





NC Department of Health and Human Services

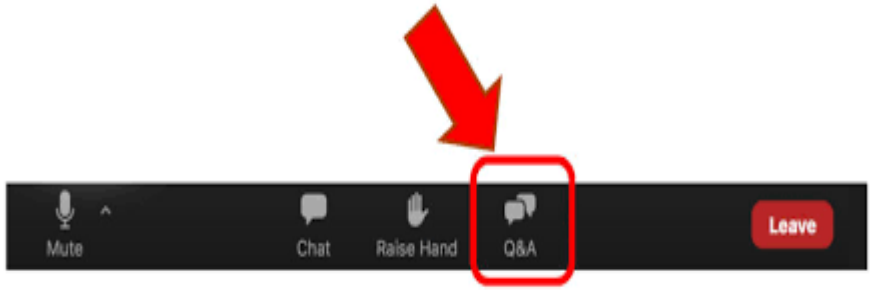
Division of Mental Health, Developmental Disabilities, and Substance Use Services

Beyond the Referral: The TULA Care Pathway to Ongoing Remote Support and Independence

November 5, 2026

Housekeeping

- Reminders about the webinar technology:
  - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
  - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
  - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.

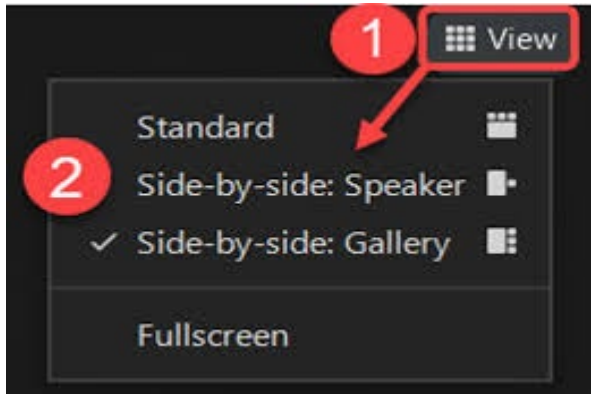


Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
  - ASL Interpreters and Closed-Captioning options will be available for today's event.
  - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes y subtítulos en lengua de signos americana (ASL). Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
  - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Introductions
2. Presentation
3. Question and Answer Session

Tina Barrett, MA, LPA, HSP-PA
Assistant Director, I/DD
IDD, TBI & Olmstead Section, DMHDDSUS



- MA in Psychology
- Licensed Psychological Associate
- More than 30 years of experience providing clinical and administrative services to people with IDD
- DMHDDSUS since 2023



Hayley Sink, MPA, SHRM-CP

Senior Vice President of Strategy and Innovation

Trillium Health Resources



Megan Nelligan, BS, NADD-DDS

Director of Innovative Technologies & TULA

Trillium Health Resources

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Beyond the Referral

The TULA Care Pathway to Ongoing Remote Support and Independence

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About the Health Plan

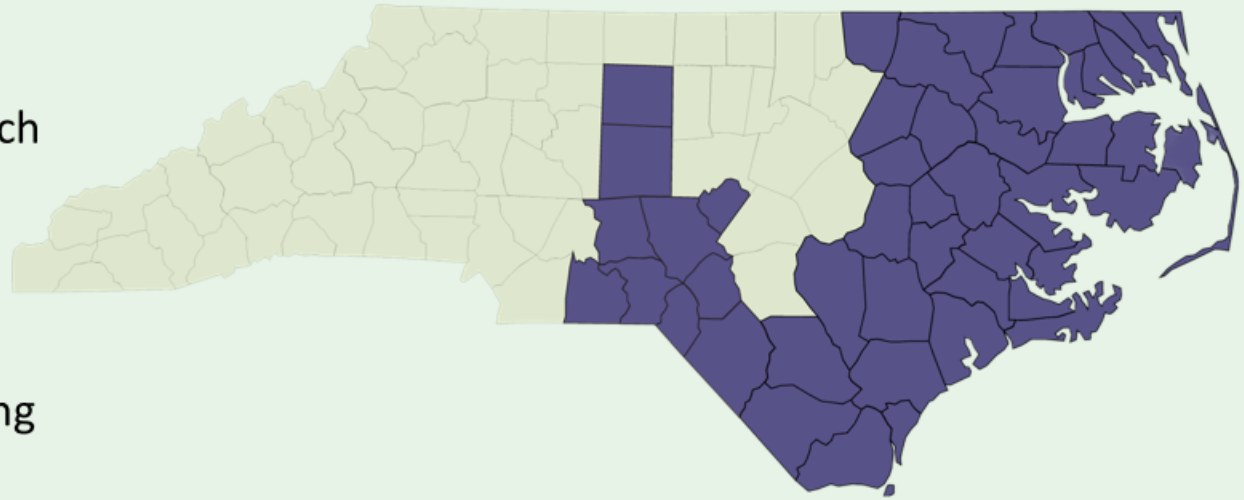
TULA Trillium Ultimate Living Assistant | Trillium HEALTH RESOURCES

