

Amendment No.

CHAMBER ACTION

Senate

House

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Representative Zika offered the following:

Amendment to Amendment (541211) (with title amendment)

Between lines 442 and 443, insert:

Section 9. Section 394.9087, Florida Statutes, is created to read:

394.9087 Florida Veterans' Care Coordination Program.—

(1) The Department of Veterans' Affairs may establish the Florida Veterans' Care Coordination Program. If the Department of Veterans' Affairs establishes the program, it may contract with a nonprofit entity that is accredited by the Council on Accreditation, is fully accredited by the National Alliance of Information and Referral Services, and has statewide phone

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14 capacity to serve veterans, to enter into agreements with
15 Florida 211 Network participants to provide veterans and their
16 families in this state with dedicated behavioral health care
17 referral services, especially mental health and substance abuse
18 services. The Department of Veterans' Affairs shall model the
19 program after the proof-of-concept pilot program established in
20 2014 by the Crisis Center of Tampa Bay and the Department of
21 Veterans' Affairs in Hillsborough, Pasco, Pinellas, Polk, and
22 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 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. Florida 211
38 Network participants in the Florida Veterans' Care Coordination

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39 Program must include all of the following:

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

42 (b) Treatment coordination, including coordination of
43 followup care.

44 (c) Suicide risk assessment.

45 (d) Promotion of the safety and wellness of veterans and
46 their families, including continuous safety planning and
47 support.

48 (e) Resource coordination, including data analysis, to
49 facilitate acceptance, enrollment, and attendance of veterans
50 and their families in programs and services provided by the
51 United States Department of Veterans Affairs and other available
52 community-based programs and services.

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

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

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

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

62 (c) Develop and implement communication strategies, such
63 as media promotions, public service announcements, print and

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64 Internet articles, and community presentations, to inform
65 veterans and their families about available programs and
66 services provided by the United States Department of Veterans
67 Affairs and other available community-based programs and
68 services.

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

72 (6) Florida 211 Network participants in the Florida
73 Veterans' Care Coordination Program shall maintain a database of
74 veteran-specific services available in the communities served by
75 the programs. The Department of Veterans' Affairs and its
76 selected contractor shall work with managing entities as defined
77 in s. 394.9082(2) (e) to educate service providers about the
78 Florida Veterans Support Line and the Florida Veterans' Care
79 Coordination Program.

80 (7) Florida 211 Network participants shall collect data on
81 the program and submit such data to the Department of Veterans'
82 Affairs in the format prescribed by the Department of Veterans'
83 Affairs. The Department of Veterans' Affairs shall use such data
84 to prepare a report for submittal to the Governor, the President
85 of the Senate, and the Speaker of the House of Representatives
86 by December 15, 2021. The report must include all of the
87 following:

88 (a) The number of calls received.

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89 (b) Demographic information for each caller, including,
90 but not limited to, the caller's military affiliation, the
91 caller's veteran status, and whether the caller is receiving
92 services provided by the United States Department of Veterans
93 Affairs or other available community-based programs and
94 services.

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

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

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

101 (f) Information regarding followup by the program team,
102 including, but not limited to, the percentage of calls receiving
103 followup and the outcome of followup.

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

107 (h) Each caller's level of satisfaction with program
108 services.

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

112 Remove line 829 and insert:

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113 involuntary examination; creating s. 394.9087, F.S.;

114 authorizing the Department of Veterans' Affairs to

115 establish the Florida Veterans' Care Coordination

116 Program to provide for veterans and their families

117 behavioral health care referral and care coordination

118 services; authorizing the department to contract with

119 a certain nonprofit entity to enter into agreements

120 with Florida 211 Network participants to provide such

121 services; providing program goals; providing for the

122 statewide delivery of specified services by program

123 teams; requiring Florida 211 Network participants to

124 collect program implementation data and to submit such

125 data to the department; requiring the department to

126 submit a report to the Governor and Legislature by a

127 specified date; providing requirements for the report;

128 amending s. 397.311, F.S.;

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