



Trillium

HEALTH RESOURCES

COMMUNITY NEWSLETTER

September 30, 2019



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2019 HOLIDAY SCHEDULE

Trillium's offices will be closed:
Access to Care and Crisis Services
will remain available through
our 24-Hour Access to Care Line
1-877-685-2415

VETERAN'S DAY -
MONDAY, NOVEMBER 11

THANKSGIVING -
THURSDAY, NOVEMBER 28
FRIDAY, NOVEMBER 29

CHRISTMAS
TUESDAY, DECEMBER 24
WEDNESDAY, DECEMBER 25
THURSDAY, DECEMBER 26

2020 NEW YEARS DAY
WEDNESDAY, JANUARY 1, 2020

NOTEWORTHY

Atlas Quality Management



We are excited to share that North Carolina has joined a select group of states in implementing **ATLAS™**, a quality measurement system for addiction treatment facilities. **Shatterproof**, a national nonprofit organization dedicated to reversing the addiction crisis in America, is developing ATLAS to help people find high-quality addiction treatment and support providers in driving continuous quality improvement with an aim at improved patient outcomes. The first cohort of states, which also includes Delaware, Louisiana, Massachusetts, New York, and West Virginia, is piloting ATLAS and helping to shape its implementation in 2019-2020 before phased expansion across the country. This important initiative is part of a comprehensive effort by Shatterproof to help ensure that individuals and families struggling with the disease of addiction in North Carolina and around the country have access to high quality care.

You can read more about ATLAS, including answers to many frequently asked questions [here](#).

If you would like to view a pre-recorded webinar that provides an overview of the ATLAS pilot project, you can access it [here](#).

Hurricane Dorian Support

From September 9 to 16, ten of Trillium's staff members traveled to Ocracoke Island and Hatteras to assist local residents that were impacted by Hurricane Dorian. Trillium's disaster response team provided support by conducting wellness checks, accessing the needs of the residents, and ensuring an ongoing behavioral health presence.

In the coming weeks and months, an in network behavioral health provider and behavioral health hospital employees will work to meet the needs of the community. This transition team will continue to assess the regions' behavioral health needs, link to services, and offer medical care as they continue to rebuild and recover from both Dorian and Florence. Hope4NC will also aid with recovery and preparedness.



For emotional distress needs due to natural or human-caused disasters, the Disaster Distress Helpline offered by SAMHSA is available at 1-800-985-5990, year-round, 24 hours a day, seven days a week to provide immediate crisis counseling. Spanish-speakers can call the hotline and press "2" for 24/7 bilingual support.

NOTEWORTHY

Safe Schools Healthy Kids NC Phase 2

Trillium Health Resources announces new training modules and tip sheets on SafeSchoolsHealthyKidsNC.org. Trillium developed the online training and resource portal to provide school employees, parents, and students with access to evidence-based practice (EBP) modules, resources, and materials.

Trillium staff created curriculum that is easy to understand with direct signs to be aware of. Specific programs available include:

- Red Flags for School Shootings
- Signs of Substance Abuse
- The Trevor Project (Safe, Confidential Lifeline for LGBTQ Young People)
- Anger Management for Children and Youth
- Supporting Children Who Have Been Bullied

Addressing children's mental health needs helps improve academic performance and can help reduce behavior problems, school violence, dropout rates, substance use, suicide, and criminal activity. Teachers and school staff should check with school administration on professional development policy as some courses may apply.

We will share soon about an incentive program to help promote the platform to schools, parents, and the public. Until then, please visit https://youtu.be/Rpz_PbYxkfU for a short video that describes the website.



NCDHHS Extends Open Enrollment for Medicaid Beneficiaries, Announces Statewide Move to Managed Care in February

The Department of Health and Human Services (DHHS) announced on September 3 that it will extend open enrollment for Medicaid beneficiaries and move to a statewide transition to managed care on February 1, 2020.

DHHS shared the following announcement:

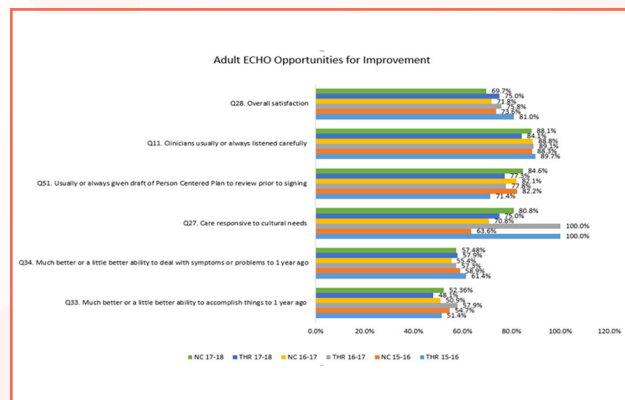
Managed care in North Carolina was scheduled to roll out in two phases, with Medicaid beneficiaries in part of the state beginning managed care services on Nov. 1, 2019 and most of the state beginning on Feb. 1, 2020. With today's announcement managed care will now go-live in one phase for the whole state beginning on Feb. 1, 2020.

