

SENATE STAFF ANALYSIS AND ECONOMIC IMPACT STATEMENT

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

Prepared By: Health and Human Services Appropriations Committee

BILL: CS/CS/SB 156

INTRODUCER: Health and Human Services Appropriations Committee, Community Affairs Committee, Senator Lynn and others

SUBJECT: The Florida 211 Network

DATE: April 18, 2006

REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	<u>Harkey</u>	<u>Wilson</u>	<u>HE</u>	<u>Fav/1 amendment</u>
2.	<u>Herrin</u>	<u>Yeatman</u>	<u>CA</u>	<u>Fav/CS</u>
3.	<u>Dull</u>	<u>Peters</u>	<u>HA</u>	<u>Fav/CS</u>
4.	_____	_____	<u>WM</u>	_____
5.	_____	_____	_____	_____
6.	_____	_____	_____	_____

I. Summary:

The bill amends s.408.918, F.S., regarding the Florida 211 Network as follows:

- Requires the Florida 211 Network to expand statewide.
- Requires all Florida 211 providers to coordinate services with county emergency management agencies during disasters.
- Ensures that 211 providers will collaborate with information and referral providers specializing in information regarding people with disabilities and special health care needs.
- Designates the Agency for Health Care Administration (AHCA) as the lead entity for receiving and distributing funds received from the federal government to support the Florida 211 Network.
- Requires each 211 provider to contribute matching funds as a condition of receiving state funds.
- Requires 211 providers that receive state funds to provide individual expenditure reports to the Florida Alliance of Information and Referral Services (FLAIRS), which must forward a statewide report to AHCA.
- Requires AHCA to submit a statewide expenditure report to the Governor and the Legislature by February 15, 2007.
- Defines the terms; “Florida 211 Network Provider” and “211 provider.”
- Appropriates \$5 million in nonrecurring general revenue to AHCA for distribution to FLAIRS during fiscal year 2005-06, and allows the non-encumbered balance of those funds to be reappropriated for fiscal year 2007-2008.

- Appropriates \$193,516 in recurring General Revenue funds and \$7,830 in nonrecurring General Revenue funds and authorizes 3 full time equivalent positions to the Agency for Health Care Administration to implement the act.

II. Present Situation:

Information and Referral Services

Information and Referral (I&R) services are an important means by which people identify services that are available to meet their individual needs. I&R providers maintain extensive databases on various services provided in their local communities. They act as the “front door,” through the telephone system, to Florida’s health and human services programs, directing millions of callers to the programs that can address their problems. These programs involve the full array of health and human services, including economic assistance, crisis intervention, transportation, domestic violence, disability, mental health, substance abuse, child and elder care, health care and numerous other assistance services. According to AHCA, the funding sources for Florida’s information and referral organizations vary. Funds may be provided through the United Way, county and city governments, nonprofit agencies, corporations, grants, or private donations.

Florida’s 211 Network

On July 21, 2000, the Federal Communications Commission (FCC) designated the telephone number “211” to access community I&R services nationwide. The Florida Public Service Commission in Florida determined that the FCC ruling did not confer authority to the commission to determine which organizations would be permitted to obtain the 211 telephone number. The 2002 Legislature required AHCA to develop criteria to which organizations must adhere in order to become certified Florida 211 Network providers, and required AHCA to certify 211 providers. Prior to receiving certification, all candidates must be able to effectively demonstrate that their organization works collaboratively and has 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 systems.

The Florida 211 Network Provider Certification Rule (Chapter 59G-11, Florida Administrative Code) was adopted on April 28, 2003. AHCA has authorized, or is in the process of approving 12 organizations for certification as a Florida 211 Network provider. The 211 telephone number is currently available to over 13 million people in 36 Florida counties, which represents over 77 percent of Florida’s population.

The 2002 Legislature created the Florida Health and Human Services Access Act (ss. 408.911-408.918, F.S.) which authorized AHCA to develop a comprehensive, automated system for access to health care services. This system was to be implemented as a pilot project to integrate the determination of eligibility for health care services with information and referral services. Under s. 408.918, F.S., the Act authorized the planning, development, and—subject to appropriations—the implementation of a statewide Florida 211 Network to provide comprehensive, cost-effective access to health and human services information. The pilot program was partially implemented using the 211 network as the single point of entry for information and referrals to publicly funded health and human service programs. However, the

2003 Legislature did not continue funding for the project, and the pilot project, scheduled to be completed on December 31, 2003, was terminated on June 30, 2003.

Florida Alliance of Information and Referral Services (FLAIRS)

The Florida Alliance of Information and Referral Services (FLAIRS), is a statewide I&R association whose members answer more than 3 million telephone inquiries about human services each year. FLAIRS has been a leader in the implementation of the Florida 211 Network.