Our Vision

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

Our Mission

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

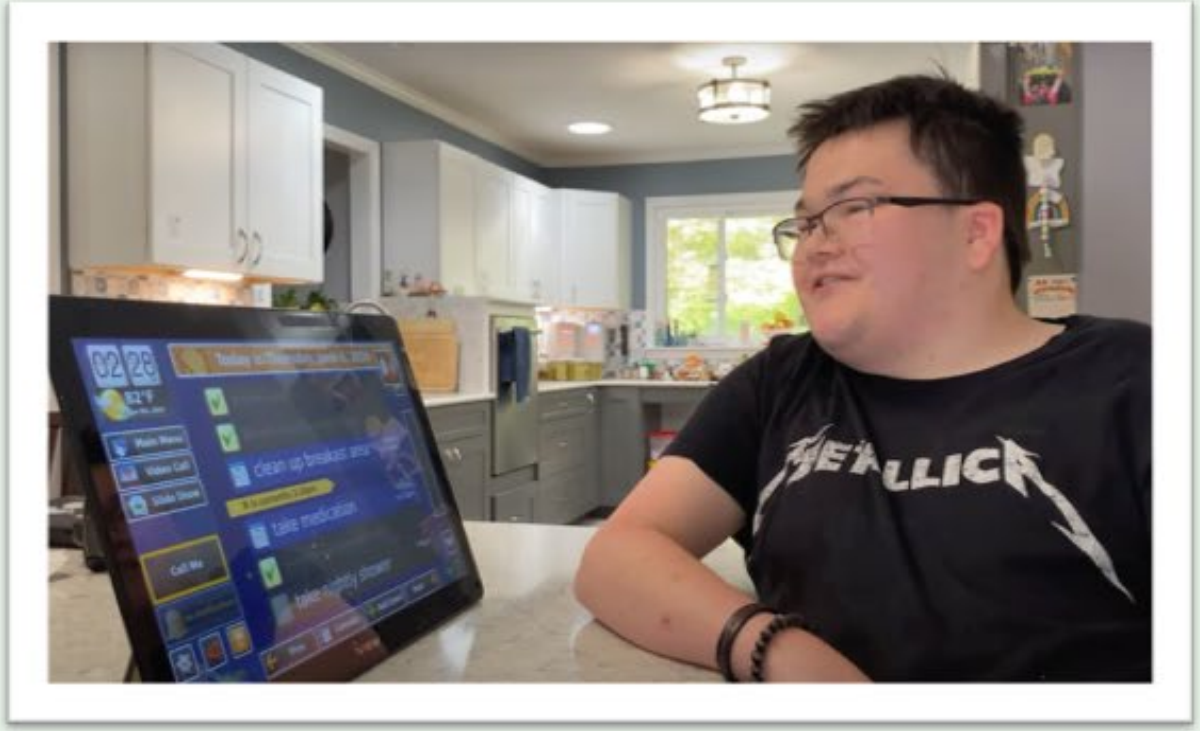


Trillium Health Resources is an innovative Health Plan and Managed Care Organization (MCO) for individuals with serious behavioral health diagnoses, intellectual and developmental disabilities (IDD), and traumatic brain injury (TBI) in 46 counties across eastern and central North Carolina.

