



**Prevent Child Abuse**  
Florida™



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# Bringing Protective Factors to Life

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***Concrete Supports in Times of Need***

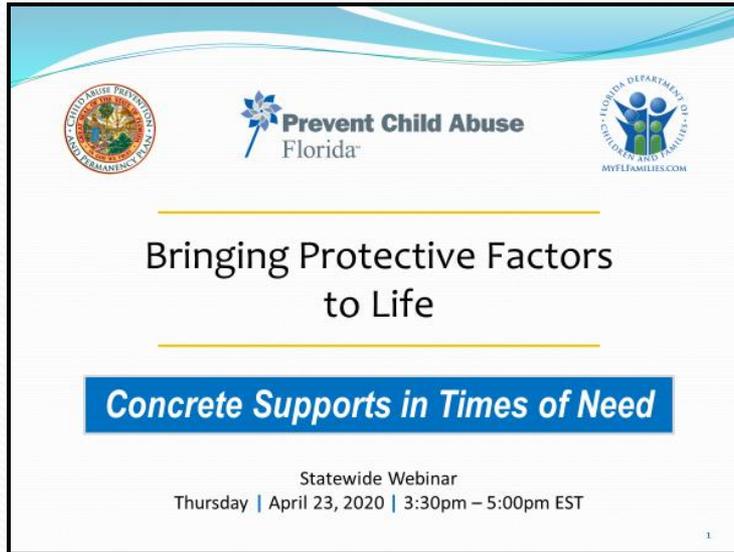
Statewide Webinar  
Thursday | April 23, 2020 | 3:30pm – 5:00pm EST

# Welcome

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**Mr. Chris Lolley**  
Executive Director  
Prevent Child Abuse Florida  
[clolley@ounce.org](mailto:clolley@ounce.org)  
[www.PreventChildAbuseFL.org](http://www.PreventChildAbuseFL.org)





*A recording of this webinar and associated materials  
will be available at*  
[www.PreventChildAbuseFL.org](http://www.PreventChildAbuseFL.org)

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For additional questions or comments, please email:  
Chris Lolley at [clolley@ounce.org](mailto:clolley@ounce.org) or  
Nydia Ntouda at [nntouda@ounce.org](mailto:nntouda@ounce.org)



EVERYONE CAN MAKE #GREATCHILDHOODS  
HAPPEN. ESPECIALLY YOU.



# Presenters

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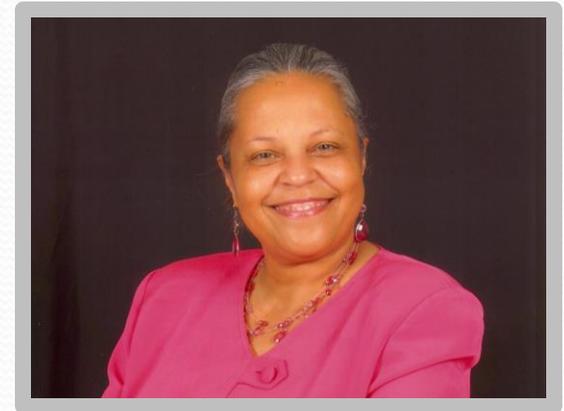
**Ms. Sarah C. Sheppard**, B.S.  
Certified Recovery Peer Specialist (CRPS)  
Statewide Recovery Integration Specialist  
Substance Abuse Mental Health Program Office  
Florida Department of Children and Families



# Presenters

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**Ms. Maria A. Long**, B.A., M.Ed.  
Certified Community Health Worker (CCHW)  
Community Outreach Perinatal Educator (COPE)  
CityMatCH Leader & Consultant  
Advisory Board Member to Be Strong Families



# Presenters

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## Mr. Zackary Gibson

Chief Child Advocate and Director  
Office of Adoption and Child Protection  
Executive Office of the Governor



# Moderator

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## Ms. Janelle King

Interagency Youth Engagement and  
Restorative Practices Specialist  
Office of Child Welfare  
Florida Department of Children and Families



# Getting to Know You

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*Using the “Question Box”, please share:*

- Where you're from:
    - ✓ *County*
  - If you're representing as a: *(share all that may apply)*
    - ✓ *“Name of Agency” Member*
    - ✓ *Community Member*
    - ✓ *Parent*
-

