

CHAMBER ACTION

1 The Health Care Appropriations 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.; designating the Agency for Health Care
9 Administration as the lead entity for purposes of
10 receiving and distributing federal funds; requiring the
11 Florida 211 Network to provide services in each county and
12 to coordinate services with county emergency management
13 agencies during disasters; providing requirements for
14 distribution of state funds appropriated for such
15 purposes; requiring local matching funds; requiring
16 expenditure reports to the Florida Alliance of Information
17 and Referral Services, the Agency for Health Care
18 Administration, the Governor, and the Legislature;
19 defining the term "Florida 211 Network provider";
20 providing an appropriation; providing an effective date.
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22 WHEREAS, the 2002 Legislature created the "Florida Health
23 and Human Services Access Act" in sections 408.911-408.918,
24 Florida Statutes, and

25 WHEREAS, the act "authorizes the planning, development,
26 and, subject to appropriations, the implementation of a
27 statewide Florida 211 Network, which shall serve as the single
28 point of coordination for information and referral for health
29 and human services" in section 408.918(1), Florida Statutes, and

30 WHEREAS, in order to participate in the Florida 211
31 Network, a 211 provider must be certified by the Agency for
32 Health Care Administration under section 408.918(2), Florida
33 Statutes, and

34 WHEREAS, 211 is the 911 telephone number for nonemergency
35 health and human services and for crisis response information,
36 is available in 42 counties, and represents 14.7 million people,
37 or 82.5 percent of the state's population, and

38 WHEREAS, the Florida Alliance of Information and Referral
39 Services is the statewide membership organization in which all
40 211 providers participate and which has drafted the Florida 211
41 Network business plan identifying the most efficient processes
42 by which the Florida 211 Network should expand statewide, and

43 WHEREAS, 211 providers have compiled information on
44 thousands of human services programs across the state, and

45 WHEREAS, 211 call centers make it easier for more than 14
46 million Floridians to get the information they need to keep them
47 out of emergency rooms, off government assistance, out of "deep-
48 end" social services programs, safe from abuse, and in stable
49 housing, and

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

54 WHEREAS, during the 2004 and 2005 hurricane seasons, 211
55 call centers provided critically needed support to many
56 emergency operations centers, provided information to Floridians
57 impacted by hurricanes, were instrumental in identifying unmet
58 and emerging needs, and helped mobilize and manage volunteers,
59 and

60 WHEREAS, 211 call centers will continue to be a critical
61 part of recovery efforts, providing a connection to help for
62 people whose lives have been dramatically affected by the 2005
63 hurricanes, NOW, THEREFORE,

64

65 Be It Enacted by the Legislature of the State of Florida:

66

67 Section 1. Section 408.918, Florida Statutes, is amended
68 to read:

69 408.918 Florida 211 Network; uniform certification
70 requirements.--

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

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77 | and human services. The objectives for establishing the Florida
78 | 211 Network shall be to:

79 | (a) Provide comprehensive and cost-effective access to
80 | health and human services information.

81 | (b) Improve access to accurate information by simplifying
82 | and enhancing state and local health and human services
83 | information and referral systems and by fostering collaboration
84 | among information and referral systems, including those serving
85 | persons with disabilities and special health care needs.

86 | (c) Electronically connect local information and referral
87 | systems to each other, to service providers, and to consumers of
88 | information and referral services.

89 | (d) Establish and promote standards for data collection
90 | and for distributing information among state and local
91 | organizations.

92 | (e) Promote the use of a common dialing access code and
93 | the visibility and public awareness of the availability of
94 | information and referral services.

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

99 | (g) Test methods for integrating information and referral
100 | services with local and state health and human services programs
101 | and for consolidating and streamlining eligibility and case
102 | management processes.

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103 (h) Provide access to standardized, comprehensive data to
104 assist in identifying gaps and needs in health and human
105 services programs.

106 (i) Provide a unified systems plan with a developed
107 platform, taxonomy, and standards for data management and
108 access.

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

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

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

126 (c) The agency is designated the lead entity for purposes
127 of receiving and distributing funds that may become available
128 from the Federal Government to support the Florida 211 Network.

129 (3) (a) The Florida 211 Network shall be expanded statewide
130 to provide services in each county. Each 211 provider shall

131 coordinate with each county emergency management agency in the
132 211 service area to determine how the Florida 211 Network may be
133 used in the event of a disaster, including how a 211 provider
134 will respond with information that is essential to assisting
135 individuals during a natural disaster.

136 (b) To implement the Florida 211 Network business plan,
137 the agency shall distribute to the Florida Alliance of
138 Information and Referral Services funds appropriated to the
139 agency to expand the Florida 211 Network statewide and to
140 enhance operations of existing 211 providers. The funds
141 distributed to the Florida Alliance of Information and Referral
142 Services shall be made available to 211 providers on a matching
143 basis, with each 211 provider required to provide \$1 for each \$1
144 provided to that 211 provider from state funds appropriated for
145 that purpose. At a minimum, the funds shall be used to achieve
146 statewide 211 coverage.

147 (c)1. No later than December 15, 2006, each 211 provider
148 that receives funding under this subsection shall report to the
149 Florida Alliance of Information and Referral Services the
150 expenditure of the state funds on a form developed by the
151 agency.

152 2. No later than January 1, 2007, the Florida Alliance of
153 Information and Referral Services shall provide a statewide
154 report to the agency which includes the individual reports and
155 aggregated data provided by the 211 providers.

156 3. No later than February 15, 2007, the agency shall
157 submit a report to the Governor, the President of the Senate,
158 and the Speaker of the House of Representatives detailing

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159 expenditure of the funds appropriated to it for the purposes of
160 this subsection.

161 (4) As used in this section, the term "Florida 211 Network
162 provider" or "211 provider" means an information and referral
163 organization the primary purpose of which is to maintain
164 information about human service resources in the community,
165 supply descriptive information about the agencies or
166 organizations that offer such services, and assist consumers in
167 accessing appropriate providers of such services.

168 Section 2. The sum of \$5 million is appropriated for the
169 2006-2007 fiscal year from nonrecurring general revenue to the
170 Agency for Health Care Administration to fund the statewide
171 expansion of the Florida 211 Network to all counties and to
172 enhance the operations of existing 211 providers under s.
173 408.918, Florida Statutes, as amended by this act. Any funds
174 that are not encumbered for the 2006-2007 fiscal year shall
175 revert on June 30, 2007, and may be reappropriated in the 2007-
176 2008 fiscal year General Appropriations Act for the same
177 purposes.

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