Through contracts with the North Carolina Department of Health and Human Services, we serve Medicaid members on the Tailored Plan and NC Medicaid Direct, state-funded recipients who are uninsured, and members on the Innovations Waiver. We take an integrated approach to health and wellbeing to achieve improved health outcomes, quality of care, and sustainability.

Agenda

- Why Innovation in Care Matters
- Meet TULA: Technology Powered with Care™
- TULA Today: Reach, Impact and Outcomes
- Living Without Limits
- The TULA Care Pathway
- Member & Family Voices
- What's Next: Scaling TULA's Impact
- Q&A



Why Innovation in Care Matters

TULA Trillium Ultimate Living Assistant

Trillium HEALTH RESOURCES

Supporting Autonomy and Independence

Direct Support Professional (DSP) Workforce Crisis

Bridging the Digital Divide

Increasing Access to Care and Well-Being for Individuals and their Families

By the Numbers

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1 in 5 NC Adults are Caregivers

200,000+ Direct Support Professional Vacancies in NC by 2032

NC ranks 49th for supporting Family Caregivers

Just 28% of organizations felt trained to support clients with technology

Caregiver Burnout	The emotional and physical toll on caregivers. **Caregivers report higher emotional stress, financial strain, and more chronic health issues.**
Digital Divide	The gap between those who have access to technology and broadband internet and those who do not. **People with disabilities are 3x less likely to engage through digital platforms.**

Meet TULA



The TULA Technology Suite

TULA is reimagined, comprehensive approach to care through **Person-Centered Enabling Devices** and **Remote Supports** that:

- **Assists with medication adherence and accuracy**
- **Provides ongoing remote monitoring for chronic health conditions**, like diabetes or high blood pressure
- **Remote Support Professionals (RSPs)** as part of the Care Team and Tailored Care Management (TCM) Extenders
- **Provides dependable, real-time support** to help individuals accomplish daily activities and achieve health, wellness goals.
- **Allows HIPAA-compliant telehealth access**
- **Closed-loop, secure video and messaging** with family, friends and care team.

TULA is a Trillium Member Benefit that **promotes independence, safety, engagement, and empowered care** in the home and community.

TULA IMPACT IN UNDER 2 YEARS

Meeting members where they are—every day.

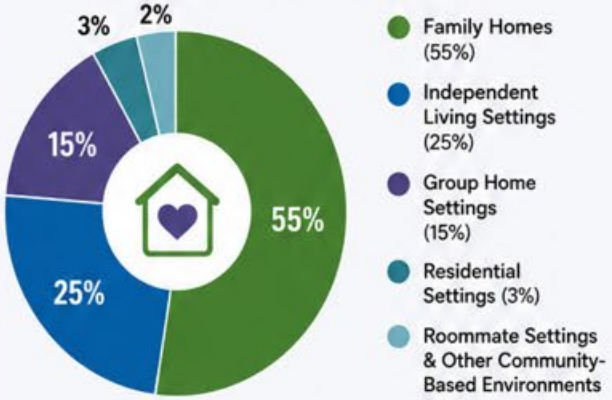


850+
TULAs installed in members' homes

Thousands
of health devices and smart switches deployed

TULA is designed to meet members where they are—no matter what that looks like.

WHERE TULA LIVES TODAY

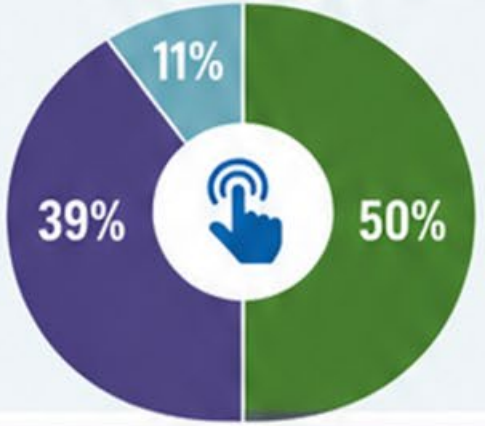


- Family Homes (55%)
- Independent Living Settings (25%)
- Group Home Settings (15%)
- Residential Settings (3%)
- Roommate Settings & Other Community-Based Environments (2%)

From family homes to community settings, TULA fits where life happens.

