



Trillium

HEALTH RESOURCES

COMMUNITY NEWSLETTER



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TRILLIUM OPERATIONS

Trillium Health Resources is currently operating as close to normal as possible during the Coronavirus outbreak and associated states of emergency. Trillium staff are working in remote locations as needed and holding meetings online through secure platforms. We are in frequent communication with our network providers, community agencies, and government officials to ensure ongoing care for members during and after the outbreak. **Everyone can continue to reach us through our 24-Hour Access to Care Line at 1-877-685-2415.**

RECENT HIGHLIGHTS

Complete the Gaps & Needs Survey

The Gaps & Needs survey is now available! This annual study looks at the current state of the Trillium catchment area and the people who live here. It also looks at where services are available and how people use them. Your completed surveys help create a roadmap for determining future growth based on current capacity and identified needs.

The survey is currently open and will close May 1. Completing the survey should take no more than 10 minutes. Your participation paves the way for innovation and improved care.

[Visit our website](#) to complete the survey that matches your population group. Surveys are available for members/guardians or community stakeholders.

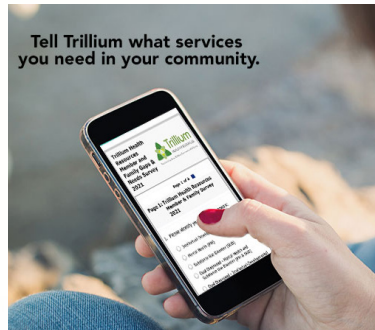
Trillium awarded pilot for Tiered Care Coordination

Trillium's Tiered Care Coordination (TCC) program pilot kicked off in December 2020 in Pitt County. The program seeks to address high rates of exposure to trauma and high behavioral health needs among youth and families involved in child welfare and the juvenile justice system. Trillium is collaborating with state and local resources and supports to implement this project and build High Fidelity Wraparound (HFW). The "Governor's Task Force on Mental Health" awarded Trillium the opportunity to pilot the program for future expansion.

Learn more about the program on the [Tiered Care Coordination news release](#).

Benchmarks features Trillium's work during pandemic

The pandemic challenged Trillium to quickly innovate to ensure continued, consistent, and robust care for our members. More important than recognition is the knowledge that the past year has produced positive outcomes that our providers, partners, and members have noticed. The article touches on Trillium's involvement in Benchmarks' Partnering for Excellence (PFE) in Pitt and Craven counties improving the well-being of children and families involved with child welfare. [Read the full article on the Benchmarks' Center for Quality Integration blog.](#)

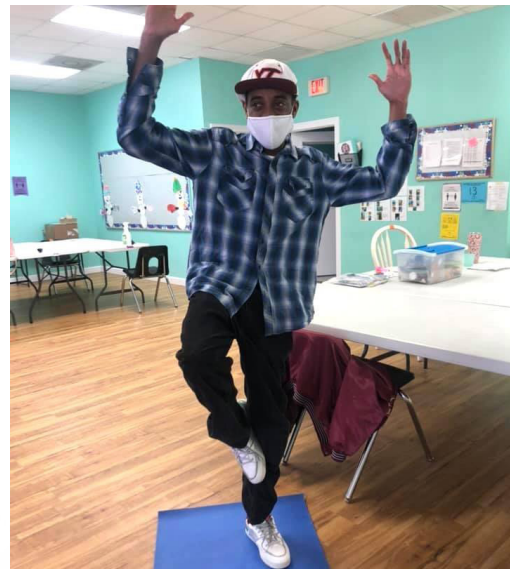


NOTEWORTHY

MEMBERS PARTICIPATE IN "MOVE YOUR WAY" CAMPAIGN

Trillium is proud to see our members safely "Move Your Way" this winter. Day program participants with Easterseals UCP across our catchment area kept active in fun and engaging exercises. Tuesdays and Thursdays are "Move Your Way" days in Wilmington where EMPOWER members can be spotted participating in yoga and other fitness activities. Meanwhile in Ahoskie, both EMPOWER and Transition to Employment participants are focusing daily on keeping active and eating nutritiously.

