

On Sustainable Ground



2023 ANNUAL REPORT



Sustainability is typically associated with environmental and conservation efforts...taking the necessary steps to ensure that resources used today are replenished for the future. Paper companies planting trees, commercial fisheries staying within annual limits, and organic farmers who choose not to use pesticides all come to mind.

However, all industries benefit from instilling the best practices of sustainability, referred to as the “four pillars”: Human, Social, Economic, and Environmental. Agencies must support their employees, develop local connections, and have respect

for the environment along with a drive for revenue and dividends in order to survive.

Trillium has taken similar measures to put our agency on sustainable ground. With all the changes taking place in our landscape, we know that any successes we see today will educate and empower us tomorrow. But most importantly, our members and communities will benefit, too. Here are some examples of our recent accomplishments that illustrate just that.

Human: Our staff are our most important asset. Our Diversity, Equity, and Inclusion (DEI) Team completed our second survey to collect current attitudes and feedback around

inclusion at Trillium. Looking over the entire survey, scores improved in every category. In two years, DEI efforts targeting opportunities for growth made an impact. Management was one category with continued favorability from staff. Staff felt their managers and supervisors effectively handled diversity, equity, and inclusion concerns. They also felt their leaders gave appropriate accommodations for life’s situations.

Social: In February 2023, The Healing Place of New Hanover County (THPNC) opened the first long-term, peer-led recovery facility in eastern North Carolina on land donated by Trillium. Providing **200 beds** (100 for men, 100 for women), services include

an emergency shelter and social setting detoxification. We helped host an exciting grand opening event in May; by that time, they were already serving 123 residents.

Environmental: In 2020, firearms exceeded motor vehicles as the leading cause of death for kids ages one and older (according to the CDC). Child welfare workers are mandated to discuss firearm safety in each home they enter. Occasionally, they may encounter an unsecured firearm, which could pose a danger in the wrong hands. Trillium purchased **1,000 gunlocks** to help secure these weapons that we distributed to every DSS office in our 28 counties. We cannot think of many better ways to take care of our environment than by protecting the children who live here.

Economic: Trillium's Practice Management team took charge of redesigning the Individual Placement and Supports-Supported Employment payment model from fee-for-service to a milestone payment model. Known as "NC CORE," this shift is a cost-efficient approach that allows

Employment services, their members achieve and maintain competitive integrated employment. This allows these members to have a positive economic impact in our communities.

Trillium's 600+ employees work in our public system across our state to inspire our providers, key partners, and local organizations to undertake sustainable practices. We support the innovative ideas and collaboration it can take to get there. As the Indian poet and social reformer Rabindranath

“The one who plants trees, knowing that he will never sit in their shade, has at least started to understand the meaning of life.”

Trillium to reward tangible outcomes. Examples of these outcomes include our members completing a career profile, achieving 90 days of employment, or receiving a promotion. For providers who deliver high quality, fidelity-based Supported

Tagore wrote, "The one who plants trees, knowing that he will never sit in their shade, has at least started to understand the meaning of life."



Joy Futrell
Chief Executive Officer

Joy B Futrell



Mary Ann Furniss
Chair, Governing Board of Directors

Mary Ann Furniss



MISSION

Transforming lives and building community well-being through partnership and proven solutions.

VISION

For every community and individual to reach their fullest potential.

02 _____
MANAGEMENT

08 _____
FINANCE

10 _____
CARE MANAGEMENT AND BENEFITS

14 _____
INNOVATIVE DEVELOPMENT

20 _____
NETWORK

24 _____
MEDICAL AFFAIRS AND POPULATION
HEALTH/QUALITY MANAGEMENT

26 _____
INFORMATION TECHNOLOGY

28 _____
DIVERSITY, EQUITY, AND
INCLUSION EFFORTS

30 _____
CIT AND MHFA



Executive Team



Joy Futrell
Chief Executive Officer



Cindy Ehlers
Chief Operations Officer



Senitria Goodman
General Counsel



Dr. Michael Smith
Chief Medical Officer



Melissa Owens
Chief Financial Officer



Mike Lewis
Chief Information Officer

Trillium has a two-tiered governance structure to keep its administration close to the communities we serve. Representatives from each of our three regional boards comprise our Governing Board. The Governing Board plans, budgets, and monitors services through policy-making actions.

Governing Board



Mary Ann Furniss
Governing Board Chair
Southern Region CFAC
Representative Brunswick/
Southern Region



Dr. Denauvo Robinson
Governing Board Vice Chair
Pasquotank/Northern Region



Ron Lowe
Northern Region CFAC Chair
Pasquotank/Northern Region



Sandra Buckman
Central Region CFAC Chair
Beaufort/Central Region



Gary Bass
Provider Council Chair
(nonvoting member) Pitt



**Commissioner
Charles Jordan**
Pasquotank/Northern Region



**Commissioner
Ann Floyd Huggins**
Pitt/Central Region



Jim Madson
Finance Committee Chair
Beaufort/Central Region



Lea Wolf
Carteret/Southern Region



David Clegg
Tyrrell/Central Region



Janice Nichols
Pender/Southern Region



Emmie Taylor
Bertie/Northern Region

Supporting our Region



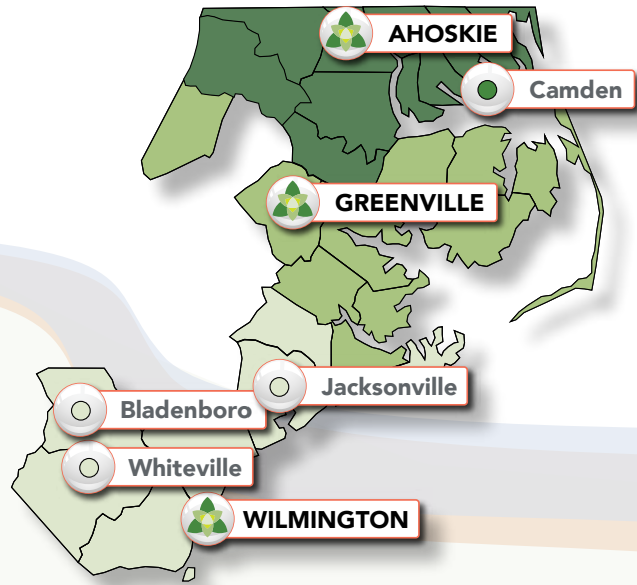
Bobbie Lowe
Northern Regional Director



Dave Peterson
Central Regional Director



Cecelia Peers
Southern Regional Director



Leveraging Partnerships and Proven Tools to Save Lives

Spreading life-saving hope and healing is possible when communities come together. The Hertford-Northampton Opioid Crisis Coalition (HNOCC) is a long-standing group that continues to provide the tools and resources to save lives. This year, the HNOCC applied for and received Opioid Remediation Funding from Trillium.

The coalition brings together stakeholders and community partners to find solutions to the opioid epidemic in Hertford and Northampton Counties. Staff from the Roanoke Chowan Community Health Center lead the coalition of representatives from different industries including healthcare, education, law enforcement, local government leaders and agencies, faith-based organizations, and other community stakeholders. Trillium's Community Liaison Chinita Vaughan and Northern Regional Director Bobbie Lowe serve on this coalition.

Opioid Remediation funding helped the HNOCC distribute tools to support and safeguard their communities. Naloxone kits were one of the items distributed across both counties. Naloxone is a life-saving medication that rapidly reverses the effects of an opioid overdose. The HNOCC also distributed medication lock boxes. These boxes help ensure that only the individual who is prescribed the medication can access it. Safe storage can help reduce access and prevent opioid misuse. Funding also covered Deterra Drug Deactivation bags. These bags allow individuals to safely dispose of unneeded medications. Proper deactivation and disposal of medications help reduce accidental misuse and ensure unused medications do not end up in the wrong hands.



DONNA FAYCO, NEW HANOVER COUNTY HEALTH AND HUMAN SERVICES DIRECTOR RECEIVES NARCAN KITS.



