

Trillium
HEALTH RESOURCES

2024 IMPACT REPORT

Building Greater



BUILDING GREATER STARTS WITH A FIRM FOUNDATION

Trillium Health Resources has relied on our strong expertise and deep relationships to expand our region and offerings.

The past few years have continued to teach us that change is constant. From the impact of COVID-19, to ongoing delays for the Tailored Plan launch, to the addition of individual new counties to our region, Trillium Health Resources has continued to pivot and adjust to every new challenge.

Then came fiscal year 2024. In recent memory, this year that has forged the greatest opportunities for Trillium and our operations. We have expanded our region, our experience, and our service capacity. We are truly building greater.

It has been rare for one single year to involve so many monumental changes. Medicaid Expansion brought healthcare to people ages 19 through 64 who had higher incomes and may not have qualified before. Trillium sent welcome packets to more than 3,500 members in this population in November 2023.

Soon after, the North Carolina General Assembly directed the Secretary for the North Carolina Department of Health and Human Services to reduce the number of Local Management Entity/Managed Care Organizations (LME/MCOs). With the exception of three counties (Harnett, Davidson, and Rockingham that were transitioned to other MCOs), Trillium, Eastpointe Human Services and Sandhills Center consolidated in to one entity, with Trillium as the surviving organization. On February 1, 2024, Trillium's region grew by 18 counties, we welcomed approximately 800 new staff, and we mailed out almost 90,000 welcome packets to Medicaid members in the new counties.

Also in February, NCQA notified Trillium we achieved Interim Health

Plan accreditation. The review team commended our detailed Quality Program Description, complex case management program, and our well-prepared documentation.

Another implementation followed soon after with the start of the Healthy Opportunities Pilot (HOP) on May 15. Eligible Medicaid members living in 15 counties could now get referrals for food, transportation, housing, and domestic violence assistance — all as billable services. In the first 90 days, Trillium HOP staff processed 462 referrals through the new NCCare360 platform.

After years of preparation, readiness reviews, and procedural and systemic adjustments, we also saw the launch of the Tailored Plans on July 1.

Every single Trillium department has been involved in this monumental task, such as:

- Quality Management coordinated the review of all necessary edits to procedures and policies.
- Information Technology received a favorable Service Organization Control (SOC) 2 Type II report, required for all Tailored Plans.
- Communications ensured around 115,000 welcome packets were sent to Tailored Plan members and state-funded recipients.
- Tailored Care Management (including Regional Care Teams, Population Health, Innovations Waiver, and more) impacted the lives of 14,412 members enrolled in Tailored Care Management.
- Network Management worked with Claims and Utilization Management to set up new processes for submitting claims and prior authorizations, ensuring a seamless process for behavioral health and new physical health providers.
- The Member and Recipient Service Line fielded more than 1,200 calls some days after the welcome packets were delivered to member and recipient homes, an increase from a monthly average of 3,000 calls.

All these numbers and efforts illustrate the importance of what Trillium values most: our people. From our 1,600+ workforce helping our populations, to our board members' participation, to our providers' and practitioners' dedication, to key partners in our communities, and to the families we serve, we are always thankful for the thousands of people who continue to help us build greater.



Joy Futrell
Chief Executive Officer



Jerry Langley
Chair, Governing Board of Directors

*Honeycomb
is one of the strongest
structures found in nature. It is
lightweight relative to its strength. The
linked hexagonal shape evenly distributes
weight when outside pressure is applied.
The compartmental design can easily
be expanded. It is the perfect metaphor
to illustrate an adaptive, steadfast, and
supportive organization such as
Trillium.*

The background of the entire page is a close-up, high-magnification photograph of a honeycomb structure. The cells are a deep, warm red or burnt orange color, with a slightly textured, almost crystalline appearance. The hexagonal pattern is consistent across the entire frame. In the center of the page, there is a white hexagonal shape that serves as a container for text. The text is in a clean, sans-serif font, with the section headers in bold blue and the descriptive sentences in a lighter blue.

MISSION

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

VISION

For every community and individual
to reach their fullest potential.

TABLE OF CONTENTS

05	Consolidation
07	Management
08	Finance
09	Regional Operations
13	Member Outreach
15	Member Stories
17	Staff Stories
19	Healthy Opportunities Pilot Launch
21	Information Technology
23	Innovative Development and Specialty Care
31	Network
33	Medical Affairs and Population Health/Quality Management
37	Training

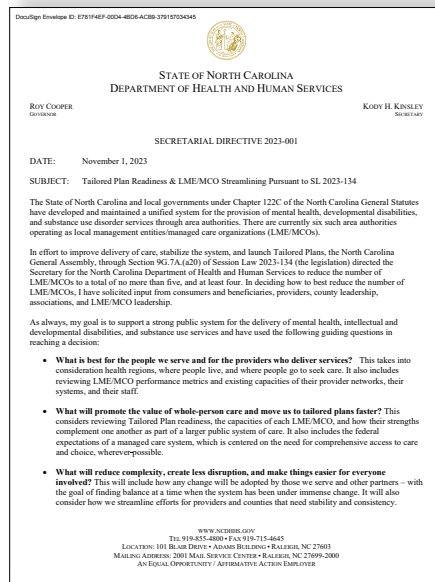
Nov. 15, 2023:
Consolidation
Plan submitted.

Dec. 18, 2023:
Sec. Kinsley
approves
consolidation
plan and
communications
begin from
Trillium to staff
at all three
organizations.



Dec. 19, 2023:
Trillium, Sandhills,
and Eastpointe
launch webpages
announcing the
consolidation and
sharing required
information.

Dec. 21, 2023:
Daily provider
office hours
start, targeted
to transitioning
providers to ensure
all paperwork
is in place and
questions answered
by Feb. 1.



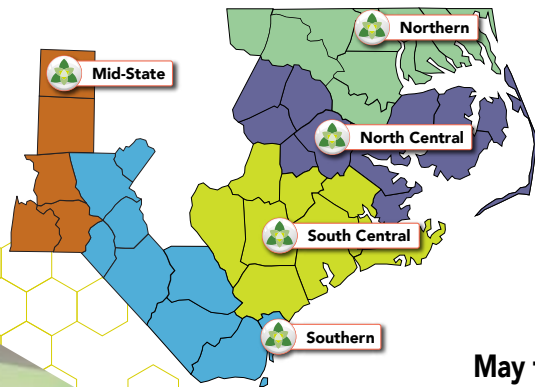
Consolidation

On Nov. 1, 2023, Sec. Kody H. Kinsley of the North Carolina Department of Health and Human Services announced plans for the existing six local management entities/managed care organizations (LME/MCOs) to reduce to four entities. As part of those plans, Eastpointe Health Services and Sandhills Center would continue with their proposed consolidation; effective Feb. 1, 2024, they would consolidate with Trillium (with the exception of three counties). As the surviving entity, Trillium now serves 46 counties, the largest MCO and Tailored Plan in the state for the geographic area and number of members covered in our health plans.

This was an aggressive timeline, happening along with Medicaid Expansion (effective Dec. 1, 2023), final Tailored Plan preparations, and a recent NCQA Health Plan accreditation for Trillium. However, staff from all three organizations committed to the work required for a successful merger. Any staff who wished to remain a part of the new organization were guaranteed a position. All provider contracts in good standing would also continue to be recognized by Trillium. Members would continue to get the same services on day one.



While those few sentences summarize our expected outcomes for the merger, countless staff hours had to go into making it a reality. The deadline was short, but what we lacked in time we more than made up for in commitment and determination.



Jan. 8, 2024: Weekly virtual information sessions hosted to introduce Trillium to new counties and answer questions from members and stakeholders.

Jan. 8, 2024: Notification sent from NCDHHS to members in 18 counties about the transition

Jan. 12, 2024: Trillium hosts a virtual all-staff meeting with more than 1,300 staff in attendance. We also hosted staff office hours to explain procedures and answer staff questions through this process with a total attendance of more than 1,400.

