

FLOW System Enrollment Procedures & Eligibility for 2-1-1 Statewide Network Funding September 10, 2007

All 2-1-1 centers must be certified as a Florida 2-1-1 Network provider in order to join the FLOW system.

Florida 2-1-1 Network Providers Already Enrolled in FLOW

All currently certified Florida 2-1-1 Network centers who are already enrolled in the FLOW System (as of August 17, 2007) will be eligible to have their monthly system fee (\$100 per month) paid for by FLAIRS from September 1, 2007 through August 31, 2008 and will be eligible for any potential statewide funding immediately (as of September 1, 2007). This means that the 2-1-1 center's monthly recurring FLOW system fee will be paid by FLAIRS through grant money administered by Florida United Way.

Florida 2-1-1 Network Providers Who Are NOT Enrolled in FLOW

All currently certified Florida 2-1-1 Network providers who are not already in the FLOW system (as of August 17, 2007), must sign a FLOW Memorandum of Understanding (MOU) by September 30, 2007 in order to have their monthly FLOW system fee (\$100 per month) paid by FLAIRS through August 31, 2008. All 2-1-1 centers who sign the MOU will be responsible for covering all other costs associated with the FLOW system during that same period (e.g. PatLive IVR, Deltacom Toll fees, Taxes) for actual calls. For example, in the Pinellas, Hernando and Citrus service area the cost for actual calls is approximately \$5-\$8 per month because 2-1-1 Tampa Bay Cares has made arrangements locally to have all cell phone providers connect locally. After August 31, 2008, 2-1-1 Tampa Bay Cares may need to cover the additional \$100 per month for the FLOW system fee if potential FLOW funding sources are not available. Any Florida 2-1-1 Network provider that does not apply by September 30, 2007 must apply by April 1st of each year to be eligible for inclusion in the distribution/allocation of any statewide funding for the following September 1st – August 31st period. The FLAIRS board may authorize an extension of the period for which FLOW System payments are paid by FLAIRS if funding is available.

Non-Certified Florida 2-1-1 Network Providers

Newly certified Florida 2-1-1 Network providers will have 30 days from date of Florida 2-1-1 Network certification to sign the FLOW MOU in order to be eligible to receive the FLOW system fee waiver (valued at \$100 per month) until the following August 31st pending funding availability. Starting September 1st they will be eligible for any potential statewide funding. If the newly certified Florida 2-1-1 Network provider does not apply within the 30 day period after certification,

they must apply by April 1st of each year to be eligible for inclusion in the statewide allocation for the following September 1st – August 31st period.

ALL FLOW Network Providers

All Florida 2-1-1 Network members who have joined the FLOW network will continue each year in the FLOW network unless the center loses its Florida 2-1-1 network certification or opts out in writing by April 1st each year. If a 2-1-1 Network provider drops out of FLOW, it will lose all eligibility to any potential 2-1-1 statewide funding. In this situation, all FLOW calls from that specific center's coverage area will then be forwarded to a neighboring Florida 2-1-1 Network provider as negotiated by the FLAIRS Executive Committee.

Distribution of Non-Represented Counties

FLAIRS will pay for FLOW usage costs for wireless calls coming from counties that have no current 2-1-1 provider if another certified 2-1-1 provider agrees to answer FLOW calls from these counties. These FLOW calls will be directed to local I&R providers in that specific county where there is currently no 2-1-1 center. These usage costs will be paid by FLAIRS from September 1, 2007 through August 31, 2008. The FLAIRS board may extend this time frame if funds are available. The FLAIRS board is encouraging all existing certified 2-1-1 centers to assist with creating a FLOW system with complete coverage throughout the state through this incentive program.

Any FLOW member wanting to provide services to a non-FLOW represented county must send a letter of request to the FLAIRS President by October 1, 2007 to cover any county not currently being covered by the FLOW network.

To apply to cover any counties not currently represented in the FLOW network as of September 30, 2007 the following criteria and guidelines will apply:

1. The 2-1-1 center requesting to cover another uncovered county must be a FLOW network member by October 1, 2007.
2. All uncovered counties that are requested by one eligible center will be given to that center if no other eligible centers request the same uncovered counties.
3. In the event a non-FLOW represented county is not requested by an existing FLOW member, the FLAIRS Executive Committee will negotiate coverage for that unclaimed county.
4. For any uncovered counties that are contested by more than one 2-1-1 center, the representation will be decided as follows in the following order:
 - a. Centers who are AIRS Accredited will be given 1st priority.
 - b. Centers providing 2-1-1 services to multiple counties will be given 2nd priority.

- c. Any center that operates with live counselors on a 24/7 basis (not counting contracted after-hours routing coverage) will be given 3rd priority. Other centers operating less than 24/7 will be given 4th priority based on its total number of operating hours. (e.g. Center A contracts with Center B to cover Center A's after-hours services. Center A's contracted hours will not count towards covered hours.)
- d. In the event of a tie, geographical proximity will be considered first and then the FLAIRS Executive Committee will negotiate with each provider if there continues to be a tie after geographic proximity unless there is an agreement by the tying centers.

The FLAIRS Executive Committee will handle any and all grievances with these procedures.

All county call distribution assignments will remain allocated until:

- The current 2-1-1 FLOW provider releases a county.
- The current 2-1-1 FLOW provider is decertified.
- A new Florida 2-1-1 Network center opens. In the event a new center opens then it is anticipated that the new 2-1-1 center will cover their specific service area for FLOW.

Disasters & Other Emergencies

In the event of a disaster or other emergency situation, the FLAIRS Executive Committee retains the authority to route FLOW calls where appropriate to maintain FLOW coverage throughout the state.