OPIOID CHECK PRESENTATION TO JONES COUNTY AND EMS RECEIVES NARCAN KITS.



The HNOCC additionally developed educational brochures around the opioid crisis and community resources. The informational materials and prevention tools are in the hands of a wide variety of community members thanks to the collaborative work of various agencies.

Every representative and partner of the HNOCC is dedicated to the health and well-being of the individuals of their counties. Trillium is proud to not only provide the funds to support these life-saving measures, but partner with this coalition to address the local needs, fortify resilience, and save lives.

Adult Multidisciplinary Team Development in Onslow and New Hanover Counties

The Southern Region saw two initiatives launch to support and protect adults with complex needs. Trillium was a partner in the development of Adult Multidisciplinary Teams (MDT) in New Hanover and Onslow Counties. Representatives from both counties participated in a training to learn how to implement the MDT model in their communities.

Adult MDTs bring together experts and organizations in a community to prevent and respond to abuse, neglect, and exploitation. A wide array of knowledge and involvement is needed to identify, prevent, and remedy the short- and long-term impacts these complex problems can cause. These teams connect professionals from social services, law enforcement, legal system, provider, and non-profit organizations. Team members engage with these community members at different touchpoints. Together, they are able to leverage their experiences and relationships to help those adults most most vulnerable to housing issues, behavioral health crisis, and exploitation.

The formation of the two county teams began with a training at University of North Carolina Chapel Hill. After a statewide competitive application process, representatives from the six selected counties learned the process to develop their MDTs. The teams from Onslow and New Hanover County completed the training and now meet as fully formed Adult MDTs to tackle community concerns.

Trillium's Community Liaison Coordinator Annette Daugherty participated in the training with three representatives from Onslow County. The four representatives then formed the steering committee for Onslow's MDT. The committee meets regularly to discuss systemic barriers to adult safety and well-being, as well as collect data around the gaps and needs of the county.

Trillium's Community Liaison Coordinator Dena Hamilton serves on New Hanover County's Adult MDT. She brings relevant experience, having served on a previous Child MDT.

The teams in New Hanover and Onslow counties are still in the beginning stages. With time and strengthened community connections, this model has shown to improve physical and behavioral health outcomes. It has also created system improvements in the communities where they are active. Together with our community partners, we strive to ensure all our neighbors live safe, healthy, and happy lives.



DAVE PETERSON PRESENTED TO THE DELTA SIGMA THETA ALUMNI CHAPTER IN NASH COUNTY AT REQUEST OF THEIR PHYSICAL AND MENTAL HEALTH COMMITTEE.

Perceptions of Care Survey 2022

The Perceptions of Care (POC) Survey gathers information from Medicaid and State-funded members receiving a mental health or substance use service. This data is used to assess and identify opportunities to improve member satisfaction, perceptions of quality, and service outcomes. Providers assist with collecting the data that is compiled and reported on by NCDHHS. Survey questions vary based on the respondent: adults (ages 18 and older), youth (ages 12 through 17), and children (ages 11 and younger).

Trillium had **944 total usable returned surveys**, with 608 adult surveys, 190 youth surveys, and 146 child surveys. While all survey responses had different strengths, we did see themes according to groupings of questions (referred to as "domain levels"). All three surveys included at least one question in the Access to Services domain as a strength, specifically service availability (being able to access services when needed).

Additional strengths highlighted the ability to access care:

- Staff being willing to see members as often as necessary (Adult)
- Members being able to get all the services they thought they needed (Adult)
- The location of services was convenient (Youth)

For Adults, the Quality and Appropriateness domain included several additional strengths including:

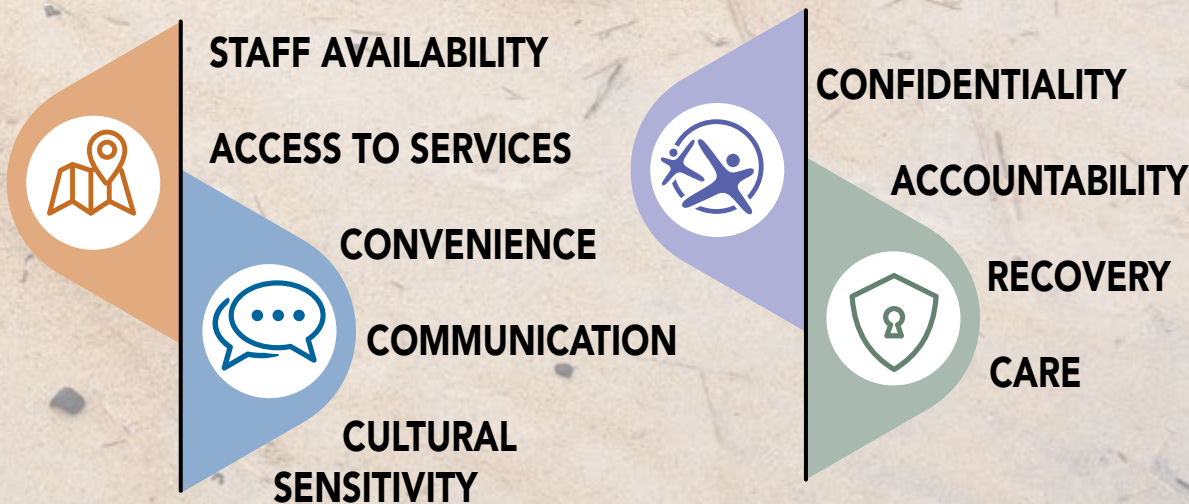
- Staff respecting wishes about sharing treatment information
- Staff encouraging members to take responsibility for how they live their lives
- Staff believing that members can grow, change and recover
- Staff telling members about medication side effects to watch out for

For the Youth and Child surveys, Cultural Sensitivity was another positive component of care. Respondents felt that the following contributed to a positive experience:

- Staff speaking with members in a way they understood (Youth)
- Staff respecting family's religious/spiritual beliefs and being sensitive to cultural/ethnic backgrounds (Child)

The General Satisfaction domain of the surveys determines overall satisfaction. The Adult and Youth surveys **both met or exceeded the 95% goal for satisfaction, with scores of 95% and 98%**, respectively.

STAFF STRENGTHS



GENERAL SATISFACTION

95%

—ADULTS SURVEYED

98%

—YOUTH SURVEYED



IMPACT FY 22-23

\$669M

PROVIDER PAYMENTS

Goes directly to services for individuals.

\$55.7M

CARE MANAGEMENT

Trillium staff who work directly with members to link them to appropriate services and supports and monitors their health outcomes.

\$23M

ACCESS, QUALITY, & ADMINISTRATION

Call Center, Quality Management, Network, and other departmental costs, including marketing and overhead.

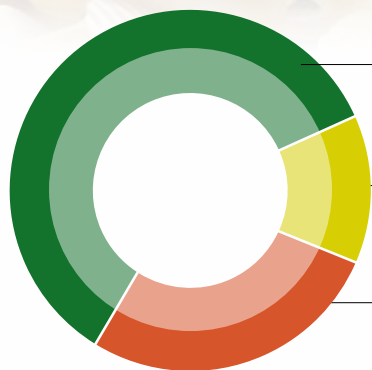
BREAKDOWN OF PROVIDER PAYMENTS*

83.6%	MEDICAID	\$559,846,396.05
15.6%	STATE-FUNDED	\$104,403,582.21
.07%	COUNTY	\$4,748,512.56

* Financials are accurate pending annual audit.



Medicaid (M) and State (S)



MENTAL HEALTH	
21,668 (M)	9,085 (S)
I/DD	
6,400 (M)	686 (S)
SUBSTANCE USE	
5,181 (M)	8,071 (S)



44,374

INDIVIDUALS SERVED
Medicaid and state-funded

Please note: totals may not match totals of individuals served due to dual diagnoses.



MEMBERS ARRIVING FOR FAMILY WEEKEND AT VICTORY JUNCTION DURING THE SPRING OF 2023.