Jan. 23, 2024: Trillium finishes sending welcome packets to around 170,000 transitioning members. Out of these, 100% were able to keep their same TCM.



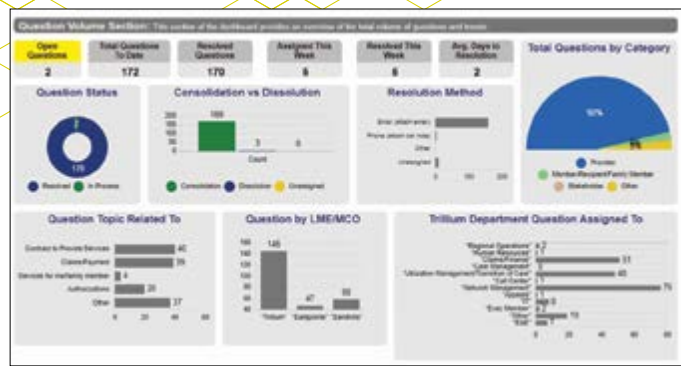
March 5, 2024: Trillium started promoting our unique programs across the 18 new counties, including Victory Junction, Re-entry Simulations, Trillium Health SUMMIT, School-Based Therapy Services, and more.

May through July: In-person town halls hosted in all 18 counties to hear about the communities, introduce our staff, and answer questions. Hundreds of residents and stakeholders attended and provided important feedback and suggestions that were tracked in our Q&A dashboard.



RE-ENTRY SIMULATION
TOWN HALL MEMBER MEETINGS
VICTORY JUNCTION SPRING 2024

Feb. 1, 2024: Consolidation effective for members and providers.



Q&A DASHBOARD



WELCOME PACKET

EXECUTIVE TEAM

What is one detail about Trillium you would share with someone from outside our state?

Joy Futrell

Chief Executive Officer

It's hard to express in a few words how proud of Team Trillium I am and everything we have accomplished this year. We completed a massive consolidation of three agencies within 45 days, an extremely aggressive deadline and with a focus on the Members of our health plans. During this time we also achieved our NCQA Interim Health Plan Accreditation and final efforts for Tailored Plan launch. All 1,600+ of our staff were dedicated, flexible, creative, and industrious. Every person showed up and did their part to surpass these goals, and Trillium is so grateful for all of them.



Cindy Ehlers

Chief Operations Officer

It is a privilege to share a part of another person's life in your work. Our roles at Trillium help others, but they also help each of us in ways we often do not truly get until later in life when we are looking back and remember these people of today that shaped us as professionals.



Mike Lewis

Chief Information Officer

"Member first" is not a marketing tagline or slogan at Trillium; it is the first question, primary focus, and largest qualifier for any decision, action, or outcome our teams pursue.



Melissa Owens

Chief Financial Officer

Trillium's culture and dedicated staff are what make us a leader in building relationships with members and stakeholders in our state.



Dr. Michael Smith

Chief Medical Officer

Trillium is an outstanding organization to work with as our staff and clinicians are all focused on the needs of the people we serve. This person-centered approach is evident from our incredible staff on the front lines to the equally skilled folks that are rarely seen that perform our back office functions. I am proud to be a part of this organization.



Senitria Goodman

General Counsel

I am always so impressed by all the components of our Trillium relationships ... from our passionate staff, to our innovative vendors, to our reliable provider network, to the resilient people and families we serve. The work we do is not always easy, but having this outstanding network of individuals proves we are stronger together.

FINANCIAL SNAPSHOT

\$1.3B

Total Services and
Benefits Expenditures
for FY 2024

\$47.8M

Access, Quality,
& Administration

\$108.7M

Care Coordination

\$1.2B

Provider Payments

*Breakdown of Provider Payments:

\$1B

Medicaid

\$138M

State-Funded

\$7.8M

County



Source:

TRILLIUM'S PERSONS SERVED REPORT

* Please note: Values may not equal
the **total members and recipients
served** due to dual diagnoses.

* Financials are accurate pending
annual audit.

65,159

Medicaid

17,690

State

44,716

MH

14,006

I/DD

12,657

SUD

9,900

MH

1,059

I/DD

8,667

SUD

REGIONAL OPERATIONS:

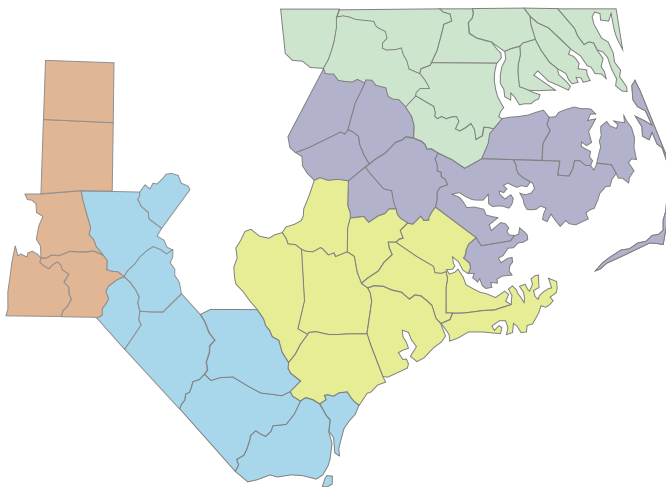
What are the key goals or accomplishments for each Trillium region?

With the consolidation of Trillium, Sandhills Center, and Eastpointe, we welcomed **18** new counties and the board members who served them. Trillium expanded from three regions to five, added members to our Regional Advisory Boards and Consumer and Family Advisory Committees (CFAC), and held meetings to introduce these representatives and start collaborating together.



Trillium hosted in-person Town Halls to hear about each new community, introduce staff, and answer questions from the attendees. During each Town Hall, a member of Trillium's Executive Leadership Team attended along with other staff to share information about Trillium and receive feedback from attendees. These sessions were valuable for us to hear about the direct needs and concerns from our communities.

With our growing reach, we have also made progress in the statewide initiatives we are supporting with our Regional Operations staff. Through attendance at sponsored events or forging impactful partnerships, we are helping to increase health care access and improve services across our 46 counties.



Anthony Ward
Mid-State
Regional Vice
President



Mid-State:

On April 17, 2024, Trillium published a Request for Information (RFI) for School-Based Therapy Services. School-Based Therapy Services offers Outpatient Therapy for children experiencing mental health issues, intellectual or developmental disabilities, or substance use disorders in each designated school district. Providers selected in the RFI provided services to Medicaid members, including both NC Medicaid Direct and Trillium Tailored Plan members. Interested providers responded by June 30, 2024, with selections made for services beginning in Aug. 2024.



Bobbie Lowe
Northern
Regional Vice
President



Northern:

Trillium participated in several community-based events to help share information, including the Family Fun Fair in Bertie County and the Rich Square Town Hall in Northampton County.

The Northern Region Liaisons have also done outreach to several senior centers in Pasquotank, Hertford,

and Northampton Counties to share information about depression in older adults, reducing stigma, and how to access behavioral health services.

Bertie County welcomed Gov. Cooper and Secretary Kinsley at an event hosted by Care4Carolina. The event included a number of speakers and focused on the successful enrollment of more than **400,000** individuals thanks to Medicaid Expansion. Trillium's CEO Joy Futrell, Commissioner Ron Wesson from Bertie County, and Commissioner Tracey Johnson from Washington County joined the panel as well. Abby Emanuelson, Care4Carolina Director, discussed how Medicaid Expansion benefits health care access in rural communities.



GOV. COOPER



CAROLINA ACROSS 100



Dave Peterson
North Central
Regional Vice
President



North Central:

Greene County worked with Trillium on plans for utilizing their Opioid Settlement funds. During the research phase, they made the decision to combine their funds with another neighboring county to make better use of the money, a unique approach that will be able to benefit more individuals.

In Edgecombe County, we met with ECU Health Edgecombe Hospital to discuss avenues to help keep

members with I/DD out of the emergency room. Part of the steps identified were building better connections with local providers in the community.

