1	A bill to be entitled
2	An act relating to services for veterans and their
3	families; creating s. 394.9087, F.S.; authorizing the
4	Department of Children and Families to establish the
5	Florida Veterans' Care Coordination Program to provide
6	veterans and their families with behavioral health
7	care referral and care coordination services;
8	authorizing the department to contract with managing
9	entities to provide such services; providing program
10	goals; providing for the statewide delivery of
11	specified services by program teams; requiring Florida
12	211 Network participants to collect program
13	implementation data and submit such data to the
14	department; requiring the department to submit a
15	report to the Governor and Legislature; providing an
16	effective date.
17	
18	Be It Enacted by the Legislature of the State of Florida:
19	
20	Section 1. Section 394.9087, Florida Statutes, is created
21	to read:
22	394.9087 Florida Veterans' Care Coordination Program
23	(1) The Department of Children and Families, in
24	consultation with the Florida Alliance of Information and
25	Referral Services, may establish the Florida Veterans' Care
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26	Coordination Program. If the department establishes the program,
27	it may contract with managing entities as defined in s.
28	394.9082(2)(e) to provide veterans and their families in this
29	state with dedicated behavioral health care referral services,
30	especially mental health and substance abuse services. The
31	department may model the program after the proof-of-concept
32	pilot program established in 2014 by the Crisis Center of Tampa
33	Bay and the Florida Department of Veterans' Affairs in
34	Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties.
35	(2) The goals of the program are to:
36	(a) Prevent suicides by veterans.
37	(b) Increase veterans' use of programs and services
38	provided by the United States Department of Veterans Affairs.
39	(c) Increase the number of veterans who use other
40	available community-based programs and services.
41	(3) The program must be available statewide. Program
42	services may be provided by program teams operated by Florida
43	211 Network participants, as authorized by s. 408.918. A Florida
44	211 Network participant may provide services in more than one
45	managing entity's geographic area under a single contract.
46	(4) The program teams may provide referral and care
47	coordination services to veterans and their families and expand
48	the existing Florida 211 Network to include the optimal range of
49	veterans' service organizations and programs. Program services
50	may include:
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51	(a) Telephonic peer support, crisis intervention, and the
52	communication of information on referral resources.
53	(b) Treatment coordination, including coordination of
54	followup care.
55	(c) Suicide risk assessment.
56	(d) Promotion of the safety and wellness of veterans and
57	their families, including continuous safety planning and
58	support.
59	(e) Resource coordination, including data analysis, to
60	facilitate acceptance, enrollment, and attendance of veterans
61	and their families in programs and services provided by the
62	United States Department of Veterans Affairs and other available
63	community-based programs and services.
64	(f) Immediate needs assessments, including safety planning
65	and support.
66	(5) To enhance program services, program teams may:
67	(a) Track the number of requests from callers who are
68	veterans or members of a veteran's family.
69	(b) Follow up with callers who are veterans or members of
70	a veteran's family to determine whether they have acted on the
71	referrals or received the assistance needed and whether
72	additional referral or advocacy is needed.
73	(c) Develop and implement communication strategies, such
74	as media promotions, public service announcements, print and
75	Internet articles, and community presentations, to inform

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76 veterans and their families about available programs and 77 services provided by the United States Department of Veterans 78 Affairs and other available community-based programs and 79 services. 80 (d) Document all calls and capture all necessary data to 81 improve outreach to veterans and their families and report such 82 data to the managing entity. 83 (6) Upon implementation of the program, Florida 211 84 Network participants shall collect data on the implementation 85 and submit such data to the department in the format prescribed by the department. The department shall use such data to prepare 86 87 a report for submittal to the Governor, the President of the 88 Senate, and the Speaker of the House of Representatives by 89 December 15, 2020. The report must include: 90 The number of calls received. (a) 91 (b) Demographic information for each caller, including, 92 but not limited to, the caller's military affiliation, the 93 caller's veteran status, and whether the caller is receiving 94 services provided by the United States Department of Veterans 95 Affairs or other available community-based programs and 96 services. (C) 97 The nature of each call, including, but not limited 98 to, the concerns prompting the call and the services requested. 99 The outcome of each call, including, but not limited (d) 100 to, the services for which referrals were made and the

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101	organizations to which the caller was referred.
102	(e) Services received as a result of each call.
103	(f) Information regarding followup by the program team,
104	including, but not limited to, the percentage of calls receiving
105	followup and the amount of time between initial contact and
106	followup.
107	(g) Information regarding the program's impact on each
108	caller's quality of life and on the avoidance of negative
109	outcomes, including arrest and suicide.
110	(h) Each caller's level of satisfaction with program
111	services.
112	Section 2. This act shall take effect July 1, 2019.
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