

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WITHDRAWN	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>	

1 Committee/Subcommittee hearing bill: Children, Families &
 2 Seniors 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 shall contract with managing entities as defined in s.
 15 394.9082(2)(e) to enter into agreements with Florida 211 Network
 16 participants to provide veterans and their families in this

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17 state with dedicated behavioral health care referral services,
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 Florida Department of Veterans' Affairs in
22 Hillsborough, Pasco, Pinellas, Polk, and Manatee 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 must 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 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. Program services
38 must include:

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

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41 (b) Treatment coordination, including coordination of
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 shall:

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

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66 Affairs and other available community-based programs and
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) Florida 211 Network participants shall collect data on
72 the implementation of the program and submit such data to the
73 department in the format prescribed by the department. The
74 department shall use such data to prepare a report for submittal
75 to the Governor, the President of the Senate, and the Speaker of
76 the House of Representatives by December 15, 2020. The report
77 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.

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91 (f) Information regarding followup by the program team,
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 3. This act shall take effect July 1, 2019.

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102
103 -----
104 **T I T L E A M E N D M E N T**

105 Remove lines 3-8 and insert:

106 families; creating s. 394.9087, F.S.; allowing the Department of
107 Children and Families to establish the Florida Veterans' Care
108 Coordination Program to provide veterans and their families with
109 behavioral health care referral and care coordination services;
110 providing as a program requirement that the department contract
111 with managing entities to enter into agreements with Florida 211
112 Network participants to provide such services; providing program
113 goals; providing for the statewide delivery of specified
114 services by program teams; requiring Florida 211 Network
115 participants to collect program implementation data and submit

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COMMITTEE/SUBCOMMITTEE AMENDMENT

Bill No. HB 365 (2019)

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116 | such data to the department; requiring the department to submit
117 | a report to the Governor and Legislature; providing an effective
118 | date.