We have a new CFAC chair, Lorraine Washington, who also serves on the State CFAC. She has a wealth of knowledge and will be a wonderful conduit for sharing information from the State CFAC.



Victoria Jackson
Regional Vice President



ONSLOW COUNTY COMMUNITY SERVICE DAY: KATEISHA JONES, COMMUNITY LIAISON COORDINATOR, REPRESENTS TRILLIUM.

South Central:



WAYNE COUNTY TOWN HALL, MAY 2024.



MELISSA REESE, COMMUNITY LIAISON COORDINATOR, AND BROOKE MICKELSON, DIRECTOR OF TRAINING AND COMMUNITY RELATIONS, PARTICIPATED AT THE STATE OF THE CHILD CONFERENCE RE-ENTRY FAIR.





Cecelia Peers
Regional Vice
President



Southern:

Cecelia Peers, Regional Vice President, gave a presentation to members of the Columbus and Bladen County Chapter of the Bar Association. Individuals with mental health and substance use are more likely to become justice involved over their lifetime, and individuals in the legal community aren't always familiar with the behavioral health service system. The presentation offered information about Medicaid health plans, how to help people access care, and the array of services available to people with mental health and substance use challenges.

All Regions: Participation in Carolina Across 100

Bobbie Lowe, Regional Vice President, and Dena Hamilton, Community Liaison Coordinator, represented Trillium as part of the "Our State, Our Wellbeing" initiative through UNC Chapel Hill to build awareness and



NEW HANOVER COUNTY VETERANS
TREATMENT COURT, APRIL 2024



CAPE FEAR CARES TEAM



BOBBIE LOWE AT S.A.V.E.S.

support around preventing suicide. A total of **15** teams joined this yearlong effort, including **four** workshops in Chapel Hill and regular community meetings and projects. Bobbie Lowe was part of the Team S.A.V.E.S (Suicide Awareness via Education and Support) covering Chowan, Currituck, Camden, Perquimans, and Pasquotank Counties. The team was a collaboration with representation from Integrated Family Services, ECU Health, Coastal Horizons TASC. Dena

Hamilton was part of the Cape Fear Cares team including New Hanover, Pender, and Brunswick Counties, with participants from Coastal Horizons, New Hanover County Health and Human Services, Schools, and Integrated Family Services Mobile Crisis. The initiative ended with a forum at UNC that was attended by elected officials and stakeholders from across the state.

One Community

Trillium's One Community is our member outreach team. The One Community staff travel across our region to attend events and share health education information about stress, anxiety, depression, and general physical health challenges. In fiscal year 2024, they attended **654** events and interacted with **135,504** contacts.

One Community also encourages people to seek help for their behavioral and physical health needs. We want to instill hope that no matter what, help is always available. Through these health education efforts, we strive to strengthen the foundations of well-being for everyone we serve.



MEMBERS ARRIVING FOR AN INCLUSIVE NIGHT OF BASEBALL FUN WITH THE MOREHEAD CITY MARLINS.

*Our community matters
and so does the health
and well-being of its people.*



PANEL DISCUSSION AT THE AFRICAN AMERICAN HEALTH SUMMIT IN NEW BERN. ONE COMMUNITY STAFF USED THIS EVENT, BILLBOARDS, AND DIRECT MAIL TO SHARE INFORMATION AND T-SHIRTS ABOUT THIS DISEASE. ONE COMMUNITY STAFF ALSO ATTENDED THE PRIDE SUMMIT TO SHARE USEFUL INFORMATION.

MEMBERS REACHING GOALS



Walker

The right support can help anyone soar. Growing up, Walker loved creating birdhouses. With help from Trillium, Walker was able to turn this lifelong passion into purpose. He is now on the way to launching his own small business, Roost.

Walker first began building birdhouses in elementary school. As a Cub Scout, he was introduced to woodworking. His Eagle Scout Project was building and installing bat boxes in the Oakdale Cemetery in Wilmington. After graduating from high school, Walker began to think about his future. When discussing this with Trillium staff, Walker's care manager shared about the Small Business Funding Project. The initiative provides funds to eligible Trillium members to start or support their small business. These ventures can not only provide financial security, but purpose and community.

With the funds from the grant, Walker was able to purchase enough cedar and materials for his first 100 birdhouses. He was also able to use funds to work with a web designer to create the Roost brand and a website to sell his products. Walker personally brands each birdhouse with his signature logo for a personal touch. He also particularly enjoyed the photoshoot to help showcase his business.

He plans to offer three different styles of birdhouses. Walker is excited to launch his website in the very near future, as well as sell official Roost birdhouses at local markets in Wilmington. He's even worked with his speech therapist to prepare for potential questions from customers. Production and getting plans lined up has kept him busy, but Walker is excited to see his business in action, as well as meet new people and build connections with his community. Walker and his family are grateful for their care managers and support staff who have helped Roost take flight.

In addition to his work, Walker is no stranger to the Wilmington community. "When he's not working, he's moving," Michelle, Walker's mom, said. He enjoys playing open basketball at the YMCA and has even run track in the Special Olympics State tournament. He also plays the drums and enjoys local music performances. From his work to his everyday life, Walker is able to find fulfillment and community.



Titus & Deborah

Deborah is a fierce advocate for her son, Titus, who has autism. Her advocacy for Titus quickly expanded to neighbors in her community. Deborah has become a friend and active supporter of other families in Edgecombe County and beyond who are striving to create the best life for their loved ones with Intellectual and Developmental Disabilities (I/DD). She understands both the challenges and the rewards of this journey, as she lives it every day.

Her advocacy began with securing the best educational support for Titus, focusing on his Individualized Education Program (IEP). He made history as the first student athlete with I/DD on his high-school's wrestling team. After years of dedication, Titus achieved a major milestone — earning his high school diploma.

Deborah's focus has shifted to helping Titus achieve independence and community integration. At age 23, Titus began receiving services through the Innovations Waiver. He now works at a local grocery store, participates in vocational rehabilitation, and manages daily tasks like sending his checks to Social Security via fax. Each week, he walks to the local barbershop to pay for his own haircut — small but significant steps toward autonomy. Titus also enjoys connecting with others, reflecting the shared importance of community engagement.

Community involvement has always been a core value for Deborah. She supports the Crisis Intervention Team (CIT) program, training officers to assist individuals with I/DD. Deborah and Titus often share their own experiences at CIT trainings, connecting their story to the community. They also give back through local organizations, recently participating in the African American Caucus of NC's conference.

Through her roles as a parent, neighbor, Consumer and Family Advisory Committee (CFAC) member, and community leader, Deborah is committed to breaking down barriers and connecting people to vital services. She and Titus exemplify families building stronger support systems for everyone served by Trillium. They are united in helping individuals like Titus live their best lives.



Blake

Blake doesn't let having a disability get in the way of pursuing his passion. Despite being nonverbal, the Randolph County resident offers his view of the world around him through visual arts.

Since his diagnosis with autism at age 3, Blake has received various services and supports within the North Carolina behavioral health system. Through an art therapy program offered by The Arc of High Point, Blake found out he had an extraordinary talent for creating landscape and animal paintings in his own unique style. At the time of the discovery, Blake was only 12 years old. Now at age 32, he is an accomplished artist and painter, and his work is drawing a lot of attention.

Blake has been commissioned to create one-of-a-kind pieces and has sold prints of his paintings through nationally recognized home décor and online retailers. Some of the art sold on his website and social media has helped charitable causes, both at home and across the country. His art has gone to support The Arc of High Point and the National Autism Association.

His mother Leann is grateful for the services and supports their family has received throughout Blake's life. She gives back by playing an active role in one of Trillium's regional Consumer and Family Advisory Committees and has served as an advocate for individuals like her son for many years.