# Conversation Norms

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- **Speak from your own experience/Speak your truth** - *Use “I” statements. Speak and own your truth, trusting that your voice will be heard and your contribution respected.*
- **Listen attentively & deeply** - *Allow others to speak. Listen to what is said; listen to the feeling beneath the word. Strive to achieve a balance between listening and reflecting, speaking and acting.*
- **Suspend judgement** - *Set aside your judgements. By creating a space between judgements and reactions, we can listen to each other, and to ourselves, more fully.*
- **Maintain confidentiality/Create a safe place** - *The stories stay, the lessons may leave.*

# The Change is Now!

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The truth is that our finest moments are most likely to occur when we are feeling deeply uncomfortable, unhappy, or unfulfilled. For it is only in such moments, propelled by our discomfort, that we are likely to step out of our ruts and start searching for different ways or truer answers.

**– M. Scott Peck**

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# The Change is Now!

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To the world, you may be one person, but to one person, you may be the world.

– Unknown

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# Tools to Navigate the Journey

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CENTER FOR THE STUDY  
OF SOCIAL POLICY'S

**strengthening families™**  
A PROTECTIVE FACTORS FRAMEWORK

## Protective Factors Framework



# Protective Factors Framework

**Parental Resilience**



*Being strong and flexible.*

**Social Connections**



*Parents need friends.*

**Concrete Support in Times  
of Need**



*Everybody needs help  
sometimes.*

**Knowledge of Parenting  
& Child Development**



*Being a great parent is part  
natural and part learned.*

**Social & Emotional  
Competence of Children**



*Parents need to help their  
children communicate.*

**Note-** *Nurturing & Attachment are included within each factor.*

# What are Protective Factors?

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*Attributes or conditions of individuals, families, communities, or the larger society that reduce or eliminate risk and promote healthy development and well-being of children and families.*

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## **Protective factors can:**

- *Help ensure children and youth function well at home, in school, at work, and in the community – today and into adulthood.*
- *Serve as a buffer – helping parents, who might otherwise be at-risk of abusing/neglecting their children, find inner strength, resources, supports, and/or healthy coping strategies that allow them to parent effectively, even under stress.*

## What We Know:

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*Families thrive when  
**protective factors**  
are robust in their lives and  
communities.*

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CENTER FOR THE STUDY  
OF SOCIAL POLICY'S

**strengthening families™**  
A PROTECTIVE FACTORS FRAMEWORK

# Building Protective Factors

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✓ Take Care of Yourself.



✓ Commit to being a Strong Parent.

✓ Build a healthy relationship with each of your children.



CENTER FOR THE STUDY  
OF SOCIAL POLICY'S

# strengthening families™

A PROTECTIVE FACTORS FRAMEWORK

## Concrete Supports in Times of Need

(Everyone Needs Help Sometimes)



# Concrete Supports in Times of Need

Access to concrete supports and services that address a family's needs and help minimize stress caused by challenges.

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## What does it look like:

- *Seeking and accepting support when needed.*
- *Knowing what services are available and how to access them.*
- *Having financial stability; basic needs being met.*
- *Being persistence – Having perseverance!!!*

