

Tab 1	SB 442 by Lee (CO-INTRODUCERS) Broxson, Cruz, Mayfield, Diaz; (Compare to CS/CS/H 00217)					
	Postsecondary Education for Certain Military Personnel					
825000	D	S	L	RCS	MS, Lee	Delete everything after 03/26 06:16 PM

Tab 2	SB 1222 by Harrell (CO-INTRODUCERS) Mayfield; (Similar to CS/CS/H 00365) Services for Veterans and Their Families					
450876	D	S		RCS	MS, Harrell	Delete everything after 03/26 03:07 PM
622898	AA	S		RCS	MS, Harrell	Delete L.12: 03/26 03:07 PM
577918	AA	S		RCS	MS, Harrell	Delete L.70: 03/26 03:07 PM

The Florida Senate
COMMITTEE MEETING EXPANDED AGENDA

MILITARY AND VETERANS AFFAIRS AND SPACE
Senator Wright, Chair
Senator Cruz, Vice Chair

MEETING DATE: Tuesday, March 26, 2019
TIME: 9:30—11:30 a.m.
PLACE: Mallory Horne Committee Room, 37 Senate Building

MEMBERS: Senator Wright, Chair; Senator Cruz, Vice Chair; Senators Broxson, Gainer, Harrell, Pizzo, and Torres

TAB	BILL NO. and INTRODUCER	BILL DESCRIPTION and SENATE COMMITTEE ACTIONS	COMMITTEE ACTION
1	SB 442 Lee (Compare CS/CS/H 217)	Postsecondary Education for Certain Military Personnel; Requiring the Board of Governors and State Board of Education, in consultation with the Chancellors of the State University System and the Florida College System, to create a uniform system for the award of postsecondary college credit to certain servicemembers and veterans of the United States military; requiring specified postsecondary institutions to waive the transcript fee for active duty members of the Armed Forces of the United States and certain veterans, etc. ED 03/12/2019 Favorable MS 03/26/2019 Fav/CS AP	Fav/CS Yeas 7 Nays 0

2	SB 1222 Harrell (Similar CS/CS/H 365)	Services for Veterans and Their Families; Requiring the Department of Children and Families to establish the Florida Veterans' Care Coordination Program to provide veterans and their families with behavioral health care referral and care coordination services; requiring the department to contract with managing entities to enter into agreements with Florida 211 Network participants to provide such services, etc. MS 03/26/2019 Fav/CS CF AP	Fav/CS Yeas 7 Nays 0
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TAB	OFFICE and APPOINTMENT (HOME CITY)	FOR TERM ENDING	COMMITTEE ACTION
Senate Confirmation Hearing: A public hearing will be held for consideration of the below-named executive appointment to the office indicated.			
Executive Director of Department of Veterans' Affairs			
3	Burgess, Daniel W., Jr. ()	Pleasure of Governor	Recommend Confirm Yeas 7 Nays 0

TAB	BILL NO. and INTRODUCER	BILL DESCRIPTION and SENATE COMMITTEE ACTIONS	COMMITTEE ACTION
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Other Related Meeting Documents

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 Military and Veterans Affairs and Space

BILL: CS/SB 442

INTRODUCER: Committee on Military and Veterans Affairs and Space and Senator Lee

SUBJECT: Postsecondary Education for Certain Military Personnel

DATE: March 26, 2019 REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	Graf	Sikes	ED	Favorable
2.	Brown	Caldwell	MS	Fav/CS
3.			AP	

Please see Section IX. for Additional Information:
COMMITTEE SUBSTITUTE - Substantial Changes

I. Summary:

CS/SB 442 adds military experience to the list of qualifying bases for which servicemembers and veterans may earn postsecondary course credit from a public postsecondary educational institution. The bill requires the Board of Governors of the State University System of Florida (BOG) and the State Board of Education (SBE), in consultation with the Florida Department of Veterans' Affairs (FDVA) to adopt regulations and rules, respectively, which create a uniform system for the awarding of postsecondary credit based on military experience, training, and education.

The Articulation Coordinating Committee (Committee) of the Florida Department of Education will convene a 13-member workgroup consisting of the chair of the committee (to serve as chair), administrators and faculty from state universities and Florida College System institutions, faculty from career centers, and veterans. The workgroup will develop a uniform process for determining when military experience and credentials are appropriate for postsecondary credit. The Committee will then approve a list of postsecondary course equivalencies, including minimum credit, based on military experience and credentials. The list is subject to approval by the BOG and the SBE.

The bill additionally provides active duty servicemembers and honorably discharged veterans, and their spouses and dependents, a fee waiver on a transcript from a state university, Florida

College System institution, career center operated by a school district¹, or a charter technical career center². Each of these institutions must annually report to the BOG and the SBE the number and value of transcript fee waivers granted.

Fiscal impact is unknown.

While the bill takes effect July 1, 2019, the Committee must approve the list by November 30, 2020, subject to adoption by the BOG and the SBE at the next publicly noticed meeting of each board.

II. Present Situation:

Florida provides a number of educational benefits specifically to servicemembers and veterans.

Academic College Credit for Training and Education Acquired in the Military

Florida law requires the Board of Governors of the State University System (BOG) and the State Board of Education (SBE) to enable, through regulation and rule, eligible servicemembers and veterans to earn academic college credit at public postsecondary educational institutions based on college-level training and education acquired in the military.³

In adopting regulations and rules, the BOG and the SBE must include procedures to evaluate credentials and the award of academic college credit, including providing for the:

- Equivalency and alignment of military coursework with appropriate college courses;
- Course descriptions;
- Type and amount of college credit that may be awarded; and
- Transfer of credit.⁴

Tuition and Fee Waivers

Florida law provides tuition and fee waivers to students, in certain circumstances, including veterans and active duty members of the USAF who meet specified criteria.⁵ Some waivers are mandatory,⁶ while others are permissive.⁷

The following fee waivers apply to current or former members of the U.S. Armed Forces or U.S. Reserve Forces:

¹ The term “career center” refers to an educational institution under the control of the district school board which offers terminal courses of a technical nature, and courses for out-of-school youth and adults, pursuant to s. 1001.44(3)(a), F.S.

² The term “charter technical career center” refers to a public school or a public technical center operated under a charter granted by the district school board or Florida College System (FCS) institution board of trustees or a consortium, including one or more district school boards and FCS institution boards of trustees, that include the school district in which the facility is located, that is nonsectarian, and that is managed by a board of directors, pursuant to s. 1002.34(3)(a), F.S.

³ Section 1004.096, F.S.; *see also* Board of Governors, Regulation 6.013 and Rule 6A-14.0302, F.A.C.

⁴ *Id.*

⁵ Section 1009.26, F.S.

⁶ Section 1009.26 (5), (7)-(8), (12)-(14), F.S.

⁷ Section 1009.26 (1)-(4), (6), (9)-(11), and (15), F.S.

- An honorably discharged veteran of the USAF, the United States Reserve Forces, or the National Guard who resides in-state while enrolled in the program; or who uses the educational assistance provided by the United States Department of Veterans Affairs (VA) is eligible for, and must receive an out-of-state fee waiver from a state university, a Florida College System institution, a career center operated by a school district, or a charter technical career center.⁸
- An active duty member of the USAF residing or stationed out-of-state is eligible for, and must receive an out-of-state fee waiver from a state university, Florida College System institution, career center operated by a school district, or charter technical career center.⁹
- An active duty member of the USAF using military tuition assistance provided by the United States Department of Defense is eligible for, and may receive a waiver of any portion of the student activity and service, fee, the financial aid fee, the technology fee, the capital improvement fee, and any other fees otherwise authorized in law from a Florida College System institution.¹⁰
- A recipient of a Purple Heart or another combat decoration superior in precedence who is currently or was at the time of the military action a resident of the state is eligible for, and must receive a tuition waiver for an undergraduate or career certificate program from a state university, a Florida College System institution, a career center operated by a school district or a charter technical career center.¹¹

Articulation Coordinating Committee (Committee)

The Commissioner of Education, in consult with the Chancellor of the State University System, establishes the Articulation Coordinating Committee, whose primary role is to recommend statewide articulation policies.¹² Specifically, the Committee must monitor the alignment between the exit requirements of one education system and admission requirements of another education system into which students typically transfer. The Committee also proposes guidelines for interinstitutional agreements between institutions, including universities, career, and technical centers.¹³ The Office of K-20 Articulation within the Florida Department of Education provides administrative support to the Committee.¹⁴

III. Effect of Proposed Changes:

Academic College Credit for Training and Education Acquired in the Military

CS/SB 442 adds military experience to the list of qualifying bases (currently consisting of college-level training and education acquired in the military) for which servicemembers and veterans may earn academic college credit from a public postsecondary educational institution. The bill requires the Board of Governors of the State University System (BOG) and the State Board of Education (SBE), in consultation with the Department of Veterans' Affairs (FDVA) to

⁸ Section 1009.26(13)(a), F.S.

⁹ Section 1009.26(14)(a), F.S.

¹⁰ Section 1009.26(15), F.S.

¹¹ Section 1009.26(8), F.S.

¹² Section 1007.01(3), F.S.

¹³ Section 1007.01(3)(a)b), F.S.

¹⁴ Section 1007.01(3), F.S.; s. 20.15(3)(h), F.S.

adopt regulations and rules, respectively, which create a uniform system for the awarding of postsecondary credit based on military experience, training, and education.

The bill requires the Articulation Coordinating Committee (Committee) to convene a workgroup by August 31, 2019, to establish a uniform process for determining when military experience and credentials are appropriate for credit.

The workgroup will consist of the following 13 members:

- The chair of the Committee, serving as chair;
- Four members representing academic affairs administrators and faculty from state universities, appointed by the chair of the Board of Governors (BOG);
- Four members representing academic affairs administrators and faculty from Florida College System institutions, appointed by the chair of the State Board of Education;
- Two members representing faculty from career centers, appointed by the chair of the State Board of Education; and
- Two members representing veterans, appointed by the executive director of the FDVA.

The Office of K-20 Articulation will provide administrative support for the workgroup.

The workgroup must provide recommendations to the BOG and the SBE by December 1, 2019, regarding postsecondary course equivalencies and the minimum credit that must be awarded. The BOG and the SBE must then review the recommendations for approval at the next publicly noticed meeting of each board. If approved, no later than January 1, 2020, the Committee must facilitate its review. By November 30, 2020, and annually, the Committee must approve the list of postsecondary course equivalencies and the minimum credit that must be awarded for military experience and credentials. After the Committee approves the list, the BOG and the SBE must adopt the list at the next publicly noticed meeting of each board.