III. Effect of Proposed Changes:

Section 1. Amends s. 408.918, F.S., as follows:

- Provides legislative findings of the benefit of a statewide Florida 211 Network, particularly in times of disaster.
- Ensures that 211 providers will collaborate with information and referral providers specializing in information regarding people with disabilities and special health care needs.
- Requires the Florida 211 Network to be expanded to each county and provides for coordination between 211 providers and county emergency management agencies in the event of a disaster.
- Designates AHCA as the lead entity for receiving and distributing funds received from the federal government to support the Florida 211 Network.
- Requires AHCA to distribute appropriated funds to FLAIRS for the expansion of the Florida 211 Network statewide and to enhance operations of existing 211 providers.
- Requires the funds distributed to FLAIRS to be made available to 211 providers on a matching basis, with each 211 provider required to provide \$1 for each \$1 coming from state funds appropriated for that purpose.
- Requires the funds, at a minimum, to be used to achieve 211 coverage statewide.
- Requires each 211 provider that receives funds to report its expenditure of the state funds to FLAIRS using a form developed by AHCA, by December 15, 2006.
- Requires FLAIRS to provide a statewide report to AHCA that includes the individual reports and aggregated data provided by the 211 providers by January 1, 2007.
- Requires AHCA to submit a report to the Governor and the Legislature detailing the expenditure of the appropriated funds by February 15, 2007.
- Defines the terms “Florida 211 Network Provider” and “211 provider” as an information and referral organization with the primary purpose of providing information on human service resources, a description about the service providers, and assistance in accessing those providers.

Section 2. Appropriates \$5 million from nonrecurring general revenue to AHCA for fiscal year 2006-2007 to fund the statewide expansion of the Florida 211 Network. Funds that are not encumbered by June 30, 2007, may be reappropriated for fiscal year 2007-2008 for the same purposes.

Section 3. Appropriates \$193,516 in recurring General Revenue funds and \$7,830 in nonrecurring General Revenue funds and authorizes 3 full time equivalent positions to AHCA to implement the act.

Section 4. Provides that the will take effect upon becoming a law.

IV. Constitutional Issues:

A. Municipality/County Mandates Restrictions:

The provisions of the bill have no impact on municipalities and the counties under the requirements of Article VII, Section 18 of the Florida Constitution.

B. Public Records/Open Meetings Issues:

The provisions of the bill have no impact on public records or open meetings issues under the requirements of Art. I, s. 24(a) and (b) of the Florida Constitution.

C. Trust Funds Restrictions:

The provisions of the bill have no impact on the trust fund restrictions under the requirements of Art. III, Subsection 19(f) of the Florida Constitution.

V. Economic Impact and Fiscal Note:

A. Tax/Fee Issues:

None.

B. Private Sector Impact:

FLAIRS must disburse funds to 211 providers on a matching basis; therefore, providers willing to participate must obtain matching funds.

C. Government Sector Impact:

The sum of \$5 million in nonrecurring general revenue is appropriated to AHCA for distribution to FLAIRS to implement the statewide expansion of the Florida 211 Network and to enhance the operations of existing 211 providers.

The sum of \$201,346 in General Revenue is appropriated and three additional full-time equivalent positions are authorized to AHCA, to adequately administer and fully address the increased workload activities involved in the statewide implementation of the 211 system.

The following represents a summary of the fiscal impact of the bill:

	FY 2006-07	FY 2007-08
Nonrecurring General Revenue Appropriation (Statewide Expansion)	\$5,000,000	
Expense:		
Standard Expense & Operating Capital Outlay Package - Nonrecurring General Revenue	\$7,830	
Professional Staff - Recurring General Revenue	\$32,820	\$32,820
Human Resources Services - Recurring General Revenue	\$1,179	\$1,179
Subtotal Expenses:	\$41,829	\$33,999
Salaries and Benefits:		
AHCA Administrator (SES) - 1 FTE - Recurring General Revenue	\$58,136	\$58,136
Government Analyst II - 1 FTE - Recurring General Revenue	\$58,136	\$58,136
Government Operations Consultant I - 1 FTE - Recurring General Revenue	\$43,245	\$43,245
Subtotal Salaries and Benefits:	\$159,517	\$159,517
Total General Revenue	\$5,201,346	\$193,516
	<i>Recurring</i>	<i>\$193,516</i>
	<i>Nonrecurring</i>	<i>\$5,007,830</i>
		<i>\$0</i>

VI. Technical Deficiencies:

None.

VII. Related Issues:

None.

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

VIII. Summary of Amendments:

None.

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