

**Trillium**  
HEALTH RESOURCES

2024–2025 *Impact Report*  
**Charting Our Future**



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# Navigating Growth, Innovation, and Community Impact

Trillium Health Resources has experienced many changes and growth over the past few years. We expanded our region to now serve 46 counties, stretching from the coast to the middle of North Carolina.

We launched the Trillium Tailored Plan, adding physical health and pharmacy services for more than **80,000** members. We achieved the Health Plan Accredited status from NCQA, solidifying our dedication to member health outcomes and ongoing improvements.

Throughout all those changes, one constant remains: our dedicated staff, more than **1,600** individuals who share our common goal of ensuring everyone we serve has the chance to reach their fullest potential. While the path to reach that goal has had to pivot and shift over the years, Trillium continues to chart our own course as we navigate to our next phase.

Our local connections have grown even stronger. It is vital for Trillium to have direct involvement with the people we serve, right in our communities. Trillium helped sponsor and participated in the North Carolina Association of County Commissioner's annual conference held in Greenville, welcoming more than **650** attendees from **90** counties to share about the public health system. In addition, our Regional Operations staff actively participate in an average of **422** meetings each month, a testament to our robust, ongoing collaboration with cherished local county and community partners, dedicated providers, and vital local stakeholders. We also lead approximately **36** impactful presentations monthly, sharing crucial updates, shaping progressive policies, and delivering empowering training that ensures the seamless implementation of the Tailored Plan. Our Learning and Development Team hosted many activities around our region, including seven informational health summits with more than **500** attendees and over **300** trainings that educated more than **5,000** individuals. Participants heard from medical experts or those with lived experience, and left with valuable next steps to impact their own health along with those they serve.

Trillium staff have been recognized for our thought leadership and expertise. We were invited to participate on panels and presentations at NC Tide and i2i Center for Integrative Health conferences. Both organizations are respected across the state for their contributions to behavioral health staff and agencies. Staff also represented Trillium nationally, with participation at the American Probation and Parole Association and Open Minds Performance Management Institute. We value our staff, their knowledge, and most importantly how they use that knowledge to contribute positively for so many people.

Trillium has also enhanced our use of technology, supporting innovative equipment and platforms to improve member lives. Tools like the Trillium Ultimate Living Assistant (TULA), Attend Behavior, CHESS, and smart home communities like Francis' Cove are empowering members to take control of their health. Whether it's setting medication reminders, communicating instantly with care teams, or receiving real-time remote support, these innovations are helping members live safely, confidently, and independently in their communities.

Our deep local connections, strong workforce, and integration of technology all steer Trillium on our journey forward. We are also thankful for the providers, organizations, and board members who have traveled with us. Trillium can only successfully operate when all these elements are on board. We look forward to our next destination with these partners, as well as the journey along the way.



**Joy Futrell**  
*Chief Executive Officer*



**Jerry Langley**  
*Chair, Governing Board  
of Directors*



# Executive Team



**Joy Futrell**  
Chief Executive Officer



**Melissa Owens**  
Chief Human Resources Officer



**Kellie Baker**  
Chief Financial Officer



**Dr. Michael Smith**  
Chief Medical Officer



**Cindy Ehlers**  
Chief Strategy  
& Innovation Officer



**Christie Edwards**  
Chief Operations Officer



**Senitria Goodman**  
Chief Compliance Officer  
General Counsel



**Mike Lewis**  
Chief Information Officer



**Dr. LaDonna Battle**  
Chief Clinical  
Operations Officer



**Terrell Alston**  
Chief of Staff

# Governing Board



**Dr. Denauvo Robinson**  
Chair



**Priscilla Little-Reid**  
Vice Chair



**Walter Ferguson**  
Finance Committee Chair



**Wally Overman**  
Finance Committee Vice Chair



**Dr. Michelle Osborne**



**Sheron Mosby**



**English Albertson**



**Holly Connor**



**Lorraine Washington**



**Leann Henkel**



**Randy Abbott**



**Wilson Raynor**



**Janice Nichols**



**L.S. "Bo" Dean, Jr.**



**Flor Herrera-Picasso**



**Dr. Laticia Hill-Godette**



**Marie Britt**



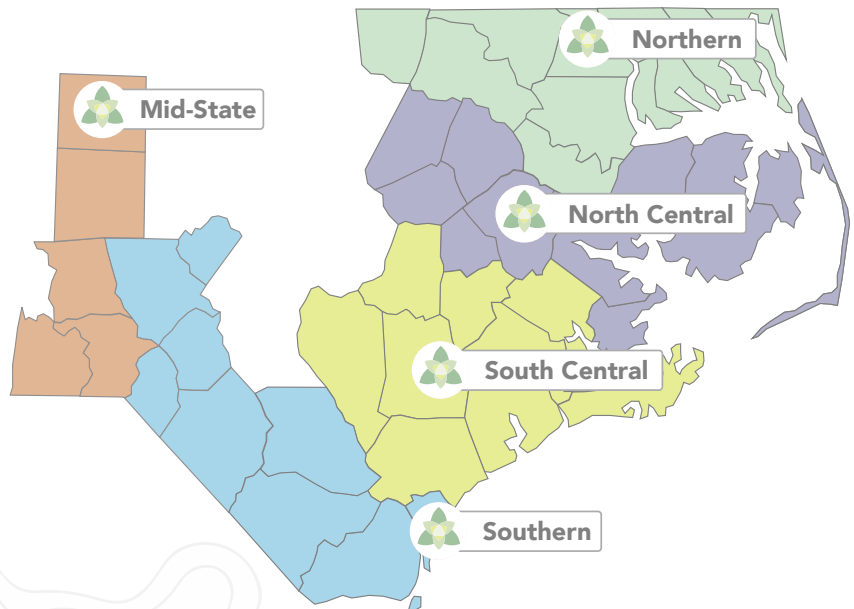
**Anthony Hunt**

# Regional Operations

## Driving Connection and Impact

Our Regional Operations team is the heartbeat of Trillium's commitment to our communities, fostering profound change through unwavering engagement. Every month, we actively participate in an average of **422** meetings, a testament to our robust, ongoing collaboration with cherished local county and community partners, dedicated providers, and vital local stakeholders. We also lead approximately **36** impactful presentations monthly, sharing crucial updates, shaping progressive policies, and delivering empowering training that ensures the seamless implementation of the Tailored Plan. These relentless efforts highlight our unwavering dedication to transparent communication, preparing every stakeholder for success, and championing truly person-centered care that puts individuals at the heart of everything we do.

Here are some of the ways we support the five regions that serve our 46 counties.





**Bobbie Lowe**  
Regional Vice President



**Northern:**

In Judicial District 1, which includes Camden, Chowan, Currituck, Dare, Gates, Pasquotank, and Perquimans counties, a task force has been formed to look at individuals with behavioral health needs involved in the justice system. This team is lead by Chief District Court Judge Robert Trivette and includes representatives from Albemarle District Jail, Community Corrections, Pasquotank Department of Social Services, Public Defenders office, District Attorney’s office, and Trillium Regional Operations Staff. This group reviews ways to better collaborate and support individuals along with considerations to develop a treatment court in the district. As a result of this task force, communications have greatly improved. Albemarle District Jail is now sending referrals to the Trillium T-STAR team who assist recently incarcerated individuals. A Sequential Intercept Mapping will be completed next year to look at the system and help show the resources that exist. It has been a great example of what can happen when the right people sit down and work together.

Trillium has also been doing lots of collaboration in other counties. For Judicial District 2, which includes Halifax, Northampton, Bertie, and Hertford counties, we have presented to the District Attorney’s office to share information around the public mental health system, and have also been working closely with the public defender’s office to help them learn about services and supports to better support our members.

Trillium has also supported substance abuse prevention education to public schools in the region. Every county has schools that participated in either Sold Out Youth Fentanyl Education program, or have had substance use prevention sessions for youth, staff, and parents from Alice Aycock Poe Center for Health Education. In Martin County, the school system took a unique approach and hosted concurrent sessions on Drugs Uncovered for adults and a comparable session for students. This encouraged the adults to have important conversations with their students who attended.



Sheron Mosby, Trillium Governing Board member, and Jonathan Ellis, Trillium Consumer and Family Advisory Committee member, attend a reentry simulation hosted by Trillium.



**Dave Peterson**  
Regional Vice President



**North Central:**

The Wilson County Health Department hosted a grand opening of their new mobile health clinic supplied by Trillium. We worked closely with getting this vehicle transitioned and they did an excellent job on getting it road ready to serve their county. The Health Department partners with the Wilson County Substance Abuse Prevention Coalition to provide critical services, including harm reduction, screenings, immunizations, and benefits enrollment.

Greene County introduced RAM FEST 2025 as a new county-wide festival to bring residents together for a day of celebration, fellowship, and community engagement. It was well attended with over 200 people enjoying live music, a rabbit show, inflatables for children, an elder abuse awareness walk, food trucks, community partners, and vendors. Community Liaison Kateisha Jones handed out Trillium items and brochures.

Trillium staff attended the “Through the Lens of Recovery: A Photovoice Project,” hosted by the Duke University School of Nursing and held at Edgecombe Community College. Many rural areas experience higher overdose rates than cities and suburbs. With less access to healthcare services and necessary treatment, it can be a bigger struggle to get help. Stigma is another big barrier to recovery. The Photovoice Project shared photos and narratives, giving those with lived experience a chance to create understanding and a chance to heal.



Kateisha Jones with Kyle J. DeHaven, Greene County Manager.



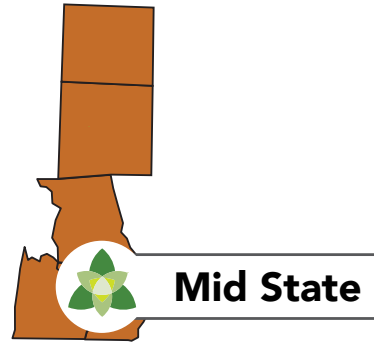
Photovoice Project



Kateisha Jones with Greene County community youth.



**Anthony Ward**  
Regional Vice President



**Mid-State:**

Trillium staff were invited to participate on the Anson Opioid Settlement Committee. Along with county staff, hospital partners, and local advocates, the committee provides recommendations for how North Carolina Opioid Settlement funds are used. Trillium staff also take part in similar workgroups in Guilford, Montgomery, Randolph, and Richmond counties.

Trillium contributes to the Guilford County Sequential Intercept Mapping (SIM) Committee, which focuses on where the behavioral health and justice systems connect. The goal is to find gaps and improve collaboration so individuals can access treatment instead of incarceration.

The Montgomery Hope for the Homeless group brings together housing advocates to focus on stable housing for residents. Trillium staff engage with partners to share information about housing options available in Montgomery County.