Not only does Blake create beautiful artwork, but it's easy to see that he is someone who inspires others to do what they love and do it very well. He is reaching his potential and living a fulfilled life. When interviewed by a national media organization several years ago about his paintings, Blake and his mom had some wise advice for others in the disability community: "Never let anyone tell you that you cannot do something. Just give it your best try and you might surprise them."

THE BUILDING BLOCKS OF TRILLIUM

These stories reflect the dedication that drives us to dismantle barriers to care, promote wellness, and create stronger, healthier communities. It's the voices and experiences of our staff that help us understand the real needs on the ground and shape our strategies to make lasting, positive impacts.



Meet Tony Heckstall

We are the pulse of behavioral health and intellectual/developmental disabilities in 46 counties in North Carolina. Tony Heckstall is an I/DD Monitoring Coordinator in the Care Management department. Tony serves Trillium's Northern region. He is the link between our members and the support that unlocks and enhances their full potential.

Tony says it's a great feeling when a new member asks about doing something they might have thought was impossible. In his role, he really knows our service array and how to best meet members' needs. Tony can assist them in realizing that their far-fetched wishes often can come true. Transforming lives is something Tony does not take for granted as he works with his team to help members reach their potential.

In his personal life, Tony is active in his community. He is a trustee at his church. He has also served as chairman of his fraternity's Social Action Committee, leading coat, food, and toy drives for families in need. He also coordinates prostate cancer awareness events. Community is an idea that drives Tony, both in his work and his life outside of Trillium. Every day is a new chance to have that moment of joy when a member feels empowered by possibilities. The pulse of Trillium is strong and steadfast. Tony is one of the many staff working passionately to keep that beat going, for our members and our communities.



Meet Jeff McKay

Jeff joined Trillium in February 2024 following the consolidation with Sandhills Center and Eastpointe. He started working for Sandhills Center in 2016 in the Program Integrity department and moved into the director position a few years later. With Trillium, he is the Head of the Special Investigations Unit in the Compliance department.

Jeff enjoys his work because it allows him to ensure that our members receive the best services possible. Making sure members are treated fairly while honoring our fiduciary responsibilities is important. Jeff and his team at Trillium identify behaviors of waste or abuse. In extreme cases, Trillium can identify agencies or individuals who may be taking advantage of members or the Medicaid system. In these instances, they may be removed from the network or prosecuted. During his career, Jeff has worked on some cases involving the Medicaid Investigation Division, the Federal Bureau of Investigations, and other authorities. He says it is satisfying to see individuals and organizations be removed from the system when they are found to have been involved in waste, fraud, or abuse. Safeguarding the integrity of the Medicaid system builds trust with our membership and within our communities.

Jeff enjoys his work with Trillium. He feels privileged that our members have allowed him to be part of their lives, often when they are most vulnerable.



Meet Kelsey Wheeler

Kelsey Wheeler is a pharmacy analyst in the Pharmacy department and has worked in the field for about 17 years. Her training began as a pharmacy technician with CVS, later moving on to a pharmacy benefits manager (PBM) as a clinical pharmacy technician. From there, she worked in pharmacy rebates and government implementation as a business analyst. In January 2023, she joined Eastpointe Human Services as a pharmacy analyst, eventually joining Trillium in February 2024.

Kelsey is proud to be a part of the pharmacy team at Trillium, one of the newer departments created during Tailored Plan readiness. Kelsey has used her skills to communicate and distribute vital information to staff and stakeholders so that everyone has relevant, accurate information. She also monitors reporting and claims processing for accuracy. She is excited about her work and the many challenges it presents.

"Ensuring that the community is served, to the best of my ability, is very personal for me," Kelsey says. "As the pharmacy analyst, it is my responsibility to work as a liaison between my directors, our PBM (Perform Rx), and other Trillium business units to operationalize programs and ensure adherence to requirements, as well as identify gaps and risks leading up to and following our Tailored Plan launch for Pharmacy Benefits services. Managing daily tasks and the ability to pivot are essential in the ever-evolving pharmacy world."

HEALTHY OPPORTUNITIES PILOT LAUNCH

Housing, Transportation, Food, and Interpersonal Safety and Toxic Stress

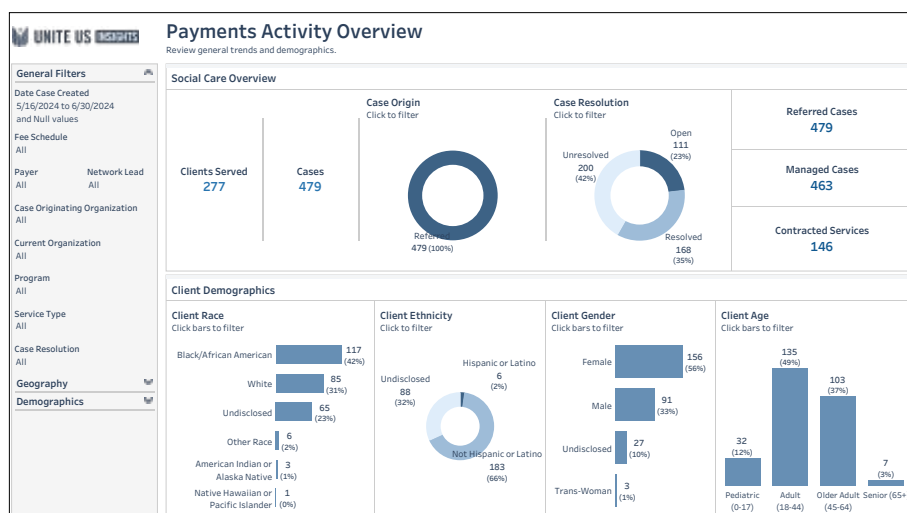
On May 15, 2024, Trillium launched the Healthy Opportunities Pilot (HOP) for NC Medicaid Direct members in **15** counties. The Pilot includes **27** services that fall within Housing, Transportation, Food, and Interpersonal Safety and Toxic Stress domains for eligible members who reside in **Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt, Bladen, Brunswick, Columbus, New Hanover, Onslow** and **Pender** counties. HOP staff at Trillium help coordinate referrals with the 70+ Human Services Organizations who provide the requested services.

The Pilot program, launched by NCDHHS, will leverage findings to integrate interventions that improve health outcomes into the NC Medicaid program statewide. Pilot services are only available to certain health plan members, including those with at least one physical or behavioral health criteria (such as pregnant women with a history of poor birth outcomes) and at least one social risk factor (such as experiencing food insecurity).

The initial demand was staggering. Within the first **45** days, HOP staff at Trillium had processed **462** referrals, with **389** members formally enrolled

in the program. The highest demand was for housing, with **41%** of the referrals. The second most popular was for food assistance services, seeing **35%** of the referrals.

Next year, Trillium is excited about connecting even more eligible members to HOP services. Members enrolled in HOP through the Standard Plans have shown a cost savings of \$85 per member per month for health care. More importantly, these individuals are getting a safe place to live, a reliable food source, and a ride to get to their doctors' appointments. It's hard to put a price on that.



Member Story

One member in Pitt County has been waiting for housing and related supports for 11 years. She completed a self-referral by calling Trillium's Member and Recipient Services line and was forwarded to our HOP team.

She was enrolled into HOP on May 23. While her initial request was for housing, after talking to our HOP staff she was also referred to the following services. She plans to move into her new housing on July 1! Trillium is proud to be a part of the HOP program in order to support people like this with the tools they need to reach their potential.

- Health-related public transportation
- Healthy food box
- Housing navigation, support, and sustaining services
- Essential utility setup
- Inspection for housing safety and quality
- Housing move-in support
- One-time payment for security deposit and first month's rent

462
Referrals

Received in the
first 45 days

41%
Housing

Highest in demand
for referrals

15
Counties

Pilot region
for Trillium

HEALTHY OPPORTUNITIES: Interpersonal Safety

The Healthy Opportunities Pilot provides help for those in need of housing, food, transportation, and interpersonal safety/toxic stress support. To ask about your eligibility or find out more, talk to your Care Manager or call Trillium at 1-877-685-2415.

