

Frequently Asked Questions about Network of Care

What is Ohio's Network of Care for Mental/Behavioral Health?

Network of Care for Mental/Behavioral Health (<http://www.ohio.networkofcare.org/>) is an online information place for individuals, families and agencies concerned with mental and emotional wellness. This online community provides critical information, communication and advocacy tools with a single point of entry. It ensures there is "No Wrong Door" for those navigating the system of behavioral health services, those working to avoid the need for formal services, and those ready to transition out of the behavioral health system.

How was Network of Care created?

Network of Care began in California. The California Department of Mental Health sought to replicate the highly successful Network of Care for Seniors and People with Disabilities with a similar online community for behavioral health services. It chose San Diego County as its inaugural site. Network of Care for Seniors and People with Disabilities, sponsored by a State of California innovation grant in partnership with county governments, was launched in August 2001 and has spread rapidly. The success of that project at the county level has also led to requests from several states to develop Network of Care sites for kids at risk, domestic abuse and substance abuse. The Network of Care for Kids (ages 0-5) was launched in multiple counties in 2003. The Network of Care for Children & Families (ages 0-18) was launched in California and Ohio in 2004. The Network of Care for Developmental Disabilities and Network of Care for Domestic Violence were launched in 2005.

Who runs Network of Care for Mental Health/Behavioral Health?

[insert county name] County's Network of Care Web site is provided through Ohio's Mental Health Transformation State Incentive Grant (TSIG) funding and is a free service to all the citizens and organizations in the county. It is built, operated and maintained by Trilog Integrated Resources LLC (www.trilogyr.com).

Will Network of Care for Mental Health/Behavioral Health expand to other counties?

There is considerable demand for the various aspects of Network of Care throughout the state. Funding was offered to all Ohio counties to provide a Network of Care site. County sites will be coming up at various times. To find out if your county has a Network of Care for Mental Health/Behavioral Health Web site, please visit www.ohio.networkofcare.org.

How often is Network of Care's content updated?

Network of Care's various channels are updated on specific schedules. For example, the bill information in the Legislative section is updated daily. The articles in the Library are reviewed quarterly to ensure accuracy, and they are reviewed and completely updated annually. The database in the Service Directory can be updated daily, and the News section is updated each weekday.

What does Network of Care offer that other Web sites don't?

Network of Care offers a vast array of services and information about community-based social services for people with mental illness and their families and service providers. It was designed specifically to improve access to services in [insert county name] County. It strives to be accessible to those with limited computer or Web experience, those with limited English, those with limited finances and those with physical disabilities. Network of Care offers all services free of charge in one custom-built, user-friendly package.

What is the accessibility level of these sites?

Network of Care is available in a text-only version that is Bobby-approved and fully ADA-compliant (Level 3). The text-only version is designed to be fully accessible to users with visual impairment and those who use computer screen-reader programs. A limited, hand-translated version of the Network of Care site also will be available in [insert county name] County in the following languages: [what languages].

What security measures do you use to keep confidential information secure in the Personal Folder section?

We use the highest form of VeriSign security: 128-bit Secure Socket Layer encryption. This system is basically hacker-proof.