2025 USAGE DATA: WHAT MATTERS MOST

Of almost **350,000** touches on TULA touchscreens in 2025, members are using TULA for what matters most.



50% Daily Living Skills
Medication reminders, daily tasks like brushing teeth, and prompts for cooking meals or doing laundry.

39% Engagement Activities
Games, music, videos, photo sharing, video calls, and more.

11% Other
Settings, device controls, health monitoring, and more.

REDUCING ER VISITS. IMPROVING LIVES.

In the 2 years since launching TULA,

29%
of members have had a decrease in overall ED utilization.

550
fewer ED visits

Just under **$1 MILLION** in savings



ENGAGED EVERY DAY

51
touches per day on average

EMPOWERING THROUGH TECHNOLOGY

94%
of members in the TCM program report an increase in technology use.

TECHNOLOGY THAT MAKES A DIFFERENCE

WHAT THIS TELLS US

1. It is important to TULA members to have access to digital tools to complete daily routines with consistency.
2. TULA users want to choose how they spend their time and choose what digital activities they participate in.

Thank you to our Members, families and partners for being part of this journey.

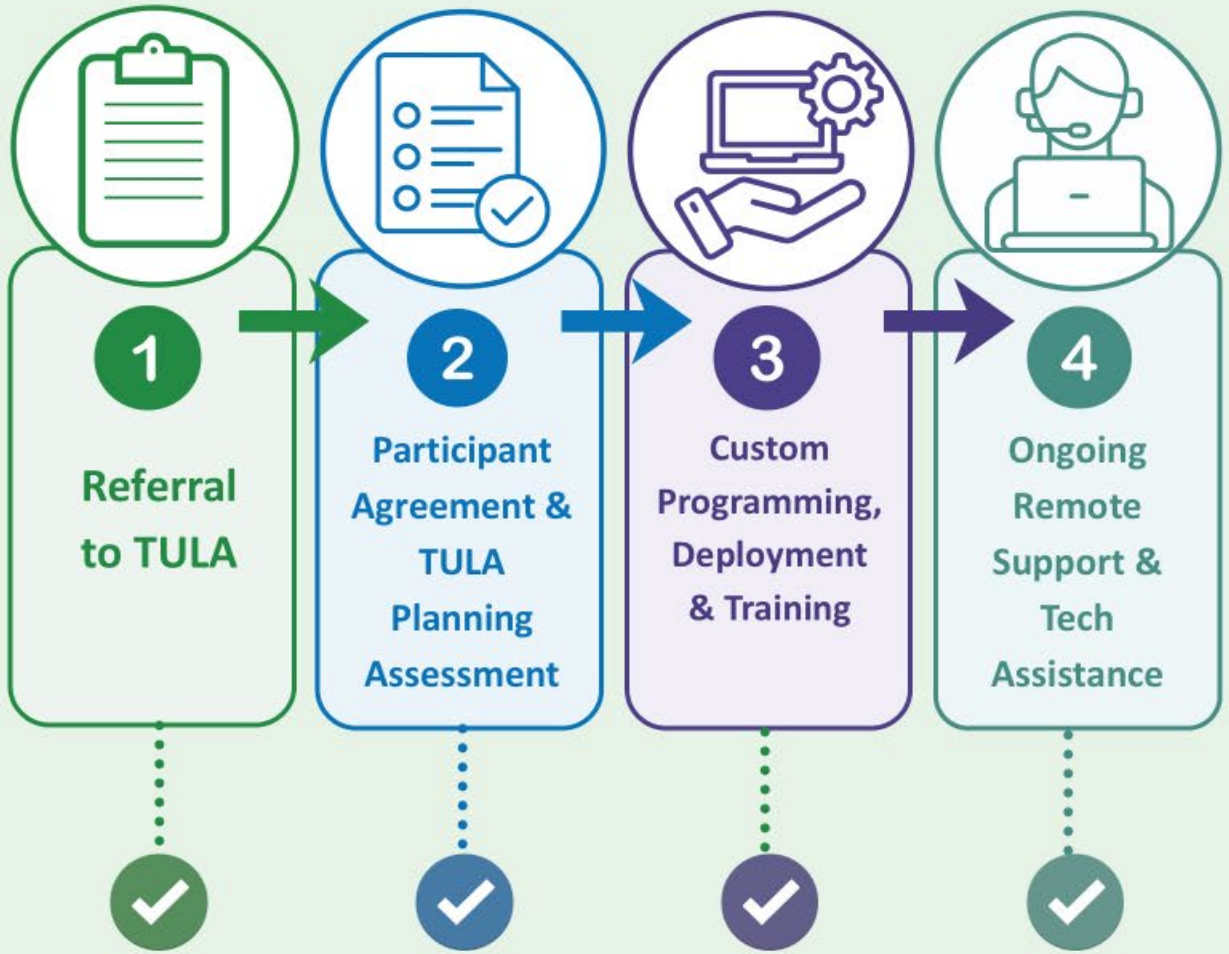
TULA
Technology Powered with Care™

The TULA Care Pathway

TULA Trillium Ultimate Living Assistant

Trillium HEALTH RESOURCES

A connected Care Pathway designed around each Member's goals, strengths and independence.



Your TULA Care Pathway Team



Alex
TULA Technology Deployment Support

Jasmine
TULA Remote Support Professional (RSP)

The TULA Care Pathway: Referral



"I'm here to get to know you, what matters most, and how TULA can best support you and your life." **– Jasmine,** Remote Support Professional (RSP)

Once a referral is made, Jasmine starts by learning about you or your loved one — what is important to you, what you want to accomplish, your daily routines, and where a little extra support could help.

Throughout your TULA Care journey, Jasmine will help you:

- Complete your **TULA Planning Assessment**
- Identify your personal **health, wellness, safety, and independence goals**
- Decide what types of TULA support may be most helpful to you