Under the bill, each public postsecondary educational institution is required to award credit based on the list, if the credit is applicable to the student's degree or certificate. If appropriate, institutions have the option to award additional credit. The bill also guarantees the transfer of credit awarded through this process, to other public institutions.

Requiring the BOG and the SBE to adopt a uniform system could provide greater consistency to active duty servicemembers and veterans who seek the award of academic credit at different institutions.

Fee Waivers

The bill provides active duty servicemembers and honorably discharged veterans, and their spouses and dependents a fee waiver on a transcript from a state university, FCS institution, career center operated by a school district, or a charter technical career center. Each of these institutions must annually report to the BOG and the SBE the number and value of transcript fee waivers granted. The BOG and the SBE are required to adopt regulations and rules, respectively, to provide for this transfer fee.

The bill takes effect July 1, 2019.

IV. Constitutional Issues:**A. Municipality/County Mandates Restrictions:**

The bill does not appear to require cities and counties to expend funds or limit their authority to raise revenue or receive state-shared revenues as specified by Article VII, Section 18 of the State Constitution.

B. Public Records/Open Meetings Issues:

None.

C. Trust Funds Restrictions:

None.

D. State Tax or Fee Increases:

None.

E. Other Constitutional Issues:

None identified.

V. Fiscal Impact Statement:**A. Tax/Fee Issues:**

None.

B. Private Sector Impact:

Qualifying servicemembers and veterans may save money by receiving postsecondary credit for military experience and through the transcript fee waiver, that will also apply to spouses and dependents.

C. Government Sector Impact:

The Board of Governors (BOG) and the State Board of Education (SBE) may incur fiscal costs from the bill, based on the provisions that require the BOG and the SBE to amend or adopt new regulations and rules, and that require a workgroup to convene and draft recommendations.

Additionally, institutions will have to waive the transcript fee for active duty servicemembers and honorably discharged veterans, and their spouses and dependents, and annually report the number of waivers to the BOG and the SBE.

Fiscal impact from these requirements is unknown.

VI. Technical Deficiencies:

None.

VII. Related Issues:

None.

VIII. Statutes Affected:

This bill substantially amends the following sections of the Florida Statutes: 1004.096 and 1009.26.

IX. Additional Information:

- A. **Committee Substitute – Statement of Substantial Changes:**
(Summarizing differences between the Committee Substitute and the prior version of the bill.)

CS by Military and Veterans Affairs and Space on March 26, 2019:

- Provides for the Florida Department of Veterans' Affairs to participate in regulation and rulemaking with the Board of Governors (BOG) and the State Board of Education (SBE);
- Establishes a workgroup convened by the Articulation Coordinating Committee to develop a uniform process and make recommendations for the award of postsecondary credit based on military experience and credentials;
- Staffs the workgroup with 13 members representing various entities;
- Requires the Office of K-20 Articulation to provide administrative support to the workgroup;
- Authorizes an institution to award credit even if it is not for the purpose of earning a degree or certification;
- Imposes the following deadlines:
 - The workgroup must provide recommendations to the BOG and the SBE by December 1, 2019;
 - The Articulation Coordinating Committee must facilitate the review of military experience and credentials for postsecondary course equivalencies by January 1, 2020; and
 - The Articulation Coordinating Committee must approve a list of postsecondary course equivalencies and credit no later than November 30, 2020; and
- Enables spouses and dependents, in addition to active duty servicemembers and veterans, to have the fee waived on a transcript request.



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LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/26/2019	.	
	.	
	.	
	.	

The Committee on Military and Veterans Affairs and Space (Lee) recommended the following:

Senate Amendment (with title amendment)

Delete everything after the enacting clause
and insert:

Section 1. Section 1004.096, Florida Statutes, is amended
to read:

1004.096 College credit for military experience and
training and education courses.—

(1) In consultation with the Department of Veterans'
Affairs, the Board of Governors shall adopt regulations and the



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11 State Board of Education shall adopt rules that create a uniform
12 system that enables ~~enable~~ eligible servicemembers or veterans
13 of the United States Armed Forces to earn postsecondary academic
14 ~~college~~ credit at public postsecondary educational institutions
15 for experience and college-level training and education acquired
16 in the military. The regulations and rules shall include
17 procedures for credential evaluation and the award of
18 postsecondary academic college credit, including, but not
19 limited to, equivalency and alignment of military coursework
20 with appropriate postsecondary college courses, and course
21 descriptions, ~~type and amount of college credit that may be~~
22 ~~awarded, and transfer of credit.~~

23 (2) The Articulation Coordinating Committee shall convene a
24 workgroup by August 31, 2019, to develop a uniform process for
25 determining when military experience and credentials are
26 appropriate for postsecondary credit and to meet the
27 requirements of this section.

28 (a) The workgroup shall be composed of the following 13
29 members:

30 1. The chair of the Articulation Coordinating Committee,
31 who shall serve as chair.

32 2. Four members representing academic affairs
33 administrators and faculty from state universities, appointed by
34 the chair of the Board of Governors.

35 3. Four members representing academic affairs
36 administrators and faculty from Florida College System
37 institutions, appointed by the chair of the State Board of
38 Education.

39 4. Two members representing faculty from career centers,



40 appointed by the chair of the State Board of Education.

41 5. Two members representing veterans, appointed by the
42 executive director of the Department of Veterans' Affairs.

43 (b) The Office of K-20 Articulation shall provide
44 administrative support for the workgroup.

45 (c) The workgroup shall provide recommendations regarding a
46 uniform process for determining postsecondary course
47 equivalencies and the minimum credit that must be awarded for
48 military experience and credentials to the Board of Governors
49 and the State Board of Education by December 1, 2019, for
50 approval at the next publicly noticed meeting of each board.

51 (d) The Articulation Coordinating Committee shall
52 facilitate the review of military experience and credentials for
53 postsecondary course equivalencies and the amount of credit that
54 must be awarded beginning no later than January 1, 2020, in
55 accordance with the approved process.

56 (e) The Articulation Coordinating Committee shall approve a
57 list of postsecondary course equivalencies and the minimum
58 credit that must be awarded for military experience and
59 credentials no later than November 30, 2020, and annually
60 thereafter. The Board of Governors and the State Board of
61 Education shall adopt the list approved by the Articulation
62 Coordinating Committee at the next publicly noticed meeting of
63 each board.

64 (f) State universities, Florida College System
65 institutions, and career centers must award postsecondary credit
66 for military experience and credentials based on the list
67 adopted by the Board of Governors and the State Board of
68 Education, if the credit is applicable toward the student's



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69 degree or certificate. Institutions may award additional
70 postsecondary credit if appropriate. Credit awarded in
71 accordance with minimum credit requirements is guaranteed to
72 transfer to other state universities, Florida College System
73 institutions, and career centers as if the credit were earned at
74 the receiving institution.

75 Section 2. Subsection (16) is added to section 1009.26,
76 Florida Statutes, to read:

77 1009.26 Fee waivers.—

78 (16) (a) A state university, Florida College System
79 institution, career center operated by a school district under
80 s. 1001.44, or charter technical career center shall waive the
81 transcript fee for a person who is an active duty member or an
82 honorably discharged veteran of the Armed Forces of the United
83 States and his or her spouse and dependents.

84 (b) Each state university, Florida College System
85 institution, career center operated by a school district under
86 s. 1001.44, and charter technical career center shall report to
87 the Board of Governors and the State Board of Education,
88 respectively, the number and value of fee waivers granted
89 annually under this subsection.

90 (c) The Board of Governors and the State Board of Education
91 shall respectively adopt regulations and rules to administer
92 this subsection.

93 Section 3. This act shall take effect July 1, 2019.

94
95 ===== T I T L E A M E N D M E N T =====

96 And the title is amended as follows:

97 Delete everything before the enacting clause



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98 and insert:

99 A bill to be entitled
100 An act relating to postsecondary education for certain
101 military personnel; amending s. 1004.096, F.S.;
102 requiring the Board of Governors and State Board of
103 Education, in consultation with the Department of
104 Veterans' Affairs, to create a uniform system for the
105 award of postsecondary credit to certain
106 servicemembers and veterans of the United States Armed
107 Forces; requiring the Articulation Coordinating
108 Committee to convene a workgroup by a specified date;
109 providing membership and duties of the workgroup;
110 providing administrative support for the workgroup;
111 requiring the workgroup to provide recommendations to
112 the Board of Governors and State Board of Education by
113 a specified date; requiring the Articulation
114 Coordinating Committee to review and identify military
115 experience and credentials for postsecondary credit by
116 a specified date; requiring the Articulation
117 Coordinating Committee to approve and the Board of
118 Governors and State Board of Education to adopt a
119 specified list; requiring certain postsecondary
120 institutions to award credit for specified military
121 experience and credentials; authorizing the award of
122 additional credits; requiring that certain credits be
123 transferrable between specified postsecondary
124 institutions; amending s. 1009.26, F.S.; requiring
125 specified postsecondary institutions to waive the
126 transcript fee for active duty members of the Armed



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127 Forces of the United States, certain veterans, and
128 their spouses and dependents; providing reporting
129 requirements for such institutions; requiring the
130 Board of Governors and the State Board of Education,
131 respectively, to adopt regulations and rules;
132 providing an effective date.

By Senator Lee

20-01074-19

2019442__

A bill to be entitled

An act relating to postsecondary education for certain military personnel; amending s. 1004.096, F.S.; requiring the Board of Governors and State Board of Education, in consultation with the Chancellors of the State University System and the Florida College System, to create a uniform system for the award of postsecondary college credit to certain servicemembers and veterans of the United States military; providing the requirements for such uniform system; requiring public postsecondary institutions to participate in the uniform system; amending s. 1009.26, F.S.; requiring specified postsecondary institutions to waive the transcript fee for active duty members of the Armed Forces of the United States and certain veterans; requiring specified postsecondary institutions to provide a report to the Board of Governors and the State Board of Education; requiring the Board of Governors and the State Board of Education to adopt regulations and rules, respectively; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 1004.096, Florida Statutes, is amended to read:

1004.096 College credit for military experience and training and education courses.—

(1) In consultation with the Chancellors of the State

Page 1 of 3

CODING: Words ~~stricken~~ are deletions; words underlined are additions.

20-01074-19

2019442__

University System and the Florida College System, the Board of Governors shall adopt regulations and the State Board of Education shall adopt rules that create a uniform system that enables ~~enable~~ eligible servicemembers or veterans of the United States Armed Forces to earn academic college credit at public postsecondary educational institutions for experience and college-level training and education acquired in the military.

