



For Veterans, Service Members & Their Families

The Network of Care for Veterans, Service Members & Their Families is provided in partnership with the National Association of State Mental Health Program Directors and the National Association of County Behavioral Health & Developmental Disability Directors.



Featured: Trilogy Network of Care – Call Center & Referral Application

The Home Front Military Network uses the Network of Care Referral Application, which combines an easy-to-use and customized interface with built-in reporting tools to streamline workflow for the organization's Pikes Peak call center agents. The application allows organizations to:

- Make accurate referrals using the Network of Care Service Directory
- Send automatic email referrals and schedule follow up calls
- Review call history and details
- Export pre-built and custom reports to Excel or PDF formats

Honored to Be Recognized by SAMHSA

Network of Care is honored to be recognized by SAMHSA as a qualified expenditure in its recent guidelines for the American Rescue Plan's \$1.5 billion Mental Health Block Grant (MHBG) appropriation. **Consider digital platforms, such as Network of Care, which facilitate access to behavioral health services for persons with SMI-SED.** (Please see page 2, bullet #7).

In this four-year grant, SAMHSA explicitly encourages states to use MHBG funding for infrastructure development, as long as the intent of the infrastructure supports or benefits persons with serious mental illness or severe emotional disturbance (SMI-SED). The Network of Care assists persons with SMI-SED in finding treatment, support, awareness, education and other resources necessary for recovery.



SAMHSA
Substance Abuse and Mental Health
Services Administration

Home Front Military Network Deploys Network of Care Referral Application

The Home Front Military Network (HFMN) connects military service members, veterans and their families to essential resources, including financial assistance provided by HFMN and its partners, in order to meet the full range of needs of individuals and families. HFMN's emergency financial assistance program primarily assists eligible service members, veterans and their families with housing needs (rent assistance and mortgage payment assistance), utility bill assistance, and transportation costs. The organization also work with individuals and families to help ensure they become and remain financially stable, helping them connect with benefits and other resources to meet needs and support self-sufficiency.

Trilogy Integrated Resources, creators of the Network of Care, worked with HFMN to create the HFMN Financial Application which streamlines workflows by integrating an online form with the existing call center workflows and the internal HFMN database. This allows HFMN call center agents to email eligible applicants a unique link to the HFMN Form via an email invitation directly from an open call in the Network of Care Referral Application.

Get In Touch:

For more information or to schedule a webcast demo for you and your leadership team, please contact:

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HFMN Application Workflow:

- **Call Received.** Agent logs referral from an incoming call and emails an invitation to the HFMN application, including a unique identifier.
- **Form Completion.** The caller uses the unique identifier link to open and complete his or her HFMN Financial Application.
- **Application Received.** HFMN application invitations and applications are managed from the HFMN Application Dashboard within the Network of Care Referral Application. Matching custom data fields are transferred from the form to corresponding fields in the Call record.
- **Acceptance.** When HFMN Applications are accepted, relevant data is transferred to the Pikes Peak internal HFMN Application database for processing. Additional Notes and Related Files can be uploaded and tracked within Network of Care Referral Application.
- **Dashboard Tracking.** The call, application and internal processing data are integrated and tracked through the Referral Application dashboard, which also provides reporting.



Assisting Service Members, Veterans & Families

Real-World Benefits for The Home Front Military Network

- Streamlines application process.
- Provides a quicker path to a positive outcome.
- Provides better and more comprehensive reporting.

Beyond the Referral Application: Key Features of Network of Care

Network of Care serves as a comprehensive one-stop source for a broad range of community and healthcare resources, including:

- More than 20,000 websites for behavioral-health agencies and organizations at the national, state and local levels.
- Create an account for content personalization, personal health records, emergency cards, health directives and more.
- The Client Portal has unlimited publishing, community calendar management, and management of all custom pages.
- Daily updates include state and federal news and bill updates.
- Insurance and Affordable Care Act sections provide links to companies licensed to provide healthcare, along with state/federally funded programs and centers for uninsured children and adults.
- Support & Advocacy section provides links for assistance, support, information and advocacy for clients, families and service providers.
- Community Calendar enables clients and visitors to post events with mapping and directions.
- All websites are ADA Section 508-compliant, with ability for content to be translated into more than 100 languages.
- Access multitude of resources through Learning Centers and online distance-learning modules.