



Trillium

HEALTH RESOURCES

COMMUNITY NEWSLETTER



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EVENT & OPPORTUNITIES

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 communications 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.**

COVID-19 UPDATES

SECOND AMENDMENT TO APPENDIX K

During the COVID-19 crisis, Trillium Health Resources is here to support you and your families. We understand that there is a lot of information that can be difficult to find or understand. By working with our partners, we have been continuing to implement changes to give you and your family the flexibility that you need. As a result, we have outlined some questions and answers that will help to explain the additional changes that were made to Innovations Waiver services to be more flexible and useful for you and your family. All of these flexibilities must be tied to some change in circumstances caused by the COVID-19 crisis. Be aware that flexibilities are subject to review on a case by case basis. [Please review the full document.](#)

MEMBER TOWN HALL

Thank you to those who were able to call in for our Member Town Hall on June 9! Please view slides shared during the call below. We also referenced a hospital form that is linked below, too.

- [Slideshow presentation from call on June 9](#)
- [COVID-19 Form for Hospital Use](#)

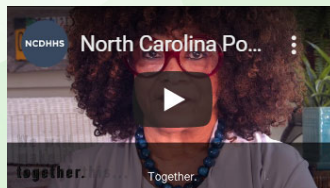
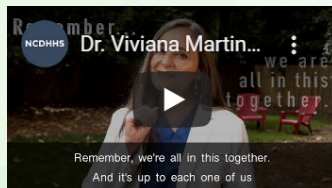
STATEWIDE PROGRAM CONNECTING HEALTH CARE, HUMAN SERVICES

Through a [public-private partnership](#), North Carolina has created the nation's first statewide technology platform, [NCCARE360](#), to coordinate whole-person care uniting traditional health care settings and organizations that address non-medical drivers of health, such as food, housing, transportation, employment and interpersonal safety. NCCARE360 is now available in all 100 counties.

RACIAL HEALTH DISPARITIES OF COVID-19

African Americans and Hispanic communities make up a disproportionate number of North Carolina's COVID-19 laboratory confirmed cases and deaths. African Americans make up an estimated 22 percent of North Carolina's population and 31 percent (as of May 26, 2020) of laboratory confirmed COVID-19 cases and 35 percent of deaths. LatinX/Hispanic populations make 9.6 percent of North Carolina's population and 35 percent of confirmed COVID-19 cases. Disparities in health occur when the impact of a health risk is impacting a larger percentage of the population than the population's representation within the general population.

Experts Dr. Viviana Martinez-Bianchi MD, FAAFP, North Carolina Poet Laureate Jaki Shelton Green, and psychiatrist Dr. Jacquetta Foushee highlight the steps taken to help prevent the spread.



MEMBER COMMUNICATIONS BULLETINS

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. You can sign up to receive these emails through our [website](#) and selecting the "Members/Families (Member Communications Bulletins)" option from the list.

TEXT MESSAGING PLATFORM

Now more than ever, Trillium has invested in innovative ways meet the unique needs of our communities. Through a food resource request form or offering payment for hotel stays for anyone under formal quarantine, Trillium works to help improve well-being and build community connections.

Later this month, we will start sending text message to adult members who have shared their mobile phone numbers. The text messages will include interesting information, links to Trillium training videos, ways you can strengthen your mental and physical health, and more.

We will not send more than one text a month, and you can choose to stop receiving them at any time. Trillium's name will be displayed in each text but you will not be able to respond or communicate with a Trillium staff person through these texts. [Please visit our website to add your cell phone number if you want to receive these messages.](#)

OUTREACH VIRTUAL BRUNCH AND LEARN ON JUNE 29

Trillium coordinated with NC Families United to offer "What's Up" Breakfasts this past spring. These breakfasts provided an interactive primer on LGBTQ+ history, policy, and resources. They are designed to support families and community members to engage with LGBTQ+ youth while improving outcomes and well-being. While we cannot hold in person sessions due to Phase 2 limitations on public gatherings, we hosted a virtual webinar to continue this important series on June 29. More than 95 participants listened to Chandrika Brown, Jadda Jefferies, and Erich Priest on their experience and valuable resources available locally.

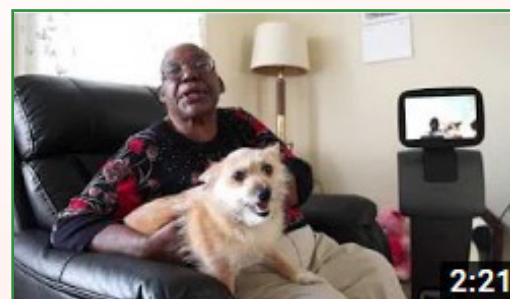
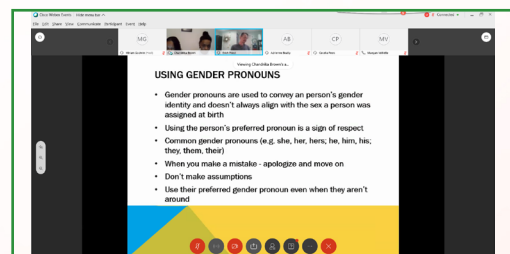
TEMI, PERSONAL COMPANION

Earlier this year, Trillium visited with Transitions to Community Living recipients of our new temi robots. These devices help encourage interactions along with building self-reliance. While we provided temi robots before we realized the full impact of the COVID-19 pandemic, they have been a wonderful companion for the residents to have. Social distancing does not have to mean social isolation...temi robots allow for connection with friends and relatives, can operate smart home electronics, and serve as an artificial intelligence "AI" assistant to help with reminders such as medications or appointments.