Domestic violence can happen to anyone, and harms people physically, financially, and emotionally. Interpersonal safety services and activities help Pilot members experiencing violence, abuse and toxic stress. Care managers can connect Pilot members (and their children) to legal supports, send referrals to domestic violence shelters, refer members to parenting services to address toxic stress for their children, and help develop safety plans. Care Managers work with members in a secure, private way to protect the identity of the member.

Examples of Interpersonal Safety services:

- Interpersonal Violence (IPV) Case Management, includes advocacy for victims of violence
- Violence Intervention Services, includes peer support specialist services
- Parenting Curriculum, includes parenting support programs and education

The Healthy Opportunities Pilot Program is subject to funding and not an entitlement.

Trillium requires priority admission to all women who are pregnant and injecting drugs, pregnant and using substances, and other individuals who are injecting drugs. Trillium does not publish materials or share information that is intimidating, misleading or inaccurate. Español (Spanish). Puede obtener materiales gratuitos en letra grande y otros auxilios y servicios auxiliares. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, dispones de servicios gratuitos de interpretación. Llame al 1-877-685-2415 (TTY/TDD 711). 中國人 (Chinese): 您可以免費獲得各種關於大字體以及其他的輔助工具和服務。請致電 1-877-685-2415 (TTY/TDD 711)。如需要速不是您的首選語言，我們提供免費的翻譯服務。請致電 1-877-685-2415 (TTY/TDD 711)。

MD-T2402-8088-X9999

Do you worry about having enough food, having transportation, feeling safe, or having stable housing?

Do you receive Medicaid? Do you have chronic health conditions like diabetes or high blood pressure? Ask your Care Manager about the Healthy Opportunities Pilot Program.

Call Trillium Health Resources at 1-877-685-2415 to check if you are eligible or ask additional questions.

NOTE: ASSISTANCE IS ONLY AVAILABLE TO ELIGIBLE MEMBERS IN THE FOLLOWING COUNTIES: BEAUFORT, BERTIE, BLADEN, BRUNSWICK, CHOWAN, COLUMBUS, EDGECOMBE, HALIFAX, HERTFORD, NEW HANOVER, MARTIN, ONGLON, NORTHAMPTON, PENDER, AND PITT.

Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. You can get help with this in large print and other auxiliary aids and services. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call 1-877-685-2415 (TTY/TDD 711). Español (Spanish): Puede obtener materiales gratuitos en letra grande y otros auxilios y servicios auxiliares. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, dispones de servicios gratuitos de interpretación. Llame al 1-877-685-2415 (TTY/TDD 711). 中國人 (Chinese): 您可以免費獲得各種關於大字體以及其他的輔助工具和服務。請致電 1-877-685-2415 (TTY/TDD 711)。如需要速不是您的首選語言，我們提供免費的翻譯服務。請致電 1-877-685-2415 (TTY/TDD 711)。

Help for Housing, Food, Transportation, and Interpersonal Safety

HEALTHY OPPORTUNITIES PILOT PROGRAM

Trillium HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.



Trillium Health Resources Receives Favorable SOC 2 Type II Report

Trillium has received a favorable Service Organization Control (SOC) 2 Type II report. This accomplishment demonstrates our commitment to securely managing and protecting data and the privacy of our members. Cybercrime is a growing threat to companies across all industries, making information and data security a top priority for everyone.

The assessment, conducted by Cherry Bekaert LLP, confirmed that Trillium has implemented controls aligning with the American Institute of Certified Public Accountants (AICPA) Trust Services Criteria. The assessment included all five trust principles: Security, Availability, Confidentiality, Privacy, and Processing Integrity.

The Type II report reviews management's description of the service organization's system and the suitability of the design and operating effectiveness of the controls to provide reasonable assurance that the service organization's principal service commitments and system requirements were achieved based on the applicable trust services criteria throughout a specified period.

As a North Carolina Managed Care Organization (MCO) & Tailored Plan, becoming SOC 2 Type II compliant is a requirement that aligns with our goal to be a trusted partner for our members as they navigate wellness.

COMMITMENT TO GROWTH AND STABILITY

Trillium Health Resources' Innovative Development team combines creativity, care, and evidence-based tools to improve well-being, promote community inclusion, and provide value-added services and alternative care options.

Specialty Care team connects members to life-changing tools

Independence is an increasingly available path for many Trillium members with new technology. Assistive devices and modifications can help individuals keep a schedule, develop goals, and help in daily important routines like taking medication. The Specialty Care team works to connect members with the services and tools to gain greater independence and access to their communities. As part of consolidation, the team adapted to the changing landscape so members across all 46 counties received the support for their personal success.

From Feb. 1 to April 30, 2024, Specialty Care received **338** tasks from members who previously received services from Legacy Eastpointe and Sandhills Center. Of those, Trillium staff successfully fulfilled and closed **230** tasks by May 13, 2024.

These requests included services such as Assistive Technology Equipment and Supplies, home and vehicle

modifications, transportation, and Community Networking classes/conferences. Services are available through Innovations Waiver Services Benefit Plan funding. The team also managed **281** tasks from existing Trillium members. Altogether, the team completed **619** tasks over four months. These tasks represent members receiving tangible services that make members' everyday lives easier and more accessible.

The rapid growth of consolidation meant additional staff were needed to meet the increase in members in need of services. Since Feb. 1, 2024, nine support staff joined the Specialty Care team. Trillium also approved new vendors to carry out modifications, equipment procurement, and other Innovations Waiver services. Staff completed outreach for **286** vendors as part of the consolidation. This step begins the onboarding to become an approved vendor with Trillium.

Technology is quickly evolving to better meet the unique needs of each Trillium member. The Specialty



ACCESSIBLE SHOWER

Care team is growing in its staff and approved vendors so members can receive life-changing tools. A vehicle modification means a member can easily go to their doctor or visit their local park. An accessible shower means less worry for harm and better personal hygiene. Every small change can have a lifelong impact on the health and happiness of Trillium members. Consolidation brought with it expanded responsibility. Specialty Care continues to grow with that responsibility, paving new paths to independence and fulfilled lives along the way.

Mobile clinics bring good health and wellness directly to their communities

In rural areas, behavioral health services may be out of reach. Mobile clinics help bridge the gap so the services come to the people. Prior to consolidation, Innovative Development oversaw seven mobile clinics that operated across four providers. The seven units served **14** counties as well as Ocracoke Island. Services on the mobile clinics included

peer support services, individual therapy, psychiatric evaluations, medication management, and others. Over **400** members received services from a mobile clinic operated by Coastal Horizons, Monarch, RHA Health or Port Health from November 2023 to June 2024.

Legacy Eastpointe also oversaw four providers operating six mobile units. These units provided services throughout **10** counties, including Edgecombe, Wayne, Warren, Sampson, Duplin, Greene, Lenoir, Robeson, and Hoke counties.

One member came to the Bertie mobile clinic through Monarch by way of Bertie DSS. He had lost custody of his son due to substance use and had no phone, computer, or Wi-Fi, making the Monarch mobile clinic his resource to help get his son back. Through attending weekly therapy sessions, the member was able to stop using drugs, which helped him win back custody rights with his son in September of 2023. He says if it was not for the clinic staff, he would not have had the motivation he needed to win his custody battle and thanks them for all of their work.



MOBILE CLINIC SPONSORED BY TRILLIUM



High Fidelity Wraparound expansion builds better outcomes for youth and their families

Trillium Health Resources received **\$1.6 million** from a Substance Abuse and Mental Health Services Administration (SAMHSA) grant to provide workforce development and evaluation support for successful implementation of the “NC System of Care (SOC) Expansion: Focus on Governance Development and High-Fidelity Wraparound Program (HFW).” HFW is an evidence-based, team-driven approach that supports youth with complex needs. HFW teams coordinate services with family involvement to achieve better outcomes. The grant funds one full-time position (High Fidelity Wraparound — System of Care Liaison) and provides project funds to Trillium’s System of Care Community Collaboratives, two new teams, and enhances two existing teams. The expansion will fortify better family communication, provide access to resources, and reduce the need for crisis interventions. This initiative aims to prevent restrictive care and strengthen youth and family support across the region while increasing knowledge and community awareness to ultimately reach and support more youth.