Next Step Rehousing Cultivates Safe, Sustainable Homes for Members

A home is the ground where health and wellness grow. A safe, personal space is the first step to defining our paths and relationships in life. Trillium's Transition to Community Living (TCL) team works alongside members with serious and persistent mental health illness to take that step. This year marked the establishment of the Next Step Rehousing team. Staff on this team support TCL members who lose their housing relocate to new housing in their community. Through Next Step Rehousing, members receive the appropriate information, the right connections to physical and behavioral health services, and referrals to community supports. Rehousing is a challenging process, but TCL members have a team of experts ready to handle any obstacle.

The TCL team also exceeded state benchmark goals around housing. **Sixty-four members transitioned into supportive housing** in their communities, surpassing initial

transition goals from NCDHHS. These transitions help members live independently with the accommodations needed to support their success. The TCL team also assisted 25 members transition to Key subsidized units. This exceeded utilizations goals from the Targeting Program and Key Rental Assistance. This program provides access to affordable housing for unhoused people with disabilities with very low incomes. Key Rental Assistance, as part of the program, helps pay security deposits and certain property owner costs for Targeted apartments. Trillium serves as one of the referral agencies across the state facilitating this work.

Trillium is dedicated to our members finding the safety and comfort of home. The TCL team has been instrumental in attaining the best long-term retention rate in the state. **Five hundred and thirty-five members have been in supportive housing for over one thousand days.** Health flourishes when individuals can spread roots and connect to their communities.

The TCL team continues to cultivate stronger, vibrant communities through safe, stable housing for our members.

Complex Care Management Program

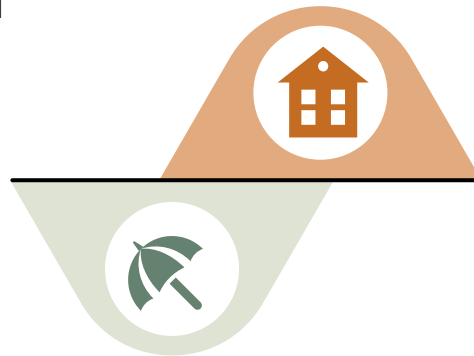
The Complex Care Management Program supports the co-occurring medical, behavioral, and functional needs of Trillium members. By collaborating with multiple providers and supports, we help facilitate and support Integrated Care. The Complex Care team currently consists of Registered Nurses, Occupational Therapy Assistants, and an Occupational Therapist.

The Complex Care Team is part of our Community Transitions team who partners with mental health clinicians, care coordinators/care managers, behavioral health providers, physical health providers, and community supports in order to support whole-person care for our members. The Community Transitions Team includes the following specialty programs: MyChoice (IDD/ICF Transition Program), Community Reintegration Supports Program (CRISP), Ready for Discharge (R4D)/State Hospital,

TRANSITIONS TO COMMUNITY LIVING (TCL) ACCOMPLISHMENTS

IMPLEMENTED THE NEXT STEP REHOUSING TEAM

—TO SUPPORT TCL MEMBERS WHO LOSE HOUSING TO LOCATE NEW HOUSING IN THE COMMUNITY



TRANSITIONED 25 MEMBERS TO TARGETING/KEY SUBSIDIZED UNITS

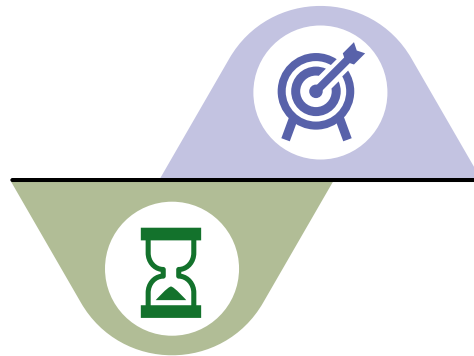
—EXCEEDED NCDHHS TARGETING/KEY UTILIZATION GOALS

TRANSITIONED 64 MEMBERS INTO SUPPORTIVE HOUSING IN THE COMMUNITY

—EXCEEDED NCDHHS INITIAL TRANSITION GOALS

PLACED 535 MEMBERS IN SUPPORTIVE HOUSING FOR 1000+ DAYS

—HIGHEST LONG-TERM RETENTION IN THE STATE



Member Story

A referral was received for a 61-year-old member who had resided in an Adult Care Home for the last four years and was interested in transitioning to the community with TCL. As the member had co-occurring medical, behavioral, and functional impairments, including Type II Diabetes and Major Depressive Disorder, Trillium processed a complex care referral for additional supports to help facilitate a successful transition. The complex care team linked the member with the following community services prior to transition: primary care provider, a pharmacy that offered delivery services, and Meals on Wheels. Additionally, the care team recommended a unit given the member's medical history. The team completed a pre- and post-unit walk-through to identify any additional environmental needs to better support the member. As a result, the team also linked the member to Durable Medical Equipment and Assistive Technology to maximize the member's independence in their new home. The member has been successfully living in independent housing since May.

Justice Involved Community Re-Entry (JICR) and Transitions to Community Living (TCL). If any of these teams identifies a member in their program that has complex medical needs, they make a referral to the Complex Care team to address their needs and support their transition. Since June of 2022, the team has participated in **more than 40 transitions**.

One Community: Health Education and Awareness

Trillium's One Community staff spend their days attending public events, interacting with our neighbors, and sharing health education materials. Through handing out free rainbow socks for Pride Month, mailing fliers about health conditions affecting African Americans, and delivering bags to Department of Social Services offices for children in foster care, their primary goal is teaching that all of us can take control of our health.

One Community brought **2,000 bags** to child protection staff at DSS offices. This "Fostering Love" initiative lifted up the self-worth of children being removed from their homes. These bags offered a dignified alternative to carrying their belongings; too many times, children must use a trash bag or other temporary means. While this is a subtle gesture, we believe it can make all the difference in a child's life. To the children, it is more than just a bag; it is something the child can call their own. Each bag includes a soft blanket, stuffed toy, and hygiene supplies, leaving room to fit in other treasured belongings. While it is hard to imagine this experience for any child, our hope is these items will provide a level of comfort for this part of their journey.



ONE COMMUNITY PROJECTS: PRIDE MONTH SOCKS, FOSTERING LOVE BAGS, BLACK HISTORY MONTH SHIRTS AND FLIERS

In February, to honor Black History Month, we wanted to encourage simple steps for healthy behaviors. We mailed **1,200 shirts and 600 tumblers** along with fliers that detailed health concerns that affect African American populations, such as cholesterol for men and heart disease for women. Heart disease is more prevalent among Black women than white women, and Black men are 1.7 times more likely to be diagnosed with—and 2.1 times more likely to die from—prostate cancer than white men.ⁱ



BAGS DELIVERED TO PERQUIMANS AND JONES COUNTY DSS OFFICES FOR CHILDREN PLACED IN FOSTER CARE.

ⁱ ZeroCancer.org and The Heart Truth®, nhlbi.nih.gov/



Pride Month is an international recognition of people who are lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ+). Many LGBTQ+ people do not seek out medical professionals due to fears of discrimination. This lack of equal access to health care can cause long-term negative impacts. Our campaign to “Rock your Socks” shipped out **1,100 free rainbow**

socks to anyone who requested them. We also included facts about gender expression, helping to spread the message that everyone deserves to be valued and recognized. Trillium’s large region includes many rural areas and all kinds of cultures. Our One Community team helps to reduce that distance and make sure everyone has the connections they need to reach their health goals.

My Choice

The My Choice team supports individuals residing in Community Intermediate Care facilities and State Developmental Centers. Using In Reach support and Transition care management, the team assists members to receive whole-person care. This includes addressing a member’s unique physical and behavioral health needs, as well as their broader social determinants of health.

The My Choice Team developed a series of information sessions to spread awareness of available services. Staff worked in concert with the State Developmental Centers. The series focused on funding and residential services available in community-based settings for people with intellectual and developmental disabilities (I/DD). Staff designed the series to meet the interests of stakeholders requesting more information on these community programs. The collaboration looks at this series as the start of more opportunities to connect with our communities.

