

CS/HB 1193

2015

1 A bill to be entitled  
2 An act relating to services for veterans and their  
3 families; creating s. 394.9087, F.S.; requiring,  
4 subject to appropriation, that the Department of  
5 Children and Families establish the Florida Veterans'  
6 Care Coordination Program to provide veterans and  
7 their families with behavioral health care referral  
8 and care coordination services; requiring that the  
9 department contract with managing entities to enter  
10 into agreements with Florida 211 Network participants  
11 for such services; providing program goals; providing  
12 for the delivery of services by program teams;  
13 requiring Florida 211 Network participants to collect  
14 data on the implementation of the program and submit  
15 such data to the department; requiring the department  
16 to submit a report on such implementation to the  
17 Governor and Legislature; providing an effective date.

18  
19 Be It Enacted by the Legislature of the State of Florida:

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21 Section 1. Section 394.9087, Florida Statutes is created  
22 to read:

23 394.9087 Florida Veterans' Care Coordination Program.—  
24 (1) Subject to appropriation, the Department of Children  
25 and Families, in consultation with the Florida Alliance of  
26 Information and Referral Services, shall establish the Florida

27 Veterans' Care Coordination Program. The department shall  
 28 contract with managing entities, as defined in s.  
 29 394.9082(2)(d), to enter into agreements with Florida 211  
 30 Network participants to provide veterans and their families in  
 31 this state with dedicated behavioral health care referral  
 32 services, especially mental health and substance abuse services.  
 33 The department shall model the program after the proof-of-  
 34 concept pilot program established in 2014 by the Crisis Center  
 35 of Tampa Bay and the Florida Department of Veterans' Affairs in  
 36 Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties.

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

38 (a) Prevent suicides by veterans.

39 (b) Increase the use of United States Department of  
 40 Veterans Affairs' programs and services by veterans.

41 (c) Increase the number of veterans who use other  
 42 available community-based programs and services.

43 (3) The program must be available statewide. Program  
 44 services must be provided by program teams operated by Florida  
 45 211 Network participants, authorized by s. 408.918. A Florida  
 46 211 Network participant may provide services in more than one  
 47 managing entity's geographic area under a single contract.

48 (4) The program teams shall provide referral and care  
 49 coordination services to veterans and their families and expand  
 50 the existing Florida 211 Network to include the optimal range of  
 51 veterans' service organizations and programs. Program services  
 52 must include:

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

55 (b) Treatment coordination, including coordination of  
56 followup care.

57 (c) Suicide assessment.

58 (d) Promotion of the safety and wellness of veterans and  
59 their families, including continuous safety planning and  
60 support.

61 (e) Resource coordination, including data analysis, to  
62 facilitate acceptance, enrollment, and attendance by veterans  
63 and their families in United States Department of Veterans  
64 Affairs' programs and services and other available community-  
65 based programs and services.

66 (f) Immediate needs assessments, including safety planning  
67 and support.

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

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

71 (b) Follow up with callers or their family members to  
72 determine whether they have acted on the referrals or received  
73 the assistance needed, or if additional referral or advocacy is  
74 needed.

75 (c) Develop and implement communication strategies, such  
76 as media promotions, public service announcements, print and  
77 Internet articles, and community presentations, to inform  
78 veterans and their families about available United States

79 Department of Veterans Affairs' programs and services and other  
80 available community-based programs and services.

81 (d) Document all calls and capture all necessary data to  
82 improve outreach to veterans and their families and report such  
83 data to the managing entity.

84 (6) Florida 211 Network participants shall collect and  
85 submit data on the implementation of the program to the  
86 department in the format prescribed by the department. The  
87 department shall use such data to prepare a report and provide  
88 such report to the Governor, the President of the Senate, and  
89 the Speaker of the House of Representatives by December 15,  
90 2016. The report must include:

91 (a) The number of calls received.

92 (b) Demographic information for each caller, including,  
93 but not limited to, the caller's military affiliation, the  
94 caller's veteran status, and if the caller is receiving services  
95 through United States Department of Veterans Affairs' programs  
96 and services or other available community-based programs and  
97 services.

98 (c) The nature of each call, including, but not limited  
99 to, the concerns prompting the call and the services requested.

100 (d) The outcome of each call, including, but not limited  
101 to, the service referrals made and the organizations to which  
102 the caller was referred.

103 (e) Services received as a result of each call.

104 (f) Follow up by the program team, including, but not

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105 limited to, the percentage of calls receiving follow up and the  
106 period of time between initial contact and follow up.

107 (g) The impact of the program on each caller's quality of  
108 life and on the avoidance of negative outcomes, including arrest  
109 and suicide.

110 (h) The satisfaction of each caller with program services.

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