# Concrete Supports in Times of Need

## Examples



# Participant Perspectives

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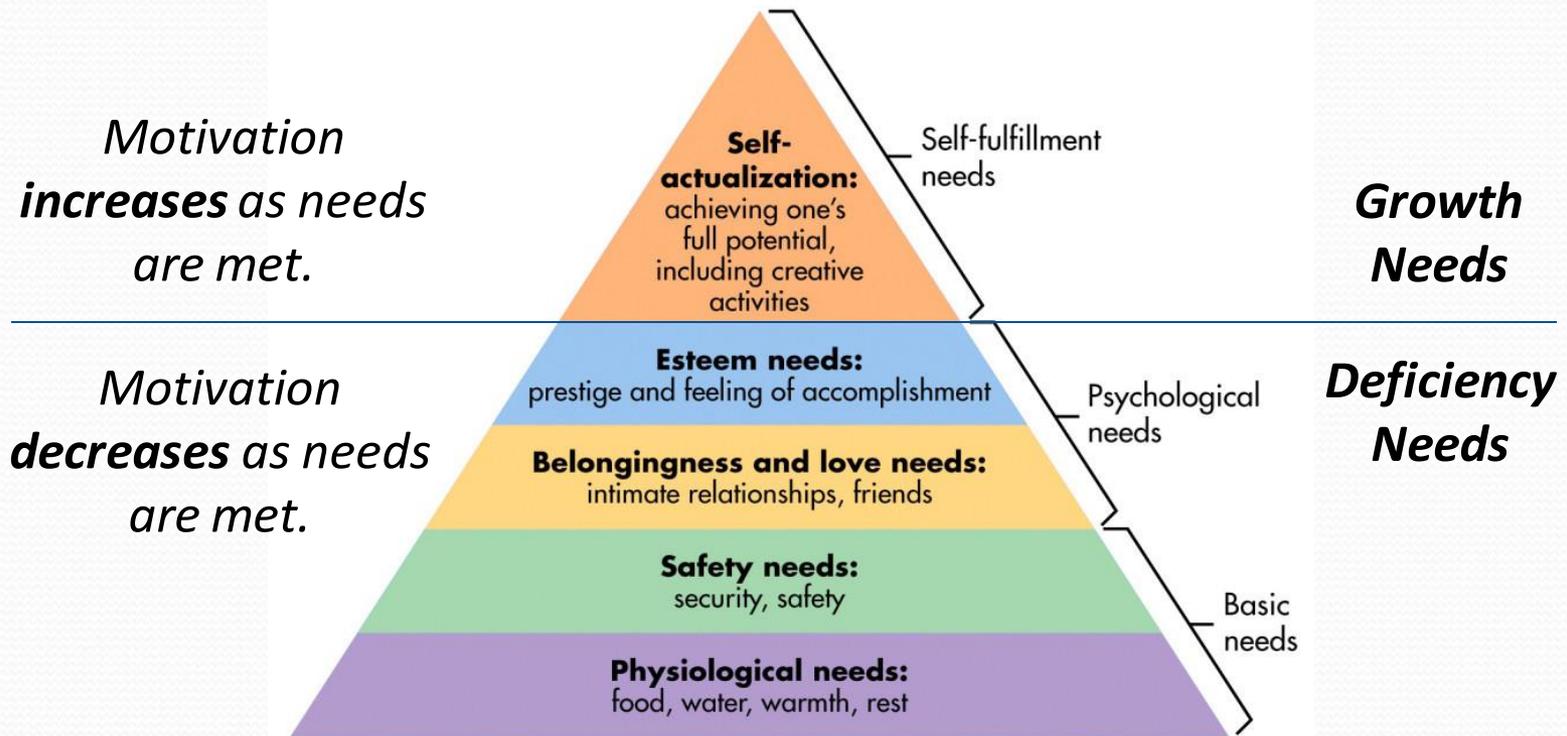
*Using the “Question Box”, please share:*

If you’ve ever experienced a time when you needed to access Concrete Supports, where did you go?

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# Concrete Supports in Times of Need

## Maslow's Hierarchy of Needs



# Concrete Supports in Times of Need

## Why is it important?

- *Reduces risk factors associated with needs that might negatively impact the health and well-being of the family.*
  - *Helps families identify and access resources available to help them ensure their family is getting their basic needs met.*
  - *Assist families in maintaining financial stability and ability to meet daily needs.*
-

# Concrete Supports in Times of Need

## What you need to know now about COVID-19 in Florida

Adults 65 and older and those with underlying medical conditions like heart disease, diabetes and lung disease are more likely to develop serious illness.

Here's what you can do right now.



### Review your symptoms

Use the CDC's self-checker to help make decisions and seek appropriate medical care regarding COVID-19.

[Learn more](#)



### Call first about testing

Call your health care provider or [County Health Department](#) if you have symptoms to determine if you need a test.

[Learn more](#)



### Wash for 20 sec.

Wash hands often with soap and water – 20 seconds or longer (or use alcohol-based hand sanitizer with at least 60% alcohol).

[Learn more](#)



### Practice social distancing

If you are around other people, keep 6 feet between you when possible. Avoid hugs, handshakes, large gatherings and close quarters.

[Learn more](#)

[www.floridahealthcovid19.gov](http://www.floridahealthcovid19.gov)

# Concrete Supports in Times of Need

Florida's City and County Governments offer a wide-range of programs, services, and information to support residents and communities.