The series begins in summer of 2023. Staff of the My Choice team spanning Community Transitions and I/DD Care Management will lead the information sessions. Together with state agencies, Trillium can strengthen our communities with greater awareness and robust outreach in the journey to Tailored Plan launch.

Transforming Lives with Technology, Referrals, and a Hot Meal

The Innovative Development and Member Services Departments have the unique role of directly enriching members' daily lives.

As part of this, the Neighborhood Connections team supports members who experience unmet health-related needs that affect a wide range of health, functioning, and quality-of-life outcomes. Out of **1,765 referrals requested, 85% were resolved**. Inquiries for food access, transportation, and employment were all met with crucial connections to local agencies or resources like gas cards. However, the most frequent request was for housing; **51% of all referrals were for housing**.

Trillium's Housing Team was awarded **\$1,338,023** in U.S. Department of Housing and Urban Development (HUD) housing renewal grants, with \$1,125,984 specifically for permanent supportive housing funds. Trillium has helped place **191 individuals in 111 units**. Participants receive long-term to permanent rental assistance and supportive services in the communities of their choice. The Housing Team also received **\$212,039** in rapid re-housing funds.

These program participants receive short-term (six to nine months) rental assistance and supportive services. Forty-nine individuals in 28 households have been served using rapid re-housing funds. In total, **over 200 people** have found a home with assistance from Trillium and these funds.

Trillium's HOMES Funds can also help with initial deposits or setting up utilities. Last year, **\$241,179** was spent in HOMES Funds through 325 applications across six categories such as household items, utilities, and rental applications.

We also added a new position: *Benefits Counselor*. They provide supportive counseling and consultation for members and staff by successfully navigating application, eligibility, and follow up processes for multiple benefit programs and services. The amount of paperwork and steps to follow can be daunting for many people; the Benefits Counselor will help reduce this stress and ease the access to lifesaving assistance for many individuals. In their first few months, they helped **20 people** with Medicaid coverage questions, identified eligibility for unemployment benefits, and facilitated the gathering of medical evidence and completion of disability applications.

Our Specialty Care team helps increase independence and access to technology for members with assistive technology, home modifications, vehicle modifications, and meal delivery services. Through Innovations Waiver funding or our Choose Independence program, members can request items like a free standing lift system at home and lift conversions for wheelchairs in vans. This assistance helps more people live independently where they choose. Trillium works with **487 vendors**, with over 100 vendors who specialize in home modifications and three meal delivery vendors...literally helping Trillium give our members the tools to help them reach their fullest potential.

Trillium uses data from the Supports Intensity Scale (SIS) to help better inform us of the customized needs for each member receiving Innovations Waiver services. The SIS team completed **800 interviews** last year, giving us useful information for creating or updating Individual Support Plans (ISP) with important details about an individual's support needs. Knowing what someone requires to socialize, communicate, work, and learn helps educate about potential solutions and services to let them achieve their goals.



Trillium Advantage covers services and settings not currently available to members in NC Medicaid. These options are better suited to meet the individual needs of our members that may not be covered by typical behavioral health or I/DD services. These services are specifically targeted to members who experience challenges related to health equity in order to improve their access to these necessary resources and improve their overall health outcomes. Trillium Advantage also covers incentives for members to engage in healthy behaviors, such as completing substance use treatment, responding to care management assessments, and engaging with educational resources.

Health and well-being rely on so much more than a doctor's prescription. Being able to drive to an appointment, living in a safe and stable home, and knowing what questions to ask can all contribute to a healthier life. Trillium is proud to be part of this network that improves the well-being for all our communities.

HOW ELSE ARE WE TRANSFORMING LIVES?

MEAL DELIVERY

432
MEMBERS

TWO MEALS A DAY FOR INNOVATIONS WAIVER MEMBERS



FAMILY NAVIGATOR

66
MEMBERS

SUPPORT TO SHARE ABOUT COMPLEX SYSTEMS FOR THOSE WITH I/DD OR TBI



STAY CONNECTED

164
MEMBERS

ACCESS TO PREPAID CELL PHONES



TRANSPORTATION GRANT

181
MEMBERS

FUNDS FOR GAS CARDS, RIDE SHARE SERVICES, OR PUBLIC TRANSPORTATION

Northern Region—Paesean



Choose Independence gives our members the tools to chart their own health and happiness. Paesean lives in Perquimans County with his family. As part of their discussions with Trillium staff, one way to take a step towards independence was an adaptive bike for Paesean. He can now manage both his physical and mental health with a ride around the neighborhood. He can exercise some freedom and mobility with a bike that meets his needs. Independence is centered on the ability to make choices that positively impact one's whole health. Any chance for our members to embrace those choices with joy and excitement is a victory. Paesean and his family expressed gratitude for the chance to pedal into independence.

When he saw his name on a new bike, Paesean exclaimed, "That's mine!"

Paesean takes care of his physical health with an adaptive bike from the Choose Independence program. Trillium's Choose Independence helped adults and children increase or maintain their independence.



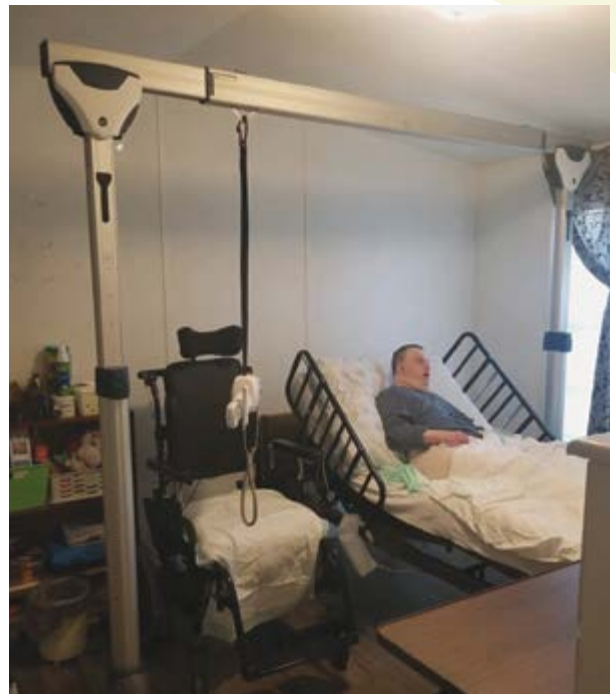
Southern Region—Tommy



Tommy is all smiles as he is buckled in his new van. The vehicle modification not only helped him get to medication appointments, but out into the community as a boost to his mental health.



Tommy is ready to go with assistance from his van ramp. Trillium's Specialty Care staff assisted Tommy and his family with finding a van in their budget to help him travel in his wheelchair.



Tommy's free standing lift system helps him get in and out of bed. Innovations Waiver funding helped pay for the system of slings, along with a widened doorway for Tommy to safely navigate his bedroom.



A Hopeful Opening in Eastern North Carolina

In February 2023, The Healing Place of New Hanover County (THPNC) opened the first long-term, peer-led recovery facility in eastern North Carolina. Providing 200 beds (100 for men, 100 for women), services include an emergency shelter and social setting detoxification. We helped host an exciting grand opening event in May; by that time, they were already serving **123 residents**.

Located in central Wilmington, near health care providers and public transportation, it offers hope for recovery at no cost to residents, regardless of insurance. Providers across our 28-county region can send members to the facility.

Based on The Healing Place of Louisville, Kentucky, THPNC provides a long-term, 12-step based residential peer-run recovery program. National rates of recovery vary from 40–60%, but graduates from The Healing Place maintain a **recovery rate of 70% one year after completion**¹—making it more effective than the national average at helping people through recovery. This unique model encourages accountability and involvement; residents want to be at The Healing Place and become active members of their community.

