



## Hope Florida School Liaisons and Resiliency Coaches: Supporting Students and Families

Florida Organization on Instructional Leaders (FOIL)

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FLORIDA DEPARTMENT OF  
**EDUCATION**  
fldoe.org

[www.FLDOE.org](http://www.FLDOE.org)



# What is Hope Florida?

**HOPEFLORIDA**



# What is the Role of the Hope Navigator?

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**What are some of the needs of parents,  
students and staff  
in your school or district?**



# 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**





**What are some of the community partnerships in your community that may be interested in helping through Hope Florida?**



# 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.

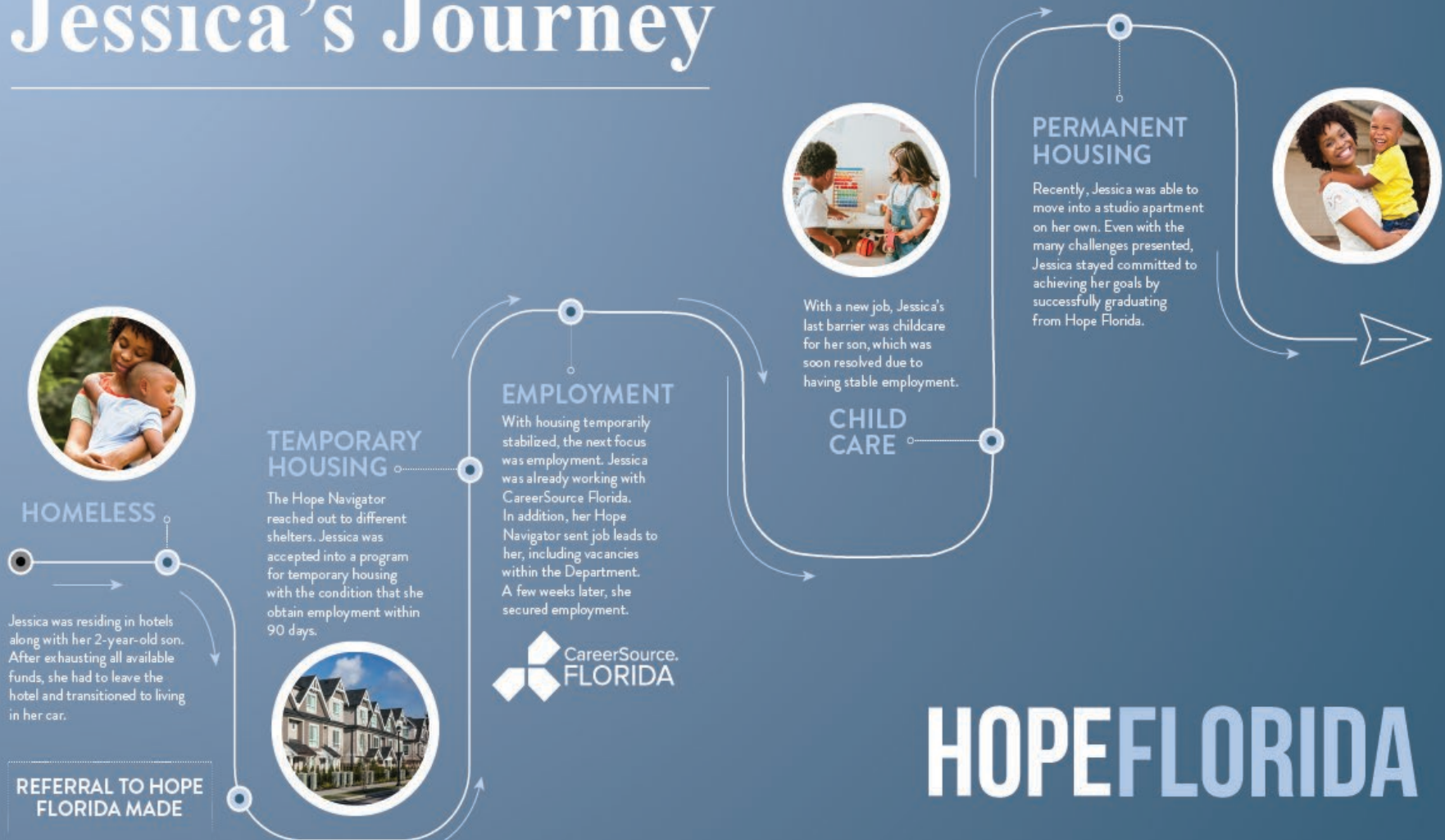


**STEP 4:** Hope Navigator inputs any participant needs into CarePortal, alerting all participating organizations of the help needed.