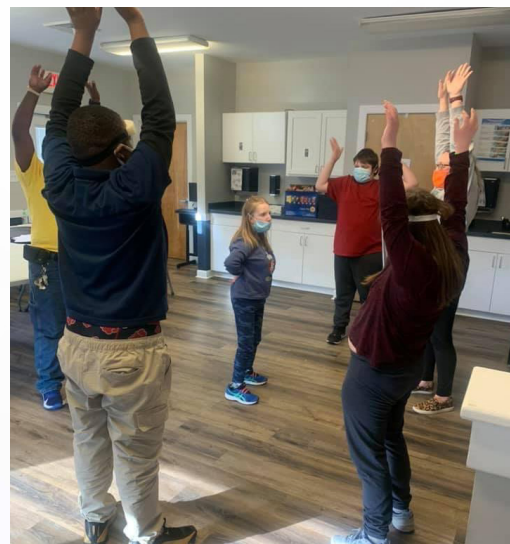
Trillium joined the Move Your Way campaign sponsored by the Office of Disease Prevention and Health Promotion at US DHHS. It encourages participants to exercise and keep active in little and big ways. Day program providers continue to encourage participation. Learn more about the campaign on the [Move Your Way page](#).



MEMBER INFORMATION EVENTS SHOWCASE NEW OFFERINGS

Trillium is hosting monthly member information events to share about new opportunities and services available, along with changes to come as part of Medicaid Transformation. Last month, staff introduced the [Trillium Advantage program](#). The program offers exclusive benefits to individuals on the Innovations Waiver waitlist. [A recording of the Trillium Advantage event is available for viewing](#).

Registration and the topic for the next session will be available soon! Be sure to [sign up to receive Member Communication Bulletins](#) to learn when registration is live.



VICTORY JUNCTION MAKES A SPLASH THIS SUMMER

Trillium is excited to partner with Victory Junction for a third summer of Family Weekends! Victory Junction will host Trillium families on four separate weekends on June 18-20, July 2-4, July 12-14, and July 19-21. Summer activities will be open in addition to traditional summer and fall weekend activities! Cool off in the zero-entry accessible swimming pool, splash around at the water park, soar on the zip line, or conquer the Alpine Adventure Tower in the summer sun. Adaptive activities for every need.

[Sign up for your weekend of fun using the summer 2021 interest form.](#)

ACAP SCHOLARSHIP ESSAY CONTEST

Trillium is partnering with the Association for Community Affiliated Plans (ACAP) to collect submissions for their 2021 scholarship contest! ACAP established this scholarship to provide financial assistance to a member or family member of an ACAP health plan member (such as Trillium) who seeks higher education to pursue a career in health care or social services.

The winner will get a \$5,000 scholarship, and payment will be made directly to the institute of higher education so as to not impact Medicaid eligibility. All applicants must be enrolled with Trillium and either enrolled or applying to an institution including an accredited university, college, technical, or vocational school. Visit the [ACAP Scholarship application](#) for more information and to apply.



SMALL BUSINESS FUNDING PROJECT ACCEPTING APPLICATIONS

Since beginning the Small Business Funding Project, we have loved seeing the ingenuity, creativity, and passionate pursuits of our members and their small business ventures. We take great pride in assisting our members begin or grow their businesses, and look forward to continuing that assistance.

Small business funding is still available (up to \$5,000 each) to members who own their own business or are interested in starting their own business. We encourage any and all eligible members to apply! The deadline for applying is May 15. Find out more and how to apply on the [Small Business Funding Project page](#).



PROVIDERS RECEIVE VALUED PROVIDERS SEAL PROGRAM RECOGNITION

Commitment to care and unparalleled work ethic. The providers in Trillium's network not only exhibit these values every day, but make it their mission to go above and beyond their mandate. In recognition of such service, Trillium has designated six seals to those providers who dedicate long hours and energy to our shared mission helping members improve their well-being and lead fulfilling lives.

We want to offer a big congratulations to the following providers who have earned their seals. We are so proud to work alongside these dedicated and caring individuals. Trillium looks forward to expanding this list as more and more of our providers are recognized for their incredible work. Learn more on the [Valued Providers Seal Program page](#).

- A Small Miracle
- Beaufort County Developmental Center
- Carobell, Inc.
- Coastal Horizons Center
- EasterSeals UCP NC & VA
- FACT Specialized Services, L.L.C.
- Family Services of America Corporation
- GHA Autism Supports
- Integrated Family Services, PLLC
- IntelliChoice Staffing, LLC (IntelliChoice Home Care)
- Jacksonville Treatment Center
- LIFE, Inc.
- Omni Visions, Inc.
- People of Potential, Inc
- PORT Health Services
- Pride in North Carolina, LLC
- Rocky Mount Treatment Center
- Universal Mental Health Services, Inc.

