

**To:** All Trillium Members and Stakeholders

**From:** Cindy Ehlers, Executive Vice President of Clinical Operations

**Date:** June 30, 2020

**Subject:** Hurricane Preparations through new Community Crisis and Disaster Response Team; Gaps & Needs survey deadline June 30

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.

### HURRICANE PREPARATIONS THROUGH NEW COMMUNITY CRISIS AND DISASTER RESPONSE TEAM

Trillium partners with health care providers and community stakeholders to build and strengthen foundations of well-being and help deepen connections between citizens and their communities. Our Community Crisis and Disaster Response team works within each of our counties to ensure communities are prepared in the event of natural disasters, public health situations, or behavioral health crises. We collaborate with the local and state Emergency Operations Center during and after events, to help share vital information with our stakeholders and the public along with assessing improvements that may be needed for the future.



We are trusted experts with deep roots and relationships within the counties we serve. We are proud of these relationships and understand how important they are not just in everyday life, but especially when emergencies arise. Our new Roadmap2Ready campaign was developed with guidance from SAMSHA, FEMA, and the North Carolina Department of Public Safety to help prepare our communities for the hurricane season. The 2020 Hurricane Season begins June 1 and ends November 30. Please [view our new webpage](#) for up to date resources on how to plan and prepare. It is important to know that the steps taken will be different this year because of COVID-19.

## GAPS & NEEDS SURVEY DEADLINE JUNE 30

The Gaps and Needs Assessment is an annual study of our area and the people who live here as well as where services are available and how people use them.

Surveys will be simple to complete, most people can finish in about 15 minutes or less.

Paper and Spanish copies will be available; if you need to complete a paper copy contact Trillium call center at 1-866-998-2597.

The deadline to complete the surveys is today, June 30. Please [visit our website](#) to provide your input.

---

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](#).

---

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.