



550018

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
11/16/2017	.	
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The Committee on Military and Veterans Affairs, Space, and Domestic Security (Gibson) recommended the following:

Senate Amendment (with title amendment)

Delete lines 56 - 115

and insert:

shall be provided by individuals who are veterans, as defined in s. 1.01(14), and must include:

(a) Telephonic peer support, crisis intervention, and referral services. Crisis intervention and referral services shall be available 24 hours a day, 7 days a week.

(b) Treatment coordination, including coordination of



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11 followup care.

12 (c) Suicide-risk assessment.

13 (d) Promotion of the safety and wellness of veterans and
14 their families, including continuous support.

15 (e) Coordination of resources to facilitate acceptance,
16 enrollment, and attendance of veterans and their families in
17 United States Department of Veterans Affairs programs and
18 services and other available community-based programs and
19 services.

20 (f) Immediate needs assessments, including safety planning
21 and support.

22 (g) Data analysis to improve the efficiency of referral and
23 care coordination services to veterans and their families.

24 (6) To enhance program services, program teams shall:

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

27 (b) Follow up with callers or their family members to
28 determine whether they have acted on the referrals or received
29 the assistance needed, and if additional referral or advocacy is
30 needed.

31 (c) Develop and implement communication strategies, such as
32 media promotions, public service announcements, print and
33 Internet articles, and community presentations, to inform
34 veterans and their families about available United States
35 Department of Veterans Affairs programs and services and other
36 available community-based programs and services.

37 (d) Document all calls and capture all necessary data to
38 improve outreach to veterans and their families and report such
39 data to the managing entity.



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40 (7) Florida 211 Network participants shall collect and
41 submit data on the implementation of the program to the
42 department in the format prescribed by the department. The
43 department shall use such data to prepare a report for submittal
44 to the Governor, the President of the Senate, and the Speaker of
45 the House of Representatives by December 15, 2019. The report
46 must include:

47 (a) The number of calls received.

48 (b) Demographic information for each caller, including, but
49 not limited to, the caller's military affiliation, the caller's
50 veteran status, and if the caller is receiving services through
51 United States Department of Veterans Affairs programs and
52 services or other available community-based programs and
53 services.

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

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

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

60 (f) Followup by the program team, including, but not
61 limited to, the percentage of calls receiving followup and the
62 amount of time between initial contact and followup.

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

66 (h) Each caller's satisfaction with program services.

67 (8) A minimum of 5 percent of the funds appropriated
68 annually by the Legislature to the department for the



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69 administration of the program shall be used for the promotion
70 and advertising of the program. The department shall use public
71 service announcements to the greatest extent possible in its
72 promotion and advertising of the program.

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74 ===== T I T L E A M E N D M E N T =====

75 And the title is amended as follows:

76 Between lines 17 and 18

77 insert:

78 requiring a minimum percentage of funds annually
79 appropriated for the administration of the program to
80 be used for the promotion and advertising of the
81 program; requiring the department to use public
82 service announcements;