



NEW - IMPORTANT INFORMATION REGARDING THE 2016 PERCEPTION OF CARE SURVEYS

Every year Trillium Health Resources and other MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of enrollees who receive Mental Health and/or Substance Use services. This survey is designed to assess consumer perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME-MCO in an annual report. The survey results are not used by DHHS or LME-MCOs to monitor the performance of providers. Survey results are used to inform policy decision designed to improve the system.

Your assistance and participation is crucial to the success of this project.

If you provide MH and/or SU services to individuals of any age, you may be contacted starting Monday, April 25th to participate in the administration of this survey. Specific instructions will be provided by Trillium staff at that time. Trillium staff will schedule a time with you to coordinate mailing and/or dropping off blank surveys to your office during the weeks of 4/25/16 and 5/2/16.

- 🌱 Requirements for Enrollee Participation in Survey:
- 🌱 Must have mental health and/or substance use diagnosis
- 🌱 Must be a Trillium enrollee, with a Trillium client ID number
- 🌱 Can be State-funded OR Medicaid enrollee

Once you receive the surveys, they will need to be completed in a timely manner, as there is a very short administration period. Trillium staff will coordinate with you on how and when to get the completed surveys back to us for submission.






Please follow all timelines and survey administration instructions provided by Trillium. If you are asked to participate in the administration of this survey and you have any questions, please feel free to contact Kari Jester at 1-866-998-2597 or Kari.Jester@trilliumnc.org.

Thank you in advance for your participation.

REMINDER - CRITICAL TIME INTERVENTION TRAINING

The first certified training for Critical Time Intervention on April 27 & 28, 8:30 - 4:00 in Greensboro (additional details on the registration page, and will be emailed to you with your registration confirmation). Space for this training is limited.

The following groups should have priority registration for this event:

-  CTI Trainers group members
-  All current CTI team members and program managers
-  Agency representatives for newly funded CTI teams
-  MCO representatives with a direct involvement in CTI implementation
-  DHHS staff with a direct involvement in CTI implementation

Here is the link for the registration: <http://bhrp.sowo.unc.edu/cti/dashboard>

There will be additional CTI trainings offered every other month, so if you have people who would like to attend the training but are not in a priority group for this event, they should be able to get in to a future training.

REMINDER - IT'S THAT TIME OF YEAR AGAIN: THE 2016 TRANSFORMING LIVES AWARDS

It's that time of year again!

Do you know a provider that has excelled in meeting the service needs of individuals residing in our communities? Has your agency implemented practices that have helped others better their lives?

This is your opportunity to share! Attached is the Transforming Lives Awards Nomination packet. We encourage you to nominate yourself, another agency, or a fellow provider for a 2016 Transforming Lives Award.

We encourage you to visit the [Transforming Lives webpage](#) for more information about the 2015 winners and details of this year's event.

Please share this information and let's make the 2016 Awards another successful banquet!

-  [2016 Transforming Lives Awards Nomination Packet](#)



REMINDER - TRILLIUM WEBSITE USER SATISFACTION SURVEY

Have you visited the Trillium Health Resources website? How was your experience? Do you have ideas, suggestions or feedback that you'd like to share?

To ensure our website is functioning to meet the needs of enrollees, families, providers, stakeholders, and staff, we have created a quick survey and encourage your feedback; both positive and negative.

Please take a moment to complete the survey and help us better the virtual experience of future Trillium website users



-  [Visit our Website](#)
-  [Take the Survey](#)

STAY CONNECTED

If you have questions regarding the content of this email please contact:

Rebecca Basden
Network Communication Specialist
Rebecca.Basden@TrilliumNC.org

Administrative and Business Matters - 866.998.2597
24/7 Crisis Care & Service Enrollment - 877.685.2415

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