COMMUNITY CRISIS AND DISASTER RESPONSE

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.



TRANSFORMING LIVES

TRILLIUM NEWS RELEASES

- [Oxford House expands contract with Trillium Health Resources](#)
- [Trillium Increases Provider Reimbursement Payments](#)
- [Trillium Offers Payment for Hotel Rooms to Lessen Hospital Burdens](#)

VALUE-BASED CARE

You may have heard the terms “value-based care” or “value-based payments” used in recent years during discussions about Medicaid Transformation. Value-based care emphasizes outcomes so that payments are based on achieving realistic health goals, rather than payments based on number of visits.

As North Carolina prepares for public health system changes, Trillium will implement modernized healthcare for the individuals of Eastern North Carolina. We are invested in the future of the public behavioral health system for the benefit of the individuals and communities we serve.

Trillium and its provider network are moving beyond the traditional fee-for-service model to create innovative value-based arrangements. Value-based care promotes the “Quadruple Aim” of healthcare promoted through Medicaid Transformation. Value-based care will be at the forefront of Trillium’s business efforts to continue achieving these goals.

We will soon start reaching out to our providers to assess each provider’s readiness to enter into value-based arrangements which may include payment linked to data reporting, quality metrics, upside risk, and downside risk. [Our new webpage shares more details about how Trillium will implement value-based care arrangements.](#)

NEIGHBORHOOD CONNECTIONS

VIDEOS ADDED TO MY LEARNING CAMPUS

Trillium’s Neighborhood Connections team recently launched a first round of virtual workshops available on [My Learning Campus](#). Our gardening series starts “Tuesdays with Tammy” and we also kicked off our Health and Wellness series with a workshop on “Parenting Tips during COVID – 19.” Please view and stay tuned for more to come!

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.

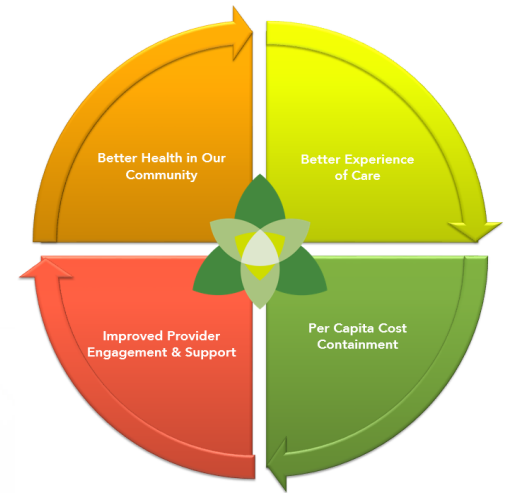
CFAC’s mission is to ensure that the development and delivery of services and supports remain responsive to the well-being of the people served.

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.

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



QUADRUPLE AIM



MONTHLY AWARENESS

[July \(Minority Mental Health and ADA 30th Anniv\),](#)

August (International Overdose Awareness Day)

Sept. (Suicide Prevention Awareness and National Recovery Month)

UPCOMING EVENTS & OPPORTUNITIES

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

Jul 13, 2020

NAMI NATIONAL CONVENTION 2020

Nami is excited to announce that no-cost registration is now open for NAMIcon 2020. We are committed to delivering a high-quality and productive experience for all our attendees with sessions dedicated to a variety of topics.

Together Toward Tomorrow

[See all the details](#)

[To register](#)

Jul 14, 2020

NORTHERN REGIONAL ADVISORY BOARD

Northern Regional Advisory Board meetings are held at Trillium's Ahoskie Office, Ahoskie Boardroom, (144 Community College Road, Ahoskie, NC 27910) from 4:00 p.m.—6:00 p.m.

[Open to the public.](#)

Weekly

CHILD COMMUNITY COLLABORATIVE

County Based

[Find your local chapter.](#)

Jul 20, 2020

FUNDAMENTALS OF STRUCTURED TEACCHING—SESSION II

[Virtual Training](#)

The Fundamentals of Structured TEACCHing Iverview of the learning styles of individuals with Autism Spectrum Disorder (ASD) and Structured TEACCHing.

Aug 18, 2020

ADULT MENTAL HEALTH FIRST AID MENTAL HEALTH FIRST AID (MHFA)

is a public education program that helps participants identify, understand, and respond to signs of mental illnesses and substance use disorders.

Trillium Health Resources
165 Center St.

Jacksonville, NC 28546

8:30 a.m.—5:00 p.m.

Wylanda.Jones@TrilliumNC.org

[Information and registration](#)

Aug 19, 2020

YOUTH MENTAL HEALTH FIRST AID (MHFA)

is a public education program that helps participants identify, understand, and respond to signs of mental illnesses and substance use disorders.

Trillium Health Resources

165 Center St.

Jacksonville, NC 28546

8:30 a.m.—5:00 p.m.

Wylanda.Jones@TrilliumNC.org

[Information and registration](#)

Sep 8, 2020

NORTHERN REGIONAL ADVISORY BOARD

Northern Regional Advisory Board meetings are held at Trillium's Ahoskie Office, Ahoskie Boardroom, (144 Community College Road, Ahoskie, NC 27910) from 4:00 p.m.—6:00 p.m.

[Open to the public.](#)



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

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



Transforming Lives. Building Community Well-Being.

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

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](#).