**CITY  
DIRECTORY**

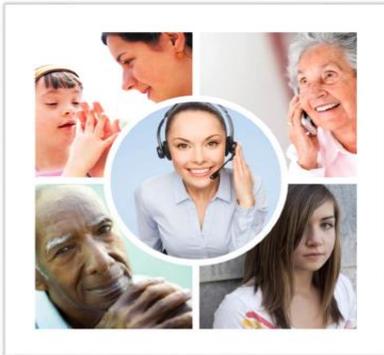


**COUNTY  
DIRECTORY**

# Concrete Supports in Times of Need



**FREE  
CONFIDENTIAL  
& 24/7**



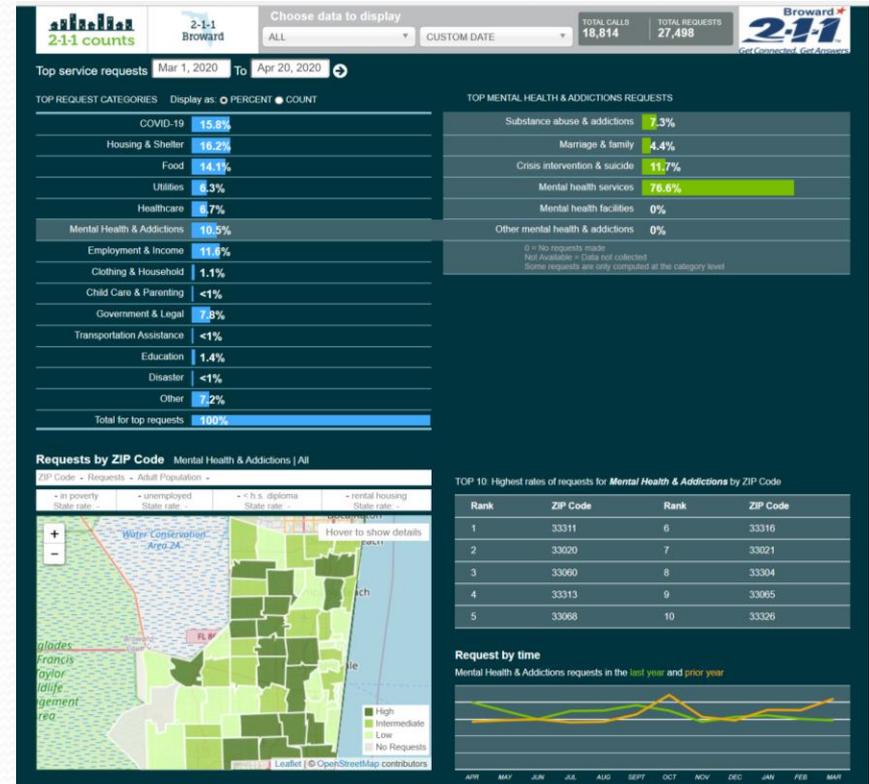
**CALL 2-1-1**  
**HELP STARTS HERE**  
*Your local community  
helpline & crisis hotline!*

*If you or a loved one have experienced trauma and are looking for information on services or seeking counseling— 211 is available!*

- Alcohol/Drug Abuse**
- Elder Needs/Daily Calls**
- Health Insurance/Clinics**
- Child Development**
- Employment**
- Mental Health Concerns**
- Crisis Intervention**
- Family Counseling**
- Problems at School**
- Disability/Special Needs**
- Food/Clothing/Shelter**
- Caregiver/Support Groups**
- Domestic Violence**
- Foreclosure/Mortgage**
- Veterans Affairs**



**www.FLAIRS.org**



*View dashboards on  
community needs*

**www.211counts.org**

# Concrete Supports in Times of Need

## Food Banks & Packinghouse

*Click on the agency logo to find food pantries, soup kitchens and other feeding sites in your area.*



# Concrete Supports in Times of Need



*Temporary Emergency Food Assistance Program*

*Commodity Supplemental Food Program*

**SUMMER  
BREAK SPOT**



*Women, Infant and Children*

*Child Care Food Program*

# Concrete Supports in Times of Need

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES  
MYFLFAMILIES.COM

Home Services General Information About Us News & Events Contact Us

Homelessness

Google Search

Florida Housing Search.org  
A Free Place to List & Find Affordable Housing in Florida

