

The Florida Senate
BILL ANALYSIS AND FISCAL IMPACT STATEMENT

(This document is based on the provisions contained in the legislation as of the latest date listed below.)

Prepared By: The Professional Staff of the Committee on Appropriations

BILL: SB 1192

INTRODUCER: Senators Polsky and Arrington

SUBJECT: Customer Service Callback Queues

DATE: February 27, 2026

REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	<u>White</u>	<u>McVaney</u>	<u>GO</u>	Favorable
2.	<u>Griffin</u>	<u>Nortelus</u>	<u>ATD</u>	Favorable
3.	<u>Griffin</u>	<u>Sadberry</u>	<u>AP</u>	Pre-meeting

I. Summary:

SB 1192 amends the Florida Customer Service Standards Act to create a pilot program for callback queues. Under the pilot program, the Department of Commerce and the Department of Children and Families must use a telephone system for certain calls. Under the program, a customer will have the option to be placed in a callback queue to receive a call at a later designated time, while maintaining his or her place in line, as opposed to waiting on hold. On or before December 31, 2027, any department that participates in the program must submit a report on the effectiveness of the pilot program, any suggested changes to the program, and a recommendation as to whether the program should be continued. The report is submitted to the President of the Senate and Speaker of the House of Representatives.

Government entities participating in the pilot program that currently do not have a system in place for callback queues will likely incur costs to the extent the entity will have to update its system with the required features. The Department of Commerce currently employs a callback queue system, which costs the department \$329,940 annually.

The bill may have a significant, negative fiscal impact on state government expenditures. **See Section V. Fiscal Impact Statement.**

The bill takes effect July 1, 2026.

II. Present Situation:

Florida Customer Service Standards Act

The Florida Customer Service Standards Act (Act) directs executive branch agencies and the Public Service Commission to practice and employ certain measures to improve customer

service.¹ For purposes of this Act, a “customer” means any person who uses or requests services or information provided by a state executive agency or who is required by statute to interact with the agency.² The measures include:

- Designating an employee or employees to facilitate the resolution of customer complaints and developing a process for review by upper-level management for customer complaints not resolved by the designated employees.
- Promptly providing available information and accurate responses to questions and requests for assistance.
- Acknowledging receipt of a telephonic or electronic question or request by the end of the next business day.
- Providing local or toll-free telephonic or electronic access either through a centralized complaint-intake call center or directly to a departmental employee or employees designated to resolve customer complaints.
- Developing customer satisfaction measures and systems for tracking complaints and resolutions.
- Providing annual reports showing statistical data on customer complaints, resolutions, and satisfaction.
- Including in strategic plans a program outline or goal for customer service.
- Conducting interdepartmental discussions on methods of improving customer service.³

The Act requires each state agency to comply with its presently-available resources but does not apply penalties for an agency’s failure to comply.⁴

Voice Mail Systems

There is no statutory requirement for state agencies to employ a voice mail system or a telephone menu options system. If an entity uses a telephone menu options, however, it must provide the caller with access to a nonelectronic attendant.⁵ Moreover, state employees must answer the phone—as opposed to relying on voice mail systems—when the employee is at his or her regularly assigned work station, unless (a) the telephone is in use, (b) the voice mail system provides the caller with access to a nonelectronic attendant, or (c) the voice mail system automatically transfers the call to a nonelectronic attendant.⁶

The agency head is required to ensure compliance with these provisions.⁷

For purposes of these requirements, the term “state agency” includes executive and judicial branch entities of the state.⁸ It does not include the Public Service Commission.

The level of compliance by state agencies is unknown.

¹ Section 23.30, F.S.

² Section 20.30(3)(a), F.S.

³ Section 23.30(4), F.S.

⁴ Section 23.30(6), (7), F.S.

⁵ Section 110.1082(2), F.S.

⁶ Section 110.1082(1), F.S.

⁷ Section 110.1082(3), F.S.

⁸ Section 110.107(30), F.S.

Current Callback Queue System Used by the Department of Commerce

In July 2024, the Department of Commerce implemented a “Mindful Virtual Hold/Callback” system for the Reemployment Assistance program. This system allows claimants to request a callback rather than remain on hold while waiting to speak to a representative. Approximately 60-65 percent of eligible calls choose to use this option when it is available. The Department of Commerce stated that the system resulted in “substantial improvement in claimant access and system efficiency.” In particular, the Department cited an average wait time of 31 minutes and 26 seconds, a “measurable improvement in customer service” when compared to the previous wait time of up to 90 minutes.

The Department of Commerce currently absorbs the costs of this system in its current budget.⁹

Callback Queue System Available for Use by the Department of Children and Families

The Office of Economic Self-Sufficiency (ESS) within the Department of Children and Families (DCF) is responsible for the administration, or eligibility determination, for public benefit assistance programs, including Medicaid, Florida Supplemental Nutrition Assistance Program (SNAP), the Temporary Assistance for Needy Families (TANF) Program, and refugee assistance programs. The ESS Customer Call Center provides a centralized call number for applicants seeking public benefit information, to review the status of their application for benefits, and to receive updates to an open case.

The ESS Call Center manages a significant volume of calls due to the high number of Floridians enrolled in these programs. The annual call volume ranges from 6 million to 7.5 million, or roughly 15,000 to 28,000 calls per day, depending on the time of month (typically peaking when benefits are released or during redetermination cycles). The majority of calls are driven by Medicaid and SNAP, as they have the largest participant bases in Florida.