Co-Responder Project connects law enforcement with mental health resource agencies

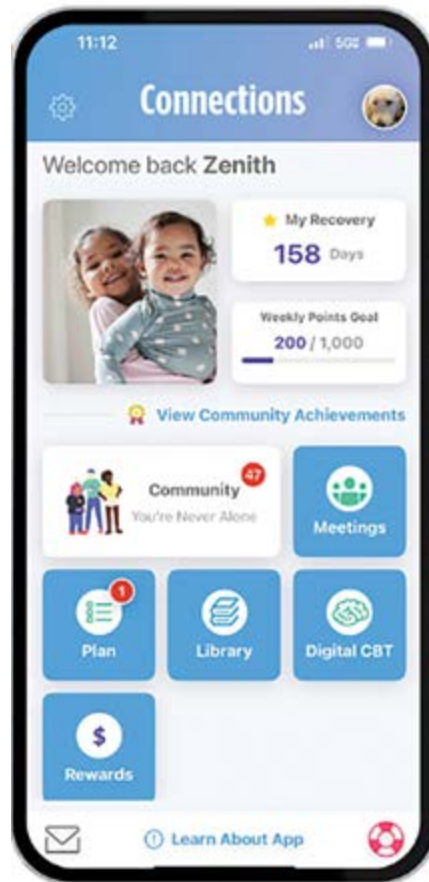
Trillium Health Resources’ Co-Responder Project provides critical support to law enforcement agencies, Departments of Social Services, and the Division of Juvenile Justice when responding to individuals with mental health, addiction, I/DD, or traumatic brain injuries. Trained mobile crisis workers assist in real-time situations, including crisis calls and officer-involved incidents.

Through contracts with two provider agencies, the Co-Responder Project served **119** Trillium members and **176** nonmembers via Integrated Family Services, and **1,351** Trillium members and **638** nonmembers through RHA Health. In total, the program responded to **2,327** calls, providing timely interventions and essential care. In one notable case, a community member who had experienced multiple crises was finally linked to appropriate services, allowing them to stabilize and prevent future episodes. Local police departments and community members have been given high praise for assisting officers and providing a highly impactful service.

24/7
Peer Community

233
Individuals
Enrolled

82
Sponsored
Providers



CHES Health's Connections app supports individuals in treatment and recovery

CHES Health uses technology to support individuals with substance use disorder (SUD). Their Connections app is an evidence-based smartphone application offering daily check-ins, goal setting, recovery tracking, support group meetings, and a moderated 24/7 online peer community.

The Companion app began its implementation in 2024. Staff from Local Management Entity/Managed Care Organizations (LME/MCO), such as Trillium, recommended individuals who could benefit from the app. A total of **82 sponsored providers** or entities were live on the app as of June 2024. An additional **109** providers and entities were in the process of being implemented. From February to June 2024, **233 individuals** enrolled in the Connections app and **136** users began onboarding. With the help of the Connections app, Trillium members can begin or continue their recovery journey, free of charge, equipped with a wealth of resources and personal support at their fingertips.

New inclusive playgrounds: Fun for all is possible in Columbus, Bladen, and Halifax counties

A playground is the perfect place for communities to come together, spark imagination, and boost physical and mental health. That invitation for connection and fun should be open to everyone. Inclusive playgrounds provide environments that ensure all children, regardless of ability, can enjoy the benefits of active play, fostering social interaction and development.

In 2023, Trillium welcomed three new inclusive playgrounds in its catchment. The Columbus County playground hosted a ribbon-cutting ceremony on July 6, 2023, with following events in Bladen County on July 13 and Halifax County on Oct. 10. Each playground was built with a **\$500,000** investment and features wheelchair-accessible surfaces, ramps, and sensory-friendly equipment. These openings are part of an ongoing effort that began in 2015, bringing the total to over 30 inclusive playgrounds, benefiting children of all abilities and supporting diverse family needs.



PLAYGROUND IN HALIFAX COUNTY



PLAYGROUND IN BLADEN COUNTY





MEMBERS ENJOYING FAMILY WEEKEND AT VICTORY JUNCTION.



Victory Junction creates lifelong camp memories for Trillium families

Trillium continued its partnership with Victory Junction to offer life-changing, inclusive camp experiences for Trillium members and their families at no cost. Victory Junction hosted **44** campers in September and October 2023 and **47** campers in March and April 2024 for Trillium Family Weekends at their 84-acre camp in Randleman, North Carolina. Campers had the chance to paddle out or catch a big-eyed fish at Victory Junction Lake, become their

own Picasso in the Art Lab, or kick it up at the NASCARnival.

This year marked the first-ever Trillium Design a T-Shirt event. Members were given an opportunity to express their creativity designing a t-shirt to commemorate what Trillium and Family Weekends at Victory Junction mean to them. Two designs were chosen and created for all campers and families who attended in Spring 2024. The activity was such a success, Trillium and Victory Junction are excited to continue it for campers in fall 2024.

From a Victory Junction parent: "This was, by far, the best weekend my family has ever enjoyed together because it was a safe, positive, uplifting, entertaining environment where the kids were completely engaged and we, as parents, felt we could relax a little because there was so much support and attention placed on our children and their needs. It boosted the kids' confidence and self-esteem to feel successful at so many different activities, and we're just so grateful for this incredible gift."

MEMBERS ENJOYING FAMILY WEEKEND
AT VICTORY JUNCTION.



Housing Team reinforces stability with Back@Home grant

A safe home is essential to well-being. When Trillium's Housing team works with members to secure housing, they provide more than shelter; they create a stable environment where individuals and families can grow and thrive. In October 2023, the U.S. Department of Housing and Urban Development (HUD) awarded the North Carolina Department of Public Safety's Office of Recovery and Resiliency grant funds to support the Back@Home–Balance of State (BoS)

program. Trillium serves as one of nine Housing Stabilization Service (HSS) Providers, who together serve **79** total counties across the state.

Back@Home–BoS brings together federal, state, and local partners to reduce homelessness and improve housing stability for vulnerable individuals and families. It is a three-year grant to provide street outreach, Rapid Rehousing (RRH), and Permanent Supporting Housing (PSH) services for 26 rural counties in Eastern North Carolina.

Trillium received **\$2,011,461** in grant funds to carry out Back@Home–BoS

goals. Trillium's Housing team added five staff to administer the grant, and Trillium staff applied for the grant prior to consolidation; other HSS providers currently manage services in counties previously served by legacy Eastpointe and Sandhills Center.

In addition to Back@Home–BoS, Trillium received additional grant funds to support PSH and RRH efforts. These services combine affordable housing assistance with supportive services to help low-income persons with disabilities live independently. Trillium received a total of **\$1,782,814** for PSH assistance. Additional grant awards included **\$228,647** for RRH. RRH provides quick re-entry into housing when only limited financial assistance is needed in a specific time frame. Both sets of funding will be used to support current program participants.

With the support of the Back@Home–BoS program and partnerships across the state, Trillium continues to make strides in improving housing stability for those most in need. With the assistance of Permanent Supportive Housing and Rapid Re-Housing services, Trillium's Housing team will continue reaching out with an open hand so individuals and families can live independently and thrive in their communities.

Trillium and The Healing Place of New Hanover County recognized with i2i 2023 Innovation Award

Trillium joined its partners, the Healing Place of New Hanover County and New Hanover County, receiving the Individual and Family Initiatives award from the i2i Center for Integrative Health's 2023 Innovations Award. The Individual and Family Initiatives Award recognizes a program or service led by individuals and/or family members to improve the lives of individuals served in the public behavioral health care system. The Healing Place of New Hanover County operates as a peer-run recovery program. The facility opened in early 2023 and supports **200** residents on their recovery journey. Leaders from Trillium, New Hanover County, and the Healing Place of New Hanover County received the award at the i2i Center for Integrative Health Winter Conference in Winston-Salem in December 2023.