- Provide **real-time, on-demand support** when you or your caregiver need it
- Monitor and respond to your individualized **health and safety alerts**
- Connect with health education, resources, and other supports
- Coordinate with your **care team** so everyone is working toward your goals

And Jasmine stays with you. As your life, needs, or goals change, your TULA support can change too.

The TULA Care Pathway: Assessment



I'm here to listen and to learn what matters most to you and help personalize your TULA around your unique goals, interests, and everyday life. **– Jasmine,** Remote Support Professional (RSP)

Jasmine starts your TULA journey with a **person-centered planning conversation** to learn what matters most to you. What you share helps create a **TULA experience that is uniquely yours** — personalized with your interests, favorite things, reminders, resources, and supports to help you **reach your goals**.

Together, you'll talk about:

- **Your strengths and abilities** — What do you already do well?
- **Your goals and dreams** — What would you like to do or do more independently?
- **Your daily life** — Where could a little extra support make your day easier?
- **What matters most to you** — What would help you feel more independent, safe, healthy, or connected?
- **Your favorite things** — What music do you love? Favorite animals, sports, hobbies, videos, games, shows, or activities? What makes brings you joy and keeps you engaged?
- **Your TULA priorities** — Where could TULA technology and support make the biggest difference?
- **Your TULA Team** — Who would you like involved in supporting your TULA journey?

The TULA Care Pathway: Programming, Deployment and Training



"Now that we know what matters most to you, I'll help personalize and set up TULA so it's ready for your everyday life." **– Alex,** TULA Technology Deployment Support

Once Jasmine helps identify your goals and support needs, Alex uses what you shared during your TULA Planning Assessment to bring your **personalized TULA experience to life** — configuring technology and content around **you, your goals, and your everyday life**.