Program	Active Participants (FY 2024-2025)	Estimated Call Drivers
Medicaid	4.2 million	High volume due to the "Medicaid Unwind" (eligibility redetermination). ^{10,11}
SNAP	3 million	High volume for balance inquiries and recertification.
TANF	36,000	Moderate volume; often tied to work requirement inquiries.
Refugee Services	188,000	Specific inquiries regarding initial eligibility and documentation.

⁹ Dept. of Commerce, *SB 1192 Agency Analysis* (Feb. 1, 2026) (on file with Senate Committee on Governmental Oversight and Accountability).

¹⁰ In the 2024–2025 fiscal year, call volumes spiked significantly. Following the end of the federal Public Health Emergency, Florida began re-evaluating the eligibility of millions of residents, leading to a massive surge in inquiries regarding disenrollment and appeals.

¹¹ Social Services Estimating Conference, "Medicaid Caseloads and Expenditures Executive Summary," December 2025. Available at: [Social Services Estimating Conference Medicaid Caseload and Expenditures](#) (last visited Feb. 24, 2026).

The DCF currently employs approximately 523 salaried and 315 OPS full-time equivalent (FTE) positions in the ESS Call Center to provide the following services:

- Eligibility Interviews – Conduct "abbreviated interviews" to collect and update information on applicants and their household members.
- Case Management – Process work activities like verifying income, updating addresses, and adding new household members to existing cases.
- Technical Support – Assist users navigate the My ACCESS Account portal, including password resets and troubleshooting.
- EBT Assistance – Resolve issues related to Electronic Benefit Transfer (EBT) cards, such as reporting lost cards or checking balances.
- Community Referrals – If the DCF cannot help directly, staff provide referrals to local food banks, shelters, or other community resources.

III. Effect of Proposed Changes:

Section 1 establishes a pilot program under the Florida Customer Service Standards Act to determine the effectiveness of state agency use of a callback queue. The term “callback queue” is defined to mean “a system that allows a caller to leave a telephone number at which he or she can be reached at a later time rather than receiving no answer to his or her call or remaining on hold.”

Under the pilot program, the Department of Commerce must use a callback queue for calls from claimants concerning reemployment assistance, and the Department of Children and Families must use a callback queue for calls concerning public benefits and services.

Calls must be returned in the order in which they were received and by the end of the next business day.

On or before December 31, 2027, any department that participates in the pilot program must submit a report to the President of the Senate and the Speaker of the House of Representatives. The report must include information on the effectiveness of the pilot program, any suggested changes to the program, and a recommendation as to whether the program should be continued or expanded.

Section 2 provides that this act shall take effect July 1, 2026.

IV. Constitutional Issues:

A. Municipality/County Mandates Restrictions:

Not applicable. The bill does not require counties or municipalities to take an action requiring the expenditure of funds, reduce the authority that counties or municipalities have to raise revenue in the aggregate, or reduce the percentage of state tax shared with counties or municipalities.

B. Public Records/Open Meetings Issues:

None identified.

C. Trust Funds Restrictions:

None identified.

D. State Tax or Fee Increases:

None identified.

E. Other Constitutional Issues:

None identified.

V. Fiscal Impact Statement:

A. Tax/Fee Issues:

None identified.

B. Private Sector Impact:

None identified.

C. Government Sector Impact:

The Department of Commerce indicated that it currently contracts with a vendor to provide a callback queue system; the contract costs the department \$329,940 annually.¹² The Department of Children and Families (DCF), to the extent it does not currently have a system providing callback queue services, may incur similar costs. The Department of Commerce was able to absorb these costs within its existing budget.

At the time of publication of the bill analysis, the DCF had not submitted a fiscal impact statement. Although DCF's Florida System (ACCESS) is equipped with Interactive Voice Response (IVR) and call-queuing capabilities (i.e., a "call-back" feature), implementation may result in projected significant recurring costs to the DCF.

The DCF may also require additional full-time equivalent (FTE) positions to manage daily callers who leave their phone number in the queue and must receive a return call by the end of the next business day. Additional call center staff would require training to respond effectively to inquiries related to specific public benefit programs. The DCF may incur associated training costs as a result.

¹² *Id.*

VI. Technical Deficiencies:

The current language at lines 26-29 may be unclear. This part of the bill directs the Department of Commerce to utilize the callback queue for “calls from claimants concerning reemployment assistance;” and the Department of Children and Families (DCF) for “calls concerning public benefits.” It is difficult for an agency, prior to answering the call, to determine who a caller is and why he or she is calling. Accordingly, it is difficult for a department participating in the pilot program to know whether an incoming call falls within the purview of the pilot program, thereby being entitled to a callback queue. To ease the administration of the pilot program, the Legislature may wish to specify particular phone lines to be part of the pilot program. For instance, the Department of Commerce currently has callback queue system for the Reemployment Assistance Program and the DCF has a “Public Benefit and Services” phone number.

In the alternative, if the Legislature does not indicate the specific phone lines included in the pilot program, it may wish to provide that the bill applies exclusively to call centers and customer service lines, as opposed to all employee’s private office lines.

VII. Related Issues:

The Department of Commerce currently uses a callback queue system. The department, however, is not currently required to submit the report on the program required in the bill or to return calls within the timeframe required in the bill (within one business day after receiving the phone call). The department indicates it generally currently returns calls within the time frame required in the bill (an average wait time of 31 minutes and 26 seconds).

VIII. Statutes Affected:

This bill substantially amends section 23.30 of the Florida Statutes.

IX. Additional Information:**A. Committee Substitute – Statement of Changes:**

(Summarizing differences between the Committee Substitute and the prior version of the bill.)

None.

B. Amendments:

None.