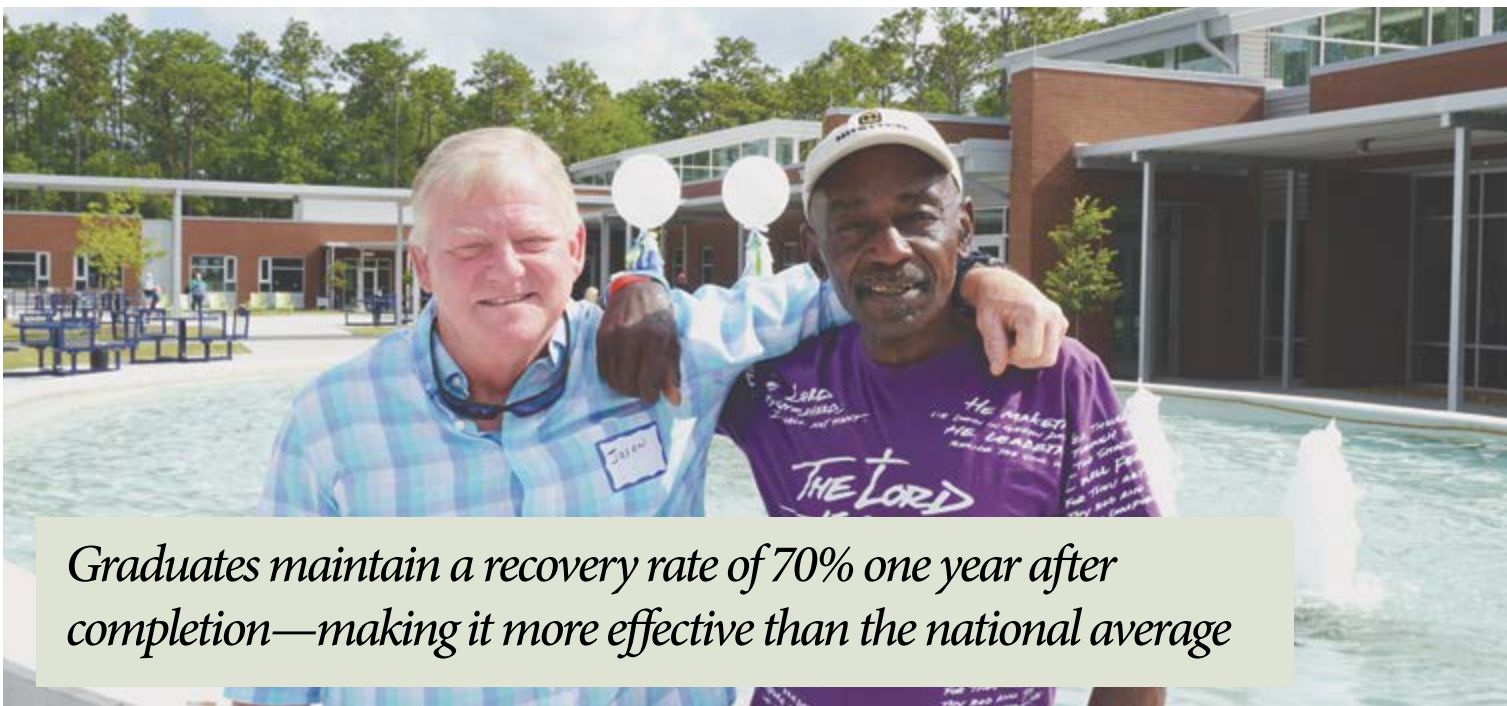


¹ University of Kentucky Center on Drug and Alcohol Research: cdar.uky.edu/RCOS/



“Since 2015, Trillium has worked to bring this much-needed program to southeastern North Carolina,” stated Joy Futrell, Trillium’s CEO, in a release we shared at opening. “There is no ‘one size fits all’ approach when it comes to recovery. We must offer person-centered care and a variety of evidence-based treatments based on the individual.”

Thank you to THPNC for helping us bring this to so many people who will have another chance at transforming their lives.



Graduates maintain a recovery rate of 70% one year after completion—making it more effective than the national average

New Consolidated Provider Directory

Trillium's enhanced member-facing Provider Directory now lists the providers who will offer physical health services to our members upon Tailored Plan launch. The directory's improved search filters such as category of provider, primary care options, and location, along with visual icons that all enhance usability.

Trillium updates the directory on a daily basis, based on information submitted by the providers. This ensures the **data from more than 43,000 providers** is accurate and correct when a member searches for a suitable pharmacy, physical health professional, or mental health counselor. A demonstration video also shows how to use the new directory, and we will collect feedback from members for future improvements.

Start

Click the picture below for the kind of provider you need.

If you need help finding a provider or can't find what you're looking for, please call the Member and Recipient Services Line at [1-877-685-2415](tel:1-877-685-2415)

- Behavioral Health and IDD**
Find a Mental Health, Intellectual/Developmental Disabilities, Substance Use, and Traumatic Brain Injury provider
- Medical Facilities**
Find a primary care provider, facility, hospital, clinic, urgent care center, medical lab or FQHC
- Medical Professionals**
Find a doctor, primary care practitioner or medical specialist
- Pharmacy & Medical Supplies**
Find a pharmacy or medical equipment retailer
- Vision**
Find an eye doctor or vision clinic

← BACK

Skip this step

NEXT →

[Search Tips and Language Assistance](#)

Trillium Health Resources
Member & Recipient Services
1-877-685-2415

[Download our Provider Directory Search Glossary Instruction](#)

Provider Directory Demo

Trillium Health Resources
PROVIDER DIRECTORY

0:09 / 3:42

THERE ARE SO MANY BARRIERS
TO ACHIEVING HEALTH EQUITY...
FINDING THE RIGHT PROVIDER
SHOULD NOT BE ONE OF THEM.

Empowering Families to Reach Their Goals

Trillium developed a new in lieu of service (ILOS) for High Fidelity Wrap Around (HFW) that was approved by NCDHHS. Staff in the Network Development team partnered with UNC Greensboro to identify interested providers. Trillium selected Youth Villages and Pride in NC as the first providers to offer HFW in our region.

HFW assists youth and family to achieve the changes they want in their lives. The interactive, team-based approach employs ten principles and four phases to help families reach their desired outcomes and develop the skills needed for the future. The support teams in HFW include a coach, up to four facilitators, and three support partners.

The facilitators help coordinate the development of a child and family team (CFT) comprised of both formal and natural supports. The facilitators also work directly with the youth and their family to implement elements of the HFW plan, locate available services, and monitor their progress. The family support partner and youth support partner are individuals with lived experience. The family support partner works with the parent or caregiver, and the youth support partner works directly with the youth. These connections help develop trust based on a similar life history.

Each provider must be credentialed by the North Carolina HFW Training Program and undergo rigorous training in the model. Youth Villages and Pride in NC are both fully credentialed in the model.

To date, more than **35 families** have neared completion of HFW services. They have reported increased communication, learned about community resources, and have decreased their need for crisis responses due to plans put in place. Congratulations to these families and their CFT for reaching their goals.

More Than Just a Job

Trillium's Practice Management team took charge of redesigning the Individual Placement and Supports-Supported Employment payment model from fee-for-service to a milestone payment model. Known as "NC CORE," this shift is a cost-efficient approach that allows Trillium to reward tangible outcomes. Examples of these outcomes include completing a career profile, achieving 90 days of employment, or receiving a promotion. For providers who deliver high quality, fidelity-based Supported Employment services, their members achieve and maintain competitive integrated employment.

Individuals with severe and persistent mental illness often have difficulty finding and keeping competitive, integrated employment. Having a job they enjoy lets them feel included in their communities, have a sense of purpose, lessen feelings of isolation, and better address their mental health symptoms. The NC CORE milestone payment model includes additional incentives for individuals in Transition to Community Living, such as the member completing the career profile. These individuals either have lived in adult care homes or could be at risk of residing in adult care homes due to their disability. These community-based services that result in employment are essential to helping them reach their potential.