(2) The regulations and rules shall include, but are not limited to:

(a) Procedures for the ~~credential~~ evaluation of military credentials and experience and the award of academic college credit based on such credentials and experience, including, but not limited to, equivalency and alignment of military coursework and experience with appropriate college courses and, ~~course~~ descriptions.

(b)1. A list of courses for which academic college credit shall be awarded for specified military credentials and experience. Academic college credit must be offered for required coursework based on military credentials and experience, when appropriate.

2. The State Board of Education and Board of Governors must use the American Council on Education's "Guide to the Evaluation of Educational Experiences in the Armed Services," or a similar resource if such guide is discontinued, when determining which military credentials and experience shall be applied toward the award of academic college credit, ~~type and amount of college credit that may be awarded, and transfer of credit.~~

(c) A policy for the mandatory transfer of academic college credits awarded pursuant to this section between public

Page 2 of 3

CODING: Words ~~stricken~~ are deletions; words underlined are additions.

20-01074-19

2019442__

59 postsecondary educational institutions.

60 (d) The minimum number of academic college credits each
61 public postsecondary educational institution must offer for
62 qualifying military credentials and experience; however, a
63 public postsecondary educational institution may offer
64 additional academic credits for such credentials and experience,
65 when appropriate.

66 (3) Each public postsecondary educational institution must
67 participate in the uniform system created under this section.

68 Section 2. Subsection (16) is added to section 1009.26,
69 Florida Statutes, to read:

70 1009.26 Fee waivers.—

71 (16) (a) A state university, Florida College System
72 institution, career center operated by a school district under
73 s. 1001.44, or charter technical career center shall waive the
74 transcript fee for a person who is an active duty member of the
75 Armed Forces of the United States or an honorably discharged
76 veteran of the Armed Forces of the United States.

77 (b) Each state university, Florida College System
78 institution, career center operated by a school district under
79 s. 1001.44, and charter technical career center shall report to
80 the Board of Governors and the State Board of Education,
81 respectively, the number and value of fee waivers granted
82 annually under this subsection.

83 (c) The Board of Governors and the State Board of Education
84 shall respectively adopt regulations and rules to administer
85 this subsection.

86 Section 3. This act shall take effect July 1, 2019.



The Florida Senate

Committee Agenda Request

To: Senator Tom Wright, Chair
Committee on Military and Veterans Affairs and Space

Subject: Committee Agenda Request

Date: March 13, 2019

I respectfully request that **Senate Bill #442**, relating to Postsecondary Education for Certain Military Personnel, be placed on the:

- committee agenda at your earliest possible convenience.
- next committee agenda.

A handwritten signature in cursive script that reads "Tom Lee".

Senator Tom Lee
Florida Senate, District 20

THE FLORIDA SENATE

APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

26 Mar 19
Meeting Date

442
Bill Number (if applicable)

Topic Post Secondary Education For Military Personnel
Amendment Barcode (if applicable)

Name James Mosteller

Job Title Advocacy Assoc

Address 215 S Monroe St
Street

Phone 850/727-3712

Tallahassee FL 32301
City State Zip

Email James.Mo@excelfined.org

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing Foundation For Florida's Future

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3/26/19

Meeting Date

SB 447

Bill Number (if applicable)

Topic Post Secondary Edu. for Certain Military Personnel

Amendment Barcode (if applicable)

Name Matthew Choy

Job Title Director

Address 130 S Bronough St
Street

Phone 561-386-3451

Tallahassee FL 32301
City State Zip

Email Mchoy@FLchamber.com

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing Florida Chamber of Commerce

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

S-001 (10/14/14)

THE FLORIDA SENATE

APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3/26/19

Meeting Date

442

Bill Number (if applicable)

Topic Post secondary Education for Certain Military Personnel

Amendment Barcode (if applicable)

Name Kaitlyn Gardner

Job Title Consultant

Address 113 E. College Ave

Phone 813-422-8571

Street

Tallahassee

FL

32301

Email Kaitlyn@proconsultingllc.com

City

State

Zip

Speaking: [] For [] Against [] Information

Waive Speaking: [X] In Support [] Against (The Chair will read this information into the record.)

Representing United Way Suncoast

Appearing at request of Chair: [] Yes [X] No

Lobbyist registered with Legislature: [X] Yes [] No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

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S-001 (10/14/14)

THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

Mar 26, 2019

Meeting Date

442

Bill Number (if applicable)

Topic Veterans Education Benefits

Amendment Barcode (if applicable)

Name Dan Hendrickson

Job Title president

Address 319 E Park Ave

Phone 850 570-1967

Street

Tallahassee

FL

32301

Email danbhendrickson@comcast.net

City

State

Zip

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing TALLAHASSEE VETERANS LEGAL COLLABORATIVE

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

S-001 (10/14/14)

THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3/26/19

Meeting Date

442

Bill Number (if applicable)

Topic Postsecondary Education for Certain military personnel Amendment Barcode (if applicable)

Name Heather Davidson

Job Title Director, Public Policy

Address 1300 S. Andrews Ave.

Street

Phone 954 308 9277

Fort Lauderdale, FL

City

State

33316

Zip

Email h.davidson@unitedwaybroward.org

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing United Way of Broward County

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

S-001 (10/14/14)

THE FLORIDA SENATE

APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

03/26/19

Meeting Date

0442

Bill Number (if applicable)

Topic Postsecondary Education for Certain Military Personnel Amendment Barcode (if applicable)

Name Amanda Gorski

Job Title Director Public Policy

Address 3250 SW 3rd Ave

Street

Miami

City

FL

State

33129

Zip

Phone 305 646 7024

Email gorskia@unitedwaymiami.org

Speaking: For Against Information

Waive Speaking: In Support Against (The Chair will read this information into the record.)

Representing United Way of Miami-Dade

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3-26-19

Meeting Date

442

Bill Number (if applicable)

Topic POSTSECONDARY ED FOR MILITARY PERSONNEL

Amendment Barcode (if applicable)

Name TED GRANER

Job Title PRESIDENT

Address 307 E 7th AVE

Phone _____

Street

TALLAHASSEE

City

FL

State

32303

Zip

Email _____

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing UNITED WAY OF FLORIDA

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

S-001 (10/14/14)

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 Military and Veterans Affairs and Space

BILL: CS/SB 1222

INTRODUCER: Committee on Military and Veterans Affairs and Space and Senator Harrell

SUBJECT: Services for Veterans and Their Families

DATE: March 26, 2019

REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	<u>Brown</u>	<u>Caldwell</u>	<u>MS</u>	<u>Fav/CS</u>
2.	_____	_____	<u>CF</u>	_____
3.	_____	_____	<u>AP</u>	_____

Please see Section IX. for Additional Information:

COMMITTEE SUBSTITUTE - Substantial Changes

I. Summary:

CS/SB 1222 creates the Florida Veterans' Care Coordination Program (Program), to provide veterans and their families dedicated behavioral health care referral services, primarily for mental health and substance abuse. Through the Program, a caller to a separate veteran-dedicated support line receives assistance and support from a trained fellow veteran.

The bill requires the Florida Department of Veterans' Affairs (FDVA) to establish the Program. To provide services, the FDVA will contract with a nonprofit entity that has statewide phone capacity to serve veterans and is accredited by the Council on Accreditation and fully accredited by the Alliance of Information and Referral Services. The contracting entity will enter into agreements with Florida 211 Network participants to provide services to veterans.

The bill models the Program after the pilot program established in 2014 by the Crisis Center of Tampa Bay and the Florida Department of Veterans' Affairs (FDVA) in Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties.

The bill specifies goals, services, and follow-up requirements.

The FDVA must compile data collected by the Florida 211 Network into a report for the Governor, President of the Senate, and Speaker of the House of Representatives by December 15, 2020.

The bill has a significant fiscal impact on state government. Annual recurring costs are estimated at \$2 million from the General Revenue Fund.

II. Present Situation:

Veterans and Mental Health and/or Substance Abuse

More than 1.5 million veterans currently live in Florida, making the state the third largest population of veterans nationally.¹ Veterans face unique challenges, and some struggle with mental health and substance abuse.

Posttraumatic Stress Disorder (PTSD) is a psychiatric disorder that can occur in people who have experienced or witnessed a traumatic event, including war or combat.²

The National Center for PTSD, U.S. Department of Veterans Affairs (VA), lists the percentage of veterans with PTSD by service era:

- Between 11 and 20 percent of veterans who served in Operations Iraqi Freedom and Enduring Freedom have PTSD in a given year.
- About 12 percent of veterans who served in the Gulf War have PTSD in a given year.
- About 15 percent of veterans of the Vietnam War were diagnosed with PTSD at the time of the most recent study in the late 1980's. However, it is estimated that about 30 percent of veterans of the Vietnam War have had PTSD in their lifetimes.³

A strong association exists between PTSD and substance abuse disorders (SUD) amongst veterans. Statistics show:

- More than two in 10 veterans with PTSD also have SUD;
- Almost one in three veterans seeking treatment for SUD also have PTSD;
- About one in 10 veterans returning from the wars in Iraq and Afghanistan seen at the VA have problems with alcohol or other drugs.⁴

Suicide rates for veterans continue to be a cause of national concern:

- More than 6,000 veterans committed suicide each year from 2008 to 2016.
- In 2016, the suicide rate was 1.5 times greater for veterans than for non-veteran adults, after adjusting for age and gender.

From 2005 to 2016, the increase in suicide rate among veterans in Veterans Hospital Administration (VHA) care was lower than among veterans not in VHA care.⁵

¹ Florida Department of Veterans' Affairs, *Our Veterans*, available at <http://floridavets.org/our-veterans/> (last visited March 19, 2019).

² American Psychiatric Association, *What is Posttraumatic Stress Disorder?*, available at <https://www.psychiatry.org/patients-families/ptsd/what-is-ptsd> (last visited March 14, 2019).

³ National Center for PTSD, U.S. Dep't of Veterans Affairs, *How Common is PTSD in Veterans?*, available at https://www.ptsd.va.gov/understand/common/common_veterans.asp (last visited March 14, 2019).

⁴ National Center for PTSD, U.S. Dep't of Veterans Affairs, *PTSD and Substance Abuse in Veterans*, available at https://www.ptsd.va.gov/understand/related/substance_abuse_vet.asp (last visited March 14, 2019).

⁵ Office of Mental Health and Suicide Prevention, U.S. Dep't of Veterans Affairs, *VA National Suicide Data Report 2005-2016*, available at https://www.mentalhealth.va.gov/docs/data-sheets/OMHSP_National_Suicide_Data_Report_2005-2016_508.pdf (last visited March 14, 2019).

