

## 1. AWARENESS AND STIGMA

At times, concerned individuals may not take action if they are worried about offending anyone or do not think it is their “place” to become involved. Also, people with a behavioral health diagnosis are often misunderstood and ridiculed. While public perception may be that any act of mass violence must be perpetrated by a sick person, those with a mental health diagnosis are more likely to be the victim of violence themselves.

Trillium can accept anonymous inquiries and will only contact law enforcement, emergency services, or the Department of Social Services if there is an expressed threat or immediate harm to an individual.

Trillium supports programs to help share information, dispel myths, and answer any questions the public may have. Trillium’s goal is to increase awareness of behavioral health to help reduce any stigma or shame.

## 2. WATCH FOR WARNING SIGNS

Some actions and behaviors are part of standard adolescent development. Adolescence is a time of rapid change, and it is normal to observe fluctuations in mood and personality as youth adapt to hormonal, physical, and mental maturation.

However, there are disabilities and disorders that could present in symptoms listed here. These warning signs are ongoing behaviors that negatively impact school involvement, family members, and/or their peers. They should be cause for concern and anyone in contact with an individual displaying such behavior should reach out for help.

## 3. COPING SKILLS

Family members and caregivers should be engaged in dealing with a traumatic event or the results of a behavioral health crisis. Certain coping skills may assist in the months to follow; impacts could be felt even years after the event.

- Keep home a safe environment
- Allow them to ask questions and answer truthfully with age-appropriate explanations, but do not force them to talk until they are ready
- Do not deny upsetting details of the event, but also limit additional news exposure or social media
- Allow and support them to express whatever emotions they are feeling
- Understand that some children may act more immature for a period (e.g., thumb-sucking)
- Take care of yourself and maintain a sense of security by keeping family routines

## WARNING SIGNS

- Threats of harming self or others through speech, written words, or online postings
- Loss of enjoyment in activities they previously enjoyed
- Isolation from all friends and family
- Confusing television or movies with reality
- Paranoia



## NORMAL ADOLESCENT BEHAVIOR

- Brief outbursts or threats tied to a particular situation such as a fight with a parent
- Minor rebellions and rule-breaking such as staying out later than promised
- Withdrawing from parents
- Modifying appearance or switching to new activities
- Emotional sensitivity

# School and Community Violence: How Trillium Can Help

Trillium provides screening, education, and resources for anyone in need of services for serious behavioral health diagnoses.

**There are various ways we can assist individuals and organizations with getting the help they need:**

## 1. CALL TRILLIUM’S MEMBER AND RECIPIENT SERVICE LINE

**Call Trillium’s Member and Recipient Service Line at 1-877-685-2415.** Call center agents complete initial screenings, help determine if urgent care is needed, connect callers with providers in their area, and contact emergency services if necessary.

In an emergency, you can contact a specially trained Mobile Crisis Team Member to your location or visit a crisis center. Mobile Crisis phone numbers are listed in the next column.

**If it is a true physical medical emergency, call 9-1-1.**

## 2. PARTICIPATE IN TRAINING

- **Crisis Intervention Team (CIT) Training** is offered to law enforcement and correctional officers in all counties. CIT is a jail diversion and deescalation model of training during which officers gain a better understanding of the needs of individuals with mental illness, substance use disorders, or intellectual/developmental disabilities. Callers to 9-1-1 can request a CIT-trained officer to attend someone experiencing a crisis; officers are trained to assist with transferring the member to treatment rather than to jail. To date, hundreds of officers have received training.
- **Youth Mental Health First Aid (YMHFA)** is a public education program that helps participants identify, understand, and respond to signs of mental illness and substance use disorders. The training is focused on youth aged 12-18 years old to help distinguish between standard adolescent behavior and potential causes for concern. YMHFA courses are offered throughout the Trillium region or can be scheduled at specific sites such as schools, churches, and organizations.

## 3. ENGAGE THE MOBILE CRISIS TEAM

When a person experiences a behavioral health crisis, a member of the Mobile Crisis Team can respond and meet the person wherever it may be—at home, at school, at work, or in the community. Mobile Crisis Teams are made up of experienced clinical staff well-trained in crisis prevention and stabilization techniques. Individuals in crisis can reach out by calling one of the following:

- **Integrated Family Services 1-866-437-1821** for any location in the Trillium region. IFS also offers Crisis Chat, an online tool for crisis intervention and emotional support.
- **RHA Health Services 1-844-709-4097** for anyone located in Brunswick, Carteret, Craven, Jones, New Hanover, Onslow, Pamlico, or Pender counties.



The CIT Program is a community-based collaboration between individuals, families, the behavioral health system and providers, law enforcement agencies, NAMI (National Alliance on Mental Illness), advocacy organizations, community colleges, and the medical community. Call 1-866-998-2597 for more info.

Please call **1-866-998-2597** or email [training@TrilliumNC.org](mailto:training@TrilliumNC.org) if you are interested in more information.