JAY DAVIDSON EXECUTIVE CHAIRMAN OF THE HEALING PLACE, MARIANNE FURNISS, AND JOY FUTRELL AT i2i WINSTON-SALEM, DECEMBER 2023.

JACKIE BECK, KIMBERLY PARKER, AND DR. PAUL GARCIA LEAD A SESSION TITLED IMPROVING WHOLE PERSON CARE IN A TAILORED PLAN WORLD: A MULTIDISCIPLINARY PARTNERSHIP.



PEER SUPPORT SPECIALIST AT THE HEALING PLACE IN WILMINGTON.

EMPOWER program provides Trillium members with social connection and life skills

The EMPOWER program offers developmentally appropriate care for children and adults with disabilities. Easterseals UCP, a Trillium partner, operates the EMPOWER program. They provide a safe space to help

members build peer connections, learn new skills, and participate in recreational activities. Their programming includes after school or summer camp, adult recreation and wellness, Transition to Employment, and Transition to Independent Living. Across seven sites from Ahoskie to Wilmington, an estimated **225** total members participated in gaining skills and having fun with EMPOWER.



EMPOWER BIKING PROGRAM



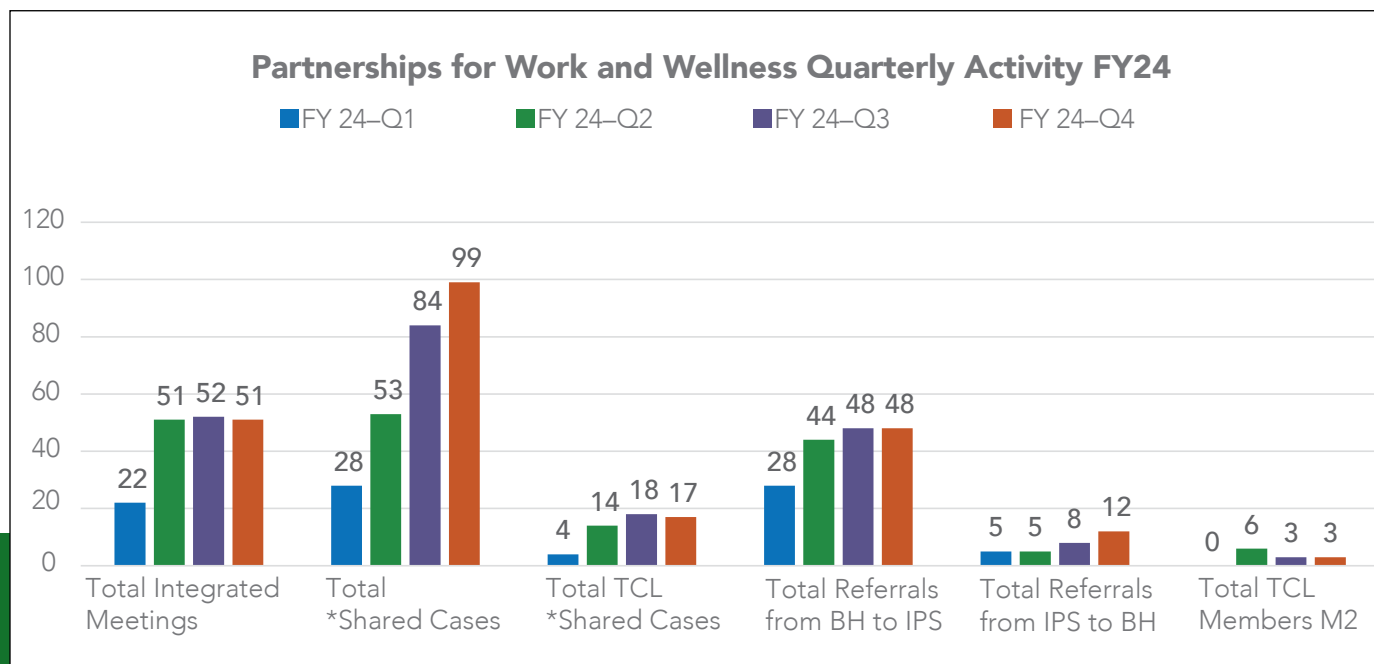
TRANSITION TO EMPLOYMENT WITH THE SALVATION ARMY.

Zach participated in the Transition to Employment program at the Jacksonville site. After completing a non paid internship at a local Food Lion, he was able to secure a job at the Food Lion with the help and support of the EMPOWER staff. This accomplishment brought immense joy to Zach and his family.

225
Participated

PARTNERSHIPS FOR WORK AND WELLNESS

The Partnerships for Work and Wellness (PWW) was piloted in FY2024 with four partnerships by Quarter 2. PWW promotes and develops integrated care through collaboration between Individual Placement and Support-Supported Employment (IPS-SE) and behavioral health providers.



**Shared Cases: The member counts for "Total Shared Cases" and "Total TCL Shared Cases" are reported as totals for the last month in the quarter because of changes in caseload size from month to month.*

Due to differences in project start dates, data for Q1 is among three providers for Aug. and Sep. and excludes July. All four providers began reporting in Oct. in Q2 and data for the remainder of the FY is among four providers.

PARTNERSHIPS

These partnerships aim to streamline referrals, engagement, and services to yield better health outcomes for Trillium members. This is especially important for members who receive services through Transitions to Community Living (TCL) and is essential for meeting the requirements of the North Carolina settlement agreement with the United States Department of Justice (2012).

MEMBER SUPPORT

By incorporating elements of IPS-SE and metrics from the settlement agreement, PWW supports individuals' participation and engagement in IPS-SE, promotes wellness and recovery through behavioral health teams, and addresses the clinical needs of those with severe and/or persistent mental illness who want to work. These partnerships also align with the Trillium Tailored Plan model for integrated care.



MEMBER ENGAGEMENT

Integrated care meetings were held weekly by the behavioral health team to include providers such as counselors, therapists, nurses, and prescribers to directly support members in their psychiatric rehabilitation. As the pilot was launched, the number of meetings increased, then remained consistent.

A total number of **99** Trillium members engaged in services with the IPS-SE provider and were staffed in weekly meetings with the behavioral health partner. The number of shared cases that were members with TCL amounted to **17**.

IPS SERVICES

PWW partners build a shared caseload by staffing cases and making referrals based on each member's needs. The total referrals from behavioral health to IPS-SE grew from **28** in the first quarter to a consistent **48** by the end of the fiscal year. The number of referrals from IPS-SE to behavioral health increased from five to **12** by year's end.

By the end of FY24, **12** Trillium members completed the career profile/employment plan in NC Core Milestone **2** and engaged in both behavioral health and IPS services.

HEALTH EFFORTS

Trillium was the first among both Standard and Tailored Plans to complete the rigorous survey process and earn this prestigious accreditation, reflecting our ongoing commitment to improving quality, accessibility, and patient care in the communities we serve.



Quality Management NCQA Accreditation

The Accreditation Unit led the Interim Health Plan Accreditation Survey Process for NCQA. Our final submission was sent in December 2023, with Trillium receiving the designation in February 2024.

It should be noted that this work was accomplished during many other priority activities such as Tailored Plan preparation, implementation, and consolidation, just to name a few. This was a major win that took extensive effort in the midst of Medicaid system overhaul in North Carolina. Throughout this process, Quality Management worked closely with each department outlining how Trillium planned to take care of our members with the highest regard to quality and continual process improvement. The



BEACH CLUB MONARCH, DECEMBER 2023.