The timeline has been adjusted because DHHS cannot implement critical actions to go-live with managed care under the current continuing resolution budget. The updated timeline only impacts counties that were in Phase 1; it does not impact counties that were scheduled for Phase 2. The date of Feb. 1, 2020 for statewide implementation remains unchanged.

Why does DHHS need to revise the timeline for Managed Care? [Visit this link to learn more.](#)

Trillium Experience of Care and Health Outcomes (ECHO®) Survey Feedback and Opportunities for Improvement

Every year Trillium Health Resources and other LME/MCOs across the state participate in the Experience of Care and Health Outcome (ECHO®) Surveys. These surveys are administered to assess performance of the health plans and member perception of care they received through the North Carolina LME/MCOs and to assist in the development of quality improvement strategies. Trillium received the state's 2016-2017 analysis and also completed our own review of the results. In an effort to improve lower scoring areas, the "Opportunities for Improvement" section was discussed and reviewed in detail. [VIEW THE REPORT HERE](#)



NOTEWORTHY



New Mission and Vision Statements

We would like to introduce Trillium's new mission and vision statements. We are dedicated to carrying out our mission by investing in the health and well-being of the communities we serve, and empowering individuals with access to services, tools, and resources to live a fulfilling life. We are consistently adapting, innovating, and strengthening our approach to caring for those we serve. We look forward to continuing to serve our members through the changes in the years to come.

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.

Let's Chalk About Mental Health

On Tuesday, August 27, Trillium staff held a "Let's Chalk about Mental Health" event to support understanding, reduce stigma, and encourage sharing through chalk artwork drawn on sidewalks and pavement. Throughout the month of September, Trillium and the community posted on social media using the hashtag #ChalkAboutMH. Thank you so much for your participation!



Food Truck Launches

SensABLE Snacks food trucks will make their debut in New Bern on September 30, and in Ahoskie on October 15. We hope you are ABLE to join us! The inclusive food trucks will provide training opportunities and employment for people with intellectual/developmental disabilities while serving a variety of snacks in our communities. For more information visit <https://www.trilliumhealthresources.org/sensable-snacks-food-trucks>.



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](https://www.TrilliumHealthResources.ethicspoint.com)
- Call toll free: 1-855-659-7660
- [View, print, and share flyer...](#)

Trillium Initiatives

Trillium's Latest CIT Graduates

Congratulations to the 21 graduates from North Carolina Department of Public Safety for completing our CIT Training at Pitt Community College.



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.

While Trillium facilitates the training, it is very much a community collaboration. The training relies on the support and involvement of the local NAMI chapter, community colleges, provider agencies, hospitals, behavioral health professionals and, of course, law enforcement officials.

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

Transforming Lives...

Job Postings

Trillium shares job postings on our website for all open positions. If you or someone you know is interested in applying, please visit here:

<http://www.trilliumhealthresources.org/explore-trillium/careers>

My Learning Campus



Have you visited My Learning Campus yet? This platform shares trainings and information to help educate and empower our members. Registration is free and open to the public. [VISIT HERE](#)

OUTreach Launch



LGBTQ youth are eight times more likely to attempt suicide, six times more likely to experience depression, and three times more likely to use illegal drugs. Trillium will partner with North Carolina Families United and the Family Acceptance Project to help organize ways to assist LGBTQ youth with improving their wellbeing and accessing the mental health services they need. A formal launch for all Trillium staff will be held on October 29.

Healthy Movement Project

Members of MACTA, LLC in Nash County, and A Caring Heart in New Hanover County, received their Peloton bikes from the Neighborhood Connections department at Trillium. The Healthy Movement Project is aimed at increasing our members' access to physical fitness activities with Peloton bikes for indoor cycling. The equipment is being placed at locations where members may spend a good portion of their time such as adult day programs and psychosocial rehabilitation programs. A total of 63 bikes are awarded to 19 provider organizations at 55 different locations throughout the Trillium catchment area. #HealthyMovement

Monthly Awareness

Trillium Health Resources recognizes monthly awareness events sponsored by local or national organizations and agencies. By helping to publicize these events, we bring attention to these causes to help reduce stigma and share the need for behavioral services to address them.