Florida Alliance of Information and Referral Services (FLAIRS)

Each year, 16 million people in the United States call 2-1-1 for help with basic needs like food and shelter, and emergency needs, such as mental health, addiction, and suicide intervention.⁶ The Florida Alliance of Information and Referral Services (FLAIRS) is the 211 collaborative organization for the state responsible for designing, studying, and implementing the Florida 211 Network.⁷ The mission of the FLAIRS is to strengthen the health and human service information and referral provider network in the state through advocacy, coordination, and education.⁸

The Florida 211 Network, established in s. 408.918, F.S., operates as the single point of coordination for information and referral of health and human services.⁹ As of February 20, 2017, 22 Florida 211 Network providers operate across the state.¹⁰

To participate in the Florida 211 Network, a 211 provider must be fully accredited by the National Alliance of Information and Referral Services or have received approval to operate, pending accreditation from its affiliate, the FLAIRS.¹¹

The Council on Accreditation

The Council on Accreditation (COA) is an international accrediting entity that accredits private and public organizations and programs that provide human services.¹² The COA specifically accredits entities providing child welfare, behavioral health, and community-based social services.¹³

Pilot Program and Statewide Expansion

Pilot Program

In 2014, the Crisis Center of Tampa Bay launched a pilot program through its existing 211 Network to offer a separate dedicated phone line for state veterans in need of support. The Program expanded existing 211 services, including behavioral health care service referrals, to veterans in Hillsborough, Pasco, Pinellas, Polk, and Manatee counties.¹⁴

⁶ The Florida Alliance of Information and Referral Services (FLAIRS), *211 Counts.org*, available at <http://www.flairs.org/211counts/> (last visited March 15, 2019). For a breakdown of needs by center on the FLAIRS website, see *What are the Most Pressing Needs for Your Community?*, available at <https://211counts.org/home/index> (last visited March 15, 2019).

⁷ Section 408.918(3), F.S.

⁸ The Florida Alliance of Information and Referral Services (FLAIRS), *Mission*, available at <http://www.flairs.org/mission/> (last visited March 14, 2019).

⁹ Section 408.918(1), F.S.

¹⁰ The Florida Alliance of Information and Referral Services (FLAIRS), *Florida 2-1-1 Network Map*, available at <http://www.flairs.org/wp-content/uploads/sites/13/2017/03/FL-211-providers-and-coverage-areas-022717.pdf> (last visited March 15, 2019).

¹¹ Section 408.918(2), F.S.

¹² Council on Accreditation, available at <http://coanet.org/home/> (last visited March 25, 2019).

¹³ Council on Accreditation, available at <http://coanet.org/about/whats-new/about-coa/> (last visited March 25, 2019).

¹⁴ Specific Appropriation 595, ch. 2014-51, L.O.F., available at <http://laws.flrules.org/2014/51> (last visited March 20, 2019).

Under the Crisis Center’s Peer-to-Peer Care Coordination model, callers to the support line talk to a fellow veteran and access:

- Comprehensive information and referral to VA-funded services and other services based in the community;
- Assistance and support by the fellow veteran; and
- Care coordination services, such as navigating the system, advocacy, and ongoing support.¹⁵

History of Funding for the Pilot Program

Since the launch of the pilot program, funding has been provided as follows:

- July 2014 - June 2015: The 2014 Legislature provided an appropriation of \$150,000 in nonrecurring funds to the Crisis Center of Tampa Bay to create the pilot program. With the appropriation, in August 2014, the Crisis Center of Tampa Bay expanded its services to veterans and hired veterans to answer crisis calls. The Crisis Center launched the Florida Veterans Support Line in November 2014. The DCF has continued the annual appropriation of \$150,000 to continue the pilot program, from July 2015 to the present time.¹⁶
- July 2017 - June 2018: The Legislature funded \$400,000 in nonrecurring dollars from general revenue through the FDVA for statewide expansion of the dedicated call line and a marketing campaign to inform the public about the call line. Funding was not allotted for statewide Peer-to-Peer Care Coordination.¹⁷
- September 2018 - September 2019: The FDVA provided \$1 million in funding for the statewide program, including Peer-to-Peer Care Coordination. To ensure full statewide implementation, the DCF matched the FDVA’s funding through a federal grant.¹⁸

Use of the Program by Veterans

Since the Crisis Center implemented the pilot program in 2014, veteran and veteran family participation has steadily increased.

Region Served	Fiscal Year	Veterans Served	Services Referred	Suicide Concerns	Peer-to-Peer Care Coordination - Crisis Center of Tampa Bay Only
5 Counties	2014-2015	1,135	925	179	626
5 Counties	2015-2016	1,315	1,478	207	750
5 Counties	2016-2017	3,420	3,641	538	768
Statewide	2017-2018	28,962	49,932	396 - Crisis Center of	880 ¹⁹

¹⁵ Crisis Center of Tampa Bay, *Florida Veterans Support Line*, available at <https://www.crisiscenter.com/what-we-do/2-1-1-contact-center/florida-veterans-support-line/> (last visited March 15, 2019).

¹⁶ Crisis Center of Tampa Bay, *Overview of Current Funding* (on file with the Senate Committee on Military and Veterans Affairs and Space).

¹⁷ *Id.*, The nonrecurring \$400,000 is provided in Specific Appropriation 575 of ch. 2017-70, L.O.F., available at <http://laws.flrules.org/2017/70> (last visited March 20, 2019).

¹⁸ Crisis Center of Tampa Bay, *supra* note 13.

¹⁹ Crisis Center of Tampa Bay, *Overview of the 1-844-MYFLVET Support Line* (on file with the Senate Committee on Military and Veterans Affairs and Space).

				Tampa Bay only	
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III. Effect of Proposed Changes:

CS/SB 1222 creates the Florida Veterans’ Care Coordination Program (Program) as a statewide program, to provide veterans and their families dedicated behavioral health care referral services, primarily for mental health and substance abuse. Through the Program, a veteran who calls a dedicated support line receives assistance and support from a trained fellow veteran.

The bill requires the Florida Department of Veterans’ Affairs (FDVA) to establish the Program. To provide services, the FDVA will contract with a nonprofit entity that has statewide phone capacity to serve veterans and is accredited by the Council on Accreditation and fully accredited by the National Alliance of Information and Referral Services. The entity will enter into agreements with Florida 211 Network participants to provide services to veterans.

The bill models the Program after the pilot program established in 2014 by the Crisis Center of Tampa Bay and the FDVA in Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties.

Program Goals and Services

Program goals are to:

- Prevent suicide by veterans; and to
- Increase the use by veterans of programs and services provided by the VA and other available community-based programs and services.

Program services will include:

- Telephonic peer support, crisis intervention, and information on referral resources;
- Treatment coordination, including coordination of follow-up care;
- Assessment of suicide risk as part of an immediate needs assessment, including safety planning and support;
- Promotion of the safety and wellness of veterans and their families, including continuous safety planning and support;
- Resource coordination, including data analysis, to facilitate acceptance, enrollment, and attendance of veterans and their families in programs and services provided by the VA and other available community-based programs and services.

The bill requires program teams to:

- Document calls and data, and track the number and nature of requests from veterans and family members;
- Follow up with callers to determine if they have pursued referrals and whether additional help is needed; and
- Implement communication strategies to educate veterans and their families about programs and services provided by the VA and other community-based programs and services.

To educate others about the Program:

- Florida 211 network participants will establish and maintain a database of services available locally.
- Both the FDVA and its contractor will work with managing entities to educate service providers about the Florida Veterans Support line and the Program.

Data Collection and Report

Florida 211 Network participants must provide all collected data to the FDVA. By December 15, 2020, the FDVA will then submit a report to the Governor, President of the Senate, and Speaker of the House of Representatives.

The report must include:

- The nature, number, and outcome of each call received;
- Demographic information on each caller; and
- Follow-up by the program team, including timeliness and positive outcomes.

To fully implement the Program statewide, the bill will require an annual recurring amount of \$2 million from the General Revenue Fund. The bill does not provide for funding.

The bill takes effect July 1, 2019.

IV. Constitutional Issues:

A. Municipality/County Mandates Restrictions:

The bill does not appear to require cities and counties to expend funds or limit their authority to raise revenue or receive state-shared revenues as specified by Article VII, Section 18 of the State Constitution.

B. Public Records/Open Meetings Issues:

None.

C. Trust Funds Restrictions:

None.

D. State Tax or Fee Increases:

None.

E. Other Constitutional Issues:

None identified.

V. Fiscal Impact Statement:**A. Tax/Fee Issues:**

None.

B. Private Sector Impact:

Veterans and their families may financially benefit from having greater access to treatments and services specifically designed for veterans with mental health or substance abuse issues, including programs offered through the United States Department of Veterans Affairs and community-based services.

C. Government Sector Impact:

The bill requires the FDVA to provide statewide dedicated behavioral healthcare referral services, as well as mental health and substance abuse services to veterans and their families through the state's 211 Network. Therefore, the bill has a significant fiscal impact on state government. Annual recurring costs are estimated at \$2 million from the General Revenue Fund.

VI. Technical Deficiencies:

None.

VII. Related Issues:

None.

VIII. Statutes Affected:

This bill substantially amends section 394.9087, Florida Statutes.

IX. Additional Information:**A. Committee Substitute – Statement of Substantial Changes:**
(Summarizing differences between the Committee Substitute and the prior version of the bill.)**CS for SB 1222 on March 26, 2019:**

- Requires the Department of Veterans' Affairs (FDVA), rather than the Department of Children and Families (DCF), to establish the Florida Veterans' Care Coordination Program (Program) and to provide the report to the Governor, President of the Senate, and the Speaker of the House of Representatives;
- Requires Florida 211 Network participants to maintain a database of veteran-specific services available on a local basis;
- Requires the contracting entity to be non-profit, accredited by the Council on Accreditation, fully accredited by the National Alliance of Information and Referral Services, and to have statewide phone capacity; and

- Requires the FDVA and its contractor to work with managing entities to educate service providers about the Program.

B. Amendments:

None.

This Senate Bill Analysis does not reflect the intent or official position of the bill's introducer or the Florida Senate.



