

**NC Department of Health and Human Services**

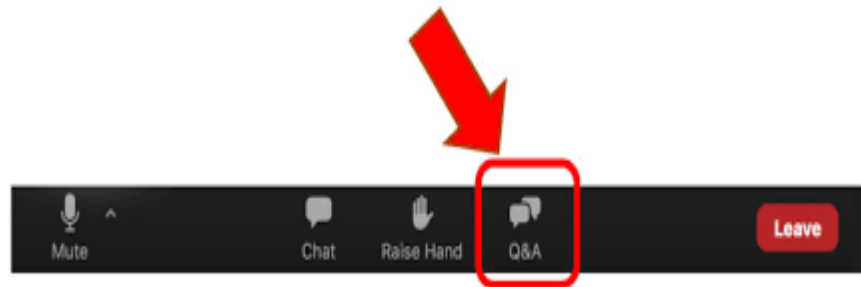
**Division of Mental Health, Developmental Disabilities, and Substance Use Services**

# **Welcome to TULA: The Trillium Ultimate Living Assistant Meeting**

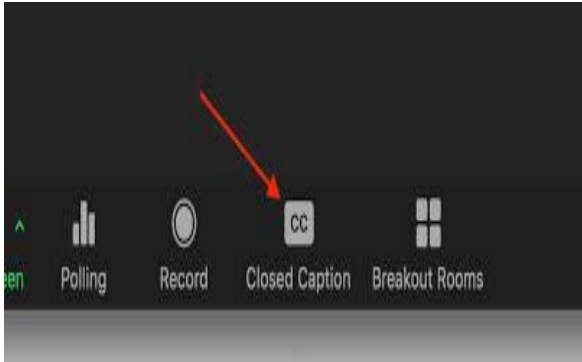
**March 26, 2026**

# 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.

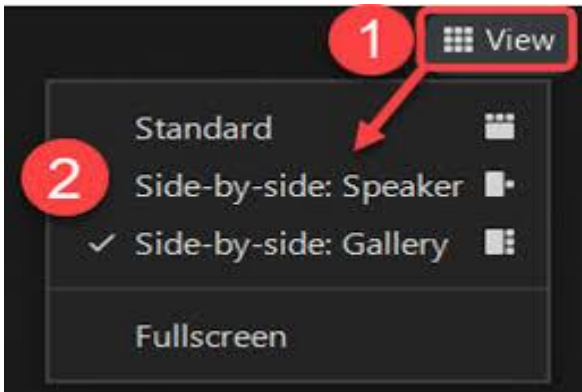


# Housekeeping



- 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. Why Innovation in Care is Necessary
2. Trillium Ultimate Living Assistant
3. TULA Today
4. TCM & Remote Support Professionals (RSPs)
5. Discussion and Q & A

# 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

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**Megan Nelligan, BS, NADD-DDS**

**Director of Trillium Ultimate Living  
Assistant**

**Trillium Health Resources**

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**Trillium**  
HEALTH RESOURCES

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**Innovation in Action**

Welcome to TULA (Trillium Ultimate Living Assistant)

# Meet the Health Plan

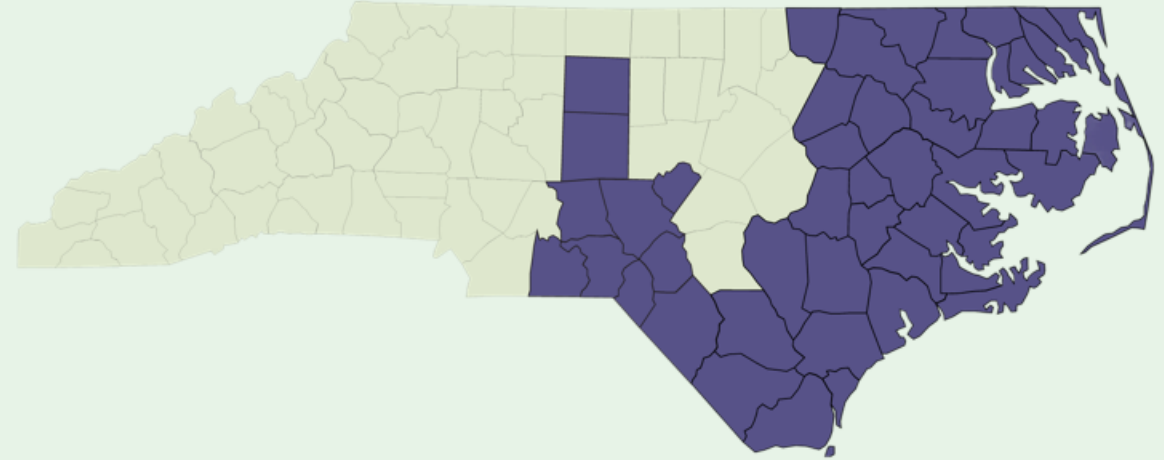


## Our Vision

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.



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Trillium Health Resources is an innovative health plan for individuals with serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury in 46 counties in North Carolina.

Through contracts with NCDHHS, 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 efficient use of resources.

