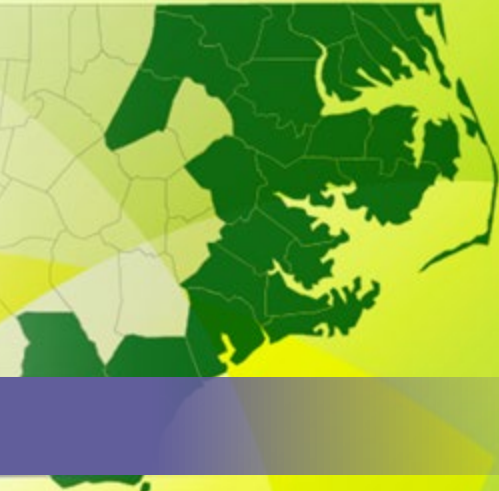




Trillium

HEALTH RESOURCES



COMMUNITY NEWSLETTER

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TRILLIUM OPERATIONS

Trillium Health Resources continues to serve our members and communities during the ongoing COVID-19 pandemic. 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 Member & Recipient Services at 1-877-685-2415.**

RECENT HIGHLIGHTS:

One Community joins celebrations of Pride Month and Juneteenth

Trillium's [One Community](#) was excited join Juneteenth and Pride celebrations across our communities. Juneteenth recognizes the full promise and realization of freedom for Black Americans. Events took place in Onslow, New Hanover, Northampton, Pasquotank, and Nash counties.

LGBTQ+ families, neighbors, and allies came together to celebrate Pride Month in June. One Community was happy to be a part of the Onslow County Pride Festival, Pulse Day of Remembrance in Jacksonville, and the Pitt County NAMI Pride event in Greenville.



CFAC members journey to Raleigh for Legislative Day

Seven Consumer and Family Advisory Committee (CFAC) members attended the recent Legislative Day in Raleigh! The day allows in-person visits with the North Carolina General Assembly to encourage advocacy and promotion of important issues. Regional CFACs serve as advisory groups designed to enhance care for individuals with mental health, intellectual/developmental disabilities, and substance use disorders. Thank you CFAC for giving a voice to all of our members and recipients!



Monarch holds ribbon cutting for new site in Wilmington

Monarch held a ribbon cutting for a new [Psychosocial Rehabilitation site](#). The Wilmington location will provide individuals a community of peers and staff who have lived mental illness, occupational therapy, and support addressing unmet health-related needs like transportation. Representatives from Monarch and Trillium, as well as New Hanover County Commissioners Rob Zapple and Bill Rivenbark, came to the event in April.



Mobile Care Units make debut across Eastern NC

Our Mobile Care Units launched this spring with ribbon cutting events. We're happy to report they are already at work in our communities! Visit Monarch's [mobile clinic page](#) for upcoming locations in Gates, Halifax, Nash, and Northampton counties. PORT will be in Carteret County at Pruitt Health (468 US 70, Sea Level, 8-11:30 a.m.) and Otway Fire Station (509 US 70, Beaufort, 1-4 p.m.) on July 13, 27, and August 10. New and upcoming schedules from RHA, Coastal Horizons, PORT, and Monarch coming soon on the [Mobile Integrated Care Units page](#).

Member Spotlight: Will

Meet Will! Will is a Trillium member in Wilmington and a big fan of reading and Pixar movies. He uses assistive technology to help him live on his own. Hero Health is one tool that helps Will manage his medication. Having the correct dosage of medication at the right time is very important. New technologies make it easier to manage medications on your own.

The [Hero Health dispenser](#) ensures Will takes the right medication at the right time. In the past, Will and his family had trouble finding a system that worked for them. Will's mother then discovered Hero Health. After talking with Trillium, Will found a system that worked for him. It is even connected to a mobile phone app so family and caregivers know Will is taking his daily doses. It has been a huge success that keeps Will healthy and well while giving his family peace of mind. This success means Will has more time baking and helping customers at his work at a local bagel shop. It means more time connecting with his community at the bowling alley, playing bocce ball, walking dogs at [paws4people](#), and eating the best dishes at food truck fairs. It provides Will the freedom to explore his passions and learn to live on his own in a safe home. This fall marks a year of Will living fully on his own.