Project Transition, Year One

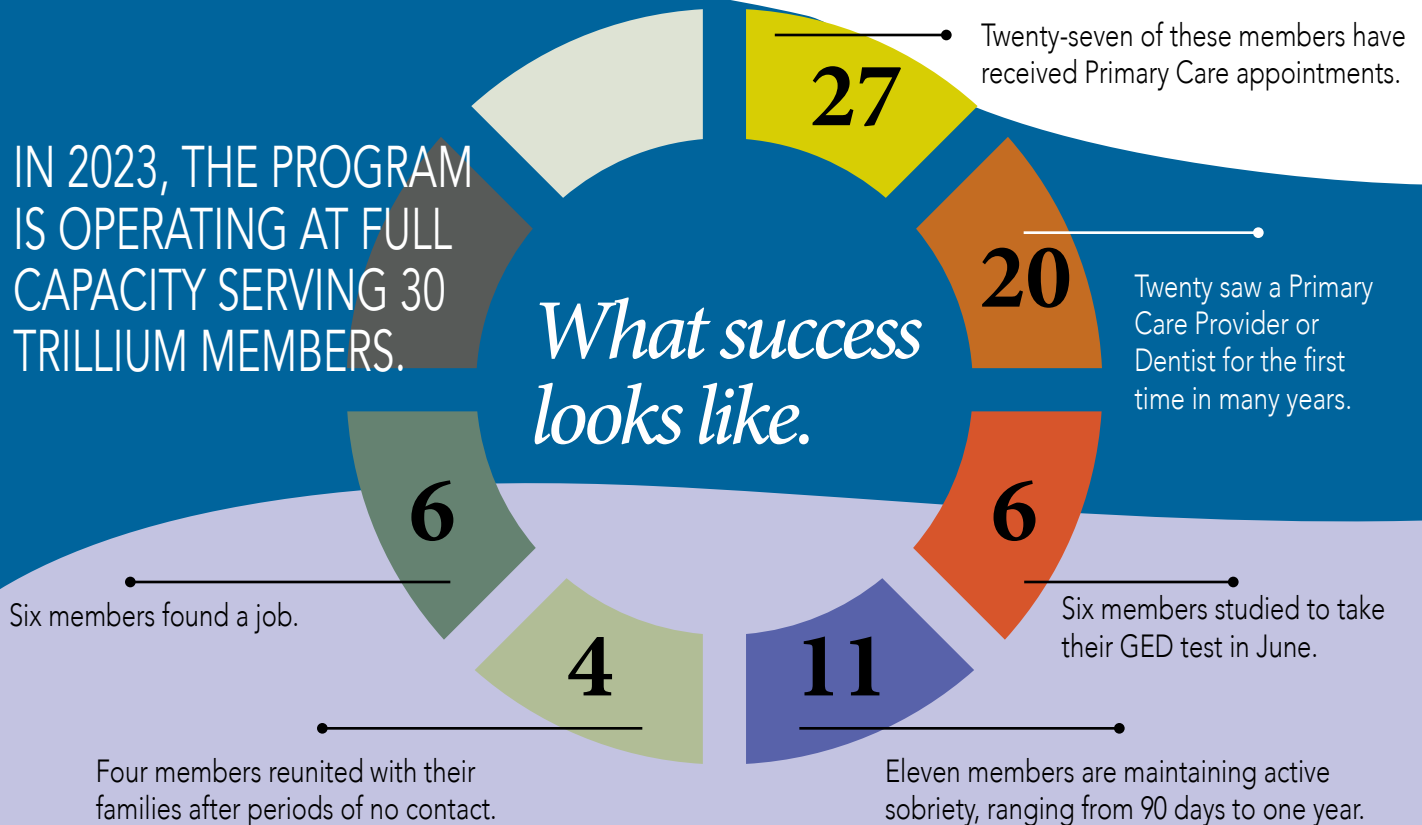
Project Transition began as a blue-sky idea to provide treatment and recovery services that minimize stigma for adults with a mental health, co-occurring, or dual diagnoses. Based out of Pennsylvania, they worked with Trillium to bring the same attentive care to Wilmington. The unique and recovery-focused model supports, empowers, and challenges individuals using a culturally

relevant, evidence-based approach. Members live in a therapeutic setting in public apartment developments, learning skills to help reintegrate back into their communities. The program supports members to live their most independent life possible. In April 2022, Project Transition admitted the very first Trillium member; by October 2022, they were already serving a total of **19 members at 63% capacity**. In 2023, the program is operating at full capacity serving 30 Trillium members.

WITHIN THE LAST YEAR...

IN 2023, THE PROGRAM IS OPERATING AT FULL CAPACITY SERVING 30 TRILLIUM MEMBERS.

What success looks like.





Launching our Tailored Care Management Provider Network

In the past year, our team of Tailored Care Management (TCM) Consultants has worked with **23 providers** (both AMH+s and CMAs) to deliver this new service. Starting in December 2022, TCM providers must meet contractual obligations and provide quality services to our members, many of whom have never received any sort of care management. Trillium distributed almost **\$14 million in capacity building funds** to these providers to stand up this service. Capacity building funds help support meeting milestones set forth by NCDHHS, such as purchasing health information technology (HIT), hiring and training care managers, and operationalizing the service.



The Right to a Safe Home

Trillium's health efforts focus on a variety of factors, not just those addressed within the doctor's office. We want to help make our communities safer so everyone has the chance to reach their goals and fulfill their potential. We have worked with our Departments of Social Services (DSS) to help accomplish this.

Child welfare workers are mandated to discuss firearm safety in each home they enter. Occasionally, they may encounter an unsecured firearm, which could pose a danger in the wrong hands. In 2020, firearms exceeded motor vehicles as the leading cause of death for kids ages one and older¹. As a preventable risk, this is an important step entrusted to child welfare workers.

Trillium purchased **1,000 gunlocks** to help secure these weapons. Sean Kenny, Trillium's Head of DSS Engagement, distributed the locks to every DSS in our 28 counties. The DSS staff received these locks with great enthusiasm and gratitude. Each DSS chose the number of gunlocks that were then distributed free of charge by child welfare or adult services staff when they encountered a home with an unsecured firearm. We thank agencies like our DSS offices in helping us create safer communities.



¹: Deaths per 100,000 children, by cause: [axios.com/2022/05/26/gun-deaths-children-america](https://www.axios.com/2022/05/26/gun-deaths-children-america)



Trillium continues to boost the offerings on My Learning Campus, our free, online training platform. From the benefits of gardening to updates on the Innovations Waiver, there is truly something for everyone.



10 Sessions
from February to
April 2023

Fortifying a Culture of Quality

Quality is an agency-wide practice at Trillium. When employees feel dedicated to the quality of their work, our members and recipients have a solid ground to build healthy, fulfilled lives. As part of that effort, the Quality Management Department developed a Lunch and Learn series to spread awareness and understanding of quality-associated topics.

and clinical practice guidelines. There were **145 total unique participants** who participated over the course of the 10 sessions. Total attendance across all sessions was **721**. For those unable to attend the session live, recordings of each presentation became available for staff on My Learning Campus.



145 Total
Unique Participants

The department hosted a total of **10 sessions** from February to April 2023. Each session focused on enhancing a quality-centric culture, improving the understanding of quality as a company-wide process, and understanding how quality operates within and among various departments. Some series topics included an overview of Quality Management, incident reporting and IRIS, surveys, performance measures,

Every staff member at Trillium has a role to play in quality. From their individual work to collaborations across departments, high-impact input creates high-impact outcomes for our members. Quality Management's focus is preparing staff with a quality-centric mindset. With this knowledge and support, Trillium can carry out its best work for our members and recipients, providers, and community stakeholders.



