

CHAMBER ACTION

1 The Commerce Council recommends the following:

2  
3 **Council/Committee Substitute**

4 Remove the entire bill and insert:

5 A bill to be entitled

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

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 CS

2005  
CS

52 WHEREAS, during the 2004 hurricanes, 211 call centers  
53 provided critically needed support to many emergency management  
54 agencies, 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.

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 shall  
 125 coordinate with each county emergency management agency in the  
 126 211 service area to determine how the Florida 211 Network may be  
 127 used 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

134 Services shall be made available to 211 providers based on a  
 135 formula developed by the Florida Alliance of Information and  
 136 Referral Services, which includes a disparity factor ensuring  
 137 that all areas of the state, urban and rural, receive an  
 138 equitable share of the state-appropriated funds, and on a  
 139 matching basis, with each 211 provider required to provide \$1  
 140 for each \$1 provided to that 211 provider from state funds  
 141 appropriated for that purpose. At a minimum, the funds shall be  
 142 used to achieve statewide coverage.

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

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

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

157 Section 2. The sum of \$5 million is appropriated for  
 158 fiscal year 2005-2006 from the General Revenue Fund to the  
 159 Agency for Health Care Administration to fund the statewide  
 160 expansion of the Florida 211 Network to all counties and to

HB 751 CS

2005  
CS

161 | enhance the operations of existing 211 providers pursuant to s.  
162 | 408.918, Florida Statutes, as amended by this act.

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