

**HOUSE OF REPRESENTATIVES STAFF ANALYSIS**

**BILL #:** HB 751 CS Florida 211 Network  
**SPONSOR(S):** Jennings and others  
**TIED BILLS:** **IDEN./SIM. BILLS:** SB 1604

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REFERENCE	ACTION	ANALYST	STAFF DIRECTOR
1) Utilities & Telecommunications Committee	12 Y, 0 N, w/CS	Cater	Holt
2) Health Care Appropriations Committee		Speir	Massengale
3) Commerce Council			
4) _____	_____	_____	_____
5) _____	_____	_____	_____

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**SUMMARY ANALYSIS**

House Bill 751 CS amends section 408.918, Florida Statutes, to expand the Florida 211 Network to provide services in each county. The bill revises legislative intent by adding the finding that a statewide Florida 211 Network would be of great benefit to Floridians, particularly in times of disaster. The bill requires each Florida 211 Network provider to execute memoranda of agreement with its county emergency operations center specifying how they will coordinate their efforts in the event of a disaster.

The bill provides a \$5 million General Revenue appropriation to the Agency for Health Care Administration (Agency) to support the statewide expansion of the Florida 211 Network to all counties and to enhance the operations of existing 211 providers. The bill directs the agency to distribute the funds to the Florida Alliance of Information & Referral Services (Alliance). The Alliance is to make the funds available to 211 providers on a matching basis, with each 211 provider required to match \$1 for \$1 the amount that it is provided from the alliance.

By December 15, 2005, 211 providers receiving state funds are required to report to the Alliance the expenditure of their funds. By January 1, 2006, the Alliance is required to provide a statewide report to the Agency. No later than January 15, 2006, the Agency is required to submit a statewide expenditure report to the Governor, the President of the Senate, and the Speaker of the House of Representatives.

This act shall take effect upon becoming law.

## FULL ANALYSIS

### I. SUBSTANTIVE ANALYSIS

#### A. HOUSE PRINCIPLES ANALYSIS:

**Empower Families**—The bill provides for the expansion of the Florida 211 Network which provides community information and referral services. This expansion will assist more individuals and families in getting the assistance they need for a wide range of issues.

**Maintain Public Security**—The bill requires 211 providers to enter into memoranda of agreement with county emergency operations centers to coordinate their efforts in the event of a disaster. In the event of a disaster, this may put less strain on emergency personnel.

#### B. EFFECT OF PROPOSED CHANGES:

##### **Background**

On July 21, 2000, the Federal Communications Commission (FCC) adopted Order No. FCC 00-256, in CC Docket No. 92-105, relating to the 211 dialing code. The FCC reserved the 211 dialing code for community information and referral services. The 211 code is intended to be an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. Dialing 211 helps, for example, the elderly, the disabled, those who do not speak English, those who are having a personal crisis, the illiterate, or those who are new to communities, by providing referrals to and information about health and human services organizations and agencies.

In 2002, the Florida Health and Human Services Access Act<sup>1</sup> (Act) authorized the Agency for Health Care Administration (Agency) to develop a comprehensive, automated system for access to health care services. This system was to be implemented as a pilot project aimed at testing the feasibility of adopting a statewide 211 information and referral network capable of supporting the eligibility determination process required for publicly funded health care programs.

Section 408.918, Florida Statutes, of the Act further authorized the planning, development, and implementation of a statewide Florida 211 Network to serve as the single point of entry for information and referrals to publicly funded health and human service programs. The pilot project was scheduled to be completed on December 31, 2003, but it was terminated on June 30, 2003, because of loss of funding.

Under s. 408.918 (2), Florida Statutes, the Agency was required to develop criteria that organizations must satisfy to become certified Florida 211 Network providers. Previously, any organization could obtain a 211 number without meeting specific standards or qualifications.

Through certification, the Agency ensures that quality, consistent information and services are provided to those seeking health and human services across the state. Prior to receiving certification all candidates must be able to effectively demonstrate that their organization works collaboratively and have written agreements with specialized information and referral systems including crisis centers, child care resource and referral programs, elder help-lines, homeless coalitions, designated emergency management systems, 911 and 311<sup>2</sup> systems.

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<sup>1</sup> Ch. 2002-223, L.O.F., this act created ss. 408.911-408.918, F.S.