MEDICAID TRANSFORMATION

Trillium will share information the changes to come over the next year with Medicaid Transformation in North Carolina. [BHI/DD Tailored Plans](#) are specifically designed to serve the complex needs of individuals with significant behavioral health disorders, intellectual and developmental disabilities, and traumatic brain injury — populations Trillium and all other LME/MCOs have long served. The Tailored Plans will also serve uninsured individuals currently receiving state-funded services, regardless of their diagnosis.

NC Medicaid call center is now open:

If you have received a letter and have questions, please call the NC Medicaid Managed Care call center. The call is toll free.

Phone: 1-833-870-5500 (TTY: 1-833-870-5588)

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

TRILLIUM'S 2020 ANNUAL REPORT RECOUNTS A YEAR OF RESILIENCE

It was a year like no other. Challenges and obstacles stepped forward, but Trillium continued carrying out our mission with help from our amazing staff, strong provider network, and supportive communities. The 2020 Annual Report catalogs the year's key outcomes and data, as well as the real-life experiences behind those numbers. From COVID response measures to member highlights and community initiatives, these pieces and more come together to tell a story of staying the course to serve the communities and members in our catchment area. Visit the [Strategic Planning & Outcomes page](#) to view the 2020 Annual Report.

TRILLIUM IN THE NEWS

[Op-Ed: Trillium recognizes DDAM month](#) (3/21/21)

[Trillium awarded pilot for Tiered Care Coordination](#) (03/08/21)

[Trillium award-winning program addresses LGBTQ health disparities](#) (01/29/21)



WE ARE HERE TO HELP.

We realize that times of uncertainty can cause great stress. If you feel like you are experiencing a crisis, we are here to help. Call our Access to Care Line at: 1-877-685-2415 or use [Crisis Chat](#).



Autism Society of America is shifting from awareness to acceptance this April. We are working to build an inclusive society where individuals with autism feel connected and celebrated in their communities and world.

While educating others about autism, words matter — the need for acceptance is greater than ever. We are striving for individuals with autism to live fully in all areas of life.



FOLLOW US ON SOCIAL MEDIA FOR THE LATEST NEWS AND UPDATES!



- [@TrilliumhealthResources](#)
- [@TrilliumDirectConnectForEnrichment](#)
- [@TrilliumDirectConnectForRecovery](#)
- [@TrilliumNc](#)
- [LinkedIn](#)
- [YouTube](#)

TRILLIUM HOLIDAY REMINDER

Trillium staff will take the following holidays; the 24-Hour Access to Care Line will remain operational.

- Good Friday: April 2, 2021
- Memorial Day: May 31, 2021

A LOOK BACK AT PREVIOUS AWARENESS MONTHS

February marked a celebration and recognition of Black History Month. Throughout the month, we were continuously inspired by the stories, performances, artwork, and information spotlighting the black experience. We witnessed our members using their creativity to lift up Black history and heroes. We also learned about the incredible black change makers from the past and present who shaped the world into a better place.

In March, we promoted Intellectual and Developmental Disabilities Awareness Month and Brain Injuries Month. We shared an assortment of member highlights, stories and experiences, local supports and resources, as well as additional facts and information.

Follow us on [Trillium's Facebook](#) and [Twitter](#) pages to take part in these opportunities to learn about our histories, our neighbors, and our stories. Scroll back through to see any posts you might have missed!

Felix Belcher (top) giving Dr. Martin Luther King's "I Have a Dream" speech, and **Osdaly Parilla** (right) with a picture she created of iconic actor Cicely Tyson.

MONTHLY AWARENESS

AUTISM ACCEPTANCE MONTH

April is [Autism Acceptance Month](#). Being aware of the stories and lived experiences of people with autism is important. This year, however, we want to push beyond awareness. Throughout the month, Trillium joins the Autism Society of America in shifting from awareness to acceptance.

This is an opportunity to build more inclusive neighborhoods, workplaces, and spaces. Individuals with autism should be able to navigate the world knowing they are connected to and celebrated by their communities. Join us this April on [Trillium's Facebook](#) and [Twitter](#) pages as we join others across the world on this journey of acceptance.

PRIDE MONTH TAKES PLACE THIS JUNE

Trillium is excited to take part in Pride Month this June! Our OUTreach initiative and the opportunity to showcase the stories and experiences of our lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ) neighbors, will help recognize an exciting and informative month.