Independence is a process. Yet with the right support, Will is ready to continue to grow and learn new skills. And enjoy all the good food and playful pups along the way.

NOTEWORTHY:

Victory Junction makes a splash for Trillium families in June

Joy. It is the overwhelming feeling in every photo from the Victory Junction retreat in June. Trillium families had all kinds of summer fun with crafts, archery, swimming, horseback riding, and so much more. Check out the [Victory Junction slideshow](#) to see the retreat's highlights!

Facility-based crisis and medical detoxification center reopening in Wilmington

Trillium and RHA are reopening a facility-based crisis and detoxification center in Wilmington. The center includes 16 beds for detox and residential space for transitional housing. These services are available for both individuals receiving Medicaid and who are uninsured. The proposed location is near sober living settings, medical offices, and bus stops. These help individuals stay connected to the community on their path to recovery. An opening date has not yet been announced.

Trillium staff member receives recognition as state's top Mental Health First Aid instructor

Congratulations to Trillium's Team Lead for Mental Health First Aid (MHFA), Wylanda Jones! Wylanda was named the state's Top MHFA instructor for 2021. She received recognition at the MHFA Instructor Summit in Washington, DC. Trillium is proud to have Wylanda on our team. Mental health challenges impact us all. Our thanks to Wylanda and all our MHFA instructors for their work.

Trillium and NAMI host QPR trainings at ECU

Question, Persuade, and Refer (QPR) is now offered at East Carolina University. QPR is a suicide prevention training. It provides warning signs of a suicide crisis and how to respond. The training is a partnership among Trillium, NAMI Pitt County, and ECU. This wouldn't be possible without NAMI interns Cami Russell, Katie Morgan, and Keira Claessen-Womack.



Resilient & Thriving Communities Week recognized in June

Resilient & Thriving Communities Week took place June 6-12. It began with a [statewide proclamation](#) by the governor. Resilient NC Collaborative Coalition hosted the week to support policy action related to local communities' needs for mental health awareness and recovery. The Coalition's [resource guide](#) helped individuals celebrate the week.

Over 90 first responders complete CIT training across Eastern NC this spring

New Crisis Intervention Team (CIT) officers and first responders are on the job. CIT officers have the skills to better understand and help individuals with mental illness, substance use disorders, or intellectual/developmental disabilities. Since April, the following departments have completed CIT training:

- Nine graduates from the Onslow County EMS.
- 13 graduates from the Dare County Sheriff's Office, Kill Devil Hills, Duck, and Southern Shores police departments completed 40 hours of training in March.
- 15 graduates of the New Hanover County Sheriff's office, Bald Head Island Public Safety, Wilmington, Holly Ridge, Burgaw, UNC-Wilmington, and Whiteville police departments.
- 10 graduates from the Department of Public Safety (DPS) Correctional Officers who completed training at Pitt Community College.
- Three graduates of the Rocky Mount Fire Department completing 24 hours of training.
- 13 graduates from DPS Prisons for completing our 40-hour program at Pitt Community College.
- Five graduates representing the Sunny Point MOT (Military Ocean Terminal), Boiling Springs Lake police department, and the NC State Bureau of Investigation.
- Six graduates of the Leland Police Department and New Hanover County Sheriff's Department.
- Six graduates including four school resource and two patrol officers completed training at Pitt County Community College.
- 12 graduates of the Elizabeth City Fire Department on completing 24 hours.

We offer congratulations to new CIT graduates for their dedication to our communities!



RECENT TRILLIUM NEWS RELEASES

[RHA working to reopen The Harbor facility-based crisis and medical detoxification center](#) (6/17/2022)

[N.C. Child and Family Improvement Initiative Already Proving Successful](#) (6/14/2022)

[LME/MCOs Launch Initiative to Ensure Seamless, Statewide Care for Foster Children](#) (5/27/2022)

[Trillium acknowledges Therapeutic Foster Care Providers](#) (5/26/2022)



TRILLIUM HOLIDAY REMINDER

Trillium staff will take the following holidays; the Member & Recipient Line will remain operational.

INDEPENDENCE DAY Monday, July 4, 2022

FOLLOW US ON SOCIAL MEDIA FOR THE LATEST UPDATES!