Community Liaisons and Regional Vice Presidents also engage locally to support population health efforts. One example is participation in the Richmond Health Impact Team, a group of health and human service organizations that meet monthly to improve service coordination and access.

In October 2024, Trillium staff provided a Verbal De-escalation training for the Mid-State Consumer and Family Advisory Committee (CFAC). The training focused on calming crisis situations, practicing skills, and learning about local resources to support individuals experiencing behavioral health challenges.

During the April 15, 2025, Mid-State CFAC meeting, the TULA team shared TULA devices through an interactive learning lab. These HIPAA-compliant devices are available at no cost to Trillium members and offer two-way communication with family and providers, remote monitoring, reminders, and wellness tools. Members were able to ask questions and share feedback.

In May 2025, Trillium participated in multiple Guilford County events, including a Crisis Collaborative meeting, a community conversation for Mental Health Awareness Month, and the Mental Health Resource Fair, "Turn Awareness into Action." These events supported collaboration, education, and awareness of behavioral health resources.

On June 30, 2025, Trillium also participated in Guilford County's Opioid Settlement Stakeholder Meeting, where county leadership shared opioid data, updates, and future project plans with community partners.



Guilford County Sequential Intercept Mapping (SIM) Committee



Mid-State Consumer and Family Advisory Committee meeting



**Cecelia Peers**  
Regional Vice President



**Southern:**

The nclIMPACT Initiative, launched by the UNC Chapel Hill School of Government, invited stakeholder teams to join an 18-month program focused on affordable housing. Lee County partners invited Trillium to join the “Heart of the Carolinas” team for this cohort. Fourteen teams were selected statewide through a competitive process. The Lee County team includes representatives from Brick Capital Community Development Corporation, the City of Sanford, Lee County Government, and Trillium. Teams addressed issues such as affordable housing development, zoning and land use, and property taxes.

Community Liaison Dena Hamilton participates in the Wilmington 101 Initiative hosted by the City of Wilmington. The program helps residents understand how city government works and how they can help shape the city’s future. Participants received an overview of local government and met with leaders from departments including police, fire, transportation, and planning, strengthening community connections.

Community Liaison Crystal Morrison was invited to participate in the Recovery Road COPE initiative in Hoke County. Funded by Frontline Strategies and Vital Solutions, the program supports Black and Indigenous organizations in applying harm reduction principles to reduce overdose deaths. The group is leading a photovoice project that allows people with lived recovery experience to share perspectives and reduce stigma.

In January 2025, Scotland County Schools hosted a forum addressing increased youth violence. More than 100 stakeholders attended, leading to the creation of the Stop the Violence Coalition. The coalition has since hosted one community event with about 300 attendees, with quarterly events planned.

Brunswick and New Hanover Counties launched Safe Babies Courts this past year. Community Liaison Dena Hamilton joined the Active Community Teams. These specialty courts support children and families involved in the child welfare system by reducing time in foster care, providing trauma-informed resources, and improving paths to permanency.



“Heart of the Carolinas” Lee County Team: Kerry Bashaw, Kristie Brayboy, Cecelia Peers, Tradell Adkins



Wilmington 101



Stop the Violence Coalition, Scotland County



**Victoria Jackson**  
Regional Vice President



**South Central:**

Lenoir County hosted the 2nd Recovery Together ENC Conference in September 2024, with Trillium staff serving on the planning committee. During the conference, Trillium and the NC Department of Health & Human Services awarded \$180,000 to the 9th Judicial District Recovery Courts and \$70,000 to the 20th Judicial Recovery Courts (Southern Region). NC Recovery Courts support individuals with substance use or mental health disorders through court supervision combined with treatment services to reduce recidivism and promote recovery.

Trillium Community Liaison Coordinator Melissa Reese and South Central Regional Vice President Victoria Jackson served on the planning committee for the 18th annual Eastern NC Gang Conference, held in October 2024 at Wayne Community College. The event brought together law enforcement, behavioral health professionals, and community leaders to address gang activity through prevention, intervention, and enforcement. Over 175 attendees from across North Carolina participated, representing 13 Trillium counties.

Community Liaison Coordinator Kateisha Jones presented Turning Adversity into Success for Children in Onslow (TASCO) with a sponsorship check and Trillium swag bags at their annual conference. TASCO is a multidisciplinary task force focused on preventing child abuse and neglect.

Trillium sponsored and joined the Carolina Strawberry Festival 5K in Duplin County on May 3, 2025, supporting an inclusive playground. Over 300 runners attended, and Trillium shared resources at an educational booth.

In January 2025, the Jones Local Interagency Community Council hosted a Diaper Drive and Community Resource Fair. As LICC committee members, Trillium staff helped distribute free diapers and wipes and shared information about local resources.



TASCO of Onslow County

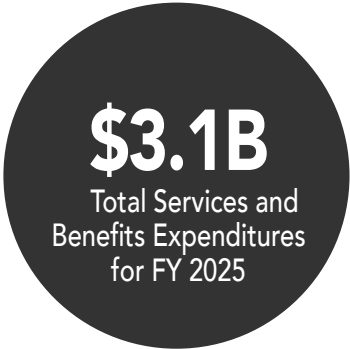


Trillium Team at Carolina Strawberry Festival 5k

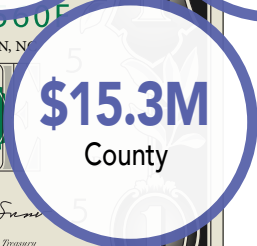
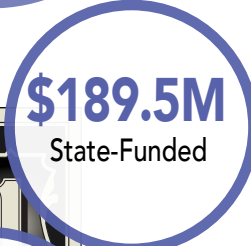
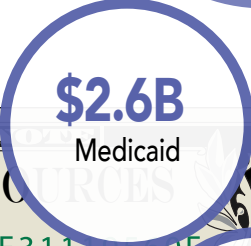


Trillium with the 20th Judicial District Recovery Courts Team

# Financial Snapshot



\*Breakdown of Provider Payments:

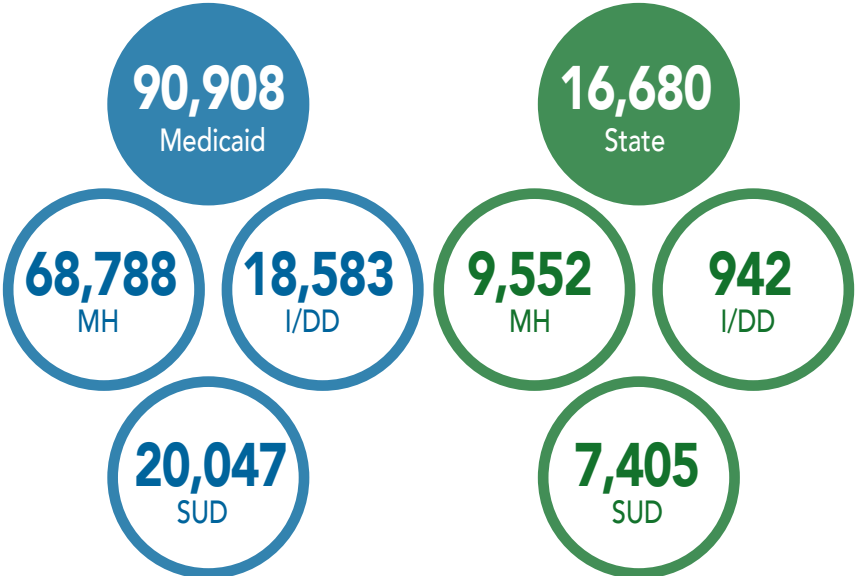


Source:

## 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.



# Meet our Members

## Support That Makes a Difference

These stories highlight the experiences of Trillium members from across our regions. Each one shows how trusted relationships, personalized services, and community supports help members overcome challenges and move forward. Together, they reflect Trillium's commitment to stability, independence, and better outcomes for the people we serve.



## Melissa

### South-Central Region

For nearly 19 years, Melissa has built a meaningful, connected life in her community, supported by the trust she shares with her direct support professional, Heather. Melissa was Heather's first client when she began working as a direct support professional in 2005. What started as a first assignment grew into a professional relationship grounded in loyalty, encouragement, and friendship.

That trust and longevity have helped Melissa thrive. She has embraced every opportunity to connect with her community and chart her own life. She has participated in Special Olympics, taken girls' trips, competed in beauty pageants, and thrived at her job at Emily's Boutique. Each experience has

helped her grow in confidence, independence, and a sense of belonging. Melissa's family sees the difference Heather's support has made, creating opportunities that allow Melissa to engage fully with the world around her.

Heather now works for RHA Health Services, a provider in Trillium's network, and her dedication continues to stand out. Her commitment to Melissa reflects her passion for her work and the impact she brings to her organization. For Heather, supporting Melissa is more than a job. It is meaningful, purpose-filled work that brings her pride as she watches Melissa fully enjoy life.

After 19 years, their bond remains strong. Melissa has a trusted friend helping her live a full and vibrant life, and Heather has a friend who brings purpose to her role. Together, they continue to move forward with mutual care and confidence, ready to embrace whatever comes next.

# Coretta

## Northern Region

After a tropical storm destroyed her home, Coretta and her children suddenly lost everything. Searching for help, she connected with Trillium and enrolled in the Back@Home Rapid Rehousing program. The program provided short-term housing support while she worked to find permanent stability. Having a safe place to stay is essential for both physical and mental health. Securing even temporary shelter gave her family the foundation they needed to begin healing.

Living in a hotel offered stability but brought new challenges. Coretta lost her job, and uncertainty weighed heavily on her. Still, with guidance from her care team and her faith, she began rebuilding. "Through the help of God and the Back@Home program, I am housed, looking for employment, and my children are thriving," she shared.

Despite their hardship, her children excelled. Her son graduated from high school and planned to attend Shaw University. Her daughter is a top student at her school, with acceptance to the North Carolina School of Science and Math.

Coretta is proud of how far they've come. "I can finally sleep at night knowing that God has allowed us to have a safe space to lay our heads." Now in permanent housing and seeking employment, she continues to build a successful life on a solid, secure foundation.



# Khai

## Southern Region

After nearly eight years in prison, 25-year-old Khai stepped back into the world with no ID, no Social Security card, no medication, and no clear direction. "It was like being dropped off in a country without a phone or a map," he said. Determined to move forward, he connected with Trillium's Support Transition and Reentry (T-STAR) reentry specialists Katie and Jolene. They helped him begin a new chapter grounded in support and possibility.

The T-STAR team helped Khai secure essentials like clothing, food, and a welcome box. They worked quickly to schedule primary care and mental health appointments. Finding a provider willing to work with him, especially without his prescribed medications available, was challenging. With T-STAR's support, Khai got the care he needed. "Without Trillium, I wouldn't have had any of it," he shared.