## Why Innovation in Care is Necessary



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



1 in 5 NC Adults  
are Caregivers

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

NC ranks 49<sup>th</sup> for  
supporting Family  
Caregivers

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

### Caregiver Burnout

There is an emotional and physical toll on caregivers. Caregivers report higher emotional stress, financial strain, and more chronic health issues.

### Staffing Shortages

Turnover rate at 40%, low wages, and high burnout leaves our system with insufficient staff to meet growing care demands.

## The Digital Divide

The gap between those who have access to technology and broadband internet and those who do not.

- Without access, **Digital Literacy** – knowing how to use phones, tablets and computers in a safe and effective way – is challenging.
- Digital Literacy is essential for effective technology use and adoption.
- Many of **Trillium's Members, neighbors and communities have more than one gap** we are striving to close.
  - 42 out of 46 counties are Rural Counties
  - 27 out of 46 counties are Tier 1 Counties

### Helpful Resources

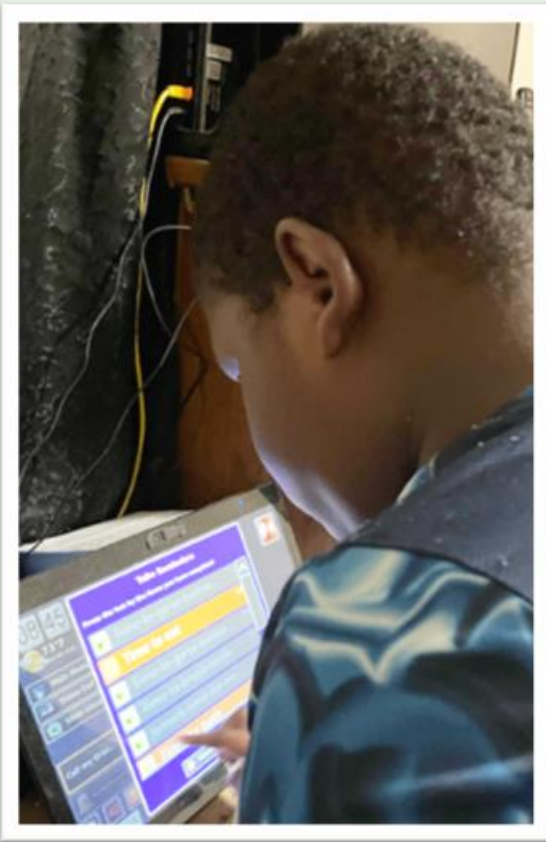
- Local Community Colleges and Libraries
- [North Carolina Assistive Technology Program | NCDHHS](#)



# TULA in Action



*Dedicated care and innovative support so everyone can thrive*



## Meet Jamark

With TULA, Jamark's life became easier, brighter, and more connected! **TULA was a leap of faith, but one that Jamark's mom says became "one of the best decisions I've ever made."**

Now, Jamark uses TULA for **medication reminders** and even tells his mom it's time for his medication. TULA supports Jamark to **complete chores** and he enjoys looking at **his favorite Disney media** safely on his TULA. Mom receives alerts on Jamark's location around their home too.

**Most importantly, she no longer feels alone.** This is just one spotlight of how TULA is bringing families closer so everyone can thrive at home!

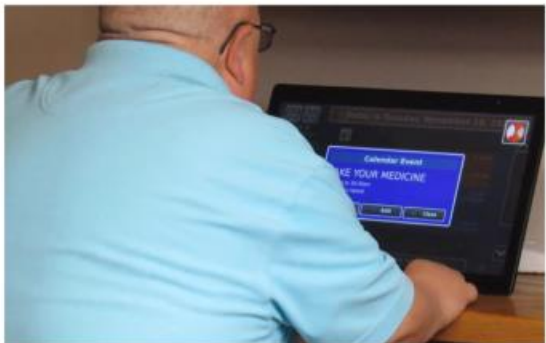


# TULA

Trillium Ultimate Living Assistant

**Welcome to Technology Powered with Care™**

# Trillium Ultimate Living Assistant (TULA)



A reimagined, comprehensive approach to care through **Person Centered Enabling Devices** and **Remote Supports** that allows Members to live more independent and empowered lives.

Promotes **autonomy** and **independence**, while **increasing engagement**

Assists with **medication adherence** and accuracy

Ongoing **remote monitoring** for **chronic health conditions**, like diabetes or high blood pressure

Trillium **Member Benefit**  
Tailored Care Management  
Remote Support  
Professionals (RSPs) as **TCM Extenders**

**Provides dependable, real-time support** to help individuals accomplish daily activities and achieve health and wellness goals.

HIPAA-compliant **telehealth access**  
**Closed-loop, secure video and messaging** with family, friends and care team.



