

Amendment No.1

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WITHDRAWN	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>	

1 Committee/Subcommittee hearing bill: Health Care Appropriations
2 Subcommittee

3 Representative Hattersley offered the following:

4

5 **Amendment (with title amendment)**

6 Remove everything after the enacting clause and insert:

7 Section 1. Section 394.9087, Florida Statutes, is created
8 to read:

9 394.9087 Florida Veterans' Care Coordination Program.-

10 (1) The Department of Children and Families, in
11 consultation with the Florida Alliance of Information and
12 Referral Services, may establish the Florida Veterans' Care
13 Coordination Program. If the department establishes the program,
14 it may contract with managing entities as defined in s.
15 394.9082(2)(e) to enter into agreements to provide veterans and
16 their families in this state with dedicated behavioral health

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

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

24 (a) Prevent suicides by veterans.

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

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

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

34 (4) The program teams may 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. Program services
38 may include:

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

41 (b) Treatment coordination, including coordination of

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42 followup care.

43 (c) Suicide risk assessment.

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 of veterans
49 and their families in programs and services provided by the
50 United States Department of Veterans Affairs and other available
51 community-based programs and services.

52 (f) Immediate needs assessments, including safety planning
53 and support.

54 (5) To enhance program services, program teams may:

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

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

61 (c) Develop and implement communication strategies, such
62 as media promotions, public service announcements, print and
63 Internet articles, and community presentations, to inform
64 veterans and their families about available programs and
65 services provided by the United States Department of Veterans
66 Affairs and other available community-based programs and

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67 services.

68 (d) Document all calls and capture all necessary data to
69 improve outreach to veterans and their families and report such
70 data to the managing entity.

71 (6) Upon implementation, Florida 211 Network participants
72 shall collect data on the implementation of the program and
73 submit such data to the department in the format prescribed by
74 the department. The department shall use such data to prepare a
75 report for submittal to the Governor, the President of the
76 Senate, and the Speaker of the House of Representatives by
77 December 15, 2020. The report must include:

78 (a) The number of calls received.

79 (b) Demographic information for each caller, including,
80 but not limited to, the caller's military affiliation, the
81 caller's veteran status, and whether the caller is receiving
82 services provided by the United States Department of Veterans
83 Affairs or other available community-based programs and
84 services.

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

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

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

91 (f) Information regarding followup by the program team,

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92 including, but not limited to, the percentage of calls receiving
93 followup and the amount of time between initial contact and
94 followup.

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

98 (h) Each caller's level of satisfaction with program
99 services.

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

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

104 Remove lines 8-17 and insert:

105 authorizing the department to contract with managing entities to
106 provide services; providing program goals; providing for the
107 statewide delivery of specified services by program teams;
108 authorizing Florida 211 Network participants to collect program
109 implementation data and submit such data to the department;
110 requiring the department to submit a report to the Governor and
111 Legislature; providing an effective date.