Khai moved fast. Within a month of release, he completed the Step-Up Wilmington program for jobseekers with records. He began working through a temp agency in a role he enjoys. With income and short-term stability, he's focusing on long-term goals: getting his driver's license and a reliable car, going to school for heating, ventilation, and air conditioning (HVAC), and one day starting a business. He's also helping care for his grandmother and giving back to others in reentry by donating clothing, offering advice, and even speaking at the NC TIDE Conference.

Through it all, Katie and Jolene have provided steady guidance. "When I talk to Katie, she doesn't judge me," Khai said. "She listens." That trust is central to T-STAR's mission. It helps people not just reenter their communities but rebuild their lives. Khai's journey reflects how second chances with trusted support can shape a stronger future.



# Jamark

## Mid-State Region

Jamark is full of joy and personality. He has autism and experiences challenges with verbal communication, but he shares a close bond with his mom, his primary caregiver. As much as she cherishes being his advocate, constant supervision and care can become overwhelming when it is non-stop. She shared her concerns with their Tailored Care manager, who helped explore options while they waited for services like respite. That is when she was introduced to the Trillium Ultimate Living Assistant (TULA).

TULA is a remote support system designed to help people live more independently at home. It uses customized tools such as motion sensors and two-way communication to support both the individual and the caregiver. Trying it was a leap of faith, but one Jamark's mom calls "one of the best decisions I've ever made." Andrew from the TULA team connected with them on a personal level. He ensured they felt heard and included every step of the way, strengthening the impact of TULA in Jamark's daily routines.

Today, Jamark uses TULA for medication reminders. He even leads his mom to his medications when the notification comes up, saying "Ma-Ma." He completes chores with support, tracks his progress on the device, and finds comfort in clicking through Disney images when stressed. His mom receives alerts about his location in the home, giving her peace of mind and time to rest. Most importantly, she no longer feels alone and can keep Jamark in his home setting where he's most comfortable.

With TULA's technology and Trillium's dedicated care team, Jamark is gaining independence, his mom feels supported, and together they are thriving in the place they call home.



# Billie

## North Central Region

Billie's path to employment has been marked by dedication and steady growth. After graduating with high honors from an arts-focused high school in Raleigh, he enrolled in the T-STEP program. T-STEP is a 12-week transition program for young adults with autism. There, Billie strengthened essential life and employment skills. These included time management, calming routines, and professional social interactions, all while receiving actionable feedback on skill development.

He also learned to manage stress, ask for help, and work as part of a team. An internship at the Wake Tech North Library allowed Billie to put these skills into practice. He even earned praise for his strong organizational abilities and attention to detail.

When he began his job search, Billie applied everything he learned in T-STEP. His efforts paid off when he was hired as a Style Consultant in Target's home décor department. From assisting customers to managing freight and keeping shelves stocked, Billie approaches every task with pride. His commitment stands out. He has already earned two merit-based raises and a team "shout-out award."

Billie's journey shows how meaningful employment can foster independence, confidence, connection, and purpose. Through hard work, he has found not just a job but a valued place on his team and in his community.



# Trillium Advantage VAS Program

## Extra Benefits for Trillium Tailored Plan Members

Trillium Advantage covers services and settings that may not be covered by typical physical health, behavioral health, or intellectual/developmental disability services such as housing or cell phones. While services and treatment are of course important, there are so many other factors that contribute to a person's health and well-being.

Trillium offers value-added services (VAS) through our Trillium Advantage program. These offerings are specifically targeted to Tailored Plan members who experience challenges related to health disparities in order to improve their access to resources and improve their overall health outcomes. It's difficult to get to your annual check-up if you don't have a cell phone to call and make the appointment, or reliable transportation.

In the past year, we have received a total of **5,257** applications for our VAS and awarded a total of **\$401,991** benefits to our members. These services cover everything from school supplies to moving assistance, and gym memberships to cell phones.



### Child Education Support

Trillium provides up to \$75 one time per year for school supplies for covered children enrolled in Pre-K through grade 12. This will come in the form of a standard school supply kit.



### GED Test Vouchers

Trillium provides up to \$120 for GED Test Vouchers, once per lifetime, to eliminate any financial barrier relating to testing to obtain a GED.



### Gym Membership

Trillium will cover up to \$200 per year towards gym membership fees or towards the purchase of select exercise equipment



### HOMES Funds

HOMES funds can be used to fund person-specific needs to maintain housing such as past due rent, past due utilities, or pest extermination, to maintain safe and stable housing. Members must have an ongoing plan for funding.



### One Time Move-In Assistance

One Time Move-In Assistance funds can be used to assist members with obtaining permanent housing. The funds can be used to fund person-specific needs to obtain housing such as rental deposit, utility deposit, or moving company service cost to obtain safe and stable housing.



### Stay Connected Cell Phones

Stay Connected offers one-time, per lifetime, assistance with a cell phone for eligible members ages 18 and older.





## Transportation

Trillium provides up to \$200 per year, per household, typically in the form of voucher towards bus passes, gift cards for ride share agencies, and gift cards for gas depending upon availability in the Trillium region, to help members access the community, obtain food in rural areas, and address their unmet health related resource needs.



## Substance Use Recovery Support App

Trillium offers access to a mobile app, I Am Sober, and website to assist with building a 24/7 social support network made up of peers and caregivers.



## Tailored Care Management (TCM) Engagement

Trillium provides up to \$50 per member, per year for being active participants in their own health. Members can earn up to \$50 for completing their Care Management Comprehensive Assessment (CMCA) with their care manager within 60 days of the beginning of a Tailored Care Management (TCM) assignment.



## Youth Support Membership

Trillium offers up to \$100 one time per year, per child member for after-school sports/activities or youth club memberships (Boys & Girls Club or similar membership) for covered children, ages 6–18.

# Member Incentives

Trillium also offers our Member Incentive Program to help members become more involved in their health. It encourages healthy behaviors and education through gift cards and small rewards. In the past year, **455** members have completed the incentives and received rewards. Through educational tools, well visits with primary care providers, and immunizations, members can participate proactively in their health care journey.

## Programs include:

Registering for and completing trainings on My Learning Campus, our free, online training platform.



Attending well visits, prenatal appointments, and post-partum visits.



Getting screenings for cervical cancer or colorectal cancer.



Starting the Quit Now tobacco cessation program.



Making a follow-up visit after being discharged from the hospital.



*Trillium recognizes there are times when members need assistance due to unplanned financial hardship.*

# Supporting Members with the SIS®

## Enhancing Assessments for Better Outcomes

At Trillium, our work is guided by one question: How can we best support members to live full, meaningful lives? One important tool we use to answer that question is the Supports Intensity Scale (SIS®), a nationally recognized assessment developed by the American Association of Intellectual and Developmental Disabilities (AAIDD). The SIS® helps identify the level of support a person with intellectual and developmental disabilities may need for daily activities, as well as their medical and behavioral needs.

Think of the SIS® as a roadmap. It doesn't just capture what someone can or cannot do. It paints a complete picture of how much and what type of support will help them thrive. For families and providers, this information is invaluable. It helps set goals, guides service planning, and ultimately shapes better outcomes for the people we serve.

For more than a decade, AAIDD has overseen SIS® assessments across North Carolina to make

sure results were consistent and reliable. The North Carolina Department of Health and Human Services and AAIDD chose Trillium, along with one other Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan in the state, to pilot a groundbreaking shift to bring SIS® certification and oversight in-house.

This is more than a process change. It is an opportunity for innovation. Trillium's SIS® trainers have been trusted with developing the very procedures that will guide how internal SIS® certifications are carried out across North Carolina. By taking on this leadership role, our team ensures that assessments remain valid, reliable, and rooted in real life application.

This accomplishment reflects the advanced skills of our Quality Lead and SIS® trainers, but more importantly, it demonstrates an ongoing commitment to members. Stronger training and oversight mean that every SIS® assessment will continue to capture the true voice and needs of individuals. It ensures their supports are designed not just for daily living, but for living well.



Trillium visited Bikesboro Community Bicycle Collective in Guilford County. Bikesboro helps individuals reconnect with their communities through donated bicycles. Bikes not only improve physical and mental well-being but allow people to get to work and essential services.

# Specialty Care

## Technology, Equipment, and Education that Enhance Member Lives

Trillium’s Specialty Care Department coordinates requests from members for assistive technology and equipment, home or vehicle modifications, conferences or classes, and meal delivery. Most of these may not be covered by Medicaid or other funding sources. All requests are for items that can help members to live more fulfilling lives and meet their goals. This fiscal year, Trillium received a total of **4,906** requests. The most popular ones were for Community Networking classes, with around half of members wanting this opportunity. Often times, a single task submitted for Community Networking Classes/Conferences may contain multiple memberships. Members are able to request multiple memberships through Community Networking Classes/Conferences. Memberships can include inclusive activities in the community such as bowling, gym memberships, dance classes, pottery, and art classes.

Meal Delivery continues to be an extremely popular and needed program for our Innovations Waiver members. We work with three vendors and have delivered a total of **249,010** meals for the fiscal year:



**249,010**

Total Meal Deliveries

**64%**

**158,404**

Mom’s Meals



**31%**

**79,422**

Clean Eat Kitchen



**5%**

**11,184**

GA Foods



## Overall, percentages for the total requests for the fiscal year are as follows:



**40%**

Assistive Technology and Equipment



**1%**

Vehicle Modifications



**50%**

Community Networking Classes and Conferences



**8%**

Home Modifications



**1%**

Natural Supports Education



Member boating at Victory Junction.

# Reentry with Support, Not Setbacks

## Inside Trillium's STAR Model for Justice-Involved Members

Can better care management keep people with mental illness from cycling in and out of jail? Trillium thinks so, and at the 2025 NC TIDE Spring Conference in Wilmington, several of our staff highlighted Trillium's innovative approach.

NC TIDE (North Carolina Training, Instruction, Development, and Education) is a statewide organization offering professional development for those working in behavioral health, intellectual and developmental disabilities, and substance use services. Held each spring and fall, the NC TIDE Conference is one of the state's largest gatherings in the field, featuring sessions on clinical best practices, systems innovation, leadership, and community collaboration. Attendees include providers, managed care organizations, government agencies, and advocates.

Erin Kinsel, Director of Support Transition & Reentry (T-STAR), Jackie Beck, Associate Vice President for Care Transitions and Transitions to Community Living (TCL), and Donna Salgado, T-STAR Specialist, led a powerful NC TIDE session titled "Re-Entry Tailored Care Management for Incarcerated Individuals with Severe Mental Illness." The presentation gave insights into Trillium's innovative T-STAR pilot program, developed by Trillium to bridge critical gaps in care for justice-involved individuals living with severe mental illness. It offers hands-on, whole-person care that begins 90 days before release and continues throughout



Erin Kinsel and Jackie Beck with Trillium present about STAR at the NCTide conference.

an individual's return to the community. Unlike traditional approaches that expect people to navigate reentry on their own, the T-STAR model wraps services around each person, helping them obtain vital documents, secure housing, reconnect with benefits, access mental health and substance use treatment, and build peer support systems. The program is designed to reduce recidivism, increase stability, and promote successful community reintegration for individuals with severe mental illness leaving both prisons and county jails.

