

Leadership Comments Nationally Regarding The Network Of Care



ALFREDO AGUIRRE

*Acting Local Director, Mental Health Services
San Diego County, Calif., Health and Human Services Agency*

“The Network of Care has provided for the community of San Diego access to all one would ever want to know about mental health. This includes service information, local activities related that promote mental health (e.g. the Mental Health Board), current legislation related to mental health and how to contact one’s local representative, the latest in research and evaluation, current developments in policies and new programs, and an invitation to write to the Mental Health director.

“This culturally responsive Web-based resource is friendly to consumers and family members and makes a concerted effort to “demystify” mental health and to minimize jargon. In addition this Network attempts to link consumers, family members and concerned citizens to the various Web sites of organizations that either provide mental health services or a related service (e.g. the County Office of Education).

“The Network of Care has been San Diego’s most impressive example in putting into action the rhetoric of “No Wrong Door.” This has, in turn, opened up the door to develop similar mental health Web sites across the state and in the country.”

ANNA WHITING SORRELL

Director, Montana Department of Public Health and Human Services

“This website helps Montana families, individuals and agencies concerned with mental illness issues find critical information they need in a timely manner.”

BOB CABAJ

*M.D. Director
Community Behavioral Health Services, San Francisco Department of Public Health*

“Regardless of where visitors enter the Web site, they will find what they need. I especially see this as a valuable tool for providers to help people with mental illness match up with the right services, especially given a system that can be large, overwhelming, and difficult to navigate. This not only saves people time, but will help people with mental health issues to lead more independent lives.”

BOB EGNEW

*Director of Public Policy
National Association of County Behavioral Health & Developmental Disability Directors*

“This is an unprecedented step for us. We believe it’s time to harvest technology for use in the mental health field. It’s a whole wealth of information right at your fingertips.”



CAROLYN MAUE
Executive Director
American College of Mental Health Administration

“The site that Trilogy provides to counties for behavioral health services is revolutionary, putting power and control in the hands of consumers and providers to address their own behavioral health issues of themselves, their family members and their clients in a way heretofore unknown. The combination of the ability to easily identify providers, learn information from the most trusted sources about behavioral health disorders, provide case management functionality to providers, and legislative and advocacy information on the state and federal level is a powerful tool that puts the information and coordination of information in the hands of those who need it most.

“Increasingly, those who research, provide services and receive services in behavioral health recognize that the largest problems with those who have behavioral health problems are the barriers to services and the delivery of care. This product reduces barriers, increases knowledge, and provides information instantaneously to the providers and recipients of care. It is at the leading edge in the necessary transformation of behavioral health delivery.”

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CHARLES A. NEFF
Director of Operations
Lorain County, Ohio, Board of Mental Health

“In my position as the director of operations at the Lorain County Board of Mental Health, it was my charge to bring the Network of Care for Mental Health online here locally. Our site rolled out live in April 2004. Since that time, we have closely monitored the usage of the site and have been thrilled by both the immediate and sustained levels of hits and visitors to the site.

“I originally approached Trilogy last fall about bringing this resource to Lorain County, Ohio, when I read of it as a suggested best practice in the President’s New Freedom Commission Report on Mental Health. When I viewed the existing sites in California, it was immediately apparent to me that this technology provides much more than just a vehicle for information storage and retrieval.

“It provides us with a powerful, flexible way to promote the services and treatment options that are available in our local community. Most people do not know where to begin their search for help with mental illness or substance abuse problems that afflict themselves or a family member. The Network of Care provides an easy, straightforward way for this information to be located and used.

“In my opinion, its greatest strength lies in the empowerment it provides to those individuals who are recovering from mental illness as well as their families. The Library is a perfect example of this. It is full of understandable, accurate, up-to-date information they can access to learn more about their illness and their treatment options. It is a way for them to really become informed partners with their treatment team and this will greatly enhance the success of their treatment.

“Another great empowerment tool is found in the legislative channel. By being able to read about pending legislation that will affect their lives, and in turn being able to easily influence the course of these pending bills is something I thought could never happen. But here in Lorain County this

has become a reality. Consumer and professional groups are actively tracking these bills at the state and federal level and posting positions on them. Our elected representatives in the state legislature and the Congress are hearing from these people in a voice that is strong and clear.