Home About Us Find Housing Tenant Tools & Links Resources

Login | English | Español | Select Language

Search Florida rentals by city, county, or ZIP code

Search

FOR TENANTS

- Find Housing
- What can you afford to rent?
- Frequently Asked Questions
- How to Use This Site

HUD.GOV

SECRETARY OF HUD WHAT WE DO HUMANS OF HUD FIND SHELTER DRIVING AFFORDABLE HOUSING

PIH HOME ABOUT PIH PIH ONE-STOP TOOL PUBLIC HOUSING OPERATING FUND CAPFUND INDIAN HOUSING MORE

Home / Program Offices / Public and Indian Housing / Public Housing Agency (PHA) Plans / PHA Contact Information

**HUD COVID-19 Resources and Fact Sheets**

**PHA CONTACT INFORMATION**

**Find Your Local Public Housing Agency (PHA)**

If you need public housing assistance or would like specific information about public housing programs such as housing choice vouchers, please contact your local Public Housing Agency.

To view contact information for Public Housing Agencies in your city and state, select your state from the list-box, or use the map below.

Public Housing Agencies (PHAs) are responsible for adding, maintaining, and updating their own information found in the HA module of the IMS/PIC system. For additional information please see the [Frequently Asked Questions - HA Profiles page](#).  
(PHA Contact Information is Updated Monthly)

HUD.GOV

SECRETARY OF HUD WHAT WE DO HUMANS OF HUD FIND SHELTER DRIVING AFFORDABLE HOUSING

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(PHA Contact Information is Updated Monthly)

HA Contact Information by State (List)

# Concrete Supports in Times of Need

**FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES**  
MYFLFAMILIES.COM

Home Services General Information About Us News & Events Contact Us

## Economic Self-Sufficiency

Search Economic Self-Sufficiency

**Online Services**

- Apply For Assistance
- Log in to MyACCESS Account
- Check Status / Report A Change
- Check Your EBT Balance
- Find Local Offices
- Report Fraud
- TOP State Review
- Request a Public Assistance Fair Hearing

**Contact Us**

1-866-762-2237  
or  
850-300-4323  
Florida Relay 711 or  
TTY: 1-800-955-8771  
FAX: 1-866-886-4342

**Assistance Available**

- Food Assistance
- Temporary Cash Ass
- Medicaid
- Medicaid For Pregn
- Disaster SNAP
- Refugee Services

**FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES**  
MYFLFAMILIES.COM

Pharmacies & Medicaid Providers | Partners Login

Home Services General Information About Us News & Events Contact Us

Benefits Home | EBT Services | FAQs | Find Forms | Helpful Links

## Access Your Benefits

- Am I Eligible?
- Apply For Benefits
- Login or Create Your MyACCESS Account
- Receive Email Notifications **NEW**
- Contact Us **NEW**

## Other Services and Assistance

- Employment Assistance
- Transportation Assistance
- Housing Assistance
- Child Care Assistance
- Substance Abuse & Mental Health Services
- Literacy Services & GED

**About ACCESS**

Welcome to Florida Department of Children and Families Automated Community Connection to Economic Self Sufficiency (ACCESS). The ACCESS Florida system allows customers to connect with their public assistance information 24/7, through the online application and MyACCESS Account. [Learn More](#)

**Information About Assistance Programs**

- Food Assistance Program (SNAP)
  - Work Requirements FAQ
- Medical Assistance Program
- Temporary cash assistance for families with children (TANF)
- General program information
- Federal Non-Discrimination Poster
- Family Nutrition Program (SNAP Ed)