450876

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/26/2019	.	
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The Committee on Military and Veterans Affairs and Space
(Harrell) recommended the following:

Senate Amendment (with title amendment)

Delete everything after the enacting clause
and insert:

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

394.9087 Florida Veterans' Care Coordination Program.—

(1) The Department of Veterans' Affairs shall establish the
Florida Veterans' Care Coordination Program. The Department of
Veterans' Affairs shall contract with a nonprofit entity that is



450876

11 accredited by the Council on Accreditation, is fully accredited
12 by the Alliance of Information and Referral Services, and has
13 statewide phone capacity to serve veterans, to enter into
14 agreements with Florida 211 Network participants to provide
15 veterans and their families in this state with dedicated
16 behavioral health care referral services, especially mental
17 health and substance abuse services. The Department of Veterans'
18 Affairs shall model the program after the proof-of-concept pilot
19 program established in 2014 by the Crisis Center of Tampa Bay
20 and the Department of Veterans' Affairs in Hillsborough, Pasco
21 Pinellas, Polk, and Manatee counties.

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

23 (a) Prevent suicides by veterans.

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

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

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

33 (4) The program teams shall provide referral and care
34 coordination services to veterans and their families and expand
35 the existing Florida 211 Network to include the optimal range of
36 veterans' service organizations and programs. Florida 211
37 Network participants in the Florida Veterans' Care Coordination
38 Program must include:

39 (a) Telephonic peer support, crisis intervention, and the



450876

40 communication of information on referral resources.

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 a
58 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 as
62 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
67 services.

68 (d) Document all calls and capture all necessary data to



450876

69 improve outreach to veterans and their families and report such
70 data to the Crisis Center of Tampa Bay.

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

79 (7) Florida 211 Network participants shall collect data on
80 the program and submit such data to the Department of Veterans'
81 Affairs in the format prescribed by the Department of Veterans'
82 Affairs. The Department of Veterans' Affairs shall use such data
83 to prepare a report for submittal to the Governor, the President
84 of the Senate, and the Speaker of the House of Representatives
85 by December 15, 2020. The report must include:

86 (a) The number of calls received.

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

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

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

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



450876

98 (f) Information regarding followup by the program team,
99 including, but not limited to, the percentage of calls receiving
100 followup and the outcome of followup.

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

104 (h) Each caller's level of satisfaction with program
105 services.

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

107
108 ===== T I T L E A M E N D M E N T =====

109 And the title is amended as follows:

110 Delete everything before the enacting clause
111 and insert:

112 A bill to be entitled
113 An act relating to services for veterans and their
114 families; creating s. 394.9087, F.S.; requiring the
115 Department Veterans' Affairs to establish the Florida
116 Veterans' Care Coordination Program to provide
117 veterans and their families with behavioral health
118 care referral and care coordination services;
119 requiring the department to contract with a certain
120 nonprofit entity to enter into agreements with Florida
121 211 Network participants to provide such services;
122 providing program goals; providing for the statewide
123 delivery of specified services by program teams;
124 requiring Florida 211 Network participants to collect
125 program implementation data and submit such data to
126 the department; requiring the department to submit a



450876

127
128

report to the Governor and Legislature; providing an
effective date.



622898

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/26/2019	.	
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The Committee on Military and Veterans Affairs and Space
(Harrell) recommended the following:

Senate Amendment to Amendment (450876)

Delete line 12
and insert:
by the National Alliance of Information and Referral Services,
and has



577918

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/26/2019	.	
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The Committee on Military and Veterans Affairs and Space
(Harrell) recommended the following:

- 1 **Senate Amendment to Amendment (450876)**
- 2
- 3 Delete line 70
- 4 and insert:
- 5 data to the contracted entity.

By Senator Harrell

25-01617B-19

20191222__

A bill to be entitled

An act relating to services for veterans and their families; creating s. 394.9087, F.S.; requiring the Department of Children and Families to establish the Florida Veterans' Care Coordination Program to provide veterans and their families with behavioral health care referral and care coordination services; requiring the department to contract with managing entities to enter into agreements with Florida 211 Network participants to provide such services; providing program goals; providing for the statewide delivery of specified services by program teams; requiring Florida 211 Network participants to collect program implementation data and submit such data to the department; requiring the department to submit a report to the Governor and Legislature; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

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

394.9087 Florida Veterans' Care Coordination Program.—

(1) The Department of Children and Families, in consultation with the Florida Alliance of Information and Referral Services, shall establish the Florida Veterans' Care Coordination Program. The department shall contract with managing entities as defined in s. 394.9082(2)(e) to enter into agreements with Florida 211 Network participants to provide

Page 1 of 4

CODING: Words ~~stricken~~ are deletions; words underlined are additions.

25-01617B-19

20191222__

veterans and their families in this state with dedicated behavioral health care referral services, especially mental health and substance abuse services. The department shall model the program after the proof-of-concept pilot program established in 2014 by the Crisis Center of Tampa Bay and the Florida Department of Veterans' Affairs in Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties.

(2) The goals of the program are to:

(a) Prevent suicides by veterans.

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

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

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

(4) The program teams shall provide referral and care coordination services to veterans and their families and expand the existing Florida 211 Network to include the optimal range of veterans' service organizations and programs. Program services must include:

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

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

(c) Suicide risk assessment.

(d) Promotion of the safety and wellness of veterans and

Page 2 of 4

CODING: Words ~~stricken~~ are deletions; words underlined are additions.

25-01617B-19

20191222__

59 their families, including continuous safety planning and
60 support.

61 (e) Resource coordination, including data analysis, to
62 facilitate acceptance, enrollment, and attendance of veterans
63 and their families in programs and services provided by the
64 United States Department of Veterans Affairs and other available
65 community-based programs and services.

66 (f) Immediate needs assessments, including safety planning
67 and support.

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

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

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

75 (c) Develop and implement communication strategies, such as
76 media promotions, public service announcements, print and
77 Internet articles, and community presentations, to inform
78 veterans and their families about available programs and
79 services provided by the United States Department of Veterans
80 Affairs and other available community-based programs and
81 services.

82 (d) Document all calls and capture all necessary data to
83 improve outreach to veterans and their families and report such
84 data to the managing entity.

85 (6) Florida 211 Network participants shall collect data on
86 the implementation of the program and submit such data to the
87 department in the format prescribed by the department. The

25-01617B-19

20191222__

88 department shall use such data to prepare a report for submittal
89 to the Governor, the President of the Senate, and the Speaker of
90 the House of Representatives by December 15, 2020. The report
91 must include:

92 (a) The number of calls received.

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

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

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

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

104 (f) Information regarding followup by the program team,
105 including, but not limited to, the percentage of calls receiving
106 followup and the amount of time between initial contact and
107 followup.

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

111 (h) Each caller's level of satisfaction with program
112 services.

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



THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

COMMITTEES:

Health Policy, *Chair*
Appropriations Subcommittee on Health
and Human Services, *Vice Chair*
Appropriations Subcommittee on Criminal
and Civil Justice
Children, Families, and Elder Affairs
Military and Veterans Affairs and Space

JOINT COMMITTEE:

Joint Committee on Public Counsel Oversight

SENATOR GAYLE HARRELL
25th District

March 9, 2019

Senator Tom Wright
312 Senate Building
404 South Monroe Street
Tallahassee, FL 32399

Chair Wright,

I respectfully request that **SB 1222– Services for Veterans and Their Families** be placed on the next available agenda for the Committee Meeting on Military and Veterans Affairs and Space.

Should you have any questions or concerns, please feel free to contact my office. Thank you in advance for your consideration.

Thank you,

A handwritten signature in cursive script that reads "Gayle".

Senator Gayle Harrell
Senate District 25

Cc: Diana Caldwell, Staff Director
Lois Graham, Committee Administrative Assistant

REPLY TO:

- 215 SW Federal Highway, Suite 203, Stuart, Florida 34994 (772) 221-4019
- 310 Senate Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5025

Senate's Website: www.flsenate.gov

BILL GALVANO
President of the Senate

DAVID SIMMONS
President Pro Tempore

THE FLORIDA SENATE

APPEARANCE RECORD

3/26/19

Meeting Date

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

1222

Bill Number (if applicable)

450876

Amendment Barcode (if applicable)

Topic Services for Veterans & their families

Name Travis Mitchell

Job Title Lobbyist

Address Po Box 274108

Street

Phone 388 297 7298

Tampa

City

FL

State

33807

Zip

Email

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing Crisis Center of Tampa Bay

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

THE FLORIDA SENATE

APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3-26-19

Meeting Date

1722

Bill Number (if applicable)

Topic SERVICES FOR VETERANS + THEIR FAMILIES

Amendment Barcode (if applicable)

Name TED CRANER CRANER

Job Title PRESIDENT

Address 307 E 7th AVE

Phone 850-488-8276

Street

TALLAHASSEE

Email TCRANER@UWOF.ORG

City

State

Zip

Speaking: [] For [] Against [] Information

Waive Speaking: [x] In Support [] Against (The Chair will read this information into the record.)

Representing UNITED WAY OF FLORIDA

Appearing at request of Chair: [] Yes [] No

Lobbyist registered with Legislature: [x] Yes [] No

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S-001 (10/14/14)

THE FLORIDA SENATE

APPEARANCE RECORD

3/26/2019

Meeting Date

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

1222

Bill Number (if applicable)

Topic SERVICES FOR VETERANS AND THEIR FAMILIES

Amendment Barcode (if applicable)

Name DANNY BURGESS

Job Title EXECUTIVE DIRECTOR

Address THE CAPITOL, SUITE 2105

Phone (850) 487-1533

Street

Tallahassee

FL

32399

City

State

Zip

Email exdir@fdva.state.fl.us

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing THE FL DEPT. OF VETERANS' AFFAIRS

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

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THE FLORIDA SENATE

APPEARANCE RECORD

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3/26/19

Meeting Date

1222

Bill Number (if applicable)

Topic Services for Veterans & their families

Amendment Barcode (if applicable)

Name Kaitlyn Gardner

Job Title Consultant

Address 113 E. College Ave

Phone 813-422-8571

Street

Tallahassee

FL

32301

Email kaitlyn@rsaconsultingllc.com

City

State

Zip

Speaking: [] For [] Against [] Information

Waive Speaking: [X] In Support [] Against (The Chair will read this information into the record.)

Representing United Way Suwannee

Appearing at request of Chair: [] Yes [X] No

Lobbyist registered with Legislature: [X] Yes [] No

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THE FLORIDA SENATE
APPEARANCE RECORD

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3/26/19
Meeting Date

1222
Bill Number (if applicable)

Topic Services for Veterans & Their Families

Amendment Barcode (if applicable)

Name Heather Davidson

Job Title Director, Public Policy & Strategic Initiatives

Address 1300 S. Andrews Ave.
Street

Phone 954 308 9277

Fort Lauderdale, FL 33316
City State Zip

Email hdavidson@unitedwaybroward.org

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing United Way of Broward County

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

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THE FLORIDA SENATE

APPEARANCE RECORD

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03/26/19

Meeting Date

1222

Bill Number (if applicable)

Topic Services for Veterans & their families

Amendment Barcode (if applicable)

Name Amanda Gorski

Job Title Director for Public Policy

Address 3250 SW 3rd Ave

Phone 305 646 7024

Street

Miami FL 33129

City

State

Zip

Email gorskia@unitedwaymiami.org

Speaking: [] For [] Against [] Information

Waive Speaking: [X] In Support [] Against (The Chair will read this information into the record.)