“If for no other reason than this transfer of power to those whose daily lives are directly impacted by these illnesses and the laws that are put into place, the development of this site was worth every penny. At our site rollout, we had banks of computers available and some of our most severe cases attended the training. It was truly touching to watch their reactions to the site and to feel their excitement over this new technology and the promise it holds for helping them to live richer, fuller lives.”



CHIYOME FUKINO M.D.

*Director
Hawaii State Department of Health*

“The Network of Care is an invaluable resource for people with mental illness in Hawai‘i. This Web site provides a tremendous service to our citizens by helping people find the resources they need quickly without spending a lot of time searching. It also provides important assistance to service providers, by helping them to navigate a sometimes fragmented system. With the launching of the Network of Care, Hawai‘i leads the way in empowering people with mental illness to lead independent lives.”

CINDY SILL

*Executive Director
Tri-County MHMR Services (Liberty, Montgomery and Walker Counties, Texas)*

“Network of Care is an incredibly important resource for people with mental illness in Liberty, Montgomery and Walker counties. This Web site provides a tremendous service to individuals in the Tri-County service area. Network of Care will help people find the resources they need without having to waste a lot of time searching. It also will provide invaluable assistance to service providers who may need additional local service information. With the launching of Network of Care, Tri-County leads the way in empowering people with mental illness to lead independent lives.”

DAVID BROWNELL

*County Commissioner of Mental Health
Onondaga County, N.Y.*

“Bringing the Network of Care to the residents of Onondaga County is my single most important investment in 25 years of service. The reception has been universally enthusiastic. Service recipients are especially appreciative of the user friendliness and the My Folder feature. I could have done nothing more valuable with this money.”



DONALD ANDERSON
Acting Director
Ohio Department of Mental Health

“The Network of Care provides connections to resources that empower consumers of behavioral health services, their families and service providers. This new tool can link Ohioans to vital community-based information.”

DORN SCHUFFMAN
Director
Missouri Department of Mental Health

“Network of Care empowers people with mental illness, developmental disabilities, or substance abuse issues, their families, and service providers by providing online access to comprehensive services available within each of Missouri’s counties. Having this type of information available and easily accessed by people who need our services, as well as their families and advocates, could make the difference in the quality of life of the people we serve.”

DOUG PATRICK
System Manager
Maine Children’s Behavioral Health Services

“This one-stop, community-based resource empowers youth and families by giving them a place to research their own issues, store and control access to their health information, and advocate directly with legislators.”

The Network of Care provides connections to resources that empower consumers of behavioral health services, their families and service providers.

DR. ARTHUR EVANS
Director
Philadelphia Office of Behavioral Health and Mental Retardation Services

“We want people to regain their lives and be integrated within the community. The site is part of a larger effort to eliminate racial health disparities and give consumers more control over their treatment.”



DR. STEPHEN MAYBERG
Director
California Department of Mental Health

“The Network of Care project has moved our mental health system forward in values-driven ways. The active involvement of consumers, family members, providers, and administrators has helped create a user-friendly, “one-stop” resource, useful to everyone. This Web site embodies the principles of recovery, consumer/family involvement, and evidence-based practice in a manner that allows informed choices. Accurate and timely information is essential to quality treatment and with readily available information, consumers and family members can more appropriately participate in the treatment process. The empowerment that Network of Care provides through education, information, access, and involvement is a model to be replicated.”

GAIL BATAILLE
Mental Health Director
San Mateo County, Calif., Mental Health Services Division

“San Mateo County has been a subscriber to the Trilogy Network of Care since December 2003. The process of identifying and mapping all services and resources was challenging for our staff but this was accomplished in a few months with the very helpful support of Trilogy - and we found even the “investment” in the startup to be valuable in clarifying the services in our system to be more understandable to the public. As mental health director for the county, I strongly endorse the Network of Care (NOC) as a unique and accessible Web-based information and education tool for the mental health community in San Mateo County - clients, family members, providers and the general public. The site is attractive and is kept up to date. Trilogy is very responsive to our requests for posting information including most recently, the posting of Web photographs of a disabled children’s art show. We are encouraging all of our stakeholders to regularly visit our site and now use the site for a monthly newsletter and posting of all training events.