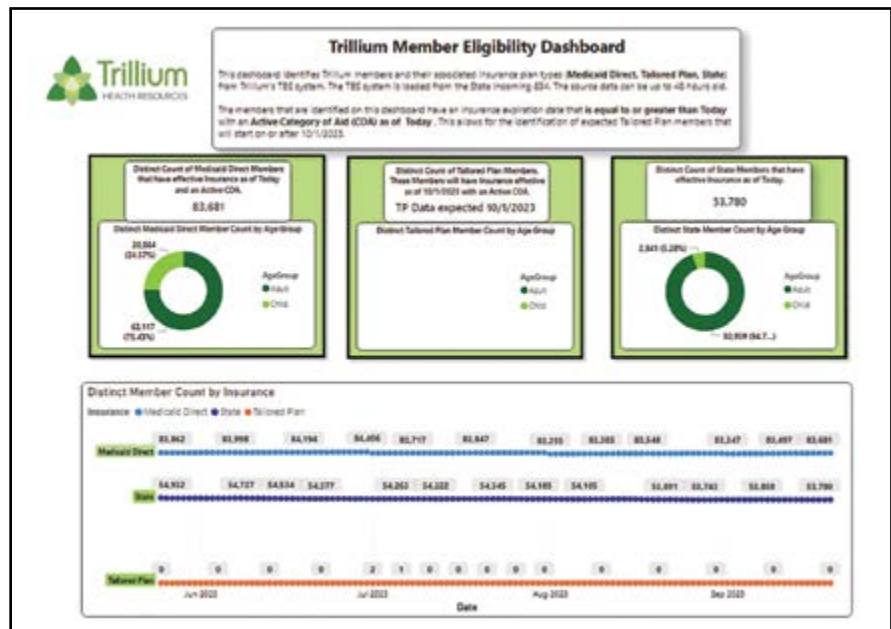
721
Sessions Attendance

Securing our Digital Future

Throughout this year, Information Technology (IT) has continued efforts to enhance our reports, secure our platforms, and advance our analytics. With an increase of 16% new IT staff in the past year, there has been plenty of assignments to keep everyone busy.

IT worked with other business functions to define, develop, and deliver data and processes to meet new Trillium needs such as the Auditing, Care Management for High-Risk Pregnancies, Electronic Visit Verification, and Provider Network File engines. These system changes combined for more than **400 changes, updates, or new features added to the TBS operating system**. To ensure best use and business support, the Business Systems teams have also created clear documentation for each system modification while continuing to build out the DevOps platform and refine the current mechanics around requirements gathering, demand management, testing, and code promotion.

Our Informatics teams deployed sustainable reporting practices, implementing systems and processes for developing and tracking new required reports. IT has strengthened communications with the business units to assist in identifying new data sources, building usable platforms that can scale as we near Tailored Plan launch. Power BI has become increasingly important in these reporting needs. Power BI supplies business-based Data Analysts with



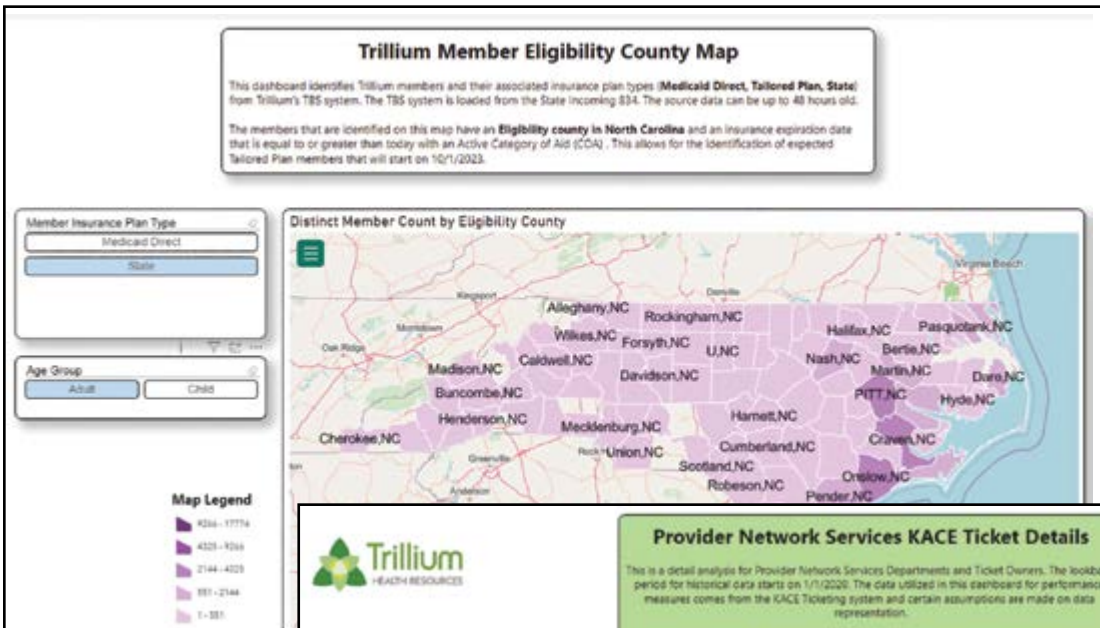
the documented procedures and data sets to fulfill current and future demands...all in user-friendly charts and tables.

The Security and Infrastructure teams, along with many other IT staff, have framed steps to ensure compliance with upcoming SOC 2 audit requirements. These teams updated numerous policies and procedures, validating their effectiveness, remediating any vulnerabilities, and documenting all outcomes to support the very long and complex audit trail requirements. Moreover, the teams elevated Trillium's entire security threat defenses through upgrading and expanding our virtual infrastructure to enhance security and increase capacity, as well as implementing a secure document scanning solution on Trillium-issued cell phones with Microsoft Lens.

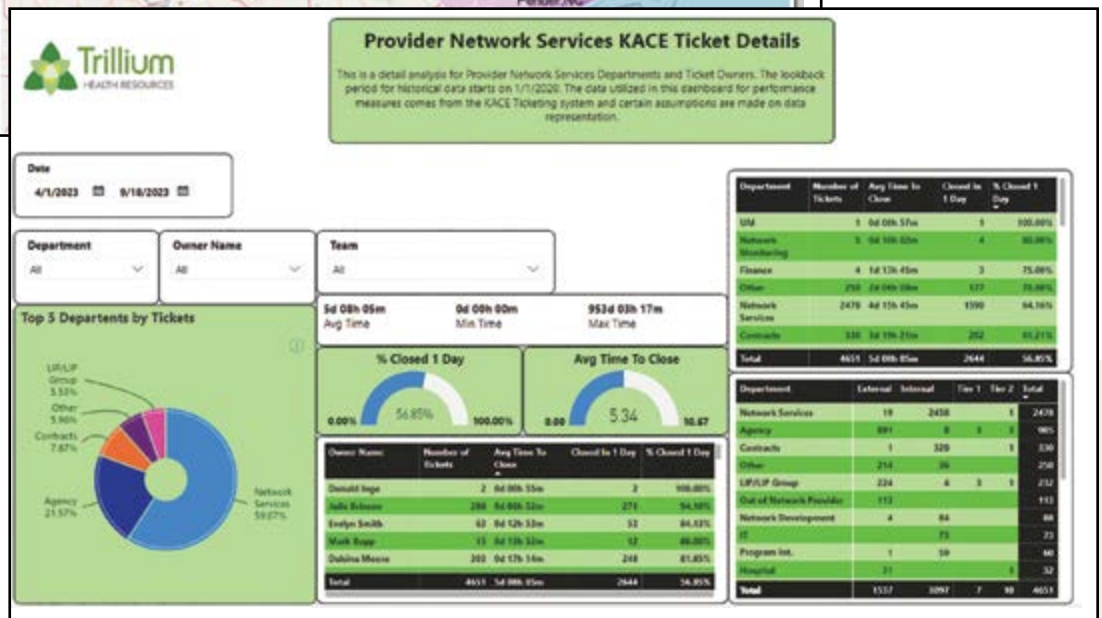
Harnessing the expertise of the IT work staff, Trillium has boosted

our project management skills to benefit departments across Trillium. With direct support, coaching, and education opportunities we have helped business teams cultivate and apply skills such as scheduling, budgeting, and project closeout. These teams continued to bridge Tailored Plan contract requirements, business unit needs, and IT resources to meet deliverable timing, tracking, and awareness. In addition, we initiated real-time tracking tools to support NCDHHS Tailored Plan launch ticketing processes. This allowed all Trillium teams to know when to reach out to NCDHHS to address specific Tailored Plan needs.