The Trillium team emphasized the critical role of peer support and lived experience, sharing real-life examples and early success stories from the T-STAR program's first 18 months. Attendees also learned how to identify high-risk individuals and build effective partnerships with justice and behavioral health systems.

Immediately following the session, Trillium hosted a Reentry Simulation activity, giving participants a hands-on look at the barriers individuals face post-release. Through assigned profiles, attendees tried to secure employment, attend treatment, maintain housing, and comply with probation. They experienced firsthand how easily the system can overwhelm. The simulation highlighted how individuals can fall through the cracks—and how thoughtful, trauma-informed care management can change the trajectory of a life.

For conference attendees, Trillium’s message was clear: with proactive, Tailored Care Management and strong community collaboration, we can break the cycle and help individuals reclaim stability, wellness, and dignity after incarceration. Trillium’s T-STAR approach exemplifies innovation, compassion, and evidence-based practices. As more communities across North Carolina and beyond seek solutions to address the behavioral health needs of justice-involved populations, this model provides a framework rooted in dignity, support, and connection.



Khai is a participant in Trillium’s T-STAR program.



# Neighborhood Connections

## Building Connections for Social Determinants of Health

Before the Healthy Opportunities Pilot launched, Trillium had a dedicated unit to support members' unmet health related resource needs. The Neighborhood Connections team accepts requests for assistance for housing, transportation, food, employment, education, social integration, toxic stress, and more. The Neighborhood Connections Team works alongside Trillium-based Tailored Care Management Teams as a way to lessen the time and energy care teams and members may spend hunting for the right resources to support unmet needs.

Neighborhood Connections offers a warm connection to community-based organizations and programs in an effort to help improve health outcomes, reduce health disparities, and reduce healthcare costs. Our Neighborhood Connections supervisors and specialists live and work within our regions. They know their local neighborhoods and the most relevant resources available to serve our members. The Neighborhood Connections team uses a person-centered approach, working collaboratively with members, Trillium based Tailored Care Management Teams and providers to link members to critical resources and services to address unmet health-related resource needs.

Staff develop and maintain relationships with local agencies to share information and learn about new ways to address homelessness, lack of transportation, and food insecurity. They are creative problem solvers and think outside of the box. In fiscal year 2024–2025, they helped connect and advocate for 3,227 members.



**3,227**

Members connected and advocated for in FY 24–25



# Expanding Child First

## To Strengthen Families Across Eastern and Central North Carolina

Every parent wants to give their child a strong start in life. For families facing challenges like poverty, housing insecurity, or the effects of trauma, that start can feel out of reach. That's where Child First makes a difference.

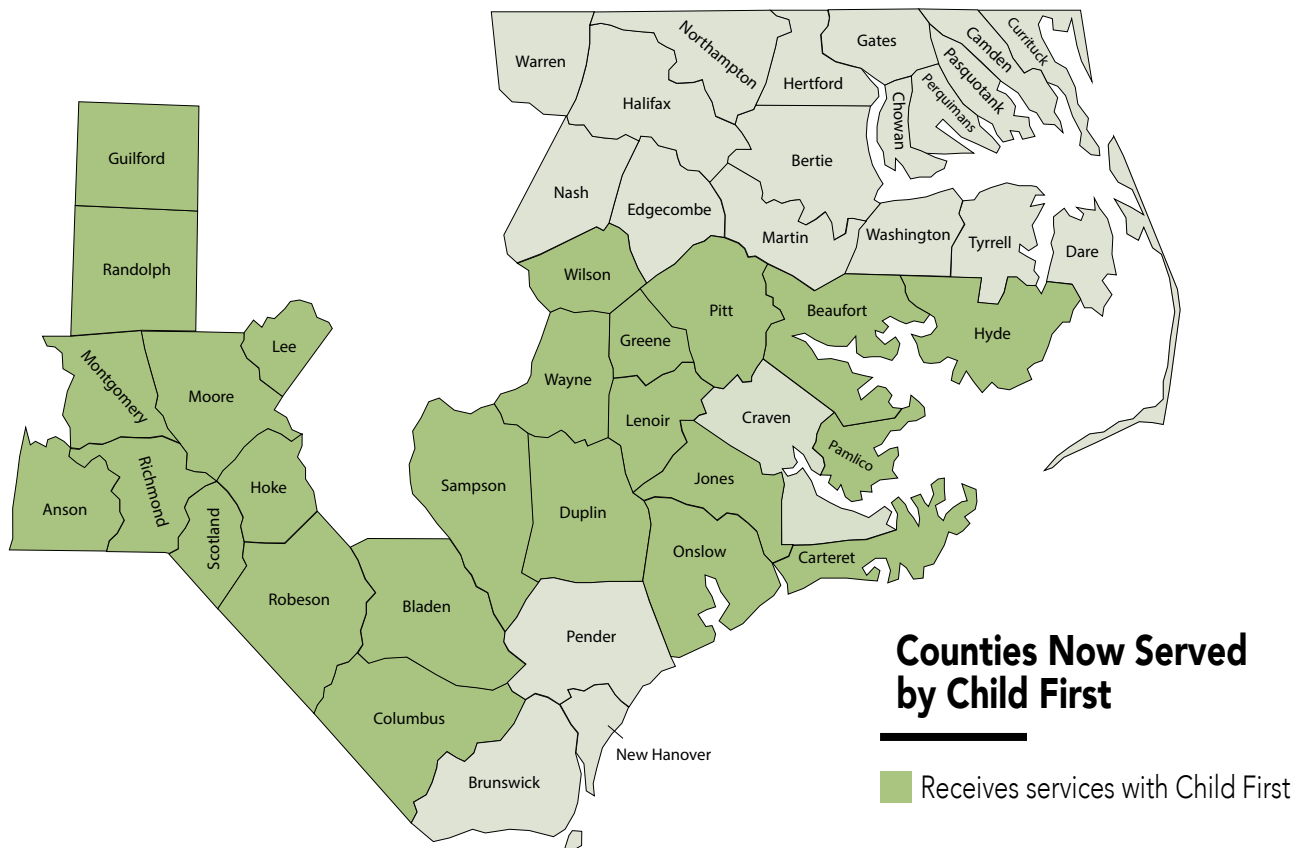
Child First provides in-home clinical therapy for children before their birth through age five, while also supporting parents or primary caregivers. It is a nationally recognized, two-generation model of care. The program focuses on strengthening parent-child relationships and connecting families to the resources in their communities they need. Research shows the impact is far-reaching. The therapy reduces maternal depression, builds resilience, and helps families thrive even in the face of challenges such as domestic violence, substance use, or incarceration.

What makes Child First so powerful is that it is a proactive measure. Rather than waiting for a crisis to unfold, the program intervenes early. Families receive

support before abuse or neglect occurs. It also helps prevent the need for child welfare involvement down the road.

Thanks to Trillium's partnerships with Coastal Horizons and Easterseals PORT Health, Child First is now reaching even more families. Building on its existing presence in **31** counties, the program expanded in 2025 to **25 additional counties** across eastern and central North Carolina. Families in communities from Wilson to Robeson, Guilford to Carteret, and many more now have access to this proven model of care, bringing hope and healing into homes when it's needed most.

By investing in Child First, Trillium is planting the seeds of resilience for generations to come. Every visit, every connection, every strengthened bond between parent and child charts a brighter future for families across our state.



# Opening New Doors

## Trillium and Oxford House expand recovery housing in five communities

When recovery is the goal, housing can make all the difference. In fiscal year 2024–2025, Trillium partnered with Oxford House to launch five new recovery residences in New Bern, Wilmington, Greensboro, and Greenville. Four of the homes serve men, and one was specifically opened for women.

Oxford House offers individuals in early recovery a vital stepping stone toward long-term stability and independence. Operating as a peer-run model, residents collectively manage the home, share expenses, and uphold a zero-tolerance policy for substance use. This approach creates a culture of mutual accountability and ownership, key elements of sustained sobriety.

In Wilmington, where overdose rates remain among the highest in North Carolina, the need for safe, sober housing is critical. Thanks to Trillium’s support, a new Oxford House for women opened in November 2024, and another for men opened in January 2025. Both are located in quiet neighborhoods and, for many of the early residents, offered more than a place to live. They offered a fresh start and the opportunity to rebuild their lives.

In January 2025, Greensboro saw its first Oxford House under a Trillium contract. The residence is helping address a growing demand for post-treatment support in Guilford County, where more individuals are seeking recovery from substance use disorders. Without stable housing, many people risk returning to the same environments that led to crisis. The new residence gives men in recovery a supportive space where peer accountability is embedded in day-to-day living.



Greensboro Oxford House

In eastern North Carolina, the Oxford House in New Bern opened in July 2024, followed by another in Greenville in February 2025, both for men in early recovery. These homes quickly became safe, stable environments where residents can rely on one another while staying focused on achieving their goals.

By investing in the Oxford House model, Trillium is closing the gap between treatment and lasting recovery. Recovery doesn’t end when a program does. People also need stability, support, and community. These new homes provide a practical, community-based solution to a longstanding challenge. By integrating housing into the recovery process, Trillium and Oxford House are reducing barriers, improving outcomes, and helping individuals rebuild their lives—one step at a time.

In recognition of these efforts, Amy Modlin, Trillium’s Head of Housing, received the Oxford House Founders’ Award—an honor given to individuals who embody the spirit of the organization’s founders and have made significant contributions to its mission. Amy’s recognition is a testament to the impact Trillium is making in communities across the Trillium region.



# Building Health and Stability Through Housing

A safe, stable home is more than a roof overhead. It is the foundation of health, well-being, and connection for individuals and families.

When people have safe and reliable housing, they are better able to manage health conditions, pursue work or education, and engage with their communities. Trillium invests in housing programs that meet people where they are, offering both rental assistance and the supportive services needed to build lasting stability.

## Permanent Supportive Housing

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Permanent Supportive Housing (PSH) is designed for people with disabilities who are experiencing chronic homelessness. The program combines long-term rental assistance with ongoing support services. It specifically serves individuals living with serious mental illness, substance use challenges, and/or intellectual or developmental disabilities. On average, Trillium's PSH program supported **160 households each month**. That includes 209 adults and 60 children finding not only housing, but also a pathway to stability and recovery. The program receives funding through the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care program. PSH offers a lifeline to families who might otherwise be left behind.

