

By the Committee on Military and Veterans Affairs and Space; and  
 Senators Harrell and Mayfield

583-03494-19

20191222c1

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 the  
 4           Department Veterans' Affairs to establish the Florida  
 5           Veterans' Care Coordination Program to provide  
 6           veterans and their families with behavioral health  
 7           care referral and care coordination services;  
 8           requiring the department to contract with a certain  
 9           nonprofit entity to enter into agreements with Florida  
 10          211 Network participants to provide such services;  
 11          providing program goals; providing for the statewide  
 12          delivery of specified services by program teams;  
 13          requiring Florida 211 Network participants to collect  
 14          program implementation data and submit such data to  
 15          the department; requiring the department to submit a  
 16          report to the Governor and Legislature; providing an  
 17          effective date.

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

20  
 21           Section 1. Section 394.9087, Florida Statutes, is created  
 22           to read:

23           394.9087 Florida Veterans' Care Coordination Program.—

24           (1) The Department of Veterans' Affairs shall establish the  
 25           Florida Veterans' Care Coordination Program. The Department of  
 26           Veterans' Affairs shall contract with a nonprofit entity that is  
 27           accredited by the Council on Accreditation, is fully accredited  
 28           by the National Alliance of Information and Referral Services,  
 29           and has statewide phone capacity to serve veterans, to enter

583-03494-19

20191222c1

30 into agreements with Florida 211 Network participants to provide  
31 veterans and their families in this state with dedicated  
32 behavioral health care referral services, especially mental  
33 health and substance abuse services. The Department of Veterans'  
34 Affairs shall model the program after the proof-of-concept pilot  
35 program established in 2014 by the Crisis Center of Tampa Bay  
36 and the Department of Veterans' Affairs in Hillsborough, Pasco  
37 Pinellas, Polk, and Manatee counties.

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

39 (a) Prevent suicides by veterans.

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

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

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

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

55 (a) Telephonic peer support, crisis intervention, and the  
56 communication of information on referral resources.

57 (b) Treatment coordination, including coordination of  
58 followup care.

583-03494-19

20191222c1

59 (c) Suicide risk assessment.

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

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

68 (f) Immediate needs assessments, including safety planning  
69 and support.

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

71 (a) Track the number of requests from callers who are  
72 veterans or members of a veteran's family.

73 (b) Follow up with callers who are veterans or members of a  
74 veteran's family to determine whether they have acted on the  
75 referrals or received the assistance needed and whether  
76 additional referral or advocacy is needed.

77 (c) Develop and implement communication strategies, such as  
78 media promotions, public service announcements, print and  
79 Internet articles, and community presentations, to inform  
80 veterans and their families about available programs and  
81 services provided by the United States Department of Veterans  
82 Affairs and other available community-based programs and  
83 services.

84 (d) Document all calls and capture all necessary data to  
85 improve outreach to veterans and their families and report such  
86 data to the contracted entity.

87 (6) Florida 211 Network participants in the Florida

583-03494-19

20191222c1

88 Veterans' Care Coordination Program shall maintain a database of  
89 veteran-specific services available in the communities served by  
90 the programs. The Department of Veterans' Affairs and its  
91 selected contractor shall work with managing entities as defined  
92 in s. 394.9082(2) (e) to educate service providers about the  
93 Florida Veterans Support Line and Veterans Care Coordination  
94 Program.

95 (7) Florida 211 Network participants shall collect data on  
96 the program and submit such data to the Department of Veterans'  
97 Affairs in the format prescribed by the Department of Veterans'  
98 Affairs. The Department of Veterans' Affairs shall use such data  
99 to prepare a report for submittal to the Governor, the President  
100 of the Senate, and the Speaker of the House of Representatives  
101 by December 15, 2020. The report must include:

102 (a) The number of calls received.

103 (b) Demographic information for each caller, including, but  
104 not limited to, the caller's military affiliation, the caller's  
105 veteran status, and whether the caller is receiving services  
106 provided by the United States Department of Veterans Affairs or  
107 other available community-based programs and services.

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

110 (d) The outcome of each call, including, but not limited  
111 to, the services for which referrals were made and the  
112 organizations to which the caller was referred.

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

114 (f) Information regarding followup by the program team,  
115 including, but not limited to, the percentage of calls receiving  
116 followup and the outcome of followup.

583-03494-19

20191222c1

117       (g) Information regarding the program's impact on each  
118 caller's quality of life and on the avoidance of negative  
119 outcomes, including arrest and suicide.

120       (h) Each caller's level of satisfaction with program  
121 services.

122       Section 2. This act shall take effect July 1, 2019.