Our IT team has to look ahead to identify the latest advances and potential uses, while serving current issues as they arise. We thank them for their ongoing ability to serve all of Trillium, both today and in the future.



POWERBI DASHBOARDS LIKE THESE HELP STAFF VISUALIZE DATA TO MAKE STRATEGIC DECISIONS.



Control	Title*	Description
CB-001:	Core values are documented in a mission statement which is viewable by all employees.	Core values are documented in a mission statement which is viewable by all employees.
CB-002:	All new hires are required to acknowledge the Conflict of Interest and Confidentiality Agreement upon onboarding.	All new hires are required to acknowledge the Conflict of Interest and Confidentiality Agreement upon onboarding.
CB-003:	Employees are required to complete security awareness training upon onboarding and on an annual basis.	Employees are required to complete security awareness training upon onboarding and on an annual basis.
CB-004:	Performance evaluations are conducted on an annual basis to assess employee performance and establish goals.	Performance evaluations are conducted on an annual basis to assess employee performance and establish goals.
CB-005:	Contractors and vendors are required to sign a Contractual Agreement that includes a Non-Disclosure Agreement.	Contractors and vendors are required to sign a Contractual Agreement that includes a Non-Disclosure Agreement.
CB-006:	For providers, Business Associate Agreements (BAAs) or Non-Disclosure Agreement, which include defined responsibilities for both parties, are executed within the third-party service providers' master service agreements.	For providers, Business Associate Agreements (BAAs) or Non-Disclosure Agreement, which include defined responsibilities for both parties, are executed within the third-party service providers' master service agreements.
CB-007:	A charter is established which defines the oversight responsibilities of the Area Board of	A charter is established which defines the oversight responsibilities of the Area Board of
CB-008:	A quarterly Governing Board Meeting is in place that discusses budget and financial plans and the Business Financial Plan.	A quarterly Governing Board Meeting is in place that discusses budget and financial plans and the Business Financial Plan.
CB-009:	The Area Board of Directors includes an Audit Committee, Compensation Committee and a Nominating and Corporate Governance Committee and may form, merge or dissolve committees as it deems appropriate.	The Area Board of Directors includes an Audit Committee, Compensation Committee and a Nominating and Corporate Governance Committee and may form, merge or dissolve committees as it deems appropriate.
CB-010:	An organization chart is established to define structures and reporting lines. The organization chart is reviewed and updated quarterly.	An organization chart is established to define structures and reporting lines. The organization chart is reviewed and updated quarterly.

EXAMPLE OF SOC2 AUDITING REQUIREMENTS.

Mapping the Future of Equity and Empowerment

Trillium's Diversity, Equity, and Inclusion (DEI) Strategic Framework centers on an organization whose workforce and leadership represent and reflect the communities we serve. Inclusion clears the path for breaking barriers to care and discovering innovative solutions for our members.

The DEI Department surveyed staff to collect current attitudes and feedback around inclusion. It serves not only as a snapshot of experiences, but a roadmap to new opportunities for growth and development. It follows the same survey conducted in 2021.

Looking over the entire survey, scores improved in every category. In two years, DEI efforts targeting opportunities for growth made an impact. Management was one category with continued favorability from staff. Staff felt their managers and supervisors effectively handled diversity, equity, and inclusion concerns. They also felt their leaders gave appropriate accommodations for life's situations.

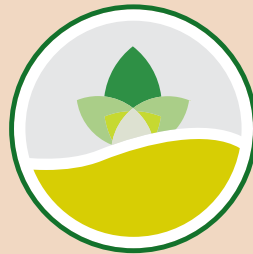
Diversity Awareness also scored favorably with an average score of **3.72 out of four**. Staff also exhibited strong support for Trillium's discrimination and harassment policies. **One-hundred % of staff agreed discriminatory language does not exist in our policies, procedures, and documentation.** Black or African American participants additionally reported a significant increase in scores across multiple categories.



The 2023 survey will be the point of reference guiding better staff experience and outcomes. The greatest opportunity for improvement was in employee evaluation, promotion, and development. Across all demographics, this category saw either no improvement or decreased favorability. However, Trillium realizes these efforts are an active work, not a final product. Each thread deserves

careful appreciation and dutiful weaving in an ever-expanding tapestry.

Trillium staff are engaging in DEI initiatives: They are connecting with **11 Employee Resource Groups**, a leadership development training series, awareness event forums, and more. Staff feedback and input will continue to show the right actions and the areas needing improvement. When staff feel empowered and seen to do their best work, Trillium's members, recipients, and communities have no limit to their potential.



Diversity, Equity, & Inclusion

Foundations for GROWTH



Staff 100% Agreed
Discriminatory language does not exist in our policies, procedures, and documentation.



Diversity Awareness 3.72 out of four stars



11 Employee Resource Groups

THE FUN CONTINUED AT VICTORY JUNCTION THIS YEAR! WE SENT **53 MEMBERS** AND THEIR FAMILIES TO THE INCLUSIVE CAMP IN RANDLEMAN, NORTH CAROLINA



ALL PHOTOS COURTESY OF VICTORY JUNCTION, 2023.

Community Crisis Intervention Training Provides Life-saving Skills

Supporting the mental health of our communities is a team effort. Trillium's Training Department prepares our communities with the knowledge and skills to promote mental wellness. Part of that work is discovering new and dynamic ways to provide those skills. This year we retooled the Crisis Intervention Team (CIT) training for public instruction.

The U.S. Department of Justice reports about 20 % of the phone calls they receive involve a mental health crisis. An officer or first responder who has completed their CIT training has learned to de-escalate, support, and connect an individual in crisis to local services. CIT graduates return to their communities prepared to help individuals with mental health, substance use, and intellectual and developmental disabilities (I/DD), at their lowest point.

With the success and popularity of Trillium's CIT program, the Training Department has received requests from individuals, outside of law enforcement and first responders, interested in taking the CIT training. The Training Department referred these requests to their Mental Health First Aid, Youth Mental Health First Aid, and Question, Persuade, Refer (QPR) suicide prevention trainings. The Training Department saw this as an opportunity to share this vital information in a new way.

The Community Crisis Intervention (CCI) training was the solution to meet this need. The training is a 12-hour, self-paced instruction that helps members of the public understand individuals living with mental health, I/DD, or substance use disorders. Participants learn the history of our mental health system, trauma, stigma,



and other concepts around behavioral health. The course empowers participants to help family, friends, and neighbors experiencing a mental health crisis.

Training is as much a practice of listening as it is guiding. With CCI, our communities have another avenue to gain life-saving information and skill development. The best protector of our mental health is our community. With the proper tools, our neighbors across eastern North Carolina can build resilience and well-being.



BLADEN COUNTY SHERIFF'S OFFICE AND 911 DISPATCHERS FROM NEW HANOVER COUNTY COMPLETED CIT TRAINING.





CIT

45 **535**
 TRAININGS PARTICIPANTS

MHFA ADULT

39 **594**
 TRAININGS PARTICIPANTS



MHFA YOUTH

13 **178**
 TRAININGS PARTICIPANTS

(QPR) QUESTION, PERSUADE, & REFER

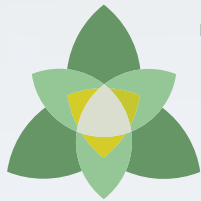
24 **312**
 TRAININGS PARTICIPANTS



TOTAL

121 **1,619**
 TRAININGS PARTICIPANTS

MENTAL HEALTH LEGISLATIVE BREAKFAST, FEBRUARY 2023.



Trillium

HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

Member and Recipient Services
1-877-685-2415

Administration 1-866-998-2597

TrilliumHealthResources.org



Northern Regional Office
144 Community College Rd.,
Ahoskie, NC 27910

Central Regional Office
201 West First St.,
Greenville, NC 27858

Southern Regional Office
3809 Shipyard Blvd.,
Wilmington, NC 28403



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