## Rapid Re-Housing

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For others, the greatest need is short-term assistance to bridge the gap between crisis and stability. Trillium's Rapid Re-Housing (RRH) program provides temporary rental support and services for people experiencing homelessness. Each month, staff assisted an **average of 17 households**, including 19 adults and 9 children, helping families regain stability and move toward independence. Like PSH, RRH is supported by HUD Continuum of Care funding. The program helps lay the path so homelessness is rare, brief, and non-recurring.

## Back@Home—Balance of State

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Trillium also plays a key role in Back@Home—Balance of State (B@H-BoS), the latest iteration of North Carolina's statewide rehousing effort. With a focus on rural areas and people with the greatest service needs, Trillium covers 26 of the program's 79 counties across the NC Balance of State Continuum of Care area. Through financial assistance and stabilization services, B@H-BoS supported about **140 households each month**, including 190 adults and 99 children finding safe housing and stability. By collaborating with state and local partners, this program is creating new pathways out of homelessness for families across eastern and central North Carolina.

Together, these housing programs show how stable homes can transform lives. Whether through long-term assistance, rapid support, or statewide collaboration, Trillium is working to ensure that every family has the chance to put down roots and build a healthier future.

# New Respite Care Facilities allow for rest and renewal for Trillium families

## Respite lets caregivers receive care, too.

For families and caregivers of people with intellectual and developmental disabilities (I/DD), love and dedication are constant—so is the need for rest. Respite care creates those essential moments to recharge. At Trillium, these investments go beyond physical spaces. They are about sustaining caregivers, celebrating members, and strengthening community well-being. Over the fiscal year, Trillium supported three new facilities in our regions.

Trillium partnered with Life Changing Behavioral Health Center in Columbus County to repurpose part of an old middle school into a six-bed respite facility. It will be a safe haven for youth ages 8 to 17 with Medicaid and mental health diagnoses. Trillium provided a **\$524,500** grant for the facility's development. 1915(i) Respite services will fund services on an ongoing basis. Each child will have their own bedroom with separate spaces for boys and girls. The program will provide short stays designed to prevent hospitalizations, reduce the risk of homelessness, and give families a safe option during crises. The facility hosted a ribbon cutting in June 2025.

Easterseals PORT Health launched a Henry's House program in Pender County. Henry's House is a

sensory-friendly space for children with intellectual/developmental disabilities (I/DD), autism, and traumatic brain injury. Trillium awarded Easterseals PORT Health **\$2 million** to renovate an existing facility for the well-being of children and families. Designed for ages 8 to 18, the Pender County Henry's House offers overnight accommodation for short-term stays, structured activities, and individualized support plans. It conducts all services in a trauma-informed environment focused on fun, friendship, and flexibility. For parents who provide round-the-clock care, Henry's House is a lifeline, giving them space to rest while their children are engaged, safe, and understood.

In Randolph County, Trillium continued its support for Henry's House. Victory Junction, in partnership with the North Carolina Department of Health and Human Services (NCDHHS) and Trillium, launched a Henry's House respite facility on their campus. The year-round, overnight facility will serve children ages 6 to 16 living with significant medical and physical needs. This program blends the specialized medical support children require with the joyful, accessible camp-like experiences that help them flourish. Trillium joined NCDHHS to present Victory Junction a combined **\$3.9 million** investment to bring the program to life.

For the families who walk through these doors, respite means more than a short break. It means confidence that their child is supported, opportunities for siblings to enjoy time together, and the renewal caregivers need to continue providing love and stability. Each project reflects Trillium's commitment to making sure families are not left to carry these responsibilities alone.



Trillium and Life Changing Behavioral Health Center in Columbus County hosted a ribbon cutting. This respite facility includes six beds for youth ages 8–17.



# Family Navigators

## Guiding Families with Compassion and Experience

Every family navigating the complexities of care for a loved one with intellectual and developmental disabilities (I/DD), autism, or traumatic brain injury (TBI) should never feel alone. That's why Family Navigators walk beside families and serve as guides. These navigators are parents or caregivers with lived experience caring for loved ones with I/DD, autism, or TBI. They attend meetings, help manage paperwork, connect families to local supports, and guide them through transitions like school enrollment or applying for Medicaid. In short, they help move families from feeling overwhelmed to confident.

Trillium has partnered with the UNC Carolina Institute for Developmental Disabilities (UNC CIDD)—which serves some of Trillium's members with most complex needs—to fund Family Navigation for Trillium members and families served by UNC CIDD. Recently launched, this initiative supports a multidisciplinary team that is focused on this project and supporting the dedicated Family Navigators that are currently partnering with 26 families. Through the support of UNC CIDD Family Navigators, families build strong relationships and work together to navigate systems and overcome challenges. Family Navigators share not just knowledge but empathy, reducing isolation, offering hope, and opening doors to community and care. Families often say that having a Family Navigator feels like finally having someone “in their corner” who understands the journey firsthand.

The partnership between Trillium and UNC CIDD represents a key component of a broader statewide initiative designed to support individuals and families across the 46 counties within Trillium's region. The Family Navigation model is quickly becoming a leader in bridging the gap between clinical settings and the community, ensuring that families not only receive quality clinical care but also the hands-on guidance needed to manage complex systems.



## Trillium partners with Easterseals PORT Health to Reopen Jacksonville's Crisis Center

Trillium Health Resources awarded a contract to Easterseals PORT Health to reopen a Facility-Based Crisis services center in Jacksonville (Onslow County). The center occupies the same site as the former Dix Crisis Intervention Center and opened on June 23, 2025.

The **16-bed facility** serves adults with mental health or substance use disorders, including individuals in need of non-hospital medical detoxification. It is a vital service, offering timely support before conditions escalate.

Trillium moved quickly to locate a new provider after the previous one had to make the decision to close.

“The re-opening of the Dix Crisis Center represents a transformative step forward in supporting individuals facing mental health and substance use challenges in our community,” Assistant County Manager Kari Sanders of Onslow County said at the time of the contract announcement. “More than just a facility, the Dix Crisis Center will be a place where people are met with compassion, support, and the resources they need, precisely when they need them most. This important work would not be possible without our partnership with Trillium Health Resources and Easterseals PORT Health, and we are proud to stand together to meet this critical need.”

# Building a Path

## TULA technology helps members and caregivers with digital assistance

Innovation guides Trillium's work. It helps us find new ways to support people as they build confidence and independence. More than technology, the Trillium Ultimate Living Assistant (TULA) blends partnership and compassion into a tool that supports members while giving caregivers and families peace of mind.

TULA is a touchscreen device designed to fit into everyday life. It supports members enrolled in Tailored Care Management and extends the care they already receive. Trillium has placed more than **300 TULA devices** in homes and communities. Members can use TULA to video call their care team, receive reminders to take medication, or follow step-by-step guidance for daily tasks. Others use it to play interactive games, self-soothe, or access wellness tips.

TULA also connects to FDA-approved, Bluetooth-enabled health devices that help members track important health information such as blood pressure or weight. Built-in sensors quietly support health and safety, helping members move toward independence while knowing support is always close by.

For members, TULA offers greater independence and built-in safety. For caregivers, it provides confidence that their loved one has both freedom and support.

In 2024, the i2i Center for Integrative Health honored TULA with the statewide Technology Innovations Award. This recognition reflects collaboration with Monarch, the Autism Society of North Carolina, and Physician Alliance for Mental Health. Trillium staff have also shared TULA through Learning Labs at conferences such as i2i and NAMJ.

That vision expanded in 2025 with Trillium's **\$3 million** investment in Francis' Cove, an independent living apartment community developed by Easterseals PORT Health in Greensboro. The apartments integrate TULA with smart home features like voice-activated lighting, thermostats, entry controls, and safety systems. Residents with autism, intellectual and developmental disabilities, and traumatic brain injury can live with greater confidence and choice.

Together, TULA and Francis' Cove show how innovation can support dignity, opportunity, and connection. Trillium continues to partner with providers to expand TULA programs, guided by the belief that everyone deserves the chance to live with independence and choice.



### Kaden is one member using TULA to support his independence.

At 21, he uses assistive technology to manage daily routines. With a TULA touchscreen in his room, Kaden receives reminders for tasks like taking out the trash or cleaning his room. "When she tells me to do something, I do it," he shared during a demonstration. Kaden also uses TULA to relax. He enjoys safe, calming games, especially tic-tac-toe and popping bubbles.



Trillium received the 2024 i2i Innovation Award for Technology for the TULA program.

# Oh, the Places We'll Grow

## New Inclusive Playgrounds sprout across Trillium regions

Imagine the future we create when every child can play together. Inclusive playgrounds open doors to stronger physical health, brighter mental well-being, and deeper community connection. Trillium is helping make that future possible by investing in spaces where every child can grow, belong, and have fun.

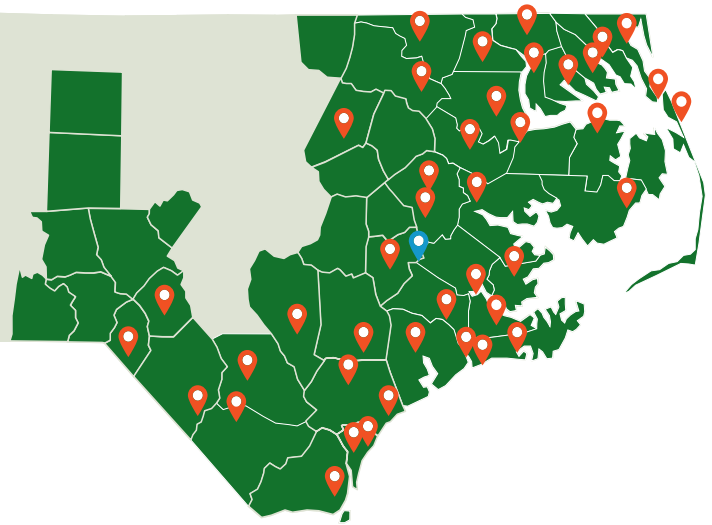
Trillium's Play Together! grants fund inclusive playgrounds that remove barriers through features like rubberized surfaces, ramps, sensory-friendly play areas, and adaptive equipment, creating environments where families can thrive together. This vision recently came to life with the opening of new inclusive playgrounds in two communities in our region.

Hyde County kicked off the first playground opening of the year. Engelhard Recreational Park welcomed its new inclusive playground in July 2024. Trillium provided **\$377,000** for construction of the playground.

A few months later in Lumberton, the Kiwanis Club of Robeson-Lumberton marked its 100th anniversary with a major gift to the community: an inclusive playground at the Dr. Raymond B. Pennington Athletic Complex. Trillium contributed **\$100,000** toward the project. The result is a vibrant, 10,000-square-foot playground built with inclusion in mind. At the opening celebration in January 2025, children from local schools and daycares were among the first to explore the equipment, their laughter and excitement a clear sign of the impact this playground will have for years to come.