Accreditation Unit annotated **1,561** pages, in **60** documents, covering **314** factors from **five** standards. Trillium undertook this activity to ensure compliance with Tailored Plan contractual requirements. NCDHHS mandated that every Tailored Plan and Standard Plan in North Carolina to be accredited as a health plan through NCQA by the end of their third contract year. **Trillium was the FIRST out of all Standard Plans and Tailored Plans to go through this survey process and receive this accreditation.** The preparations undertaken by Trillium's Head of Accreditation were able to align requirements from our Tailored Plan contract and NCQA standards into guidance for all Tailored Plans. Our work during this process will impact how members are cared for not only in our region, but the state as a whole.

Transitions to Community Living (TCL) Quality Management Coordinators

Quality Management worked with Care Management to coordinate the requirements for NCDHHS' TCL Implementation Plan. This plan includes extensive steps for North Carolina to increase the number of individuals who are diverted from institutional housing and given a choice in where they live.

In order to ensure Trillium compliance, we hired key roles for our TCL Program. Additional roles and expectations were added to this list, and positions were filled by Nov. 30, 2023, to meet the deadline.

The Performance Improvement Unit hired one TCL Quality Management (QM) Coordinator in November 2023 and added two more TCL QM Coordinators in February 2024 (as part of consolidation with Sandhills and Eastpointe).

Responsibilities of the TCL QM Coordinators include:

- Management of TCL internal quality activities
- TCL quality point of contact with NCDHHS
- Development and implementation of procedures to ensure compliance and quality of TCL services and functions
- Review and analysis of TCL quality, performance, and outcomes measure data
- Design and implementation of TCL PIPs
- Support for Local Barriers Committee
- TCL data collection, monitoring, and reporting

Trillium is proud to have assisted in housing placements for **1,159** individuals since the launch of the TCL program.



TCL GOT TOMMIE A SINGLE UNIT WITH THE ACCOMMODATIONS AND THE SERVICES HE NEEDED.

Performance Improvement Projects

Trillium QM staff have been carefully developing our five Performance Improvement Projects (PIPs). These PIPs, outlined below, align with various objectives in the NC Medicaid Quality Strategy and adhere to specifications outlined in the Tailored Plan, Medicaid Direct, and State contracts.

Our projects include:

- Follow-up after Emergency Department Visit for Mental Illness: 7 Day
- Follow-up after Hospitalization for Mental Illness: 7 Day
- DMH 1-7 Day Follow-up after Hospitalization for Mental Illness
- DMH 1-7 Day Follow-up after Hospitalization for Substance Use
- Decrease Housing Separation Rate for TCL Members

Staff in QM work with cross-functional teams, known as the PIP Partners teams, to develop and manage these PIPs. These teams identify barriers to care and implement interventions to address the most significant barriers. The interventions formally launched with the Trillium Tailored Plan. Through the PIPs, Trillium has the opportunity to enhance and support outcomes linked to improved member health and well-being.



TCL STAFF HELPED DON FIND A SAFE AND ACCESSIBLE APARTMENT.



ED HALL DELIVERS GUNLOCKS TO PITT COUNTY.



DELIVERY TO JUVENILE JUSTICE OFFICE IN WINTON IN NOVEMBER 2023.



DELIVERY TO DISTRICT COURT 13 IN ELIZABETHTOWN.

Gunlock Deliveries

This year, Trillium continued our campaign for distributing gunlocks to agencies around our region. According to the NC State Center for Health Statistics, more than half of firearms stored at home are not secured, leading to preventable crimes. Initiatives like NC S.A.F.E. (Secure All Firearms Effectively) from the North Carolina Department of Public Safety emphasize how simple steps like locking firearms can reduce violence and crimes. Interpersonal violence is an important social determinant of health and a large focus for Trillium.

Trillium staff delivered locks to Division of Juvenile Justice and Department of Social Services offices, including:

- District 13: 40
- District 2: 40
- District 4: 40
- District 18: 150
- District 16: 30
- District 20: 20

150 gunlocks delivered to each of these DSS counties:

- Anson
- Duplin
- Greene
- Lee
- Montgomery
- Moore
- Randolph
- Richmond
- Robeson
- Sampson
- Scotland
- Warren
- Wayne

2,270
Gunlocks

26
Counties



CIT, PITT COUNTY DEPARTMENT OF CORRECTIONS, NOVEMBER 2023



CIT, ASHEBORO POLICE, JUNE 2024

REINFORCING SKILLS FOR THE FUTURE



By offering knowledge, resources, and essential skills, the Trillium Training Department serves as an instrumental role in enhancing the quality of life for individuals seeking behavioral health support.

Community education is essential in the field of behavioral health, as it not only helps individuals feel supported and nurtured, but also improves their overall outlook on life. It plays a critical role in destigmatizing mental health conversations, making it easier for people to seek help and engage in meaningful discussions about their well-being.

Trillium remains committed to supporting a wide range of community and stakeholder training programs. These include Crisis Intervention Team (CIT) training for

first responders, Question, Persuade, Refer (QPR) suicide prevention, Mental Health First Aid (MHFA), and Community Crisis Intervention (CCI) training. These initiatives help equip individuals with the knowledge and skills needed to respond effectively to behavioral health crises.

This year, we introduced integrated behavioral and physical health summits, which are part of our broader initiative to educate staff, providers, and the public on how to take control of their health. These summits also focus on making health

care more accessible to underserved and marginalized populations. Trillium values its role in initiating conversations about the unique needs and cultural considerations of diverse communities.

Additionally, we conducted Re-entry and Supporting Children Early Simulations to raise awareness about the challenges faced by individuals and families as they navigate the complexities of reintegrating into everyday life while seeking the necessary support within their communities.



CIT GRADUATES, GUILFORD COUNTY FEBRUARY 2024



TRAININGS

PARTICIPANTS

33

CIT

636

46

MHFA
Adult

550

66

QPR

1,183

1

Responder
STRONG

19

25

CCI

278

3

NCI

23

174

Total

2,689

EMPATHY THROUGH STORYTELLING

This simulation is designed not just to raise awareness, but to spark conversations and inspire actions that can help remove the barriers to re-entry that many face. We hope this experience will help all of us gain insights that can influence how we approach policies, support services, and community engagement in our work to support re-entry efforts.

Re-entry and Supporting Children Early Simulations

Trillium hosted five Re-entry Simulations throughout the region during the year. Participants were given opportunities to learn about the numerous barriers individuals experience when they are released from incarceration. Many re-entering our communities are people with mental illness, substance use disorder, and intellectual/developmental disabilities. Through assigned profiles, participants engaged in role-playing scenarios that dealt with adjusting to the world outside of jail or prison, securing employment, consistently attending treatment, maintaining

stable housing, and complying with the conditions of their release. The Re-entry Simulations proved to be impactful and were well-attended.

Trillium also presented a Supporting Children Early Simulation in May 2024, as part of the statewide Smart Start Conference, held in Greensboro. Early interventions can give children who have developmental disabilities or delays the tools they need for lifelong success. These services help kids take their best step forward in life. The interactive Supporting Children Early Simulation allowed participants to walk in the shoes of families and children as they navigate

their communities. Participants experienced what it's like to reach out for services and resources, and they gained first-hand knowledge of the obstacles families often face.

Trillium is proud of our work to bring awareness of these important issues. Through community simulation events, together, we can build empathy. We can be the change so that every child can get the services they need to live happy and healthy lives, and every justice-involved individual can overcome barriers to successfully readjust to life in their communities.



JUDGE TERESA RAQUEL ROBINSON FREEMAN AT A RE-ENTRY SIMULATION.



RE-ENTRY SIMULATION AT HALIFAX COMMUNITY COLLEGE, APRIL 2024.



SMART START CONFERENCE SUPPORTING CHILDREN EARLY SIMULATION, HELD IN GREENSBORO, MAY 2024.





Trillium

HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

Member & Recipient Services

1-877-685-2415

Administration

1-866-998-2597

TrilliumHealthResources.org



Corporate Office

201 West First St.

Greenville, NC 27858



@TrilliumhealthResources



@TrilliumNc



LinkedIn



@TrilliumHealthResources



@TrilliumDirectConnect581