

CHAMBER ACTION

1 The Utilities & Telecommunications Committee recommends the
2 following:

3
4 **Council/Committee Substitute**

5 Remove the entire bill and insert:

6 A bill to be entitled

7 An act relating to the Florida 211 Network; amending s.
8 408.918, F.S.; requiring the Florida 211 Network to
9 provide services in each county and to coordinate services
10 with county emergency operations centers during disasters;
11 providing requirements for distribution of state funds
12 appropriated for such purposes; requiring local matching
13 funds; requiring expenditure reports to the Florida
14 Alliance of Information and Referral Services, the Agency
15 for Health Care Administration, and the Legislature;
16 providing an appropriation; providing an effective date.

17
18 WHEREAS, the 2002 Legislature created the "Florida Health
19 and Human Services Access Act" in sections 408.911-408.918,
20 Florida Statutes, and

21 WHEREAS, the act "authorizes the planning, development,
22 and, subject to appropriations, the implementation of a
23 statewide Florida 211 Network, which shall serve as the single

HB 751

2005
CS

24 | point of coordination for information and referral for health
25 | and human services" in section 408.918(1), Florida Statutes, and

26 | WHEREAS, in order to participate in the Florida 211
27 | Network, a 211 provider must be certified by the Agency for
28 | Health Care Administration under section 408.918(2), Florida
29 | Statutes, and

30 | WHEREAS, 211 is the 911 telephone number for nonemergency
31 | health and human services and for crisis response information,
32 | is available in 36 counties, and represents 13.1 million people,
33 | or 77.5 percent of the state's population, and

34 | WHEREAS, the Florida Alliance of Information and Referral
35 | Services is the statewide membership organization in which all
36 | 211 providers participate and which has drafted the Florida 211
37 | Network business plan identifying the most efficient processes
38 | by which the Florida 211 Network should expand statewide, and

39 | WHEREAS, 211 providers, who answer 3 million telephone
40 | inquiries about human services annually, have compiled
41 | information on thousands of human services programs across the
42 | state, and

43 | WHEREAS, 211 call centers make it easier for 11 million
44 | Floridians to get the information they need to keep them out of
45 | emergency rooms, off government assistance, out of "deep-end"
46 | social services programs, safe from abuse, and in stable
47 | housing, and

48 | WHEREAS, 211 call centers also help people find job
49 | training and assistance, elder care and child care, and before-
50 | school and after-school care that allow them to stay employed,
51 | and

HB 751

2005
CS

52 WHEREAS, during the 2004 hurricanes, 211 call centers
53 provided critically needed support to many emergency operations
54 centers, provided information to more than 100,000 Floridians
55 impacted by hurricanes, were instrumental in identifying unmet
56 and emerging needs, and helped mobilize and manage volunteers,
57 and

58 WHEREAS, 211 will continue to be a critical part of
59 recovery efforts, providing a connection to help for people
60 whose lives have been dramatically affected by the 2004
61 hurricanes, NOW, THEREFORE,

62
63 Be It Enacted by the Legislature of the State of Florida:

64
65 Section 1. Section 408.918, Florida Statutes, is amended
66 to read:

67 408.918 Florida 211 Network; uniform certification
68 requirements.--

69 (1) The Legislature finds that a statewide Florida 211
70 Network would be of great benefit to Floridians, particularly in
71 times of disaster, and authorizes the planning, development,
72 and, subject to appropriations, the implementation of a
73 statewide Florida 211 Network, which shall serve as the single
74 point of coordination for information and referral for health
75 and human services. The objectives for establishing the Florida
76 211 Network shall be to:

77 (a) Provide comprehensive and cost-effective access to
78 health and human services information.

79 (b) Improve access to accurate information by simplifying
80 and enhancing state and local health and human services
81 information and referral systems and by fostering collaboration
82 among information and referral systems.

83 (c) Electronically connect local information and referral
84 systems to each other, to service providers, and to consumers of
85 information and referral services.

86 (d) Establish and promote standards for data collection
87 and for distributing information among state and local
88 organizations.

89 (e) Promote the use of a common dialing access code and
90 the visibility and public awareness of the availability of
91 information and referral services.

92 (f) Provide a management and administrative structure to
93 support the Florida 211 Network and establish technical
94 assistance, training, and support programs for information and
95 referral-service programs.

96 (g) Test methods for integrating information and referral
97 services with local and state health and human services programs
98 and for consolidating and streamlining eligibility and case
99 management processes.

100 (h) Provide access to standardized, comprehensive data to
101 assist in identifying gaps and needs in health and human
102 services programs.

103 (i) Provide a unified systems plan with a developed
104 platform, taxonomy, and standards for data management and
105 access.

HB 751

2005
CS

106 (2) In order to participate in the Florida 211 Network, a
 107 211 provider must be certified by the Agency for Health Care
 108 Administration. The agency shall develop criteria for
 109 certification, as recommended by the Florida Alliance of
 110 Information and Referral Services, and shall adopt the criteria
 111 as administrative rules.

112 (a) If any provider of information and referral services
 113 or other entity leases a 211 number from a local exchange
 114 company and is not certified by the agency, the agency shall,
 115 after consultation with the local exchange company and the
 116 Public Service Commission, request that the Federal
 117 Communications Commission direct the local exchange company to
 118 revoke the use of the 211 number.

119 (b) The agency shall seek the assistance and guidance of
 120 the Public Service Commission and the Federal Communications
 121 Commission in resolving any disputes arising over jurisdiction
 122 related to 211 numbers.

123 (3)(a) The Florida 211 Network shall be expanded statewide
 124 to provide services in each county. Each 211 provider and each
 125 county emergency operations center in the 211 service area shall
 126 execute memoranda of agreement specifying how they will
 127 coordinate in the event of a disaster.

128 (b) To implement the Florida 211 Network business plan,
 129 the agency shall distribute to the Florida Alliance of
 130 Information and Referral Services funds appropriated to the
 131 agency to expand the Florida 211 Network statewide and to
 132 enhance operations of existing 211 providers. The funds
 133 distributed to the Florida Alliance of Information and Referral

HB 751

2005
CS

134 Services shall be made available to 211 providers on a matching
 135 basis, with each 211 provider required to provide \$1 for each \$1
 136 provided to that 211 provider from state funds appropriated for
 137 that purpose. At a minimum, the funds shall be used to achieve
 138 statewide coverage.

139 (c)1. No later than December 15, 2005, each 211 provider
 140 that receives funding under this subsection shall report to the
 141 Florida Alliance of Information and Referral Services the
 142 expenditure of the state funds on a form developed by the
 143 agency.

144 2. No later than January 1, 2006, the Florida Alliance of
 145 Information and Referral Services shall provide a statewide
 146 report to the agency that includes the individual reports and
 147 aggregated data provided by the 211 providers.

148 3. No later than January 15, 2006, the agency shall submit
 149 a report to the Governor, the President of the Senate, and the
 150 Speaker of the House of Representatives detailing expenditure of
 151 the funds appropriated to it for the purposes of this
 152 subsection.

153 Section 2. The sum of \$5 million is appropriated from the
 154 General Revenue Fund to the Agency for Health Care
 155 Administration to fund the statewide expansion of the Florida
 156 211 Network to all counties and to enhance the operations of
 157 existing 211 providers pursuant to s. 408.918, Florida Statutes,
 158 as amended by this act.

159 Section 3. This act shall take effect upon becoming a law.