



Trillium

HEALTH RESOURCES

COMMUNITY NEWSLETTER

January 18, 2019



Trillium and Oxford House's Initiative 2020 Vision for Recovery Wins Community Inclusion Innovation Award

Trillium Wins Technology Innovation Award for Comprehensive Health Assessment for Teens (CHAT)

Updated Consolidated Member Handbook

Trillium Participates in Crisis Counseling After Hurricane Florence

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Provider Manual Updated

National Drug and Alcohol Facts Week is January 22 - January 27

February is American Heart Month

March is Brain Injury Awareness Month

Upcoming Events and Opportunities

2019 HOLIDAY SCHEDULE

Trillium's offices will be closed:

MARTIN LUTHER KING, JR. DAY -
January 21

Access to Care and Crisis Services
will remain available through
our 24-Hour Access to Care Line
1-877-685-2415

NOTEWORTHY

Trillium and Oxford House's Initiative 2020 Vision for Recovery Wins Community Inclusion Innovation Award

Trillium Health Resources and Oxford House's Initiative 2020 Vision for Recovery was recognized with the i2i Center's Community Inclusion Innovation award. i2i's Executive Director Mary Hooper explained, "The purpose of the Innovation Awards is to recognize innovation in services and programming to increase integrated, whole person approaches to care. This was the first year for the award program and the award for Community Inclusion is to recognize initiatives that bring together community partners/stakeholders to promote the inclusion of individuals in their local communities. The 2020 Initiative is a great example of a successful inclusion program truly making a difference in people's lives."

[READ MORE](#)



Trillium Wins Technology Innovation Award for Comprehensive Health Assessment for Teens (CHAT)

Trillium, in partnership with CHAT providers and Inflexxion were recognized with the 2018 Technology Innovation award.

i2i's Executive Director Mary Hooper explained, "The purpose of the Innovation Awards is to recognize innovation in services and programming to increase integrated, whole person approaches to care. This was the first year for the award program and the Innovative Technology award is focused on technologies that assist individuals with: care access, independence, self-care, self-determination or advocacy. The CHAT technology was a great fit for this award."

Trillium's Advancing Technology priority is to utilize technology as a way to improve member outcomes... [READ MORE](#)



Updated Consolidated Member Handbook

Trillium has worked with Vaya and Alliance (other members of the Advancing NC Whole Health Coalition) to create a consolidated member handbook... [VIEW IT HERE](#)

NOTEWORTHY

Trillium Participates in Crisis Counseling After Hurricane Florence

Trillium Health Resources has responded to needs across its 26-county catchment area following the devastation caused by Hurricane Florence. Trillium recently received an allocation from the Federal Emergency Management Agency (FEMA) to address the needs of citizens in 12 counties: Beaufort, Brunswick, Carteret, Columbus, Craven, Jones, Hyde, New Hanover, Onslow, Pamlico, Pender and Pitt. These counties were declared disaster areas which allows residents to file for federal assistance.

As part of this allocation, Trillium will provide 62 outreach crisis counselors to offer emotional support, education on available resources, and referrals to providers when necessary. This Crisis Counseling Program (CCP) will enlist Trillium staff who will visit homes, schools, churches, and other community gatherings. The services are available to anyone regardless of insurance or Medicaid status.

Trillium will operate the CCP under the direction of Hope4NC, developed by the Department of Health and Human Services after Hurricane Matthew. Hope4NC addresses behavioral health, housing, food, or any other needs of those affected after the storms. Trillium staff will wear Hope4NC shirts and carry their Hope4NC badges when making the visits.

Crisis survivors will not be required to provide any personal information (name, social security number, etc.) when speaking with CCP staff. Along with visiting homes, the staff will share details with community groups on disaster reactions, coping skills, stress management, and other aspects through standardized materials provided by CCP.

Printed materials will be left with agencies and at homes directing individuals to reach out to a variety of numbers depending on their need. These numbers are listed below:

- Hope4NC: 1-855-587-3463
- Legal Aid of NC: 1-866-219-5262
- Disaster Distress Talkline: 1-800-985-5990
* voice, 711, or VRS; or can text "TalkWithUS" to 66746
For Spanish, text "Hablamos" to 66749
- Disaster Unemployment Assistance: 1-866-795-8877
- Disaster Fraud Hotline: 1-866-720-5721 * anonymous calls accepted

Trillium staff will make home visits until around September 2019 and have a presence at assigned Department of Social Services through January 2019. If you or someone you know is in need of help through Hope4NC, please call 1-855-587-3463 or Trillium at 1-877-685-2415.

New Oxford House Opens in Rocky Mount

Oxford Houses of North Carolina has opened a residence in Rocky Mount that will serve eight men. This house is part of the contract to unveil 20 new houses in Trillium Health Resources's 26-county region by 2020 that was signed between Trillium and Oxford House in 2016. This will be the 14th house as part of that agreement, offering more than 100 beds to individuals in recovery.