Trillium leaders also made investments for seven additional inclusive playgrounds to be completed by the end of 2025. In November 2024, the Town of Wallace received **\$150,000** to build an inclusive playground at Clement Park set to open in late 2025.

Also in late 2024, Trillium kicked off a grant cycle to six additional cities and counties for inclusive playgrounds. Awardees include the city



**40+**

All Inclusive Playgrounds

of Goldsboro, Greene County, Jones County, the City of Raeford, Sampson County, and Scotland County. Trillium held check presentations for each in May and June, generating excitement for these six playgrounds which will be completed by the end of 2025.

Together, these projects reflect more than just new equipment. They represent a commitment to equity, health, and community belonging. Through the Play Together! accessible playground grants, Trillium has supported more than **40 inclusive playgrounds** across our counties. Each one strengthens the belief that every child deserves a space to play, imagine, and grow.



Trillium Project Manager Mike Biddle, Trillium Regional VP Victoria Jackson, Wallace Mayor Jason Wells, Wallace Parks & Recreation Director David Bizzell, Duplin County Commissioner Jesse Dowe at the check presentation ceremony for the Duplin County playground.



Robeson County Playground opening



Hyde County playground opening



DJ Smooth at Hyde County playground opening

# Trillium and Victory Junction Honored for Innovation in Family Support

*Award-winning partnership creates inclusive, joy-filled weekends that uplift families and celebrate every ability*

Trillium was thrilled to join Victory Junction to accept the “Individual and Family Initiatives” Innovation Award at the i2i Center for Integrative Health Winter Conference in December 2024.

This award celebrates groundbreaking programs that uplift individuals and families, and Trillium’s partnership with Victory Junction does just that. Nestled on 84 acres in Randleman, NC, Victory Junction is more than

just a camp. It’s a place where Trillium members and their families can come together for unforgettable, life-changing weekends in the spring and fall each year. Trillium’s partnership with Victory Junction began in 2019. Since then, engagement has continued to grow year after year, with increasing numbers of members and families participating. In FY 2024–2025, **123** Trillium families and **537** individuals attended the Trillium Family Weekend at Victory Junction.

Trillium Family Weekends offer families opportunities to connect with other families, gain confidence, and experience joy while making lasting memories. They can be a part of something truly special at no cost, in a safe environment. Victory Junction is a place where all activities are fully inclusive and tailored to campers of all ages, abilities, and diagnoses. With a fully equipped medical center, a food service capable of handling special dietary needs, and spacious, accessible cabins, families can focus on fun, not just logistics. Trillium is proud of this partnership and honored to be recognized as a model for innovation and inclusion.



Trillium Family Weekend at Victory Junction in Spring 2025.



# Community Opportunity Centers

## Improving social outcomes in a local setting

Trillium provided **\$1,386,416** to help develop an opportunity center with ADLA (A lot of Direction, Love, and Affection), Inc., located in Mount Olive. Since 2003 ADLA, Inc. has been dedicated to producing positive outcomes for youth and adults. ADLA, Inc. has served as a pillar in the community, consistently providing services to youth and adults to bridge the achievement and unemployment gaps present in Wayne County and surrounding counties and communities.

The ADLA Community Opportunity Center will help improve a variety of health and social outcomes. Case managers will help coordinate care, navigate health care systems, and connect individuals with appropriate resources. Health literacy programs will offer workshops to educate and empower individuals to manage their health conditions, understand their rights, and access available services and supports. The education and workforce development program will teach skills for digital literacy, schedule GED trainings, and help guide the transition into skilled employment or post-secondary educational opportunities.

“At Trillium, we believe lasting change happens when communities come together to meet people where they are,” said Cindy Ehlers, Chief of Strategy and Innovation at Trillium. “We are proud to support ADLA, Inc. and their Community Opportunity Center that will empower individuals through health education, digital access, and critical support services that build brighter futures for our members and neighbors.”

“The dedication of our kitchen and community center is more than a ribbon-cutting—it’s a celebration of purpose, equity, and the power of partnership,” said Danny King, Executive Director of ADLA, Inc. “This space is a testament to what can be achieved when community and compassion come together.”



**\$1.3M**

Support for ADLA

## Additional planned impacts of the ADLA Community Opportunity Center will be:



Increase digital connectivity by providing access to digital resources and broadband internet to individuals and families.



Offer training programs to improve digital literacy, enabling individuals to effectively navigate the shift to a digital-first society, including the use of telehealth and accessing online health information and records.



ADLA, Inc. will leverage existing relationships with the juvenile justice system, behavioral health and integrated care providers, housing agencies, and faith- and community-based organizations to meet the needs of members, neighbors and communities.



ADLA, Inc. will continue to utilize its robust food distribution and culinary arts program to provide employment and address food insecurity across eastern North Carolina.



ADLA volunteers enjoy working in their newly renovated kitchen.



# Peacehaven

## Growing Opportunity Through R.I.S.E.

Trillium partnered with Peacehaven Farm to launch the R.I.S.E. (Reaching Interdependence, Skills, & Employment) pilot for people with intellectual/developmental disabilities. R.I.S.E. provides agricultural and service-related job experience, including Initial Supportive Employment, while building confidence and providing professional development to thrive in the workplace of choice for each participant. Peacehaven Farm connects people of all abilities through inclusive living, learning, work, and play. Through garden workdays, inclusive community living opportunities, and community events, Peacehaven Farm inspires opportunities to live life with the invitation of “Let’s be different together.” Emphasizing that differences are power, challenges are opportunity, and belonging comes through connection and shared purpose.



**PEACEHAVEN**

*Let's Be Different Together.*



Photos courtesy of Peacehaven

The R.I.S.E. program is designed to provide opportunity, strengthen skills needed for employment, and foster connection with an emphasis on serving young adults facing the “transition cliff” after high school. The program is a 20 week, five days per week program offering Supported Employment and Community Living and Supports services through the NC 1915(i) waiver and individuals on Trillium’s Tailored Plan who are not currently Peacehaven residents. Individuals experience employment opportunities in agriculture on the 89-acre farm, as well as service-related opportunities, working at pop-up markets and Farmer’s Markets, interacting with customers while demonstrating their experience and knowledge as a Peacehaven Farm team member. R.I.S.E. helps members build confidence, grow professional development skills, and experience a workplace environment, building the foundation to pursue a meaningful job of their choice.

# Trillium Expands Provider Network to Strengthen TBI Waiver Services Statewide

New partnerships with expert providers ensure individuals with traumatic brain injuries receive personalized, high-quality care across North Carolina

In August 2024, Trillium took an important step forward by announcing the expansion of our Provider Network in preparation for delivering Traumatic Brain Injury (TBI) Waiver services statewide. This expansion ensures that when the TBI Waiver extends across the state, Trillium members across North Carolina would have access to a wider range of high-quality, specialized care.

Since then, we have brought on board nationally accredited, NC Medicaid-enrolled providers with demonstrated experience serving individuals with TBI. Licensed neuropsychologists, in particular, received priority consideration for their expertise in assessing and treating cognitive challenges related to brain injuries.

**Providers participating in the expansion are equipped to offer a comprehensive array of services, including, but not limited to:**



## Meals

Home-Delivered Meals



## Mods

Home Modifications



## Jobs

Supported Employment



## Homes

Supported Living

Additional services such as Remote Supports and Cognitive Rehabilitation may be introduced under the 1915(c) Waiver, expanding options even further.

With the expansion, Trillium is now positioned to meet the unique and complex needs of individuals with TBI more effectively than ever. Our partnership with expert providers enables us to offer enhanced, personalized, etc., high-quality care so members can regain independence, improve their daily functioning, and achieve their best quality of life.

# Bringing Mental Health Care to the Heart of the School Day

Trillium brings school-based services to Moore, Randolph, and Robeson counties—making care more accessible, reducing stigma, and helping students succeed

Trillium has expanded services to bring mental health care to more classrooms within our region—making it easier for children and teens in these counties to get the support they need to thrive emotionally and academically. More students now have access to vital counseling and behavioral health care right where they spend most of their day.

Pinnacle Family Services is now operating School-Based Therapy Services in Moore and Randolph counties, with Continuum Care Services joining them to serve students in Moore County. Additionally, Southeastern Integrated Care LLC is now operating in schools in Robeson County. These partnerships embed therapy directly into schools, particularly in underserved and rural areas, so children can get the high-quality mental health support they need without having to leave campus.

School-based mental health services range from assistance provided by a school counselor to comprehensive, integrated programs of prevention, identification, and treatment on-site.

This initiative reflects Trillium’s ongoing commitment to offering innovative, accessible behavioral health services that meet people where they are. It also complements other community-based programs designed to strengthen mental health support networks across the region.

“Trillium recognizes the value of placing clinicians

**The expansion is already making a difference by:**

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## Barriers

Reducing transportation and scheduling challenges.



## Stigma

Normalizing mental health care by integrating it into familiar school environments, helping reduce stigma.



## Behavior

Improving attendance, behavior, and academic performance.



## Students

Supporting schools in creating safer, healthier environments for all students.

in schools—their proximity to the children allows for more immediate treatment and contact with teachers and families,” said Joy Futrell, Trillium’s Chief Executive Officer. “Trillium has been listening to stakeholders in our counties and understands the needs of schools in our region to support this critical gap.”

Through these partnerships with providers in Moore, Randolph, and Robeson counties, Trillium is actively breaking down barriers, reducing stigma, and ensuring that students can succeed both inside and outside of the classroom.

# Lived Experience, Real Impact



**5,000+**

CPSS

## Access to recovery grows

Peer Support Services (PSS) is more than a program—it's a lifeline. Built on evidence-based, trauma-informed practices, PSS empowers individuals to take charge of their recovery while honoring their right to self-determination. What makes it powerful is the people behind it—Certified Peer Support Specialists (CPSS) who draw from their own lived experience with serious mental health challenges or substance use disorders. Their journeys transform stigma into understanding and obstacles into opportunities, building trust and connection in ways traditional services alone often cannot.

In February 2025, Trillium Health Resources opened a two-week enrollment period for PSS, and the interest exceeded expectations. Seventy-nine providers stepped forward, leading to contracts with

**48 providers.** Among them, 32 are brand-new partners joining Trillium's behavioral health network, while 16 are longtime collaborators expanding the scope of their services.

North Carolina continues to embrace the peer support model as a vital component of recovery, recognizing its capacity to inspire hope, foster resilience, and drive meaningful outcomes. Today, thanks to this initiative, Trillium members have broader access to a statewide network of more than **5,000 Certified Peer Support Specialists**, with contracted providers now serving over 57 counties. This growing network ensures that more individuals across North Carolina can find strength, support, and healing through connection.