Representing United Way of Miami-Pade

Appearing at request of Chair: [] Yes [X] No

Lobbyist registered with Legislature: [X] Yes [] No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

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THE FLORIDA SENATE

APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

3/26/19

Meeting Date

1222

Bill Number (if applicable)

Topic Military Benefits / SERVICES

Amendment Barcode (if applicable)

Name DAN HENDRICKSON

Job Title President

Address 319 E PARK

Phone 850 570 1967

TALLAHASSEE FL 32302

Email danhendrickson@comcast.net

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing TALLAHASSEE VETERANS Legal Collaborative

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

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THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

SB 1222

Bill Number (if applicable)

Meeting Date

Topic Services for Veterans & Families

Amendment Barcode (if applicable)

Name Natalie Kelly

Job Title CEO

Address 122 S. Calhoun

Phone 850 350 4476

Street Tallahassee

Email

City State Zip

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing FL Assoc. of Managing Entities

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

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S-001 (10/14/14)



2019 AGENCY LEGISLATIVE BILL ANALYSIS

Department of Children and Families

<u>BILL INFORMATION</u>	
BILL NUMBER:	SB 1222
BILL TITLE:	<u>Services for Veterans and Their Families</u>
BILL SPONSOR:	Sen. Harrell
EFFECTIVE DATE:	July 1, 2019

<u>COMMITTEES OF REFERENCE</u>	
1)	None
2)	
3)	
4)	
5)	

<u>CURRENT COMMITTEE</u>	
N/A	

<u>SIMILAR BILLS</u>	
BILL NUMBER:	HB 365
SPONSOR:	Rep. Hattersley

<u>PREVIOUS LEGISLATION</u>	
BILL NUMBER:	SB 128 / HB 269
SPONSOR:	Sen. Simpson / Rep. Sprowls
YEAR:	2016
LAST ACTION:	SB 128: Died in Senate Appropriations. HB 269: Died in House Health Care Appropriations Subcommittee.

<u>IDENTICAL BILLS</u>	
BILL NUMBER:	None
SPONSOR:	N/A

<u>Is this bill part of an agency package?</u>	
No	

<u>BILL ANALYSIS INFORMATION</u>	
DATE OF ANALYSIS:	February 27, 2019
LEAD AGENCY ANALYST:	Elizabeth Hockensmith, DCF, SAMH
ADDITIONAL ANALYST(S):	Ute Gazioch, DCF, SAMH
LEGAL ANALYST:	Ivory Avant, DCF, OGC
FISCAL ANALYST:	Paula Anthony, DCF, ASB

POLICY ANALYSIS

1. EXECUTIVE SUMMARY

The bill creates the Florida Veteran's Care Coordination Program (program) in a new section in Chapter 394, F.S., to provide statewide dedicated behavioral healthcare referral services to veterans and their families through Florida's 211 Network modeled after the pilot program. The bill requires the Department of Children and Families (Department), in consultation with the Florida Alliance of Information and Referral Services, to establish the program. The Department is directed to contract with the managing entities to enter into agreements with Florida 211 Network participants to provide program services. The bill also requires the program to provide peer support, suicide risk assessment, and treatment and resource coordination. In addition to the requirement for services, the bill requires the program team to track and follow up with callers and advertise the program.

The bill also requires the Department to provide a report on the program's implementation to the Governor, President of the Senate, and Speaker of the House of Representatives by December 15, 2020, using data provided to the Department by the Florida 211 Network participants.

2. SUBSTANTIVE BILL ANALYSIS

1. PRESENT SITUATION:

Section 1.

Florida 211

Section 408.918, F.S., establishes the Florida 211 Network, authorizing the planning, development, and implementation of a statewide network to serve as the single point of coordination for information and referral for health and human services. A 211 network is a telephone-based service offered by nonprofit and public agencies throughout Florida and the United States that provide free, confidential information and referral services 24 hours a day, 7 days a week. The network helps callers identify and connect with health and human service programs that can meet a variety of needs, including food, housing, employment, health care, crisis counseling and more. In order to participate in the Florida 211 Network, a 211 provider must be fully accredited by the National Alliance of Information and Referral Services or have received approval to operate, pending accreditation, from its affiliate, the Florida Alliance of Information and Referral Services.¹

Community Behavioral Health Services

The intent of Part IV of Chapter 394, F.S., also known as the Community Substance Abuse and Mental Health Services Act, is to ensure that a recovery and resiliency-based substance abuse and mental health system is implemented by the Department and its state funded providers. In an effort to assist our veterans with behavioral health challenges effectively connect with treatment and support services, the Department is currently in the process of contracting with the Crisis Center of Tampa Bay to expand the proof-of-concept pilot program with funds from the federal State Opioid Response Grant.

The Crisis Center of Tampa Bay (CCTB) Pilot Project

The 2014 Florida Legislature appropriated \$150,000 to create a pilot project expanding existing 211 services to veterans in Hillsborough, Pasco, Pinellas, Polk, and Manatee counties. In August 2014, the Crisis Center of Tampa Bay (CCTB), through the pilot project, expanded its services to veterans and launched the Florida Veterans Support Line (1-844-MYFLVET) in November 2014. The expanded service is peer-based and veteran-specific. By calling the Florida Veterans Support Line, veterans in the Tampa Bay region are able to speak with a fellow veteran and offered:

- Comprehensive information and referral to VA-funded services and other community-based services;
- Assistance and support provided by a peer who has experienced the transition from military back to civilian life; and
- Care coordination services, including system navigation, advocacy, and ongoing support.

Veterans receiving care coordination get ongoing suicide assessment, continuous safety planning, and support for an extended period of time. The CCTB pilot project aims to ensure veterans are not only receiving information

¹ Section 408.918(2), F.S.

- Follow-up by program team;
- The impact of the program on veterans' quality of life; and
- Caller satisfaction with the program.

As written, this section requires the Department to create a new statewide program that imposes new statutory requirements and responsibilities on Florida 211 Network participants that expands upon the current statutory objectives, roles, and responsibilities of the Florida 211 Network in s. 408.918, F.S. The bill has the potential to increase early intervention and improved service connection for veterans with behavioral health challenges.

Section 2

The bill provides an effective date of July 1, 2019.

3. DOES THE LEGISLATION DIRECT OR ALLOW THE AGENCY/BOARD/COMMISSION/DEPARTMENT TO DEVELOP, ADOPT, OR ELIMINATE RULES, REGULATIONS, POLICIES, OR PROCEDURES?

If yes, explain:	No
What is the expected impact to the agency's core mission?	N/A
Rule(s) impacted (provide references to F.A.C., etc.):	None

4. WHAT IS THE POSITION OF AFFECTED CITIZENS OR STAKEHOLDER GROUPS?

List any known proponents and opponents:	N/A
Provide a summary of the proponents' and opponents' positions:	N/A

5. ARE THERE ANY REPORTS OR STUDIES REQUIRED BY THIS BILL?

If yes, provide a description:	<p>Yes. The contents of the report must include, but are not limited to:</p> <ul style="list-style-type: none"> • The number of calls received; • Demographic information of callers; • The nature of the call; • The outcome of the call; • Services received as a result of the call; • The impact of the program on veterans' quality of life; and • Caller satisfaction with the program
Date Due:	December 15, 2020
Bill Section Number(s):	Section 1.

6. ARE THERE ANY GUBERNATORIAL APPOINTMENTS OR CHANGES TO EXISTING BOARDS, TASK FORCES, COUNCILS, COMMISSION, ETC. REQUIRED BY THIS BILL?

Board:	No
Board Purpose:	N/A
Who Appoints:	N/A

Appointee Term:	N/A
Changes:	N/A
Bill Section Number(s):	N/A

FISCAL ANALYSIS

1. WHAT IS THE FISCAL IMPACT TO LOCAL GOVERNMENT?

Revenues:	None
Expenditures:	None
Does the legislation increase local taxes or fees?	No
If yes, does the legislation provide for a local referendum or local governing body public vote prior to implementation of the tax or fee increase?	N/A

2. WHAT IS THE FISCAL IMPACT TO STATE GOVERNMENT?

Revenues:	None
Expenditures:	Unknown. The bill requires the Department to create and implement a statewide program without providing funding. Based on the companion bill (HB 365 and similar bills in previous sessions), the estimated cost is \$2,000,155.
Does the legislation contain a State Government appropriation?	No
If yes, was this appropriated last year?	N/A

3. WHAT IS THE FISCAL IMPACT TO THE PRIVATE SECTOR?

Revenues:	None
Expenditures:	None
Other:	Unknown

4. DOES THE BILL INCREASE OR DECREASE TAXES, FEES, OR FINES?

Does the bill increase taxes, fees or fines?	No
Does the bill decrease taxes, fees or fines?	No
What is the impact of the increase or decrease?	N/A
Bill Section Number:	N/A

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TECHNOLOGY IMPACT

Does the legislation impact the agency's technology systems (i.e., IT support, licensing software, data storage, etc.)?	No
If yes, describe the anticipated impact to the agency including any fiscal impact.	N/A

FEDERAL IMPACT

Does the legislation have a federal impact (i.e. federal compliance, federal funding, federal agency involvement, etc.)?	No
If yes, describe the anticipated impact including any fiscal impact.	N/A

ADDITIONAL COMMENTS

Additionally, s. 408.918, F.S., authorizes the Agency for Health Care Administration to plan, develop and implement a statewide Florida 211 Network, subject to appropriations.

LEGAL - GENERAL COUNSEL'S OFFICE REVIEW

Issues/concerns/comments and recommended action:	
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1-844-MYFLVET Support Line Crisis Center of Tampa Bay

Overview of Current Funding

The Crisis Center of Tampa Bay (Crisis Center) executed contracts with the Department of Veterans Affairs and the Florida Department of Children and Families to provide Crisis Intervention and Peer-to-Peer Care Coordination to Florida Veterans and their families. The service is to be provided utilizing the existing 2-1-1 network of providers throughout the state. The Crisis Center has recruited and is training eleven (11) providers that currently provide 2-1-1 call center services. These providers have entered into a subcontract with the Crisis Center to expand their services. When fully functional, the program will employ 32 Veterans around the state to provide Peer-to-Peer Care Coordination and Resource Development/Management in every county of the state.