For more information on North Carolina State Oxford House please visit here: <http://www.oxfordhousenc.org>



Crisis Counseling Assistance and Training Program (CCP)

Please call 1-855-587-3463 for assistance.
Por favor llame al 1-855-587-3463 si necesita asistencia.

The mission of the Crisis Counseling Assistance and Training Program (CCP) is to assist individuals and communities in recovering from the challenging effects of natural and human-caused disasters through the provision of community-based outreach and psychoeducational services.

Legal Aid of North Carolina: 866-219-5262
Disaster Distress Talkline: 800-985-5990 (voice, 711 or VRS) or text TalkWithUS to 66746
For Spanish, text Hablamos to 66749
Disaster Unemployment Assistance: 866-795-8877
Disaster Fraud Hotline: 866-720-5721 (calls can be made anonymously and confidentially)

IN COLLABORATION WITH

Trillium Health Resources is a Local Management Entity/Managed Care Organization (LME/MCO). We are designated by the NC Department of Health & Human Services to oversee state and federally funded services for 26 counties in eastern North Carolina.

Trillium 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, or sex.

www.TrilliumHealthResources.org

Trillium's Latest CIT Graduates

Congratulations to the Pine Knoll Shore's Police Department for graduating from Crisis Intervention Team (CIT) training.



Crisis Intervention Team (CIT) training is a jail diversion and de-escalation model of training for law enforcement during which officers gain a better understanding of the needs of individuals with mental illness, substance use disorders, or intellectual/developmental disabilities. The idea is to divert them to treatment when this can be done at little risk to public safety.

If you have any questions, concerns, suggestions or would like to discuss scheduling a training or presentation, contact us at CIT@TrilliumNC.org

Need to Report Fraud or Abuse?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse, and confidentiality breaches.

TrilliumHealthResources.ethicspoint.com

Call toll free: 1-855-659-7660

[View, print, and share flyer](#)

Name Our Food Trucks

Food and employment are two social determinants of health that help influence overall wellness. Regular employment, whether full or part time, helps provide income, a sense of purpose, and improves self-esteem. Nutrition is a basic, physiological need.

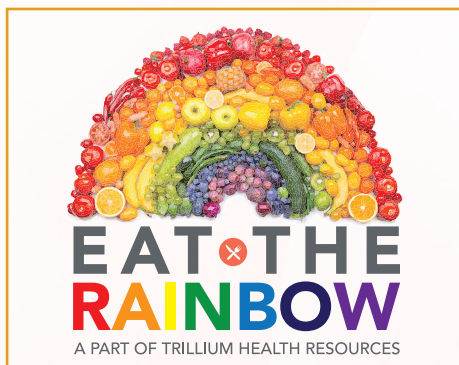


Trillium plans to build two food trucks to operate at two locations in the region. We hope to be in operation later this year. The trucks will serve prepackaged healthy snacks and treats, and will provide supported employment opportunities through Easterseals UCP.

Trilliums wants YOU to help name these trucks!

Please visit the link below to offer your idea for a truck name. Snack Shack? The Snack Bar Car? We want all ideas! We will take suggestions until February 15. The winning name will get a \$100 Visa gift card and invitation to ribbon cutting ceremonies. We will soon also give you the chance to vote on potential locations. Stay tuned for more info. [SUBMIT NAMES HERE](#)

Eat The Rainbow Trainings



This is a multi-part class series on "eating the rainbow," a term used to help influence people to make sure their diet choices include more fruits and vegetables of all colors (i.e., not just potatoes) so they get a variety of vitamins and minerals.

Coming Soon: Neighborhood Connections



Trillium has launched our new Neighborhood Connections department. Three regional managers and 11 specialists will track resources related to social determinants of health, promote trainings and health-related activities, and lead orientation sessions for members new to Trillium. They will work directly with Departments of Social Services, Health Departments, and other agencies in the 26 counties that Trillium serves. Upcoming opportunities include:

Eat the Rainbow:

learn how to add a variety of colorful fruits and vegetables to your diet

Food Trucks:

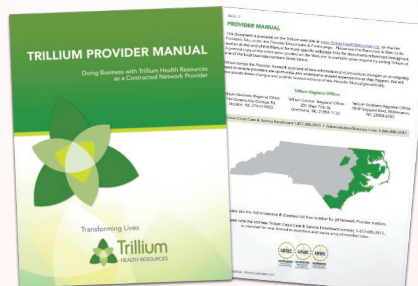
In addition to working with Easterseals UCP to provide employment for individuals with IDD, the trucks will serve a variety of prepackaged snacks and treats (see story to the left)

Transportation vouchers:

Through partnerships with Uber, Lyft, and local taxi/cab companies, Trillium will receive applications for members to receive free vouchers.