Alex will:

- **Personalize your TULA** — Program your touchscreen with individualized content based on your goals, routines, support needs, and favorite things — like music, videos, games, hobbies, animals, and other interests.
- **Prepare your technology** — Configure TULA and connect your technology, including health devices and sensors, to support your health, wellness, safety, and independence goals.

Alex also works closely with Jasmine so your **technology and your support remain connected.**

The TULA Care Pathway: Programming, Deployment and Training



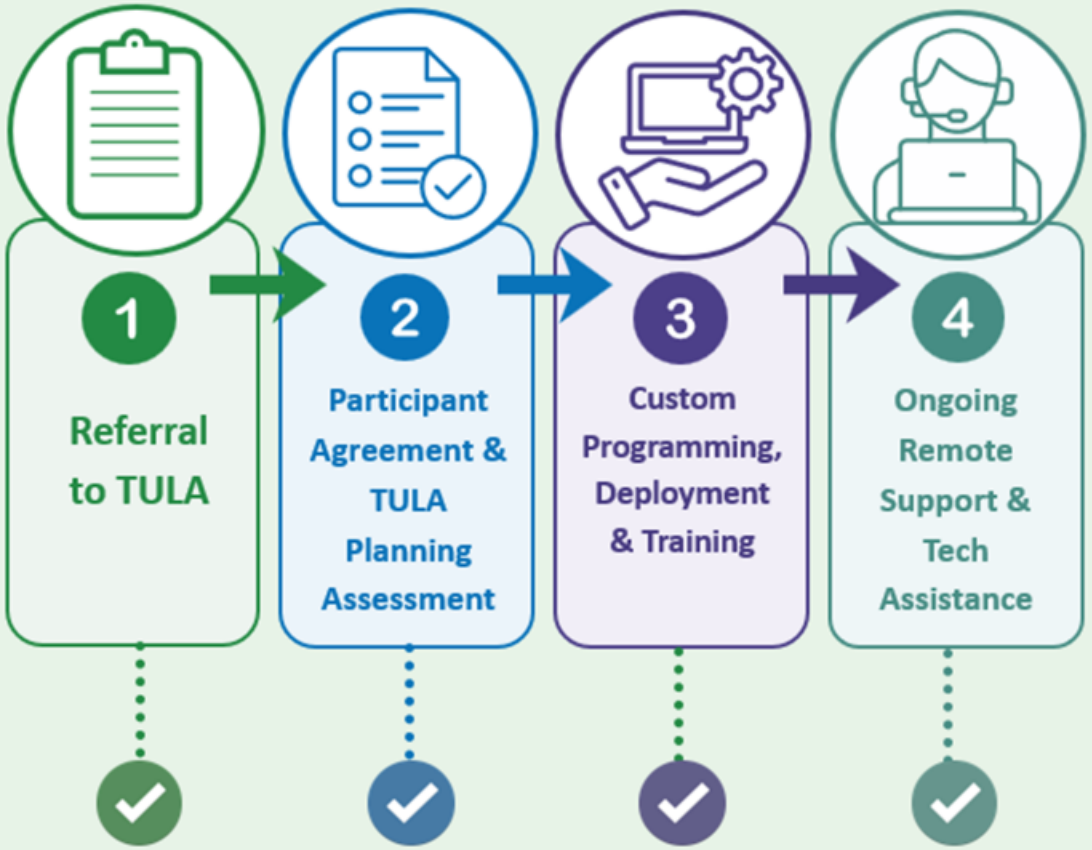
"I'll come set up your TULA in your home, connect your TULA Care Team, and show you how everything works — so you and your care team feel comfortable, confident, and ready to use TULA to support the life you choose." **– Alex,** TULA Technology Deployment Support

Now that your TULA is ready, Alex brings it to your home and **makes sure you and your care team are ready too**!