Down Syndrome Awareness Month

October is Down Syndrome Awareness Month, a chance to spread awareness. During the month of October, we celebrate people with Down syndrome and make others aware of their abilities and accomplishments. It's not about celebrating disabilities, it's about celebrating abilities. We can all be inspired to learn more about this topic, and to celebrate people born with Down syndrome and the medical advancements that increasingly improve their quality of life. [READ MORE HERE](#)



Disability Employment Awareness Month

The 2019 National Disability Employment Awareness Month (NDEAM) theme is "The Right Talent, Right Now." Observed each October, NDEAM celebrates the contributions of workers with disabilities and educates about the value of a workforce inclusive of their skills and talents. NDEAM is led by the U.S. Department of Labor's Office of Disability Employment Policy, but its true spirit lies in the many observances held at the grassroots level across the nation every year. [READ MORE HERE](#)

Mental Illness Awareness Week

Each year, millions of Americans face the reality of living with a mental health condition. Mental illness affects everyone directly or indirectly through family, friends, or coworkers. Despite mental illnesses' reach and prevalence, stigma and understanding are also, unfortunately, widespread. This is why each year, the first week of October, Mental Illness Awareness Week provides an opportunity to fight stigma, provide support, educate the public, and advocate for equal care. As part of Mental Illness Awareness Week, National Depression Screening Day will be held on Thursday, October 11.

[READ MORE HERE](#)

Red Ribbon Week

National Family Partnership (NFP) provides drug awareness by sponsoring the annual National Red Ribbon Campaign™. Since its beginning in 1985, the "Red Ribbon" has touched the lives of millions of people around the world. In response to the murder of DEA Agent Enrique Camarena, angered parents and youth in communities across the country began wearing red ribbons as a symbol of their commitment to raise awareness of the killing and destruction caused by drugs in America. In 1988, NFP sponsored the first National Red Ribbon Celebration. Today, the "Red Ribbon" serves as a catalyst to mobilize communities to educate youth and encourage participation in drug prevention activities. [READ MORE HERE](#)

Care for NC Day on September 18

#CareForNC

Community well-being requires many people working together toward a collective mission. Through partnership and putting people first, we will continue to improve health outcomes and strengthen our communities. Trillium joined the six other MCOs and two provider organizations to share the positive impact of the public health system for our citizens. On September 18, we celebrated Care for NC Day to help share our members' stories on social media, with local news outlets, and elected officials. Please follow the initiative at <https://www.facebook.com/CareforNC/> to learn more and share your story.

Upcoming Events & Opportunities

OCTOBER, NOVEMBER, DECEMBER HIGHLIGHTS

Dates Throughout October, November, and December
Child Community Collaborative
Trillium Catchment
[Learn More](#)

October 3, 2019
Advanced Cognitive Behavioral Therapy (CBT) for Adults
Greenville
[Learn More](#)

October 11, 2019
2019 NAMI NC Statewide Conference
Raleigh
[Learn More](#)

October 11, 2019
Navigating 42 CFR Part 2 Requirements
Online
[Learn More](#)

October 12, 2019
Cape Fear Buddy Walk
Wilmington
[Learn More](#)

October 12, 2019
NAMI Walk for Awareness
Wilmington
[Learn More](#)

October 17, 2019
Responding to Community Violence, Bullying, and Suicide
Greenville
[Learn More](#)

October 28, 2019
Duke-UNC Tobacco Treatment Specialist Training Program
Charlotte
[Learn More](#)

November 6, 2019
Suicide Risk Assessment and Management with Substance Abuse
Wilmington
[Learn More](#)

November 6, 2019
2019 Substance Use Services Conference
Greenville
[Learn More](#)

November 9, 2019
Recovery Walk and Rock Fest
Wilmington
[Learn More](#)

November 14, 2019
Don't You Forget About Me
Greenville
[Learn More](#)

November 15
Understanding and Treating Individuals with Autism Spectrum Disorder and Co-Morbid Anxiety
Greenville
[Learn More](#)

December 4, 2019
Transformation for Today and Tomorrow
Cary
[Learn More](#)

December 5, 2019
The Ethics of Working with Rural-Based Populations and Communities
Greenville
[Learn More](#)

December 13, 2019
School Refusal Behavior in Children and Adolescents
Greenville
[Learn More](#)

Featured Event

Mental Health First Aid

Trillium has 32 MHFA and Youth MHFA trainings scheduled from October to December. MHFA is a public education program that helps participants identify, understand, and respond to signs of mental illnesses and substance use disorders. Training is free and any organization, school, or agency can request a session from Trillium by e-mailing Training@TrilliumNC.org.

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 well-being, 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