How to Claim Your Programs on MyFloridaMyFamily.com

The Aunt Bertha platform was designed to empower Community-Based Organizations (CBOs) to actively take part in the nationwide social care network that we've been building since 2010. Through our partnership with the Florida Department of Children & Families, we've created the MyFloridaMyFamily website. One of the main ways CBOs can join this network is by creating a free account and claiming their programs.
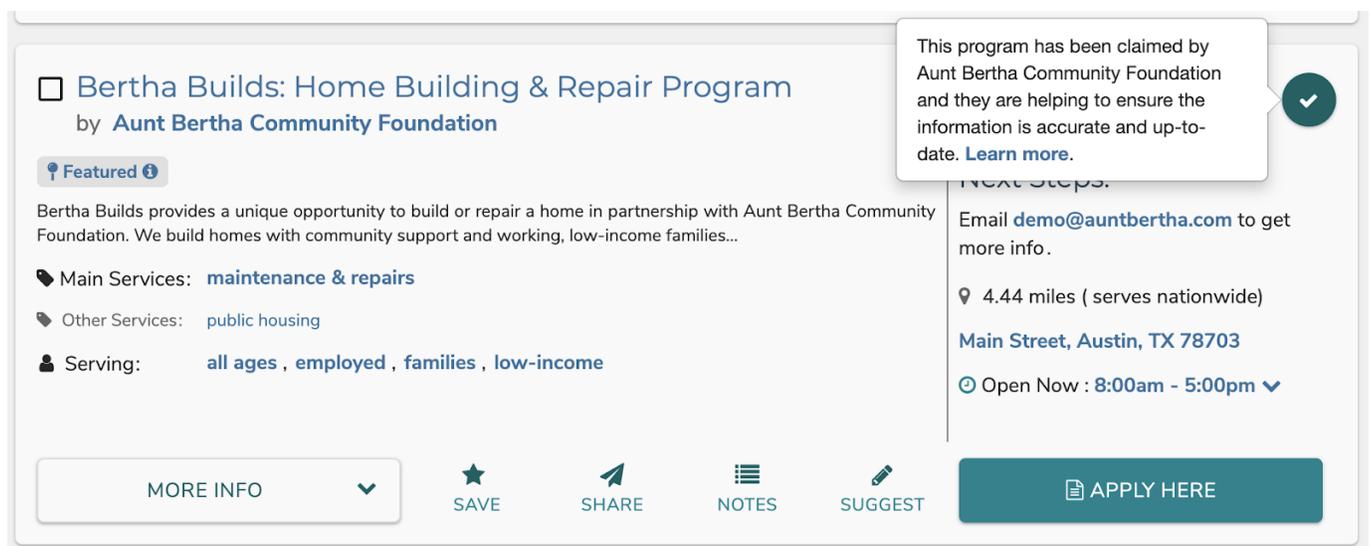
What is claiming?

Claiming your program allows you to access and update your program's information, create intake screeners and eligibility assessments, review reporting and analytics tools, and more -- all for free.

How can I claim my programs?

Claiming is simple! Just follow these steps:

1. Go to https://services.myfloridamyfamily.com/claims

2. Search for your program or organization within your organization's main zip code

3. A list will appear of possible matches -- if any of these are your programs, you can select the claim button to the right

4. Create a free account and verify your claim through an email (*keep an eye out for that email!*)

5. After your claim is confirmed, a teal checkmark will appear in the corner of your program's listing, letting people know that you've claimed it
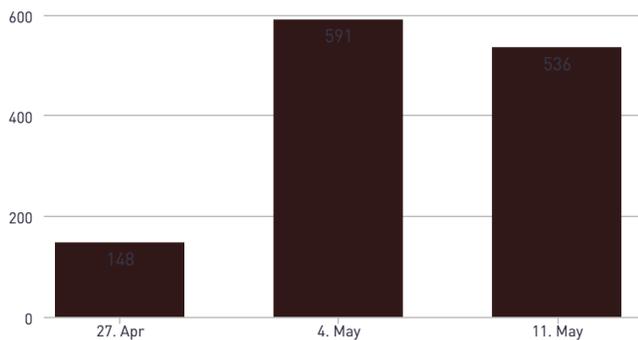
Why should I claim my programs?

The social care network we have built at Aunt Bertha is the strongest, most-utilized, and most-trusted social care network in the country. An organization that claims its programs on the platform not only actively joins this robust network, but also unlocks access to a free toolkit to manage their program(s) through the platform.

This toolkit includes:

- **Access to program information**, and the ability to edit and update it
- The ability to **enable and respond to referrals** through our HIPAA-compliant platform
- **Additional intake options** such as an eligibility screening form and an appointment scheduler tool
- **Team management** tools that allow CBOs to add additional claimers to their programs
- The power to track community impact with access to **free reports** that can be downloaded and exported
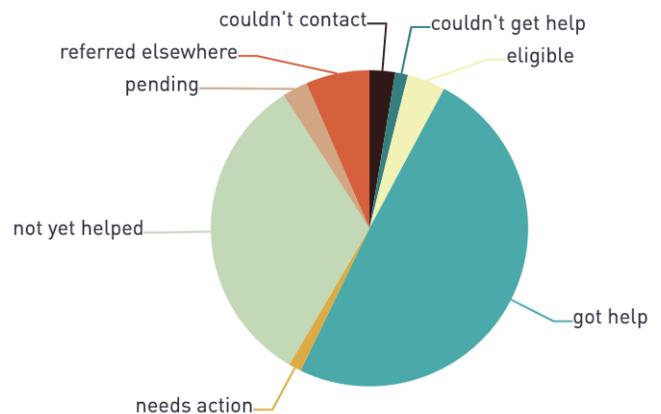
Example Reports:

Weekly Program Searches

1,618

Times your program has shown up in search results

25

Referrals waiting for your review

Referral Statuses

Need a little help?

We have a dedicated Community Engagement team at Aunt Bertha that has spent years working with CBOs. We recognize that in order for us to best serve people connecting to resources through Aunt Bertha, we must also serve the organizations providing these resources.

If you need assistance claiming your program(s) or accessing the toolkit, or have questions about our network in general, we want to hear from you! Email community@auntbertha.com, and our team will help you out!