[@TrilliumhealthResources](#)

[@TrilliumDirectConnectForEnrichment](#)

[@TrilliumDirectConnectForRecovery](#)

[@TrilliumNc](#)

[LinkedIn](#)

[YouTube](#)

[@TrilliumHealthResources](#)

MEDICAID TRANSFORMATION

CHANGES TO EXPECT ON DEC. 1, 2022 WITH LAUNCH OF THE TRILLIUM TAILORED PLANS

The Trillium Tailored Plan will launch on Dec. 1, 2022, following many years of preparation, adjustments, and training. By integrating physical health and pharmacy services to our existing benefits, we are excited to further strengthen the foundations of well-being in all of our communities.

While the transition should be seamless for our providers, stakeholders, and families, we want to emphasize some differences and enhancements that will be available on our website and through our Member and Recipient Services:

New service lines launching:

- Behavioral Health Crisis Line: Anyone experiencing a crisis can call 24 hours a day, seven days a week to speak to a clinician and get connected to crisis services.
- Non-Emergency Medical Transportation: Medicaid members can call for help scheduling transportation to scheduled health appointments.
- Nurse Line: Medicaid members can call for non-emergency, health-related questions

Provider Directory: Medicaid members will have the option to select among physical health care providers along with existing behavioral health and I/DD providers and practitioners.

Care Management Options: Medicaid members can opt to receive care management through Trillium, at an Advanced Medical Home Plus (AMH+), or Care Management Agency (CMA). State-funded recipients may be eligible for case management if they have a serious mental health and/or substance use disorder need.

Prevention and Population Health Programs: We work collaboratively with local organizations on targeted public health initiatives to address physical and mental health issues experienced in our communities, such as diabetes, asthma, and how to quit smoking. Each program will offer a range of initiatives from prevention, education, services, and focused interventions targeted at improving individual and community health outcomes.

Trillium Advantage: Trillium Advantage covers services and settings not currently available to members in NC Medicaid. These options are better suited to meet the individual needs of our members that may not be covered by typical behavioral or physical health or I/DD services. These value-added services will help address unmet health-related resource needs such as cell phones or gym memberships.

As we do today, we will continue to serve individuals with significant behavioral health needs and I/DDs, as well as other populations, including Innovations and Traumatic Brain Injury (TBI) waiver enrollees, and waitlist members. We will still manage services for non-Medicaid behavioral health, developmental disabilities and TBI services for uninsured and underinsured recipients. Certain services, such as mobile crisis, will still be available to all populations, regardless of insurance.

“Trillium has been making the necessary preparations to serve as a Tailored Plan for years,” stated Joy Futrell, CEO of Trillium. “We are more than ready to implement all the new processes, requirements, and reports starting Dec. 1, 2022. However, our most important goal remains the same: For every community and individual we serve to reach their fullest potential.”

We will also host virtual information sessions in the months to come; please visit our website for schedule and to register.

Tailored Plan Information Session



Live, Virtual Information Session for Members & Recipients

Upcoming Sessions

For Recipients & Members

- **July 28:** Changes in Tailored Care Management
- **August 11:** What is the NC Medicaid Ombudsman Program? Will my rights change?
- **September 15:** Trillium Advantage and Value-Added Services, Health Promotion and Prevention Programs
- **October 6:** Choosing a PCP, How to change PCP, and Auto-enrollment
- **October 27:** Requesting a new Medicaid card or other materials; How to receive information
- **November 3:** What new providers are joining Trillium's network for Medicaid? What new services will be available for people with Medicaid coverage?
- **November 10:** Open Question & Answer
- **November 17:** Open Question & Answer



MONTHLY AWARENESS

July is Minority Mental Health Month

[Minority Mental Health Awareness Month](#) shares the unique struggles facing racial and ethnic minority communities. The pandemic added to existing issues for some people of color getting mental health and substance use treatment services. Hearing about these issues helps us find ways to fix them. Sharing resources or supporting more services are some ways to help. Trillium will share these on [Facebook](#), [Twitter](#), and [Instagram](#).