“Members of our Evidence Based Practice Committee have used NOC as a “portal” for searching out practices that we are considering here in the county. Our local chapter of the National Alliance for the Mentally Ill will soon begin to use the site for their newsletter and other communications. We are developing strategies to increase access and use of the site by our mental health clients. Strategies include asking staff to look up services/issues on NOC while a client is meeting with them, and we hope to have computers in waiting areas of our clinics in the near future. We also intend to expand our efforts to support clients in using the personal folder feature for tracking their services and providers ... and even as a site for their personal Wellness Recovery Action Plans and advance directives. San Mateo County is only in the early phase of using NOC and harnessing the communications power that it embodies, but it would be difficult to imagine giving up the San Mateo site at this point. I believe that NOC may prove to be an even more vital resource for rural communities where distance acts as a communication barrier. One of the challenges for small and rural counties - especially during these difficult financial times - is the initial financing for startup. I strongly endorse any effort to secure funding to support other counties access and use of NOC.”

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JACQUELINE MARTIN

Executive Director

Mental Health and Recovery Services Board of Lucas County, Ohio

"The Network of Care Web site represents a new day of promise and hope for consumers with mental health issues in Lucas County."

KAREN SCHERRA

Executive Director

Clermont County (Ohio) Mental Health and Recovery Board

"I am excited that the Network of Care is launching its Web site. As our population continues to grow, it is vitally important that we expand and improve upon the services and programs that we provide to people with mental illness. This valuable resource will increase access and knowledge of existing services and will enable more people to communicate to each other about their interests and concerns connected to mental health."

"We have had very positive response to the Network of Care thus far. Probably, the most enthusiastic response has come from two family organizations - Clermont County NAMI and Families Connected, a local grassroots agency run by and for parents raising children with a range of disabilities. NAMI plans to use one of their lessons under the Family to Family education program for family members of persons with mental illness to train on using Network of Care."

"According to NAMI members, the information is so readable, so understandable and so up to date that it is a wonderful replacement for the handouts that they previously used which were often difficult to understand and outdated in a number of areas. It also allows people to ask questions about things that the Family to Family presenters may not know, but can look up immediately and be able to respond to. NAMI also has been using the legislative section, particularly important now as the parity bill passed by the Ohio House two months ago is before a Senate Committee. The parents running Families Connected are thrilled that they now have a resource not only for themselves but one they can refer others to, as they are not "professionals" in this area and they only know about the areas they have firsthand knowledge about."

"Interestingly, the next strongest support has come from our local Department of Job and Family Services (the old Human Services department overseeing TANF, Child Support, Employment, Children's Protective Services). The staff member who attended the training and launch was so impressed with the site that he held a training for all their key staff the Tuesday after our launch! They see the value in being able to refer their clients to the site, as most people seeking their assistance have many other issues to deal with, particularly mental health and substance abuse problems, whether themselves or in their family. And even in a rural community, even with financial difficulties, just about everyone has access to a computer, whether at home, friend's, or agency, like the library or Workforce Development Center."

"Our own contract agencies have also been promoting the site with their clients, board members, and other contacts. We plan to strongly promote Network of Care at our County Fair in July, a primary means of reaching a huge number of people in a county like ours, in which attending the fair is a highlight of the summer. I believe Sherri told you we discussed Network of Care at a recent commissioners' meeting regarding Mental Health Month, which is shown on cable access for at least several weeks after the meeting. Obviously, getting the word out is a different animal in a rural county vs. an urban area, but I feel confident that we are slowly educating many residents about its availability."



KATHERINE ROVENDRO
*Director of Service Development,
Anne Arundel County (Md.) Crisis Response Team*

“As head of the emergency outreach team, I can tell you that the Network of Care should exist in every single county and be at the reach of EVERY SINGLE crisis outreach worker in America! There is nothing like it. It has transformed our work. It has saved lives. It needs to be nationwide.”

MARK REFOWITZ
*Behavioral Health Director
Orange County, Calif., Health Care Agency*

“For such low cost, it’s an incredible resource that you can provide to your community. It’s the one place where you can find everything.”

“First and foremost, from the perspective of a director, the Web site has enabled the County Mental Health Department to give a comprehensive source of information to the community regarding program resources, information regarding mental health treatment, nature of the illnesses and the ability to set up one’s own advance directives and ability to communicate directly with one’s case manager and natural support network.

“Whenever I demo the Network of Care Web site for stakeholders, I am often asked to demonstrate how the parent of a child who has just been told that their child has a specific diagnosis such as obsessive compulsive disorder can find out about the illness/diagnosis, where to go for treatment, what the research says about the treatment and prognosis for recovery, and the medications and therapies used to treat the illness. Without fail, stakeholders are “blown away” by both the ease of use of the site and the comprehensiveness of the information available to them.

