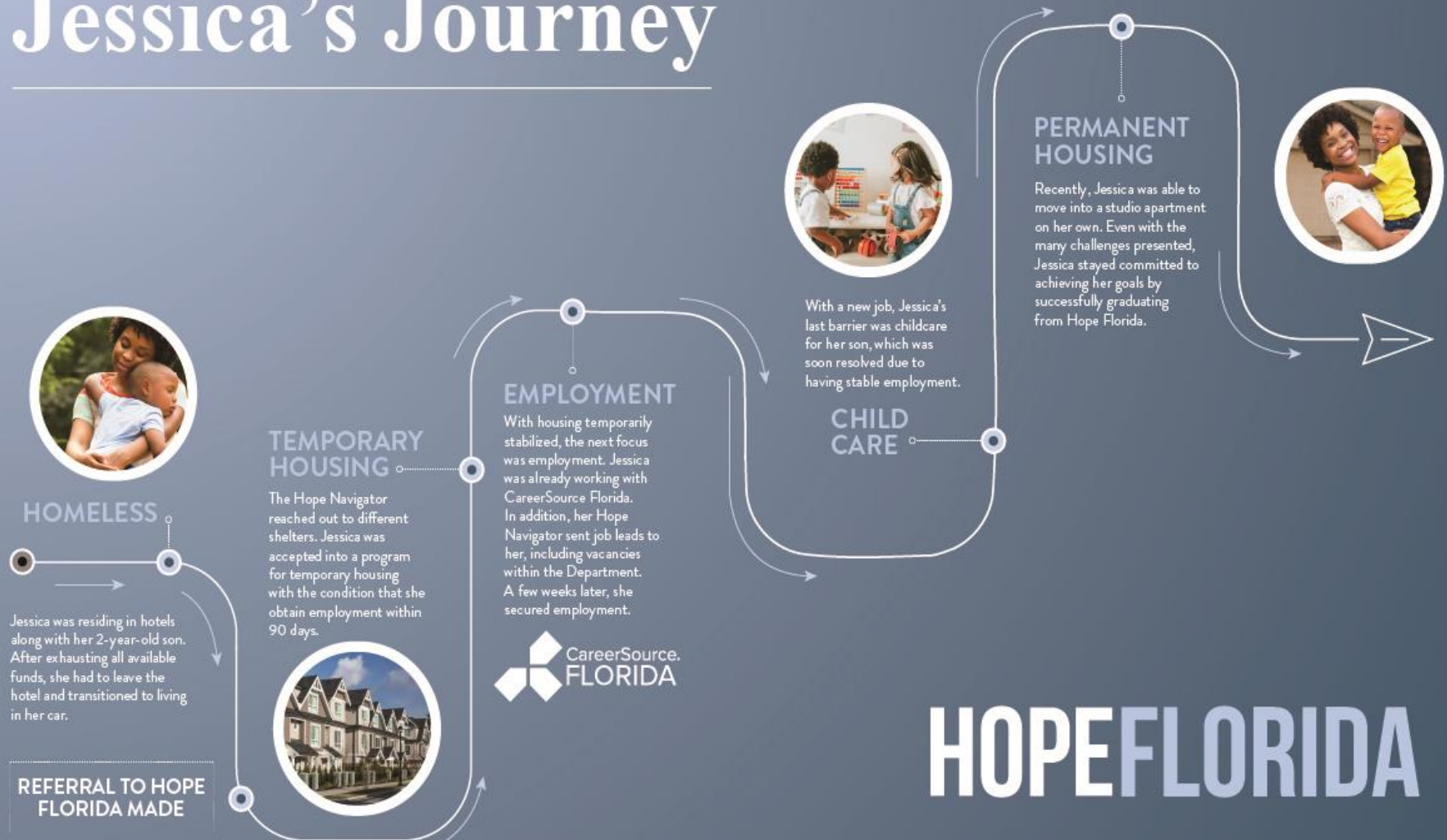


STEP 4: Hope Navigator inputs any participant needs into Unite Us, alerting all participating organizations of the help needed.



STEP 5: Hope Navigator completes follow-ups to ensure participants achieve their short and long-term goals

Jessica's Journey



Hope Florida District or Charter Network Liaison

- The Student Services Director or other designee will serve as Hope Florida District Liaison, connecting schools with Hope Florida and Hope Navigators
- The district liaison will help to identify and maintain a list of liaisons at each school within the district
- The district liaison will facilitate district-wide communication related to Hope Florida

Hope Florida Model Districts

- Bay
- Hendry
- Lake
- Orange
- Pasco
- Sumter
- Suwannee

Connect Families and Staff with a Hope Navigator

Hope Line:

833-GET-HOPE (438-4673)

**Hope Navigators in the Bureau of Exceptional
Education and Student Services (BEES):**

850-245-0475 or BEESSSupport@fldoe.org

See our website at [FDOE Hope Florida](https://www.fldoe.org/hope-florida)



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