Khai with Peer Support Specialist Katie

# Regional Behavioral Health Centers and Community Crisis Centers

## Immediate Care to Help in Crisis Situations

The North Carolina Department of Health and Human Services and Trillium awarded **\$13.15 million** to four providers to open community crisis centers and behavioral health urgent care centers (BHUCs) in Lenoir, New Hanover and Pitt counties. The funding was made possible through a historic **\$835 million** investment from NCDHHS in the behavioral health system to ensure people have access to the right mental health services at the right time in their communities.

NCDHHS partnered with Trillium to select locations for the new centers based on several criteria, including regional data on the number of individuals waiting for mental health and substance use care in emergency departments and the centers' proximity to other community services. Each new facility will help individuals who receive care successfully return home with wrap-around services. The new centers will open in 2025 and



Trillium staff join Southeastern Integrated Care employees for the check presentation for the new behavioral health urgent care facility.

2026 and join a network of 24 facility-based crisis centers in 22 other counties across the state. BHUCs, Community Crisis Centers, and Regional Behavioral Health and Integrated Care Center (RBHC) are all critical to providing immediate care and options that help minimize visits to emergency departments. Community crisis centers (Facility-Based Crisis, or FBC) provide short-term, inpatient mental health stabilization and substance use detox for people in the community who otherwise would need to go to a hospital. Services will increase access to assessments and behavioral health or I/DD treatment. In addition to FBCs, BHUCs are part of a continuum of services that will advance North Carolina's behavioral health crisis response system by improving options from the moment of crisis to the point of care. These facilities increase the number of spaces where someone can go to get behavioral health care when in crisis.

### *The chosen providers and locations include:*

Easterseals PORT Health and Integrated Family Services, both in Pitt County



Southeastern Integrated Care, Robeson County



S&H Youth and Adult Services Inc., Lenoir County



RHA Behavioral Health NC, New Hanover County



# Dedicated to Quality

## Trillium Earns NCQA Accreditation as North Carolina's First Tailored Plan HMO

Trillium Health Resources has received the Health Plan Accredited status as a Health Maintenance Organization (HMO) from The National Committee for Quality Assurance (NCQA). Trillium is the first Tailored Plan in North Carolina to receive this designation.

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA's HEDIS® is the most widely used performance measurement tool in health care. NCQA's website contains information to help consumers, employers and others make informed health care choices.

"Trillium is very proud of our dedicated staff and their commitment to high-quality standards reflected by this accreditation," stated Joy Futrell, Trillium CEO. "This recognition from NCQA indicates our shared attention to continuously improving health outcomes for the communities we serve."



**As part of our NCQA submission, Trillium staff reviewed and submitted the following:**



**5,335**

Pages annotated



**303**

Separate documents



**95**

Files



One Community Inclusive Program outing in July 2025.

# Listening First, Then Leading

## Trillium's Council for Health Disparities in Action

In healthcare, health gaps persist. These gaps are often caused not by medicine, but by barriers that marginalized communities routinely face. When individuals from historically underrepresented groups share their stories, from cancer screenings to finding therapy, they offer more than testimony. They offer the blueprint for a more equitable system. At Trillium, those stories help us locate gaps and build bridges for better access and treatment for all.

That's where our Council for Health Disparities steps in. By listening and then acting, the council works alongside communities to identify disparities, elevate health literacy, and bring transparency into care delivery. Council members, including community leaders and people with lived experience, guide planning so policies reflect realities, not assumptions. Working together, Trillium and the Council for Health Disparities are building bridges to brighter health outcomes.



One Community Inclusive Program activity in March 2025.

## Peer Support Development project

Community thrives when people with lived experience point the way. Peer support brings hope, practical understanding, and genuine empathy. Its power is founded in connections built on shared journeys. What better guide is there to be someone who already knows the way? At Trillium, we recognize that people finding commonality in shared experience strengthens our entire system of care.

That's why Trillium provided **\$150,000** to help develop the National Alliance on Mental Illness's (NAMI) Guilford Hub. The Hub will serve as a local center for peer-led support, education, and resource connection across the county. Whether someone is navigating early recovery, caring for a loved one, or seeking a first step toward wellness, this Hub will offer a welcoming place to find understanding, and most importantly, others who understand. With a physical location, the Hub will help Guilford County residents connect with one another, access mental health providers, and strengthen community partnerships.

By investing in the NAMI Guilford Hub, Trillium is amplifying the power of lived experience to heal, teach, and uplift. In building networks of peer support, we help ensure that no one facing mental health challenges has to walk their path alone.

## Tribal involvement

When an opioid overdose occurs, every second counts. Naloxone, commonly known as Narcan®, can rapidly reverse the effects of an opioid overdose when administered by restoring consciousness. Accessible to law enforcement, emergency responders, and everyday community members, it is an easy-to-use nasal spray that is a critical tool to prevent overdose deaths.

Trillium is dedicated to seeing this lifesaving intervention in the hands of those who need it most. Sheena Richardson, Trillium's Tribal Liaison, actively engaged with tribal partners across our region, delivering hundreds of Narcan kits directly to tribal communities. In doing so, we strive to meet communities where they are, especially those that are historically underserved or carry disproportionate burdens of opioid-related harm.

According to the 2024 North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services Strategic Plan, the rate of overdose deaths in North Carolina is highest among individuals who are American Indian and Alaskan Native (AI/AN). Additionally, rural counties and counties with higher proportions of Black or AI/AN residents are less likely to have access to key services and providers. Focused outreach ensures individuals living in rural areas receive the critical services and tools needed to prevent overdose deaths.

By distributing Narcan and elevating voices from tribal communities, Trillium reinforces trust, collaboration, and equity in overdose response.



Guilford Native American Association (GNAA) Executive Director, Jennifer Revels Baxter.



Eric Locklear, Project Director with the Lumbee Tribe of NC



Waccamaw Siouan Tribal members at the tribal office.

# Culturally Rooted Mental Health Support

## Trillium's inclusive approach strengthens mental health outreach in Spanish-speaking and Tribal communities

Trillium recognizes the power of culturally relevant care. We recently partnered with NC FIELD and Tribal communities in our region to bring behavioral health training directly to them.

Trillium conducted Adult Mental Health First Aid (MHFA) training for NC FIELD, a nonprofit organization based in Kinston that focuses on supporting migrant and seasonal farmworker families and youths. The organization is a grassroots effort to foster leadership, promote education, and create opportunities within the Spanish-language community. The aim is to bridge service gaps and raise awareness about the challenges faced by farm workers.

As part of this partnership, three NC FIELD staff members earned certification as Adult MHFA instructors through the National Counsel for Mental Wellbeing. They are actively planning to teach MHFA, in Spanish, to native Spanish speakers within our region. This is a major step in breaking down language barriers and making mental health support more accessible. With one Spanish MHFA class already completed and others planned, this initiative is gaining momentum in promoting mental wellness and reducing cultural stressors.

Trillium staff also led vital MHFA training for Tribal communities, including the Coharie and Lumbee tribes. Trillium staff also spoke during a Haliwa Saponi monthly Tribal meeting to schedule future training sessions. They have also expanded crisis intervention efforts by delivering QPR (Question, Persuade, Refer) suicide prevention training to Lumbee Support Services and Legal Aid staff, and presented during the 2025 NC Annual Native American Youth Organization Conference.

Together, these training initiatives are creating safer, stronger communities by promoting empathy, reducing stigma, and improving the response to mental health challenges. By investing in partnerships that reflect the unique cultural identities of the people we serve, from Spanish-speaking farmworker families to North Carolina's Tribal communities, Trillium is helping to ensure that mental health support is inclusive, accessible, and meaningful. These efforts demonstrate our continued commitment to honoring cultural diversity while improving health outcomes and quality of life throughout our region.



Lumbee AMHFA April 2025



NCField Adult MHFA Training

# Empowering Communities Through Health Education

## Summits and Symposiums Spark Awareness, Action, and Lasting Change Across the Region

This year, Trillium brought health education directly to the community through a dynamic series of half-day summits and day-long symposiums. Designed to spark awareness and action around pressing physical and behavioral health issues, these free events connected people with timely, relevant information that aligned with both national awareness months and Trillium's Population Health priorities.

When selecting locations, Trillium prioritized counties experiencing higher rates of certain issues to reach those most affected. For example, our Human Trafficking Awareness Summit drew a capacity crowd in Edgecombe County—an area along the I-95 corridor where trafficking activity is known to be prevalent. Recognizing the need to expand access across our large service region, we also hosted a virtual symposium in March focused on traumatic brain injury and intellectual/developmental disabilities, highlighting the caregiver perspective. This online format successfully reached participants who might not have been able to attend in person.

In total, Trillium hosted **seven summits and symposiums** during the fiscal year, drawing about **500** participants. Topics included Suicide Prevention, Breast Cancer and Depression, Human Trafficking Awareness, Heart Health, Traumatic Brain Injury and Intellectual/Developmental Disabilities, Mental Health Awareness and Blood Pressure, and Post-Traumatic Stress Disorder. Attendees included Trillium staff, provider agencies, stakeholders, partners, members, family members, and the general public. To ensure accessibility, Spanish language and ASL interpreters were available at each event.

These gatherings did more than share information—they empowered individuals, caregivers, and communities to take action for better health. By making education accessible, relevant, and responsive to local needs, Trillium's summits and symposiums created momentum for lasting change, ensuring that knowledge continues to ripple outward and improve lives across our region.



7

Trillium hosted seven summits and symposiums during the fiscal year



500

Participants

### The true impact of these events is best reflected in the words of participants:

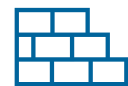
"I will advocate more for myself, my family, and others."



"I'll be sure to continue to value the perspective of caregivers when assisting individuals with disabilities to receive services."



"I learned some valuable information I can use in my community."



"Provided me with skills needed to help individuals in a crisis."



"I'm going to focus more on my own heart health and restructure how I do things so I can have more of an impact."



# Walking in Their Shoes

## Trillium's Supporting Children Early Simulations build empathy and drive change

Imagine stepping into the shoes of a parent trying to find help for their child—navigating forms, waiting rooms, and unfamiliar systems, all while carrying the weight of worry. That's the experience Trillium brings to life through its Supporting Children Early Simulation. During fiscal year 2024–25, Trillium hosted five of these simulations by request, reaching more than **300 participants** across the region.

First launched at a statewide conference the year before, the simulation is an interactive, hands-on experience that gives attendees a powerful perspective: what it feels like for children and families to seek out community resources and support services. Many participants came from child- and family-serving agencies, while parents and caregivers who joined confirmed the scenarios were true-to-life reflections of the challenges families face every day.