Alex will:

- **Bring your TULA to you** — Deliver, install, and connect your TULA touchscreen and devices.
- **Show you how everything works** — Provide hands-on training so you can practice using TULA as part of your everyday life and feel comfortable with your new technology.
- **Connect your TULA Team** — Help set up the family members, friends, caregivers, and others identified in the TULA Care Portal. Your selected TULA Care Team members will receive instructions to download the app from the Apple App Store or Google Play and get connected.
- **Make sure you and your TULA Care Team are ready** — Test your technology, answer questions, and make sure you and your TULA Care Team are comfortable before deployment is complete.

The TULA Care Pathway and You



Your TULA Care Journey

1. DISCOVER
Jasmine gets to know **you — your strengths, goals, interests, and everyday life.**

2. PLAN
Together, you identify **what matters most to you** and how TULA can help.

3. PERSONALIZE
Alex brings your plan to life with **technology and content personalized for you.**

4. SET UP & LEARN
Alex installs TULA in your home and makes sure **you and your care team feel confident and ready.**

The TULA Care Pathway: Ongoing Care, Connection & Support

Installation is just the beginning. Your TULA Care Journey continues with **ongoing support, care, and connection** designed around you.

Jasmine, your RSP, stays connected with you to:

- Provide **real-time, on-demand support** when you or your caregiver need it
- Monitor and respond to your individualized **health and safety alerts**
- Provide **health education, reminders, resources, and support**
- Coordinate with your **care team** to help you work toward your goals

Alex continues to support your TULA technology by:

- Keeping TULA and your connected devices **working, connected, and up to date**
- Providing ongoing **technical support and troubleshooting**
- Making adjustments as your **technology needs change**

TULA Grows With You! As your **life, goals, interests, and needs change**, Jasmine and Alex continue working with you and your TULA Care Team to **adjust and personalize your TULA experience.**



From Technology to Independence: Member & Family Voices

Current Programs and Initiatives

Statewide Programs

- **Powering Possibilities:** Competitive Integrated Employment (CIE)

Plan-Based Tailored Care Management

- **Trillium TCM Eligible Members:** IDD + Dual Diagnosis

Remote Care Network Providers

- **Element by Arkhé:** MH, SUD + IDD – Clinically Integrated Network (CIN)
- **Southeastern Integrated Care:** MH + SUD
- **Autism Society of NC:** ASD + IDD
- **Physician's Alliance:** MH – Assertive Community Treatment (ACT)
- **Monarch:** MH + IDD – Group Homes and Apartments
- **Easterseals PORT Health:** IDD – Day and Transitions Programs
- **ED@Home Pilot**: IDD – Intermediate Care Facilities (ICFs) in partnership with StationMD



What's Next?

Reimagining the Way Care is Delivered Together!

Stay Connected with TULA!

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Questions and feedback are welcome at TULA@trilliumnc.org


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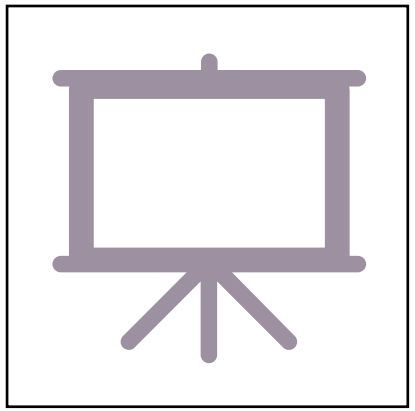
Discussion and Q&A

TULA

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Questions and feedback are welcome at DMHIDDCONTACT@dhhs.nc.gov



The recording and presentation slides for this webinar will be posted to the Inclusion Connects webpage.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Mental Health,
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Links

Slide 9:
Learn more about Trillium: https://www.trilliumhealthresources.org/

Slide 27:
Stay connected with TULA: https://app.smartsheet.com/b/form/01980f1d15ab760d8bf894a4fa5ea756

Questions and feedback are welcome at TULA@trilliumnc.org

Slide 30:
Questions and feedback are welcome at: BHIDD.HelpCenter@dhhs.nc.gov

The recording and presentation slides for today's webinar will be posted to the Inclusion Connects Updates webpage: https://www.ncdhhs.gov/about/department-initiatives/inclusion-connects/inclusion-connects-updates#PresentationsandWebinars-11217

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