A LOOK BACK AT PREVIOUS AWARENESS MONTHS

We recognized many. Take a look back at the following awareness months:

April was Autism Acceptance Month. Acceptance tells people with autism they belong just as they are. They deserve to live, grow, and connect to their communities.

May was Mental Health Awareness Month. Millions of Americans experience mental health challenges each year. Trillium joined others to provide support, share resources for treatment, and let people know they don't need to feel shame around mental health.

June was Pride Month and Post-Traumatic Stress Disorder (PTSD) Awareness Month. Since 1969, Pride Month has worked to improve inclusion and fairness for the LGBTQ+ community. PTSD Awareness Month spreads the message of better quality of life for the 8 million Americans living with PTSD.

See how Trillium recognized these awareness months on our social media pages.

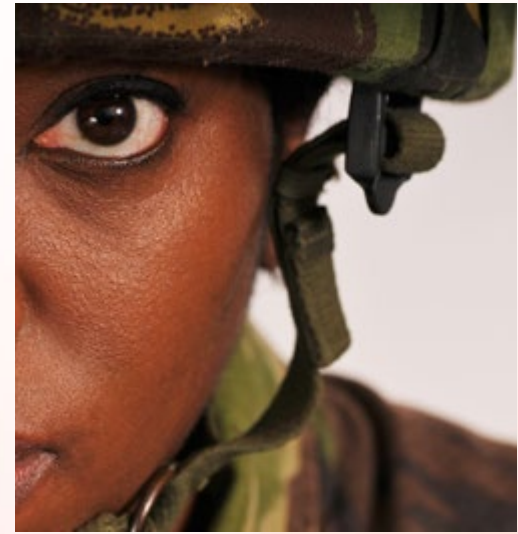


Autism Society of America is shifting from awareness to acceptance this April. We are working to build an inclusive society where individuals with autism feel connected and celebrated in their communities and world.

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.

TrilliumHealthResources.org

Learn More [@TrilliumHealthResources](#)



Be sure to follow our refreshed Instagram account [@TrilliumHealthResources!](#)

UPCOMING EVENTS & OPPORTUNITIES

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

Jul 14, 2022 NCDHHS BEYOND CULTURAL COMPETENCE

Minority Mental Health Awareness Month

As part of the Minority Mental Health Awareness Month, NCDHHS will host a webinar to address issues associated with diversity and equity with mental health and provide resources targeting racial and ethnic minority populations.

[Register for webinar](#)



July 20 QUITLINE AND LIVE VAPE FREE Your Clients Can Quit, We Can Help

Become familiar with all of QuitlineNC's services. These include: programs for pregnant folks, American Indian QuitlineNC, the behavioral health program and more. Learn about Live Vape Free, a service that helps adolescents quit vaping through live coaching via text, phone, or online.

[Meeting Registration](#)

July 20 NC MEDICAID OMBUDSMAN: Interactive Monthly Update

The NC Medicaid Ombudsman presents a monthly webinar about Medicaid Managed Care and related topics. The webinars are designed for Medicaid beneficiaries, health care providers and other Managed Care stakeholders. Presenters will solicit feedback from attendees about their experiences with Managed Care and answer questions from attendees.

[Interactive Monthly Update](#)

July 21 TAILORED PLAN 101: Ready, Set, Launch Series

Join NC Medicaid Chief Medical Officer, Dr. Shannon Dowler, for the June Back Porch Chat. This chat is the first in a series of monthly webinars that will build over the next six months to ensure that all of us are ready for launch of Tailored Plans in December 2022!

[Register for this series](#)

August 11 2ND ANNUAL VIRTUAL STATEWIDE QUALITY FORUM

The North Carolina Department of Health and Human Services Division of Health Benefits and North Carolina AHEC, in conjunction with the five Medicaid managed care health plans, will host the 2nd Annual Virtual Statewide Quality Forum to help providers, practice managers, and quality managers succeed with Medicaid Managed Care quality initiatives

[Register for this event](#)

ABOUT US

Trillium Health Resources is a local governmental agency (LME/MCO) that manages serious mental health, substance use, and intellectual/developmental disability services for 28 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.



YOUR LOCAL CFAC CONNECTIONS

NORTHERN REGION

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

Bladen, 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 serious 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 [Regional CFACs](#) at Trillium.



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