The Northampton County session drew the largest crowd—thanks in no small part to Department of Social Services Director Rhonda Taylor, whose leadership ensured her staff attended. Her commitment to deepening empathy and understanding within her team highlights the importance of strong community champions in advancing Trillium's mission.

At its core, the Supporting Children Early Simulation underscores a vital truth—early detection and timely support can give children with disabilities the tools they need for lifelong success. By fostering empathy and providing professionals with knowledge, Trillium helps build communities where every child has the chance to thrive.



Goldsboro Supporting Children Early Simulation January 2025



Hoke-Raeford County Supporting Children Early Simulation December 2024



## Survey feedback shows just how impactful these simulations are:



**73%**

Said they made personal, professional, or both kinds of changes based on what they learned at their three-month follow-up.



**96%**

Felt the simulation met its goals.



**97%**

Reported an increased understanding of families' experiences.



**98%**

Participants said the simulation was relevant and helpful.



**100%**

Participants left with a renewed commitment to share resources, greater compassion for the barriers families face, and a deeper drive to support children in meaningful ways.



Warren County Supporting Children Early Simulation March 2025

# Catalysts for Change in Supporting Justice-Involved Individuals

## Transforming Communities and Organizations through Insightful Reentry Training and Peer Support

Over the past year, Trillium's Reentry Simulations have become more than just events. They are catalysts for change. In **13 sessions** across our region, we reached **1,094 participants** and sparked meaningful conversations about what it really takes to support individuals returning from incarceration. From individual communities to major conferences sponsored by the i2i Center for Integrative Health and NC TIDE, to a dedicated session for NC Department of Health and Human Services staff, each simulation opened new doors for community connection, collaboration, and deeper understanding.

One event, held at Elizabeth City State University in Pasquotank County, stood out. After witnessing the simulation's impact, university leaders teamed up with the Criminal Justice Department to host it again—this time with record-breaking attendance. The feedback speaks for itself: **98 percent** found the event relevant and helpful; **96 percent** said their understanding of the reentry process increased; and **98 percent** agreed the simulation's goals were fully met. Several months later, participants said the impact of the Reentry Simulation endured—almost **70 percent** reported making changes in their work or personal advocacy—sharing more resources, challenging stigma, and offering better support to those navigating reentry.

New this past year, Peer Support Specialists added powerful insight and authenticity to the Reentry Simulation program, guiding attendees through the experience and leading post-event discussions. Their presence highlighted the crucial role peers play in reentry success.



13

Reentry Simulations



1,094

Participants

To keep the momentum going, Trillium's Training Department launched a 10-part Reentry Training Series on My Learning Campus in January 2025. Inspired by the energy of our live events, the online series combines five core and five supplemental modules with over **30 resources** focused on reentry challenges, cross-system collaboration, and best practices. The goal is simple—to turn insight into action. Staff who have completed the series say it's already reshaping how they support justice-involved individuals, therefore reducing stigma, building stronger networks, and driving lasting change. By offering it through My Learning Campus, we're making sure the power of the Reentry Simulation lives on, well beyond the final roleplay.



Pasquotank County Reentry Simulation



Gates County Reentry Simulation



Gates County Reentry Simulation

## Building Safer Healthcare Environments

### Trillium's Verbal De-escalation Skills Training with Roanoke Chowan Community Health Center

In fast-paced clinical settings, the ability to calmly and effectively navigate high-stress situations can make all the difference. That's why Trillium has partnered with Roanoke Chowan Community Health Center to offer Verbal De-escalation Skills training to their dedicated healthcare team. The program equips staff with practical, real-world tools that support confident and compassionate interactions and helps create safer, more supportive environments for both patients and providers.

Intending to reach **264 staff** members, the program ended with a total of **18 trainings** with **260 individuals** completing the four-hour course. Trillium is excited to have seen strong engagement from the health center staff.

Trillium's partnership with Roanoke Chowan Community Health Center reflects a shared commitment to creating calm, respectful interactions in healthcare settings, helping to build a culture of safety for all.

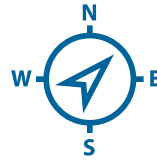


Roanoke Chowan Community Health Center training participants



Roanoke Chowan Community Health Center training participants

# Reimagining Support for Justice-Involved Individuals



6

SIM Mapping Sessions

## Mapping Key Intercepts to Reduce Incarceration and Promote Recovery

Communities across the region are reimagining how they support individuals with mental health or substance use challenges who encounter the criminal justice system, and Trillium is helping them do it using a powerful framework called the Sequential Intercept Model (SIM). This tool helps communities identify key points where intervention and support can divert individuals away from incarceration and toward treatment and recovery.

SIM mapping breaks things down into key “intercepts” or decision points, starting with law enforcement and moving through detention, court, jail, reentry, and community supervision. At each of these points, there are opportunities to step in, offer help, and redirect individuals toward treatment and support, rather than deeper involvement in the justice system.

By mapping out these touchpoints, communities can better see where the system is working and where it is not. SIM mapping brings stakeholders together to identify gaps, improve coordination, and build a stronger network of support that focuses on care over punishment.

Trillium has led **six** successful SIM mapping sessions, bringing together about **104** stakeholders—law enforcement, behavioral health providers, court officials, and more—across communities. Counties that participated in SIM with Trillium included: Anson, Carteret, Halifax, Lenoir, New Hanover, and Robeson. These sessions were all about collaboration—finding better ways to connect people with services before they fall through the cracks. The goal of SIM is to reduce recidivism, promote recovery, and give individuals a real chance at long-term stability. Stakeholders meet for one and a half days to participate in SIM. Each county creates a Strategic Action Plan to address the top five priority areas found during SIM, and follow-up is county-specific, when requested.

The impact Trillium is making is getting noticed. We were invited to collaborate with the North Carolina Department of Health and Human Services to create a standardized SIM mapping presentation that can be used across the state. It’s a great example of how local innovation can shape statewide solutions, and a reminder of how powerful collaboration can be when we all work toward the same goal—helping people thrive.



New Hanover County SIM

# Training/Event

	#Trainings	#Participants
Crisis Intervention Team (CIT)	68	1,013
De-escalation (stand-alone)	10	282
Mental Health First Aid (MHFA) Adult	68	977
Mental Health First Aid (MHFA) Youth	23	343
Community Crisis Intervention (CCI)	37	764
Community Crisis Intervention (CCI) MLC	13	13
Chronic Disease Self-Management Program (CDSMP)	1	6
Reentry Simulations	13	1,094
Nonviolent Crisis Intervention (NCI)	6	107
Permeant Supportive Housing (PSH)	3	18
QPR (Question, Persuade, Refer) suicide prevention	75	1,517
ResponderStrong Mental Health Curriculum	21	290
Health Summits/Symposiums	7	483
How to Become Trauma-Informed (Improves Criminal Justice System Responses)	2	33
Supporting Children Early Simulations	5	310
<b>TOTAL</b>	<b>352</b>	<b>7,250</b>

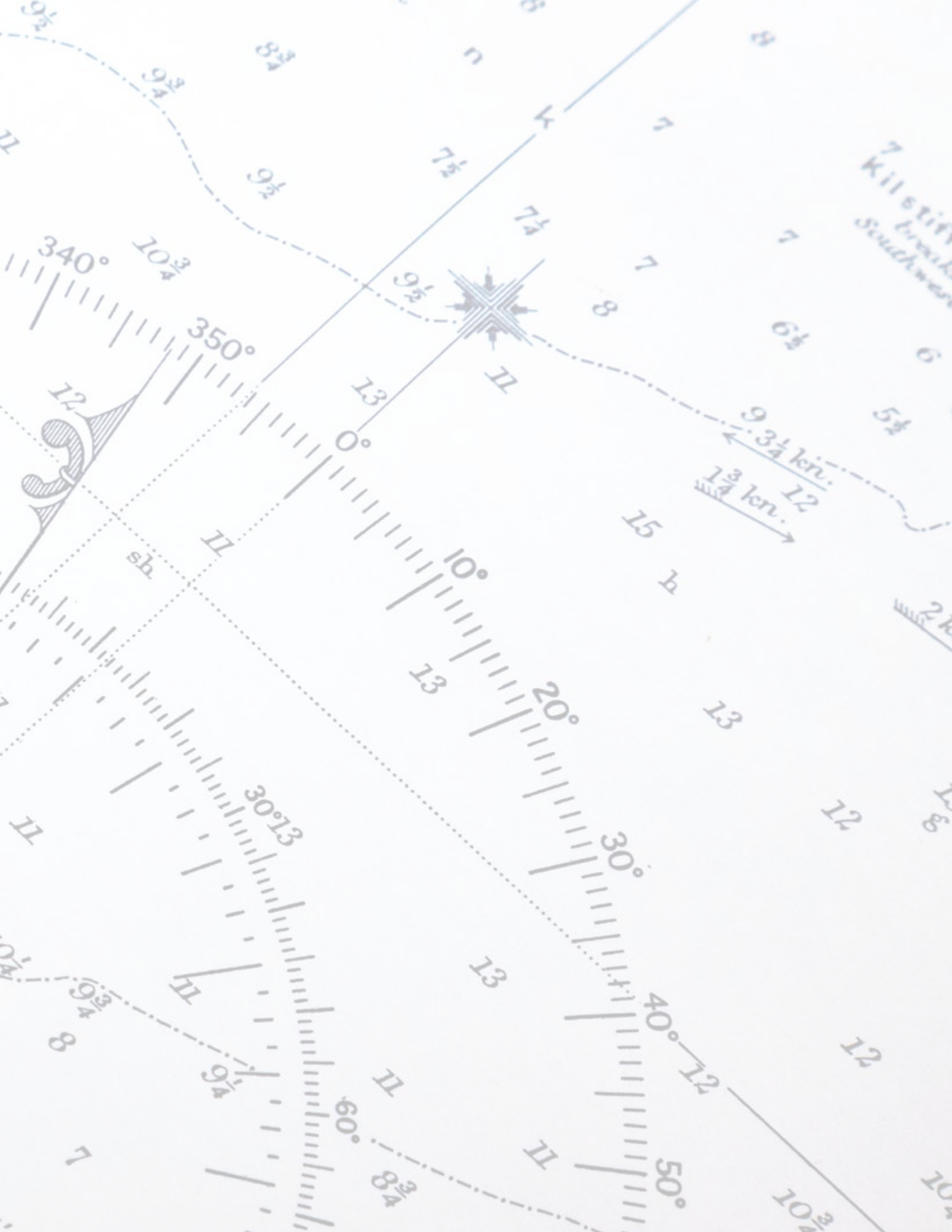


Sampson County CIT Training, March 2025



Scotland County Richmond Community College CIT Training, March 2025







# Trillium

HEALTH RESOURCES

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