



The Florida Senate

Local Funding Initiative Request

Fiscal Year 2025-2026

LFIR # 2110

1. Project Title

2. Senate Sponsor

3. Date of Request

4. Project/Program Description

As members of the Voluntary Organizations Active in Disaster (VOAD) and local VOADs, the Florida 211 Network (408.918, FS) partners with the Florida Division of Emergency Management and local Emergency Management agencies as a 24/7 access point for disaster preparedness and response. When Hurricanes Helene and Milton hit Florida back-to-back, requests for disaster relief to Florida's 211 network surged by 40%. To effectively manage call surges and seamlessly collect, store and report real-time data to state and local agencies during natural and other disasters, state funding would support the one-time costs of purchasing and installing a unified statewide data and communications platform. By strengthening interoperability between 211 providers, this central and standardized communications platform will allow all 211 providers to reroute emergency calls to any other 211 provider during a disaster, streamlining the delivery of services and information to the public during emergencies.

5. State Agency to receive requested funds

State Agency contacted? Yes

6. Amount of the Nonrecurring Request for Fiscal Year 2025-2026

Type of Funding	Amount
Operating	1,800,000
Fixed Capital Outlay	0
Total State Funds Requested	1,800,000

7. Total Project Cost for Fiscal Year 2025-2026 (including matching funds available for this project)

Type of Funding	Amount	Percentage
Total State Funds Requested (from question #6)	1,800,000	9%
Matching Funds		
Federal	0	0%
State (excluding the amount of this request)	0	0%
Local	0	0%
Other	18,731,600	91%
Total Project Costs for Fiscal Year 2025-2026	20,531,600	100%

8. Has this project previously received state funding? No

If yes, provide the most recent instance:

Fiscal Year (YYYY-YY)	Amount		Specific Appropriation #	Vetoed
	Recurring	Nonrecurring		

9. Is future-year funding likely to be requested? No

a. If yes, indicate nonrecurring amount per year.

b. Describe the source of funding that can be used in lieu of state funding.



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Complete questions 10 and 11 for Fixed Capital Outlay Projects

10. Status of Construction

a. What is the current phase of the project?

- Planning
 Design
 Construction
 N/A

b. Is the project "shovel ready" (i.e permitted)?

c. What is the estimated start date of construction?

d. What is the estimated completion date of construction?

e. What funding stream will be used for ongoing operations and maintenance of the project?

11. List the owners of the facility to receive, directly or indirectly, any fixed capital outlay funding. Include the relationship between the owners of the facility and the entity.

12. Details on how the requested state funds will be expended

Spending Category	Description	Amount
Administrative Costs:		
Executive Director/Project Head Salary and Benefits		0
Other Salary and Benefits		0
Expense/Equipment/Travel/Supplies/Other		0
Consultants/Contracted Services/Study	Administrative support, coordination and oversight of the project by FLAIRS, DBA Inform Florida.	100,000
Operational Costs		
Salary and Benefits		0
Expense/Equipment/Travel/Supplies/Other		0
Consultants/Contracted Services/Study	One-Time Setup and Configuration Services for the Florida 211 Network organizations including CaaS setup and management, disaster data management and implementation	1,700,000
Fixed Capital Construction/Major Renovation:		
Construction/Renovation/Land/Planning Engineering		0
Total State Funds Requested (must equal total from question #6)		1,800,000

13. Program Performance

a. What specific purpose or goal will be achieved by the funds requested?

The program aims to enhance the communication of emergency services and information to the public by improving interoperability among 211 providers. This initiative enables FLAIRS and the 211 Network to fulfill the statutory mandate outlined in Section 408.918, F.S. Implementing a centralized and standardized communications and data platform will deliver consistent, efficient, and cost-effective services to state and local agencies and residents during emergencies and natural disasters.



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b. What activities and services will be provided to meet the intended purpose of these funds?

An integrated 211 communications framework will increase scalability during local or statewide disaster events to assist callers, regardless of their location; consolidate resource and referral data into a unified system; and strengthen the state's ability to target resources to vulnerable populations during emergencies.

c. What direct services will be provided to citizens by the appropriation project?

State funding will improve 211 service delivery to meet state and community objectives to respond effectively to citizen needs. The funding will support 24/7 access to real-time referrals for housing, food, mental health, and crisis services, assisting over 1 million citizens annually. It will enhance service delivery through faster response times, omnichannel access (phone, SMS, chat). Upgrades will support accurate targeting of resources, improving efficiency and outreach to seniors and those with special needs during disasters.

d. Who is the target population served by this project? How many individuals are expected to be served?

All citizens across the state that need information and referral services and support. Over one million Florida residents reach out to 211 each year.

e. What is the expected benefit or outcome of this project? What is the methodology by which this outcome will be measured?

Streamline resource matching and improve referral accuracy during disaster recovery, ensuring individuals can quickly access employment opportunities, job training, and financial aid programs to rebuild livelihoods. This will be measured by outcome surveys and referral completion. Data collection, analysis, and sharing will better prepare the state to target resources to meet citizen needs during emergencies and natural disasters.

f. What are the suggested penalties that the contracting agency may consider in addition to its standard penalties for failing to meet deliverables or performance measures provided for in the contract?

Disbursed funds for deliverables not met would be returned to the State

14. Is this project related to mitigation, response, or recovery from a natural disaster?

a. If Yes, what phase best describes the project?

- Mitigation (reducing or eliminating potential loss of life or property)
- Response (addressing the immediate and short-term effects of a natural disaster)
- Recovery (assisting communities return to normal operations, including rebuilding damaged infrastructure)

b. Name of the natural disaster (or Executive Order # for events not under a federal declaration):

15. Has the entity applied for or received federal assistance for this project?

- Yes, Applied
- Yes, Received
- No
- No, but intends to apply

a. If yes, provide the FEMA project worksheet ID#:



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b. Provide the total project cost listed on the FEMA project worksheet:

16. Has the entity applied for or received state assistance for this project (other than this request)?

- Yes, Applied
- Yes, Received
- No
- No, but intends to apply

a. If yes, specify the program and state agency (ex. Local Government Emergency Bridge Loan, Department of Commerce):

17. Requester Contact Information

a. First Name Last Name

b. Organization

c. E-mail Address

d. Phone Number Ext.

18. Recipient Contact Information

a. Organization

b. Municipality and County

c. Organization Type

- For Profit Entity
- Non Profit 501(c)(3)
- Non Profit 501(c)(4)
- Local Entity
- University or College
- Other (please specify)

d. First Name Last Name

e. E-mail Address

f. Phone Number Ext.

19. Lobbyist Contact Information



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a. Name

b. Firm Name

c. E-mail Address

d. Phone Number

The information provided will be posted to the Florida Senate website for public viewing if sponsored by a Senator.