<sup>2</sup> The FCC has set aside 311 for non-emergency police and other governmental services.

The Florida 211 Network Provider Certification Rule<sup>3</sup> was adopted on April 28, 2003. The Agency has authorized, or is in the process of authorizing 12 organizations for certification as Florida 211 Network providers. Several other agencies have made official inquiries regarding the certification process. In Florida, 211 is currently available to more than 13 million people in 36 counties or more than 77 percent of the state's population.

Currently, Florida's 211 providers receive funding from various sources. Funds may be provided through the United Way, county and local city governments, nonprofit agencies, corporations, grants, or private donations.

### **Proposed Changes**

The bill amends s. 408.918, Florida Statutes, relating to the Florida 211 Network. The bill revises legislative intent by adding the finding that a statewide Florida 211 Network would be of great benefit to Floridians, particularly in times of disaster.

The bill creates section 408.918(3)(a) through section 408.918(3)(c), Florida Statutes. Paragraph (a) requires the Florida 211 Network to be expanded statewide to provide services in each county. Moreover, each 211 provider and its county emergency operations center are required to execute memoranda of agreement specifying how they will coordinate their efforts in the event of a disaster.

To implement the Florida 211 Network business plan, paragraph (b) requires the Agency to distribute the funds to the Florida Alliance of Information & Referral Services (Alliance). The Alliance is to make the funds available to 211 providers on a matching basis, with each 211 provider being required to provide \$1 match for every \$1 provided by the Alliance. At a minimum, the funds are to be used to achieve statewide 211 coverage.

Paragraph (c) relates to reporting requirements. By December 15, 2005, each 211 provider that receives funding under this subsection is required to report to the Alliance its expenditure of funds on a form developed by the Agency. By January 1, 2006, the Alliance is required to provide a statewide report to the Agency, which includes the individual reports and aggregated data provided by the 211 providers. By January 15, 2006, the Agency is required to submit a report to the Governor, the President of the Senate, and the Speaker of the House of Representatives detailing the expenditure of the funds appropriated to it for 211 purposes.

The bill appropriates \$5 million from the General Revenue Fund to the Agency for the statewide expansion of the Florida 211 Network to all counties and to enhance the operations of existing 211 providers.

This act shall take effect upon becoming law.

#### **C. SECTION DIRECTORY:**

Section 1. Amends s. 408.918, F.S., revising legislative intent, providing for the expansion of the Florida 211 Network, and creating reporting requirements.

Section 2. Provides an appropriation.

Section 3. Provides an effective date.

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<sup>3</sup> S. 59G-11, F.A.C.

## II. FISCAL ANALYSIS & ECONOMIC IMPACT STATEMENT

### A. FISCAL IMPACT ON STATE GOVERNMENT:

1. Revenues:

None

2. Expenditures:

FY 2005-06

FY 2006-2007

Recurring Expenditures

General Revenue Fund

\$5,000,000

\$5,000,000

Total Funds

\$5,000,000

\$5,000,000

### B. FISCAL IMPACT ON LOCAL GOVERNMENTS:

1. Revenues:

None

2. Expenditures:

None

### C. DIRECT ECONOMIC IMPACT ON PRIVATE SECTOR:

The bill expands the Florida 211 Network system, which provides an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need with the appropriate community-based organizations and government agencies.

### D. FISCAL COMMENTS:

The bill provides an appropriation of \$5 million from the General Revenue Fund to the Agency for Health Care Administration that is not in House Bill 1885 (General Appropriations Act).

## III. COMMENTS

### A. CONSTITUTIONAL ISSUES:

1. Applicability of Municipality/County Mandates Provision:

This bill does not require counties or municipalities to spend funds or to take an action requiring the expenditure of funds. The bill does not reduce the percentage of a state tax shared with counties or municipalities. This bill does not reduce the authority that municipalities have to raise revenue.

2. Other:

None

### B. RULE-MAKING AUTHORITY:

None

### C. DRAFTING ISSUES OR OTHER COMMENTS:

#### **IV. AMENDMENTS/COMMITTEE SUBSTITUTE & COMBINED BILL CHANGES**

On March 17, 2005, the Utilities & Telecommunications committee adopted one amendment to create a committee substitute. This amendment changed every mention of counties in lines 127 through 142 to "211 provider(s)." The amendment specifies that 211 providers, and not the counties, will receive the funds distributed by the Alliance.