**Find Us**

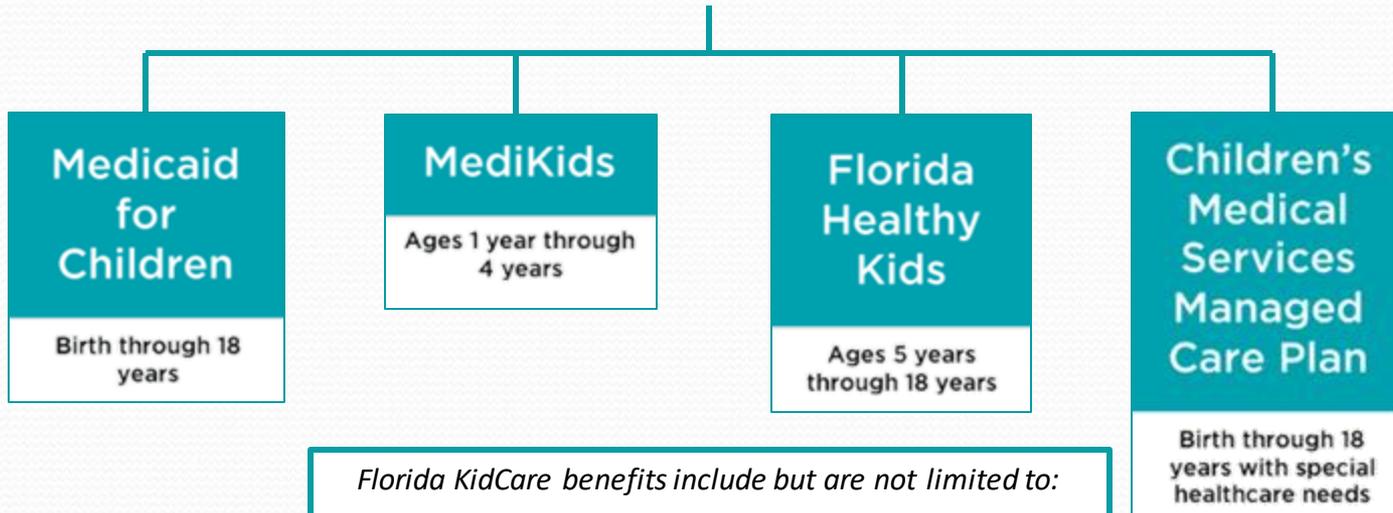
Local community partner agencies help the Department of Children and Families provide access to public assistance services. To find locations in your area where you may apply for Food Assistance, Cash or Medicaid:

- Search For A Partner Near You
- Find Your Local Office and FAX Numbers

# Concrete Supports in Times of Need

## Fl♥rida KidCare

### Health Insurance



*Florida KidCare benefits include but are not limited to:*



Doctor Visits



Surgeries



Check-ups



Immunizations



Vision & Hearing



Prescriptions



Dental Care



Emergencies



Hospital Stays



Mental Health

# Concrete Supports in Times of Need

The screenshot shows the Florida Department of Children and Families website. The header includes the logo, the text "FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES MYFLFAMILIES.COM", and social media icons for Facebook, YouTube, Twitter, and Instagram. A search bar contains the text "Substance Abuse and Mental Health". Below the search bar, there are three columns of results:

- For Adults:** Find Immediate Help, Adult Mental Health, State Mental Health Treatment Facilities, Recovery Residences. More Options >>
- For Children:** Find Immediate Help, Childrens Mental Health, Juvenile Incompetent to Proceed, Youth Tobacco Prevention. More Options >>
- For Providers:** Managing Entities, FASAMS, FARS Training, CFARS Training. More Options >>

The screenshot shows the SAMHSA Behavioral Health Treatment Services Locator website. The header includes the U.S. Department of Health & Human Services logo, the SAMHSA logo, and the text "Substance Abuse and Mental Health Services Administration". A search bar contains the text "Search SAMHSA.gov". Below the search bar, there is a navigation menu with links for Home, About, FAQs, Locator Map, State Agencies, Widgets, Contact Us, and Help. The main content area is titled "Behavioral Health Treatment Services Locator" and includes a welcome message and a "PLEASE NOTE" section. A search form is provided with the text "Find treatment facilities confidentially and anonymously." and a search button labeled "Search facilities".