“When you add the opportunity to enter a chat about a specific topic, check out if there are any community events relating to this illness, and the quick and easy way to send information from articles to either a family member or case manager, or treating clinician, the power of this site is unmatched.

“As you know, embedded in this site is a great tool for helping to provide community organizations with their own Web sites. It is both easy and quick to use. Moreover, the cost is free.

“Last, the ability to track bills both at the state and federal level, as well as the potential for “virtual” lobbying of the State Legislature and Congress, make this a vital tool for change.

“You know that I believe that the recovery and treatment of mental illnesses should be based upon a chronic disease model. This Web site opens up an entire universe of information to help clients and their families to learn about their illnesses and to manage their symptoms. Ultimately, information is the greatest tool for disease self-management.”

This Web site opens up an entire universe of information to help clients and their families to learn about their illnesses and to manage their symptoms



MATT MARKLEY

*Executive Director
Paint Valley (Ohio) Alcohol, Drug Addiction & Mental Health Services
Board*

“Individuals and families often search urgently for up-to-date information about the symptoms and mental illnesses with which they are dealing, as well as effective treatments and support services. The Network of Care is a user-friendly Web site that will make this search much easier.

MICHAEL J. FITZPATRICK

*Executive Director
National Alliance on Mental Illness (NAMI)*

“NAMI supports the Network of Care and its innovative approach to wellness and recovery through user-friendly online tools and access to timely information. It is a resource that is making a difference in the lives of consumers, families, and agencies alike. ... The Network of Care has specific tools in each of our mission areas. Research and education in the form of a library of over 30,000 current health articles; support in the form of a local directory of services, a secure area to keep personal records; and access to local legislative information. ... The Network of Care is consumer-friendly and culturally-responsive. It is uniquely positioned to carry out our shared vision by effectively linking consumers, family members and service providers in local communities.”

LISA DEVIVO

*Executive Director
Community Mental Health Board of Oak Park Township, Ill.*

“It (Network of Care) ensures there is no wrong door for access.”

NANCY COCHRAN

*Executive Director
Mental Health Recovery Services of Seneca, Sandusky and Wyandot Counties
(Ohio)*

“The Network of Care empowers people with mental illness, their families and service providers by providing online access to comprehensive services available in our community.”

REBECCA VASQUEZ

San Bernardino County (Calif.) Department of Behavioral Health

“It’s just monumental. There’s been nothing like this before.”

RICHARD NANCE

*Director
Utah County (Utah) Substance Abuse Services*

“Once a week, I get a phone call from a parent with a child in another state, looking for someone with resources. With this tool, I can give people a Web link, and they can find appropriate services.”

MIKE HOGAN

*Chairman, President's New Freedom Commission on Mental Health
President, National Association of State Mental Health Program Directors
Director, Department of Mental Health, State of Ohio*

"The President's New Freedom Commission on Mental Health worked very hard to find practical tools to cut through the fragmentation of today's mental health and health care systems. We were impressed that the Internet has become the No. 1 place consumers look for health information. But most Internet sites offering this information have two major limits: They are national or global in scope and do not connect to local resources. And, they are proprietary, raising concerns about bias and accuracy of information.



RICHARD VAN HORN

*President
Mental Health Association, Los Angeles*

"Here in Los Angeles, we have decided to go ahead with NOC because it is the only system we can identify, after considerable searching over years, that brings all the resources one could ask for under one roof, so to speak. For a rural county it seems even more important than for vast Los Angeles. The Library function puts at any person's immediate call all conceivable knowledge resources in the whole realm of mental illnesses and emotional issues. The Service Directory section is especially valuable for rural areas since many needed services may be in the next county, or available only through some sort of Web-based or tele-technology. One of the greatest problems facing people with mental and emotional issues is the frequent sense of isolation. Easy access to a full panoply of resources through the Internet is a powerful combatant against that sense of isolation. Another tool of great value, although to a more limited sub-population, is the legislative/advocacy section. For rural areas it is hard to be connected to the processes in Sacramento and Washington that impact one's very health and existence. With the legislative section of the site, it is simple for every interested citizen to track issues of concern and stay in touch at the same level that would be available to a person living and working in either capital. In sum, the NOC is a tool that is not only recognized by the President's New Freedom Commission on Mental Health, but is eminently practical at the grass-roots level."