Provider Manual Updated

The Provider Manual has been updated and is available for [DOWNLOAD HERE](#)



National Drug and Alcohol Facts Week is January 22 - January 27

National Drug and Alcohol Facts Week® links students with scientists and other experts to counteract the myths about drugs and alcohol that teens get from the internet, social media, TV, movies, music, or from friends. It was launched in 2010 by scientists at the National Institute on Drug Abuse (NIDA) to stimulate educational events in communities so teens can learn what science has taught us about drug use and addiction. The National Institute of Alcohol Abuse and Alcoholism became a partner in 2016, and alcohol has been added as a topic area for the week. NIDA and NIAAA are part of the National Institutes of Health. [READ MORE HERE](#)

February is American Heart Month

Heart disease is the leading cause of death for men and women in the United States. Every year, 1 in 4 deaths are caused by heart disease.

The good news? Heart disease can often be prevented when people make healthy choices and manage their health conditions. Communities, health professionals, and families can work together to create opportunities for people to make healthier choices.

Spread the word about strategies for preventing heart disease and encourage people to live heart healthy lives.... [READ MORE](#)

March is Brain Injury Awareness Month



For more than three decades, the Brain Injury Association of America (BIAA) has proudly led the nation in observing Brain Injury Awareness Month by conducting an engaging public awareness campaign in March of each year... [MORE HERE](#)

Upcoming Events & Opportunities

JANUARY, FEBRUARY, MARCH HIGHLIGHTS

Dates Throughout January, February, and March
Child Community Collaborative
Trillium Catchment
[Learn More](#)

January 21, 2019
CIT - Washington County
Plymouth
[Learn More](#)

January 22 and 23, 2019
Informational Webinars Home & Community-Based Services Waiver
Online
[Learn More](#)

January 23, 2019
Introduction to Animal-Assisted Therapy in Behavioral Health, Medical, and Educational Settings
Greenville
[Learn More](#)

January 23, 2019
The Charles Lea Center Information Session
Wilmington
[Learn More](#)

January 24, 2019
The Charles Lea Center Information Session
Greenville
[Learn More](#)

January 28, 2019
Integration of Behavioral and Physical Healthcare in Tailored Plans Webinar
Online
[Learn More](#)

January 28, 2019
Informational Webinars Home & Community-Based Services Waiver
Online
[Learn More](#)

January 31, 2019
CIT - Refresher
Wilmington
[Learn More](#)

January 31, 2019
Health Information Exchange (HIE) Training
Online
[Learn More](#)

February 4, 2019
CIT - Washington County
Washington
[Learn More](#)

February 7, 2019
CIT - Telecommunicators
[Learn More](#)

February 14, 2019
CIT - Telecommunicators
[Learn More](#)

February 18, 2019
CIT - Pitt County
Winterville
[Learn More](#)

February 21, 2019
CIT - Refresher
Wilmington
[Learn More](#)

February 25, 2019
CIT - New Hanover County
Carolina Beach
[Learn More](#)

February 28, 2019
Governing Board Meeting
Greenville

March 4, 2019
CIT - Craven County
Winterville
[Learn More](#)

March 7, 2019
CIT - Refresher
Wilmington
[Learn More](#)

March 11, 2019
CIT - Brunswick County
Sunset Beach
[Learn More](#)

Featured Event(s)

The Charles Lea Center Information Session
January 23 & 24, 2018
[Wilmington - January 23](#)
[Greenville - January 24](#)



Come and learn about The Charles Lea Center!

Talk with us about our services in North Carolina:

- Supported Living
- Residential Supports
- Community Navigator, and more.

About Trillium

Trillium Health Resources is a leading specialty care manager (LME/MCO) for individuals with substance use, mental illness and intellectual /developmental disabilities.

Trillium is the second largest LME/MCO in terms of geography and number of counties served. Trillium's 26 counties total approximately 1.38 million individuals with about 200,000 being Medicaid eligible.

Trillium is nationally accredited by URAC in areas of Call Center, Provider Network Management, and Utilization Management.

Trillium takes a person-centered approach to health and wellbeing, coordinating care across multiple systems to achieve improved health outcomes, quality of care, and efficient use of resources.

Trillium is investing in innovation to meet the unique needs of the individuals and communities we serve, and remains focused on delivering the right services in the right amount at the right time.

For more information, visit
TrilliumHealthResources.org

LOOKING FOR MORE? More events can be found on the [Trillium website!](#)

Need Printed Resources?

Contact info@trilliumnc.org to request the following Trillium resources:

Access to Care Brochure
IDD Service Array Brochure
Mental Health First Aid Brochure
CIT Brochure
Housing Brochure
Veterans Brochure

Additional brochures available.
Contact info@trilliumnc.org for more information.

find us on **facebook**

follow us **twitter**

Your Local Connections

Northern Region

Bertie, Chowan, Gates, Martin, Pasquotank, Camden, Currituck, Hertford, Northampton, 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

David Tart, Southern Director
David.Tart@TrilliumNC.org
866-998-2597