Pilot Program

July 2014 – June 2015: Nonrecurring legislative funding through the FDVA - \$150,000 – for the Crisis Center of Tampa Bay as a pilot program. To establish a Veterans Crisis Line (844-MYFLVET) and to hire veterans to answer crisis calls and to provide Care Coordination (follow-up) from a veteran peer.

July 2015 – Present: Funding from the budget of the Department of Children and Families - \$150,000 to continue the pilot from 2015.

Statewide Expansion

July 2017 – June 2018: Budget appropriations requested by Senator Latvala. Presented and recommended by Appropriations Committee, Senator Florres, to provide funding through the FDVA to expand the MYFLVET Line statewide, but without Care Coordination - \$400,000 nonrecurring. Funding for technology to expand the 844-MYFLVET line. Funding for statewide marketing campaign to promote the line.

Current Funding

September 28, 2018 - September 27, 2019: Department of Veterans Affairs: \$1,000,000 – There is a multi-year option for three more years at \$1,000,000 per year. To subcontract with 2-1-1 providers statewide to expand Care Coordination for Veterans who call 844-MYFLVET. Total Duration: September 2018 – September 2021

February 1, 2019 - June 30, 2019: Department of Children and Families to match the VA funding: \$538,000 – There is a second-year option for July 1, 2019 through June 30, 2020 at \$1,000,000 for one year. Total Duration: February 2019 – June 2020

*statewide
or all
expansion*

Background Narrative

According to the Department of Veteran Affairs (VA), Florida currently is home to over 1.5 million veteran residents, making it the state with the third largest population of veterans in the nation. In 2014, the Statewide Veterans Advisory Council and Florida Alliance of Information and Referral Services (FLAIRS) recognized that we could be doing a better job of caring for our veterans and decided to take action to fill this service gap. This group wanted to create a phone line similar to 2-1-1 information and referral lines that was dedicated solely to connecting Florida's veterans with needed community and VA-funded services.

The concept was brought to the attention of the Crisis Center and we quickly realized this effort fit perfectly in line with our mission and vision. In addition to the dedicated phone line, the Crisis Center recognized that it would be beneficial for veterans to speak to a peer – a fellow veteran who has experienced the transition from military to civilian life. Our experience with suicidal callers, and research by SAMSHA, reinforced the importance of providing care coordination services to callers in order to increase engagement and successful outcomes.

In the 2014 Legislative session, the State of Florida appropriated funding for the first year of the Florida Veteran Support Line. The State budget included \$150,000 to be distributed to the Crisis Center through the Florida Department of Veteran Affairs (FDVA). The Crisis Center was tasked with creating an operational service for the five-county area around Tampa Bay – Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties. The funding was used to establish a dedicated phone line (1-844-MYFLVET), hire and train Peer-to-Peer Care Coordinators, maintain a veteran-specific resource database, conduct marketing and outreach, and manage daily operations. The Department of Children and Families continued that funding after the FDVA funding ended. DCF continues that funding.

In 2017, the FDVA provided one-time funding of \$400,000 to expand the 844-MYFLVET line statewide. The funding was used for training and implementation of frontline call answering by 2-1-1 agencies around the state. Funding was also used to create and implement a statewide marketing campaign to raise awareness toward the 844-MYFLVET line. There was no funding to expand the Peer-to-Peer Care Coordination component of the program.

In 2018, the Veterans Administration agreed to partially-fund the implementation of Peer-to-Peer Care Coordination around the state. The Department of Children and Families agreed to match the VA funding to ensure a full statewide implementation.



Overview of the 1-844-MYFLVET Support Line Crisis Center of Tampa Bay

Region Served	Fiscal Year	Veterans Served	Services Referred	Suicide Concerns	Care Coordination by Peers - Crisis Center Only
5 Counties served by the Crisis Center	2015	1135	925	179	626
5 Counties served by the Crisis Center	2016	1315	1478	207	750
5 Counties served by the Crisis Center	2017	3420	3641	538	768
Statewide - 1st Year	2018	28,962	49,932	396 – Crisis Center only	880

Funding for the statewide expansion ended on June 30, 2018. That funding was to answer calls and provide referrals. It did not include Care Coordination. The VA funding began on September 28, 2018. The DCF funding began on March 1, 2019. Those resources will allow for the statewide expansion of call answering and Peer-to-Peer Care Coordination. Details of that funding is in this report.

Overview

The Crisis Center of Tampa Bay (Crisis Center) executed contracts with the Department of Veterans Affairs and the Florida Department of Children and Families to provide Crisis Intervention and Peer-to-Peer Care Coordination to Florida Veterans and their families. The service is to be provided utilizing the existing 2-1-1 network of providers throughout the state. The Crisis Center has recruited and is training eleven (11) providers that currently provide 2-1-1 call center services. These providers have entered into a subcontract with the Crisis Center to expand their services. When fully functional, the program will employ 32 Veterans around the state to provide Peer-to-Peer Care Coordination and Resource Development/Management in every county of the state.

Background Information

According to the Department of Veteran Affairs (VA), Florida currently is home to over 1.5 million veteran residents, making it the state with the third largest population of veterans in the nation. In 2014, the Statewide Veterans Advisory Council and Florida Alliance of Information and Referral Services (FLAIRS) recognized that we could be doing a better job of caring for our veterans and decided to take action to fill this service gap. This group wanted to create a phone line similar to 2-1-1 information and referral lines that was dedicated solely to connecting Florida's veterans with needed community and VAFunded services.

The concept was brought to the attention of the Crisis Center and we quickly realized this effort fit perfectly in line with our mission and vision. In addition to the dedicated phone line, the Crisis Center recognized that it would be beneficial for veterans to speak to a peer – a fellow veteran who has experienced the transition from military to civilian life. Our experience with suicidal callers, and research by SAMSHA, reinforced the importance of providing care coordination services to callers in order to increase engagement and successful outcomes.

In the 2014 Legislative session, the State of Florida appropriated funding for the first year of the Florida Veteran Support Line. The State budget included \$150,000 to be distributed to the Crisis Center through the Florida Department of Veteran Affairs (FDVA). The Crisis Center was tasked with creating an operational service for the five-county area around Tampa Bay – Hillsborough, Pasco, Pinellas, Polk, and Manatee Counties. The funding was used to establish a dedicated phone line (1-844-MYFLVET), hire and train Peer-to-Peer Care Coordinators, maintain a veteran-specific resource database, conduct marketing and outreach, and manage daily operations. The Department of Children and Families continued that funding through 2017.

In 2017, the FDVA provided one-time funding of \$400,000 to expand the 844-MYFLVET line statewide. The funding was used for training and implementation of frontline call answering by 2-1-1 agencies around the state. Funding was also used to create and implement a statewide marketing campaign to raise awareness toward the 844-MYFLVET line. There was no funding to expand the Peer-to-Peer Care Coordination component of the program.

In 2018, the Veterans Administration agreed to partially fund the implementation of Peer-to-Peer Care Coordination around the state. The Department of Children and Families agreed to match the VA funding to ensure a full statewide implementation.

Why Peer-to-Peer Coordination?

According to the National Institute of Health (NIH)

Veterans identified numerous potential benefits to a peer support program, including social support, purpose and meaning, normalization of symptoms and hope, and therapeutic benefits. Veterans also identified ways that peer support could complement psychotherapy for PTSD by increasing initiation and adherence to treatment and supporting continued use of skills after termination. Results also indicated that Veterans might prefer peer support groups that are separated according to trauma type, gender, and era of service. Other findings highlighted the importance of the leadership and interpersonal skills of a peer support group leader. Overall,

Veterans found peer support to be a highly acceptable complement to existing PTSD treatments with few drawbacks. (Hundt NE, Robinson A, Arney J, Stanley MA, Cully JA August 2015)

The Future

Beginning in October 2018, The Veterans Administration and the Department of Children and Families are funding a statewide expansion of Care Coordination through the 844-MYFLVET line. The DCF funding is limited to two years and **will end in September 2020**. Agencies around the state will have hired and trained **33 veterans** to provide Peer-to-Peer Care Coordination and Resource Management. By that time, **21 of those veterans** will be *Certified Peer Specialists* after completing an 18-month training process to earn that certification by the Florida Certification Board. **Recurring funding** for this program is critical to ensure that the two years of statewide expansion does not just fade away, leaving tens of thousands of vulnerable veterans without access to ongoing support and linkages.

Why This Matters

- Expansion of MyFLVet Support Line Call Handling statewide began on July 1, 2017 through June 30, 2018. Agencies were not funded or trained to provide Care Coordination. They were answering calls from Veterans and providing Information and Referral.
 - ✓ **28,962 calls** from Veterans
 - ✓ **42,932 referrals** to services

- Meanwhile, the Crisis Center was providing Care Coordination to Veterans in Hillsborough County.
 - ✓ The Crisis Center served **880** veterans in Care Coordination in the same time-period
 - ✓ Of the 880 veterans served through Care Coordination, **204 or 23% were considering suicide**

- Expansion of MyFLVet Care Coordination statewide – began on November 1, 2018 for half the state. The DCF portion of the project will begin in March 2019.
 - ✓ **3,564 calls** from veterans
 - ✓ **5,133 referrals** to services
 - ✓ So far, **315** veterans have received Care Coordination services in the same time-period. (Most agencies are only just starting Care Coordination)
 - ✓ Of the 315 veterans served through Care Coordination thus far, **163 or 52% were considering suicide**

History of the Crisis Center Pilot Program

2015: Funding through the FDVA \$150,000

2016 -2018: Funding through the Department of Children and Families \$150,000 per year

Statewide Expansion

2017: Funding through the FDVA to expand the MYFLVET Line statewide - without Care Coordination. \$400,000

2018: Funding for the statewide expansion ended on June 30, 2018. The VA funding began on September 28, 2018. The DCF funding began on March 1, 2019. Those resources will allow for the statewide expansion of responding to calls and Peer-to-Peer Care Coordination.

Consistent Funding

Consistent funding will allow the Crisis Center to do the following:

- Identify other 2-1-1 agencies who will provide Peer Veteran Care Coordination
- Crisis Center will train 2-1-1 agencies across the state on how to recruit, support and retain veteran peers to provide Care Coordination and to ensure fidelity to a proven successful model
- Continue Awareness and Outreach Efforts through advertising and marketing – **“If they can’t find us, we can’t help”**
- Support efforts to identify appropriate service providers across the state and manage that information to keep it up to date and relevant to the needs of veterans and their families

2365

**STATE OF FLORIDA
DEPARTMENT OF STATE
Division of Elections**

I, Laurel M. Lee, Secretary of State,
do hereby certify that

Daniel W. Burgess, Jr.

is duly appointed

**Executive Director,
Department of Veterans' Affairs**

for a term beginning on the Twenty-Fourth day of January, A.D.,
2019, to serve at the pleasure of the Governor and is subject to
be confirmed by the Senate during the next regular session of the
Legislature.