#### 4. UTILIZE SCHOOL RESOURCES

Trillium has worked with schools around the region to help launch programs and participate in important discussions. Trillium supports the System of Care model that recognizes the importance of family, school, and community to address physical, emotional, intellectual, cultural, and social needs.

##### School-Based Therapy

Trillium contracts with school-based therapy providers to offer services on-site, during the school day, to help improve access to care. Providers work directly with school staff to identify students who may benefit from services, and receive parent/guardian permission before meeting with any children. Clinicians are located in schools to offer assessments, group, individual, and family services to school-aged children and adolescents within their assigned district.

##### Community Collaboratives

Community Collaboratives are diverse groups of people that foster partnerships among individuals who receive services, families, providers, public agencies, and other community supports. Together, members identify service and support gaps and find solutions to address complex physical, emotional, behavioral, social, educational, and safety needs.

Each county in the Trillium area has a Community Collaborative that meets on a regular basis. The Trillium System of Care Coordinators provide support for these meetings.

Please visit our website to view the scheduled meetings and get involved:  
[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

Transforming Lives.  
Building Community Well-Being.



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#### 5. ENGAGE WITH LOCAL CONNECTIONS

At Trillium, we prioritize the connection between our communities and individualized care. We are trusted experts with deep roots and relationships within the counties we serve. We are proud to work together with county leadership to make a difference in the lives of our citizens. Trillium is widely accessible and deeply integrated in our communities to help improve access, reduce administrative burdens on providers, and increase the quality of services. To do this, we have three Regional Offices, each with a Regional Operations Director dedicated to your area. If your organization has suggestions or input, please reach out to the appropriate regional director:

##### NORTHERN REGION

Bertie, Camden, Currituck, Chowan, Gates, Halifax, Hertford, Martin, Northampton, Perquimans, Pasquotank, and Counties

**Bland Baker** Northern Director

[Bland.Baker@TrilliumNC.org](mailto:Bland.Baker@TrilliumNC.org) 866-998-2597

##### CENTRAL REGION

Beaufort, Craven, Dare, Hyde, Nash, Pamlico, Pitt, Tyrrell, and Washington Counties

**Dave Peterson** Central Director

[Dave.Peterson@TrilliumNC.org](mailto:Dave.Peterson@TrilliumNC.org) 866-998-2597

##### SOUTHERN REGION

Bladen, Brunswick, Carteret, Columbus, Jones, New Hanover, Onslow, and Pender Counties

**Dennis Williams** Southern Director

[Dennis.Williams@TrilliumNC.org](mailto:Dennis.Williams@TrilliumNC.org) 866-998-2597

##### ADMINISTRATIVE & BUSINESS MATTERS

Mon.–Fri. 8:30 a.m.–5:00 p.m.  
1-866-998-2597 (Toll-free)

##### MEMBER AND RECIPIENT SERVICE LINE

1-877-685-2415 (Toll-free)

Trillium Health Resources is responsible for providing access to and oversight of services for individuals who receive Medicaid or state funding for their care. Trillium complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

## SCHOOL AND COMMUNITY VIOLENCE:

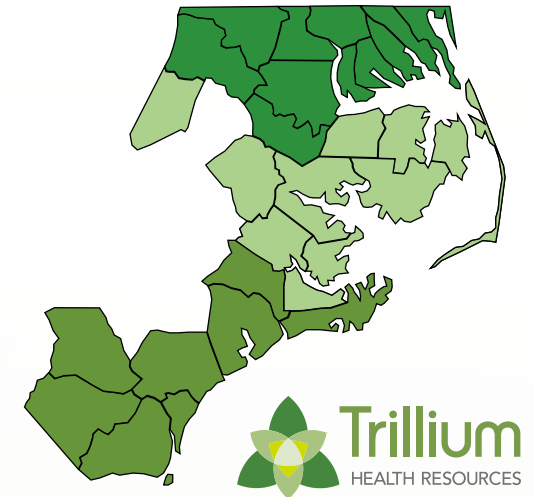
### AWARENESS, WARNING SIGNS, AND COPING



Trillium Health Resources is a local government agency that manages serious mental health, substance use, and intellectual/developmental disability services in eastern North Carolina.

Trillium's responsibility is to connect members, recipients, and families to the help they need when they need it. We ensure care is provided with the right services, in the right amount, at the right time.

School shootings and acts of mass violence have led to negative attention about mental health. Trillium can be a resource before and after such traumatic events. Trillium spreads information to help reduce stigmas about mental illnesses, educates anyone that interacts with children, and coordinates with providers when help is needed.



#### WHAT IS COVERED?

##### Awareness and Stigma

##### Watch for Warning Signs

- Warning Signs
- Normal Adolescent Behavior

##### Coping Skills

##### Member and Recipient Service Line

1-877-685-2415

##### Training

- Crisis Intervention Team (CIT) Training
- Youth Mental Health First Aid (YMHFA)

##### Mobile Crisis Teams

##### School Resources

##### Local Connections