Easy access to a full panoply of resources through the Internet is a powerful combatant against that sense of isolation.

SCOT ADAMS

*Director
Nebraska Division of Behavioral Health*

"This Web site is unique to Nebraska, in that it covers both mental health and substance abuse issues on the behavioral health side and gambling and traumatic brain injury concerns. (It's) especially for veterans involved in those issues."



SHELDON WHITEHOUSE

U.S. Senator, D-R.I.

“This new network will help Rhode Islanders and their families find the information they need to get the care they deserve. This is an exciting step forward for those living with behavioral illness and I’m proud that the [Rhode Island] Quality Institute once again is leading the way.”

THOMAS BORNEMANN

Director

Carter Center Mental Health Program, Atlanta

“I found the presentation on the site to be one of the more exciting electronic innovations I have seen. It opens access in real time to consumers, families, providers and advocates in a user-friendly way. When I described the site to colleagues from the State of Georgia, they had heard of it and were very interested in a demonstration. It is very difficult for governments to properly update and maintain these types of informational resources despite the importance of such a service. It seems you all have done a great job of identifying the needs, resources and methods of timely updates.

“The Network also is a clear response to the New Freedom Commission Report recommendation on using technology to improve services.”

THOMAS KIRK

Commissioner

Connecticut Department of Mental Health and Addiction Services

“This is a powerful tool that promotes knowledge and information about mental health. The Network of Care makes needed resources readily available for individuals and families who are dealing with the problems associated with mental illness. It also provides support and information for those interested in learning more about mental health and wellness.”

TROY FOX

Director

Merced County (Calif.) Department of Mental Health

“Network of Care is an incredibly valuable resource for people with mental illness in every county of California. This Web site provides a tremendous service to our citizens. Network of Care will help people find the resources they need without having to waste a lot of time searching. It also will provide invaluable assistance to service providers, who must serve their clients within a fragmented system. With the launching of Network of Care, Merced County takes a big step in empowering people with mental illness to lead independent lives.”



ARNOLD SCHWARZENEGGER

Governor of California

"In California, we're doing something simple but powerful for our veterans and their families. Through an extraordinary collaboration between our mental health and military communities, we have launched a program that links together all the various resources for veterans and created a one-stop shop for the people and families suffering from the effects of war. We call it the Network of Care. ... I am proud to say that California is leading the way in preparing for our veterans to return home from Iraq and Afghanistan. This is a model that must be replicated nationally. I urge every state to develop a Network of Care for its returning veterans, and for the federal government to help facilitate what should become a national network to ensure no veteran ever lacks the services and assistance he or she needs."

DAVID SHERN

*Dean and Professor
University of South Florida*

"I first learned of the Network of Care software when I was chairing the planning committee for the American College of Mental Health Administration annual Santa Fe Summit on Mental Health. The Summit focused on the transformation of the American mental-health system envisioned by the President's New Freedom Commission on Mental Health. The results of the Summit clearly indicated that providing better information to individuals and their families about mental illnesses and their treatments is an essential element in the transformation. I recommend it without reservation."

VIJAY GANJU

*Director, Center for Mental Health Quality and Accountability
National Association of State Mental Health Program Directors Research Institute Inc.*

"The NRI Center for Mental Health Quality and Accountability has partnered with Trilogy Inc. to develop an evidence-based practice component for both the Network of Care and the NRI Web sites. The Center decided to work with Trilogy not just for the organization's technical acumen but also for its spirit and commitment to public service.

"The Network of Care Web site is at the cutting edge of technology for improving access to and the quality of mental health services. The Web site is a user-friendly tool that helps consumers and families obtain information about illnesses and appropriate services. And, for certain counties, it provides an updated Service Directory for mental health services. The recently published Final Report of the President's New Freedom Commission Report cites this Web site as a paragon for others to emulate. In many ways, the Network of Care Web site is a glimpse of the future in health care. Its consumer orientation, the use of technology to support self-care, and the easy access to high-quality information are hallmarks of what reports such as those of the Institute of Medicine have proposed as critical elements of the future healthcare system in this country.

"With its continuing enhancements, the adaptation of the Network of Care Web site to a particular county's needs can only add value and increase efficiency where it is implemented."

This is a model that must be replicated nationally. I urge every state to develop a Network of Care for its returning veterans

The Web site is a user-friendly tool that helps consumers and families obtain information about illnesses and appropriate services.