*Given under my hand and the Great Seal of the
State of Florida, at Tallahassee, the Capital, this
the Twenty-Second day of February, A.D., 2019.*



Secretary of State

If photocopied or chemically altered, the word "VOID" will appear.

"State of Florida" appears in small letters across the face of this 8 1/2 x 11" document.



RON DESANTIS
GOVERNOR

RECEIVED

2019 JAN 25 AM 9:23

January 24, 2019

Secretary Michael Ertel
Department of State
R.A. Gray Building, Room 316
500 South Bronough Street
Tallahassee, FL 32399-0250

Dear Secretary Ertel:

Please be advised I have made the following appointment under the provisions of Section 20.37 Florida Statutes:

Mr. Daniel Burgess

as the Executive Director of the Florida Department of Veterans Affairs, subject to confirmation by the Florida Cabinet. This appointment is effective January 24, 2019, for a term ending at the pleasure of the Governor.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron DeSantis".

Ron DeSantis
Governor

RD/mm

**The Florida Senate
Committee Notice Of Hearing**

IN THE FLORIDA SENATE
TALLAHASSEE, FLORIDA

IN RE: Executive Appointment of

Daniel W. Burgess Jr.

Executive Director of Department of Veterans' Affairs

NOTICE OF HEARING

TO: Mr. Daniel W. Burgess Jr.

YOU ARE HEREBY NOTIFIED that the Committee on Military and Veterans Affairs and Space of the Florida Senate will conduct a hearing on your executive appointment on Tuesday, March 26, 2019, in the Mallory Horne Committee Room, 37 Senate Building, commencing at 9:30 a.m., pursuant to Rule 12.7(1) of the Rules of the Florida Senate.

Please be present at the time of the hearing.
DATED this the 21st day of March, 2019

Committee on Military and Veterans Affairs and
Space



Senator Tom A. Wright
As Chair and by authority of the committee

cc: Members, Committee on Military and Veterans Affairs and Space
Office of the Sergeant at Arms

HAND DELIVERED

OATH OF OFFICE

RECEIVED

(Art. II, § 5(b), Fla. Const.)

2019 FEB 22 PM 1:41

STATE OF FLORIDA

County of Pasco

ALL COUNTY ELECTIONS
TALLAHASSEE, FL

I do solemnly swear (or affirm) that I will support, protect, and defend the Constitution and Government of the United States and of the State of Florida; that I am duly qualified to hold office under the Constitution of the State, and that I will well and faithfully perform the duties of

Executive Director, Florida Department of Veterans Affairs
(Title of Office)

on which I am now about to enter, so help me God.

[NOTE: If you affirm, you may omit the words "so help me God." See § 92.52, Fla. Stat.]

[Signature]
Signature

Sworn to and subscribed before me this 19th day of February, 2019.

[Signature]
Signature of Officer Administering Oath or of Notary Public
Dennis O Baker
My Commission GG 184617
Expires 02/11/2022

Print, Type, or Stamp Commissioned Name of Notary Public

Personally Known OR Produced Identification

Type of Identification Produced _____

ACCEPTANCE

I accept the office listed in the above Oath of Office.

Mailing Address: Home Office

400 S. Monroe Street
Street or Post Office Box
Suite 2105
Tallahassee, FL 32399
City, State, Zip Code

Daniel W. Burgess, Jr.
Print name as you desire commission issued
[Signature]
Signature

THE FLORIDA SENATE

APPEARANCE RECORD

3/26/2019

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

Meeting Date

Bill Number (if applicable)

Topic CONFIRMATION OF APPOINTMENT

Amendment Barcode (if applicable)

Name DANNY BURGESS

Job Title EXECUTIVE DIRECTOR

Address THE CAPITOL, SUITE 2105

Phone (850) 487-1533

Street

Tallahassee FL 32399

City

State

Zip

Email exdir@fdva.state.fl.us

Speaking: [] For [] Against [x] Information

Waive Speaking: [] In Support [] Against (The Chair will read this information into the record.)

Representing THE FL DEPT. OF VETERANS' AFFAIRS

Appearing at request of Chair: [x] Yes [] No

Lobbyist registered with Legislature: [x] Yes [] No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

THE FLORIDA SENATE
APPEARANCE RECORD

(Deliver BOTH copies of this form to the Senator or Senate Professional Staff conducting the meeting)

26 March 2019
Meeting Date

Bill Number (if applicable)

Topic Confirmation of Appointment - Danny Burgess Amendment Barcode (if applicable) _____

Name DIEGO ECHEVERRI

Job Title Director of Coalitions

Address 200 W College Ave
Street

Phone 813-767-2004

Tallahassee FL
City State Zip

Email _____

Speaking: For Against Information

Waive Speaking: In Support Against
(The Chair will read this information into the record.)

Representing Concerned Veterans For America

Appearing at request of Chair: Yes No

Lobbyist registered with Legislature: Yes No

While it is a Senate tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this meeting. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard.

This form is part of the public record for this meeting.

S-001 (10/14/14)

CourtSmart Tag Report

Room: LL 37

Case No.:

Type:

Caption: Senate Military and Veterans Affairs and Space Committee

Judge:

Started: 3/26/2019 9:34:36 AM

Ends: 3/26/2019 10:10:05 AM Length: 00:35:30

9:34:35 AM Meeting called to order by Chair Wright
9:34:52 AM CAA Lois Graham calls the roll
9:34:58 AM Quorum announced
9:35:06 AM Pledge of Allegiance
9:35:29 AM Chair Wright with opening comments
9:35:53 AM Senator Broxson with introduction
9:36:21 AM Tab 3 Appointment Confirmation of Daniel "Danny" Burgess, Jr. to Executive Director of Department of Veterans' Affairs
9:36:42 AM Danny Burgess is sworn in
9:36:57 AM Danny Burgess with comments
9:38:01 AM Vice Chair Cruz with comments
9:38:48 AM Senator Harrell with comments
9:39:39 AM Senator Torres with comments
9:40:45 AM Senator Gainer with comments
9:40:56 AM Mr. Burgess responds
9:41:10 AM Appearance Form
9:41:15 AM Mr. Diego Echeverri Director of Coalitions Concerned Veterans of Florida speaks in support
9:42:57 AM Mr. Burgess with closing remarks
9:44:12 AM Motion by Vice Chair Cruz to confirm appointment
9:44:31 AM Senator Pizzo with comments
9:44:41 AM Chair Wright with comments
9:44:52 AM CAA calls roll on confirmation
9:44:58 AM Confirmation favorable
9:45:40 AM Tab 2 SB 1222 Services for Veterans and Their Families by Senator Harrell
9:45:59 AM Senator Harrell explains the bill
9:47:39 AM Strike-All Amendment Barcode 450876 by Senator Harrell
9:47:49 AM Senator Harrell explains the amendment
9:49:34 AM Amendment to the Amendment Barcode 622898 by Senator Harrell
9:50:34 AM Senator Harrell explains the amendment to the amendment
9:50:56 AM Senator Harrell waives close on amendment to the amendment
9:51:22 AM Amendment to the amendment is adopted
9:51:27 AM Amendment to the Amendment Barcode 577918 by Senator Harrell
9:51:34 AM Senator Harrell explains the amendment to the amendment
9:51:54 AM Senator Harrell waives close on amendment to the amendment
9:52:02 AM Amendment to the Amendment adopted
9:52:15 AM Back on main amendment as amended
9:52:29 AM Appearance Form
9:52:32 AM Travis Mitchell-Crisis Center of Tampa Bay waives in support of amendment
9:52:41 AM Senator Harrell closes on amendment
9:53:00 AM Amendment adopted
9:53:06 AM Back on bill as amended

9:53:16 AM Appearance Forms
9:53:20 AM Danny Burgess, Executive Director Florida Department of Veterans' Affairs
9:54:44 AM Kaitlyn Gardner, United Way Suncoast, waives in support
9:54:52 AM Heather Davidson, United Way Broward County, waives in support
9:54:59 AM Amanda Gorski, Director of Public Policy, United Way of Miami-Dade
9:55:09 AM Ted Granger, President, United Way of Florida, waives in support
9:55:16 AM Dan Hendrickson, President, Tallahassee Veterans Legal Collaborative waives in support
9:55:30 AM Natalie Kelly, CEO, Florida Association of Managing Entities
9:55:48 AM Senator Harrell closes on bill
9:55:56 AM Roll call on CS/SB 1222
9:56:23 AM CS/SB 1222 reported favorably
9:56:40 AM Senator Broxson with motion for recording vote
9:56:52 AM Motion is favorable
9:56:57 AM Tab 1 SB 442 Postsecondary Education for Certain Military Personnel by Senator Lee
9:57:08 AM Senator Lee explains the bill
9:58:07 AM Without objection Late-filed Amendment Barcode 825000 is introduced
9:58:31 AM Senator Lee explains the strike all amendment
9:59:40 AM Senator Harrell with question
9:59:46 AM Senator Lee responds
10:01:48 AM Senator Harrell with follow-up
10:01:56 AM Senator Lee responds
10:02:00 AM Senator Harrell with follow-up
10:02:06 AM Senator Lee responds
10:03:24 AM Senator Lee closes on amendment
10:03:40 AM Amendment adopted
10:03:47 AM Back on bill as amended
10:03:54 AM Appearance Forms
10:04:00 AM James Mosteller, Advocacy Association, Foundation for Florida's Future waives in support
10:04:09 AM Matthew Choy, Director, Florida Chamber of Commerce waives in support
10:04:20 AM Kaitlyn Gardner, United Way Suncoast waives in support
10:04:25 AM Dan Hendrickson waives in support
10:04:33 AM Heather Davidson, United Way of Broward County waives in support
10:04:40 AM Amanda Gorski waives in support
10:04:50 AM Ted Granger waives in support
10:05:07 AM Senator Harrell in debate
10:06:57 AM Senator Broxson in debate
10:07:56 AM Chair Wright in debate
10:08:03 AM Senator Lee closes on bill
10:08:47 AM Roll call on CS/SB 442
10:08:57 AM CS/SB 442 reported favorably
10:09:10 AM Senator Lee with comments
10:09:24 AM Chair Wright with comments
10:09:40 AM Senator Pizzo moves to adjourn
10:09:59 AM Without objection, meeting adjourned