# Concrete Supports in Times of Need

**FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES**  
MYFLFAMILIES.COM

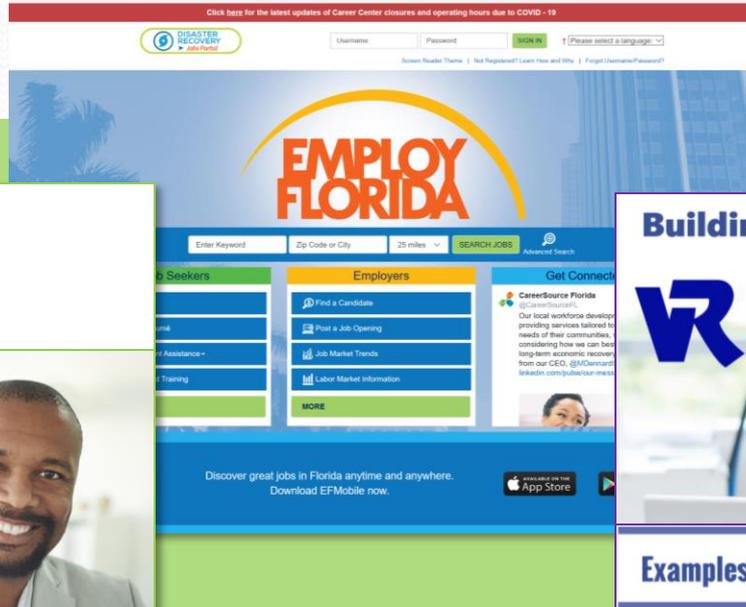
Home Services General Information About Us News & Events Contact Us

Substance Abuse & Mental Health **Managing Entities**

### The MEs

- **Big Bend Community Based Care - Contract AHME1**  
Serving Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton, and Washington counties.
- **Broward Behavioral Health Coalition - Contract JH343**  
Serving Broward county.
- **Central Florida Behavioral Health Network, Inc. - Contract QD1A9**  
Serving Charlotte, Collier, DeSoto, Glades, Hardee, Highlands, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk and Sarasota counties.
- **Central Florida Cares Health System - Contract GHME1**  
Serving Brevard, Orange, Osceola and Seminole counties.
- **Lutheran Services Florida - Contract EH003**  
Serving Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Hernando, Lake, Lafayette, Levy, Marion, Nassau, Putnam, St. Johns, Sumter, Suwannee, Union and Volusia counties.
- **South Florida Behavioral Health Network, Inc. d/b/a Thriving Mind South Florida - Contract KH225**  
Serving Miami-Dade and Monroe counties.
- **Southeast Florida Behavioral Health Network - Contract IH611**  
Serving Indian River, Martin, Okeechobee, Palm Beach and St. Lucie counties.

# Concrete Supports in Times of Need



Job loss or major business impacts are devastating under any circumstance. The employment, recruiting, hiring and training services of the CareerSource Florida network are available in each community in Florida. As we recover together, help is here.

[FIND YOUR LOCAL TEAM](#)

Helping businesses find talent and talented Floridians find jobs is what the CareerSource Florida network does every day. Our local career centers are ramping up efforts – virtually and over the phone – to provide Floridians career services and access to other support programs and help businesses return as soon as possible to routine operations.

**DEO**  
FLORIDA DEPARTMENT of  
ECONOMIC OPPORTUNITY

**Reemployment Assistance  
Resource Guide - COVID-19**

## Building Careers: One Person at a Time

### What is Vocational Rehabilitation?

Vocational Rehabilitation (VR) is a federal-state program that helps people who have physical or mental disabilities prepare for, find, or keep a job. VR is committed to helping people with disabilities find meaningful careers.

### Examples of VR Services

- Vocational Evaluation and Planning
- Career Counseling and Guidance
- Job Coaching
- Job Placement
- On-the-Job Training
- Training and Education After High School
- Job-Site Assessment and Accommodations
- Supported Employment
- Assistive Technology and Devices
- Medical and Psychological Assessment
- Time-Limited Medical and/or Psychological Treatment

# Concrete Supports in Times of Need

Access to concrete supports and services that address a family's needs and help minimize stress caused by challenges.

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## What does it look like:

- *Seeking and accepting support when needed.*
- *Knowing what services are available and how to access them.*
- *Having financial stability; basic needs being met.*
- *Being persistence – Having perseverance!!!*



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When Spiders Unite, They Can Tie Up A Lion!

*----African Proverb*

# Moving Forward

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*How has today's experience impacted you?*



# Bringing Protective Factors to Life in your Community

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- Community Cafés create safe spaces and time for meaningful conversation and learning.
- All parents are encouraged to participate and bring their experience, strengthen, and hope.
- We are working with partners to bring Cafés virtually.
- To bring protective factors to life in your community, please contact Chris Lolley at Prevent Child Abuse Florida.

