

**To:** All Trillium Members and Stakeholders  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** June 10, 2020  
**Subject:** Posted: Recording of Members and Families Virtual Town Hall Meeting with Trillium;  
New Text Messaging Platform

As the State of North Carolina begins the reopening of businesses and activities, Trillium will continue sharing information with our members, their families or guardians, and our community stakeholders. While some temporary COVID-19 changes will end, such as working from home and not visiting loved ones, we realize some changes may be here to stay. Throughout this next reopening phase, Trillium will send email and other communications to share news about opportunities, updates from the State, and how we are serving you during this unusual time.

## TOWN HALL RECORDING POSTED

Thank you to the many members, families, and guardians who participated in our virtual town hall yesterday (June 9)! We hope you found this helpful and useful to understanding the changes that Trillium, NC DHHS, and others are making to help everyone through this unusual time.

If you could not make the call, we have [posted the presentation here on our website](#).

During the call, we also shared information about the following:

[Meal Delivery request form](#)

*Hotels4Health number: 910-612-2188*

[Trillium's information page about COVID-19](#)

## NEW TEXT MESSAGING PROGRAM

Now more than ever, Trillium has invested in innovative ways meet the unique needs of our communities. Through a food resource request form or offering payment for hotel stays for anyone under formal quarantine, Trillium works to help improve well-being and build community connections.

Later this year, we will start sending text messages to adult members who have shared their mobile phone numbers. The text messages will include interesting information, links to Trillium training videos, ways you can strengthen your mental and physical health, and more.



We will not send more than one text a month, and you can choose to stop receiving them at any time. Trillium's name will be displayed in each text but you will not be able to respond or communicate with a Trillium staff person through these texts. We will share more information before we send the first texts.

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As always, members may contact our Call Center 24 hours a day through our **Access to Care Line at 1-877-685-2415**.

The health, safety, and overall well-being of our community is first and foremost in everything we do. We are actively working with our local hospitals and provider agencies to coordinate care for our members and strengthen support for our direct support professionals and first responders. We are in this together.

If you were forwarded this email and have not signed up to receive these notifications, [you can do so here](#).

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Any questions about this Communication Bulletin may be sent to the following email: [MemberEngagement@trilliumnc.org](mailto:MemberEngagement@trilliumnc.org)

These questions will be answered in a Q&A format and published on Trillium's website.