



How to reach us

The Department of Children and Families website is www.myflfamilies.com.

We have a presence on Facebook, Twitter and YouTube. Just click on the icons on our home page.



About us

Charged with the welfare of Florida's children and families, as well as the aged and those with infirmities, we tend to attract employees who want to give something back to their communities. Our people stand ready to help those in need.

Important contact info

Client Relations
866-286-3609

ACCESS Customer Call Center
866-762-2237 (8-5 p.m. M-F)

Florida Abuse Hotline
800-962-2873 (24/7)

Suicide Prevention
800-273-8255



NORTHWEST REGION
MYFLFAMILIES.COM



**FLORIDA
DEPARTMENT
OF CHILDREN
& FAMILIES**



**WHO DO WE
SERVE?**



DCF is all about children and families

Our programs include:

ACCESS Florida – DCF's Office of Economic Self-Sufficiency operates our Supplemental Nutritional Assistance Program (SNAP), formerly the Food Stamp Program.

Florida Abuse Hotline

(800) 962-2873 – The hotline accepts reports of known or suspected child abuse, neglect, or abandonment or exploitation of a vulnerable adult, 24 hours per day, seven days a week.

Child Care – DCF's Child Care Services Program Office is responsible for the administration of child care licensing and training throughout Florida.

Child Welfare – DCF's Child Welfare Program works in partnership with local communities, courts and tribes to ensure the safety and well-being of children.



Adult Services – The Department's Adult Protective Services program serves persons ages 18 and up whose abilities to perform normal daily activities is impaired due to a mental, emotional, sensory, long-term physical or developmental disability or dysfunction.

Homelessness – The Department's Office on Homelessness coordinates the services of various state agencies and programs to serve the homeless community.

Domestic Violence – The Department's Domestic Violence Program operates as the central clearinghouse for state and federal initiatives for the prevention and intervention of domestic violence. The Domestic Violence Program works closely with the Florida Coalition Against Domestic Violence to certify, monitor and fund Florida's domestic violence centers.

Substance Abuse and Mental Health Program

– The Department's SAMH Program is responsible for oversight of a statewide system of care for the prevention, treatment, and recovery of children and adults with serious mental illnesses or substance abuse disorders.

Refugee Services – The Department's Refugee Services Program coordinates and oversees many of the services provided to refugees in Florida to help them become economically self-sufficient.