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

# Jessica's Journey







# Hope Florida Model Districts

- Bay
- Hendry
- Lake
- Orange
- Suwannee



## **Role of the Hope Florida School Liaison**

- Serve as the dedicated point of contact on Hope Florida resources for students, parents and staff.
- Proactively provide information on how adults can contact the Hope Line to receive supports.
- Connect community providers, non-profit organizations and faith-based organizations with the Hope Line if they would like to help.



**Based on the description of the Hope  
Florida School Liaison, which staff in your  
schools would be ideal in this role?**



# Success in Hope

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# **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 (BEESS) :**

**850-245-0475 or [BEESSSupport@fldoe.org](mailto:BEESSSupport@fldoe.org)**

See our website at [FDOE Hope Florida](http://www.FDOE Hope Florida)





**How can your school or district share Hope Florida information with parents and staff?**

The background of the slide is a photograph of three children sitting at a desk. A boy in a blue and black striped shirt is in the center, looking down at a book. To his left, a girl with long brown hair is also looking at the book. To his right, another girl is partially visible, looking at the book. They are all smiling and appear to be engaged in a learning activity.

## **Becoming a Resiliency Coach**



## Volunteerism in Florida

According to a study commissioned by Volunteer Florida:

- nearly 60% of respondents volunteer for a non-profit organization or association by providing unpaid help to groups or organizations such as schools or youth organizations,
- approximately 27% of respondents learned of volunteer opportunities from organizations such as schools and faith-based groups, and
- nearly 70% of respondents volunteer because it enriches their lives and allows them to contribute to the community.





## The Resiliency Characteristics

Florida is leading a first-in-the-nation approach that empowers students to persevere and overcome life's inevitable challenges. The Florida Department of Education developed state education standards and resources to equip students with skills that build resiliency.

Below are the 11 resiliency characteristics to help your child overcome any challenge.



### Empathy

Understanding others' thoughts, feelings and actions.



### Responsibility

Owning my actions, using good judgement and practicing self-control.



### Gratitude

Being thankful and sharing appreciation with others.



### Critical Thinking and Problem Solving

Gathering information to think through and determine the best solution.



### Responsible Decision-Making

Thinking about all options and outcomes to make the best choice.



### Self-Awareness and Self-Management

Understanding and governing our thoughts, actions and impact on others.



### Citizenship

Helping my neighbor, community and nation.



### Mentorship

Giving or asking for support, guidance, training or expertise.



### Honesty

Telling the truth.



### Grit

Working consistently toward my long-term goals.



### Perseverance

Continue to try even when things are hard.

## WHAT IS A **RESILIENCY COACH?**

Resiliency Coaches will serve as one of the **first layers of support**. Resiliency Coaches are trusted volunteers who are trained to support children as they build resiliency to face day-to-day challenges.

### ELIGIBILITY

Parents, grandparents, school volunteers and mentors, with a current background screening, are eligible to become a Resiliency Coach.





## STEPS TO BECOME A **RESILIENCY COACH**

**1**

Background Screening Requirement

**2**

Complete Online Training

**3**

Complete 4-Hour Volunteer Practicum and Final Survey

**4**

Receive \$150 stipend



## Resiliency Coach Training Program – Impact Snapshot

- ✓ **All Florida counties** have an established Resiliency Coach point of contact
- 👥 Nearly **1,600 individuals** expressed interest in becoming Resiliency Coaches
- 💻 **275** online courses completed | **128** in progress
- 🏫 **3,718 schools** received Resiliency branding materials
- 📬 District Volunteer Coordinators have received lists of interested individuals
- 🤝 Support and outreach by:
  - Civics Captains and Coaches
  - School Improvement Regional Teams
  - Bureau of Family and Community Outreach



**What can your district do to increase the number of volunteers who complete Resiliency Coach training?**





## Contact Information

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For more information visit:

<https://www.fldoe.org/schools/k-12-public-schools/hope-florida/>

<https://www.buildresiliency.org/>

or email: [ResiliencyCoachTraining@fldoe.org](mailto:ResiliencyCoachTraining@fldoe.org)