UPCOMING EVENTS & OPPORTUNITIES

Please visit our [Events & Training page](#) for cancellations and updates.

Apr 6, 2021

INTEGRATED DUAL DIAGNOSIS TREATMENT (IDDT) PROGRAM LEADERSHIP SERIES

This four-day training event is designed for program and team leaders who are involved in the process of implementing a high fidelity IDDT team and offers resources, tools, and ideas for how to succeed in this endeavor.

[Find more information and register](#)

Apr 11, 2021

EASTERN NC BUDDY WALK@ BUDDY WALK@ ON WHEELS

Join the North Carolina Down Syndrome Alliance - Eastern NC as we unite for a common cause and [raise funds at the 2021 Eastern NC Buddy Walk@ on Wheels Car Parade.](#)

Apr 19, 2021

NC TIDE SPRING 2021 CONFERENCE

Due to COVID-19 Precautions, NC TIDE 2021 will be offered this year VIRTUALLY.

[Details](#)

Apr 12, 2021

INTRODUCTION TO PSYCHIATRIC ADVANCE DIRECTIVE (PAD) – VIRTUAL

A mental health crisis is never planned and often happens unexpectedly. Come and learn how you can empower yourself or loved one with a legal document that allows YOUR or your loved one's wishes to be considered and known if you or they are ever incapable of making a decision or communicating clearly and effectively.

[Register for this training](#)

Apr 13, 2021

INTEGRATED DUAL DIAGNOSIS TREATMENT (IDDT) PROGRAM LEADERSHIP SERIES

This four-day training event is designed for program and team leaders who are involved in the process of implementing a high fidelity IDDT team and offers resources, tools, and ideas for how to succeed in this endeavor.

[Find more information and register](#)

Apr 15, 2021

ADULT MENTAL HEALTH FIRST AID Mental Health First Aid (MHFA) Training for NC residents

Mental Health First Aid teaches you how to identify, understand, and respond to signs of mental illnesses and substance use disorders.

[More Information & Registration](#)

Apr 27, 2021

AMERICAN SOCIETY OF ADDICTION MEDICINE (ASAM) CRITERIA TRAINING

The Division of Health Benefits NC Medicaid and the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) are pleased to offer a variety of opportunities to participate in The ASAM Criteria Training.

[Details](#)

YOUR LOCAL CFAC CONNECTIONS

NORTHERN REGION

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

Bland Baker

Northern Director
Bland.Baker@TrilliumNC.org
866-998-2597

CENTRAL REGION

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

Dave Peterson

Central Director
Dave.Peterson@TrilliumNC.org
866-998-2597

SOUTHERN REGION

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

Dennis Williams

Southern Director
Dennis.Williams@TrilliumNC.org
866-998-2597

CFAC

The Consumer and Family Advisory Committee (CFAC) is an advisory group for our communities devoted to enhancing care within our region. CFAC is a self-governing, self-directed group of volunteers who meet monthly to advise Trillium's area boards, make recommendations on policies, and work in partnership with Trillium. They provide a valuable perspective to help serve those with mental health, Intellectual/developmental disabilities, and substance use disorders.

CFAC's mission is to ensure that the development and delivery of services and supports remain responsive to the well-being of the people served.

Each member is either an individual with MH/SUD/IDD or a family member/guardian. A person considering membership must attend at least one meeting then submit an application form which will be reviewed by the appropriate Membership Committee. For more information, please visit www.trilliumhealthresources.org/regional-operations/regional-cfacs.



[@CFACENC](#)



ABOUT US

Trillium Health Resources is a local governmental agency (LME/MCO) that manages mental health, substance use, and intellectual/developmental disability services for 26 counties in eastern North Carolina.

We are uniquely positioned to meet the distinct needs of the individuals and communities we serve, and our top focus is delivering the right services, in the right amount, at the right time. We know these populations and are deeply ingrained in their counties. We know how to treat, support and serve them most effectively.

Our communities are only as strong as their people. Trillium is committed to caring and fighting for the well-being of our citizens, because well-being needs a sturdy foundation at the start to prevent problems later and keep it standing through all kinds of weather.

Our number one focus is helping every person we serve get the services needed to improve well-being and live a fulfilling life. We're invested in every one of you.



MISSION

Transforming lives and building community well-being through partnership and proven solutions.

VISION

For every community and individual we serve to reach their fullest potential.

MORE INFO, VISIT

TrilliumHealthResources.org