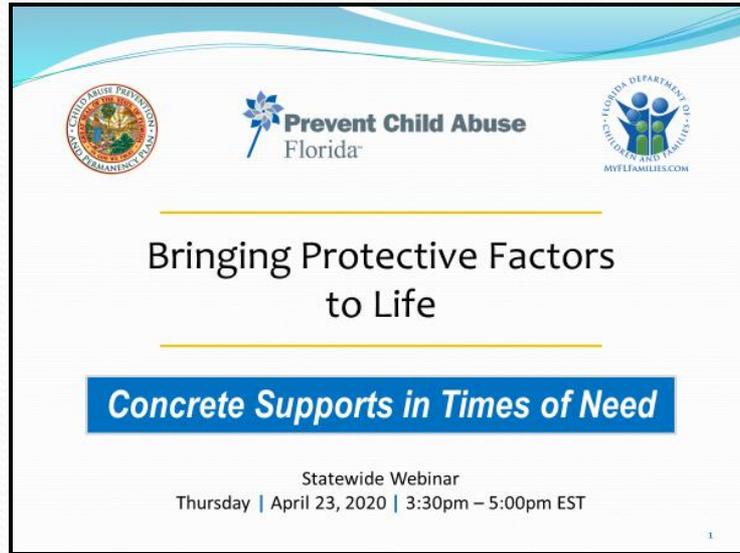
# Participant Questions

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*Using the “Question Box”, please share:*

What questions do you have  
for the team about  
Concrete Supports in Times of Need  
or about previous Protective Factors  
discussed?

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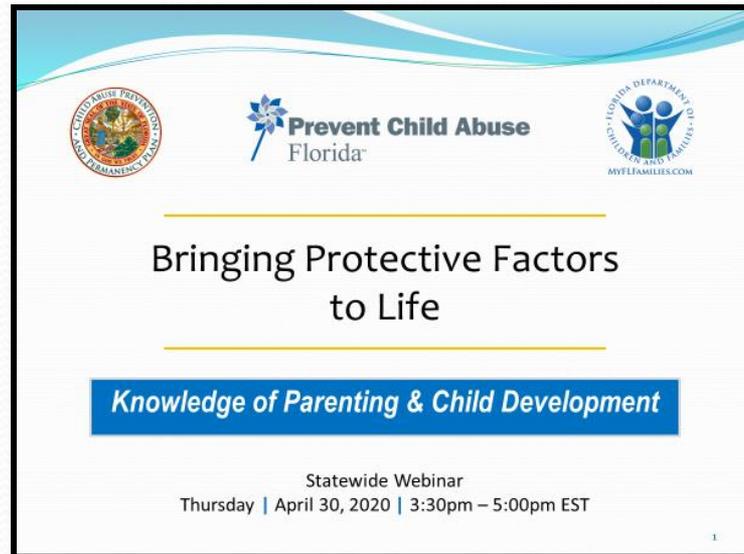


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Chris Lolley at [clolley@ounce.org](mailto:clolley@ounce.org) or  
Nydia Ntouda at [nntouda@ounce.org](mailto:nntouda@ounce.org)

***Please join us next Thursday,***  
**April 30, 2020 at 3:30pm EST**



The slide features three logos at the top: the Florida Department of Children and Families seal on the left, the Prevent Child Abuse Florida logo in the center, and the Florida Department of Children and Families logo on the right. Below the logos, the text reads "Bringing Protective Factors to Life" in a large, black, sans-serif font. Underneath this, a blue rectangular box contains the text "Knowledge of Parenting & Child Development" in white, italicized font. At the bottom, it says "Statewide Webinar" and "Thursday | April 30, 2020 | 3:30pm – 5:00pm EST". A small number "1" is in the bottom right corner.

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Visit  
[www.PreventChildAbuseFL.org](http://www.PreventChildAbuseFL.org)  
for more information.

**Thank  
You**

*Mahalo*

**Kiitos**

*Tack*

**Toda**

**Grazie**

*Obrigado*

**Thanks**

**Takk**

**Gracias**

**Merci**

For Bringing Protective Factors to Life!