

Amendment No.

COMMITTEE/SUBCOMMITTEE ACTION

ADOPTED	<u>      </u>	(Y/N)
ADOPTED AS AMENDED	<u>      </u>	(Y/N)
ADOPTED W/O OBJECTION	<u>      </u>	(Y/N)
FAILED TO ADOPT	<u>      </u>	(Y/N)
WITHDRAWN	<u>      </u>	(Y/N)
OTHER	<u>      </u>	

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1 Committee/Subcommittee hearing bill: Children, Families &  
2 Seniors Subcommittee  
3 Representative Ingoglia offered the following:

**Amendment (with title amendment)**

6 Remove everything after the enacting clause and insert:  
7 Section 1. Section 394.9087, Florida Statutes is created to  
8 read:

9 394.9087 Florida Veterans' Care Coordination Program.—

10 (1) Subject to appropriations, the Department of Children  
11 and Families shall establish the Florida Veterans' Care  
12 Coordination Program in consultation with the Florida Alliance  
13 of Information and Referral Services. The department shall  
14 contract with managing entities, as defined in s.  
15 394.9082(2)(d), F.S., to enter into agreements with Florida 211  
16 Network participants to provide veterans and their families in  
17 Florida with dedicated behavioral healthcare referral services,

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18 especially mental health and substance abuse services. The  
19 department shall model the program after the proof-of-concept  
20 pilot program established in 2014 by the Crisis Center of Tampa  
21 Bay and the Department of Veterans' Affairs in Hillsborough,  
22 Pasco, Pinellas, Polk, and Manatee Counties.

23 (2) The goals of the program are to:

24 (a) Prevent suicides by veterans in this state.

25 (b) Increase the use of Veterans Administration services  
26 by veterans in this state.

27 (c) Increase the number of veterans who make use of other  
28 available community based services.

29 (3) Program services shall be available statewide. Program  
30 services shall be provided by program teams operated by Florida  
31 211 Network participants, authorized by s. 408.918. A Florida  
32 211 Network participant may provide services within more than  
33 one managing entity's geographic area under a single contract.

34 (4) The program teams shall provide referral and care  
35 coordination services to veterans and their families and expand  
36 the existing Florida 211 Network to include the optimal range of  
37 veterans' service organizations and programs. Services provided  
38 by the program must include:

39 (a) Telephonic peer support, crisis intervention, and the  
40 communication of information and referral resources.

41 (b) Treatment coordination, including coordination of  
42 follow up care.

43 (c) Suicide assessment.

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44 (d) Promotion of the safety and wellness of veterans and  
45 their families, including continuous safety planning and  
46 support.

47 (e) Resource coordination, including data analysis, to  
48 facilitate acceptance, enrollment, and attendance by veterans  
49 and their families in Veterans Administration programs and  
50 services and community-based programs and services.

51 (f) Immediate needs assessments, including safety  
52 planning.

53 (5) To enhance program services, program teams shall:

54 (a) Track the number of requests from callers who are  
55 veterans or their family members.

56 (b) Follow up with callers to determine whether they have  
57 acted on the referrals or received the assistance needed, or if  
58 additional referrals or advocacy are needed.

59 (c) Develop and implement communication strategies, such  
60 as media promotions, public service announcements, print and  
61 Internet stories, or community presentations, to inform veterans  
62 and their families about available services.

63 (d) Document all calls and capture all necessary data to  
64 improve outreach to veterans and their families. This  
65 information shall be reported to the managing entity.

66 (6) The department shall provide a report on the  
67 implementation of the Veterans' Care Coordination Program to the  
68 Governor, President of the Senate, and Speaker of the House of  
69 Representatives by December 15, 2016. The contracted Florida 211

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70 Network participants shall collect and provide the data in the  
71 format requested by the department for the department to prepare  
72 the report. The report shall include the number of calls  
73 received; demographic information of callers, including but not  
74 limited to the caller's military affiliation, veteran status,  
75 and whether or not presently receiving services through the  
76 Veterans Administration; the nature of the call, including but  
77 not limited to the concerns prompting the call and services  
78 requested; the outcome of the call, including but not limited to  
79 the service referrals made and the organizations to which the  
80 caller was referred; services received as a result of the call;  
81 follow up by the program team, including but not limited to the  
82 proportion of calls receiving follow up and the time elapsed  
83 between initial contact and follow up; impact of the program on  
84 veterans' quality of life and avoidance of negative outcomes,  
85 including arrest or suicide; and caller satisfaction with  
86 program services.

87 Section 2. This act shall take effect July 1, 2015.

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90 **T I T L E A M E N D M E N T**

91 Remove everything before the enacting clause and insert:  
92 An act relating to services for veterans and their  
93 families; creating s. 394.9087, F.S.; requiring the  
94 Department of Children and Families to establish the  
95 Florida Veterans' Care Coordination Program; providing

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96 | goals of the program; requiring the designation of  
97 | implementation teams; providing a list of required  
98 | services; requiring a an annual report by the department;  
99 | providing an effective date.