Megan N - (PR) - 316981 Feedback

Management

- Accounts
- Users
- Designer
- Enterprise
- Distributors
- Groups
- Systems
- Connectors
- Community
- Communities
- Content
- Message Center
- Help
- Log Out

Back

Megan N Details

DEVICE SUMMARY

Motion: 1

MEGAN N - (PR) - 316981 STATUS

**SYSTEM**  
316981

System status: Up  
Last Checkin was 03/19/2026 2:25pm EDT View

**POWER**  
Battery 100%

Plugged In  
This system is plugged in and the battery is Charging View

**NETWORK**  
Signal 70%

WiFi Connection  
Connected to "ATTFKvHBk3" with a good connection

**ALERTS**  
8 minutes

Recent Alert  
An Alert has been raised in the last 24 hours

**MOTION**



# TULA Care Portal

Download on the  
App Store

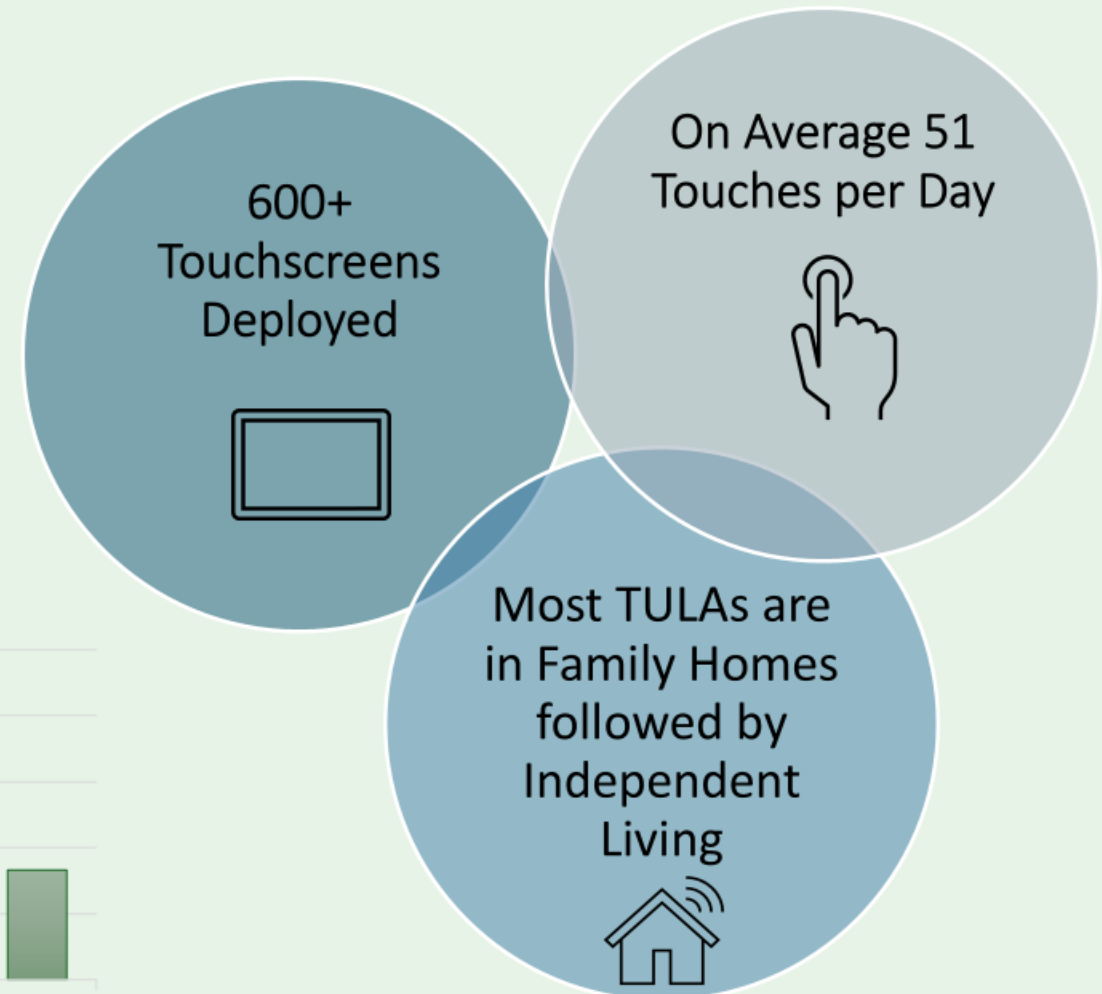
GET IT ON  
Google Play

# TULA By the Numbers

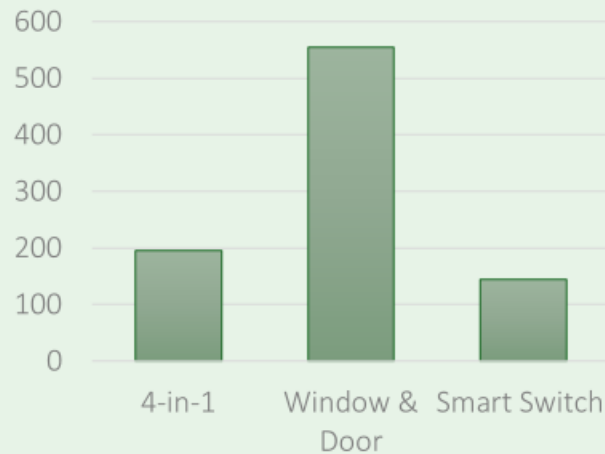


## TULA Programs + Focus

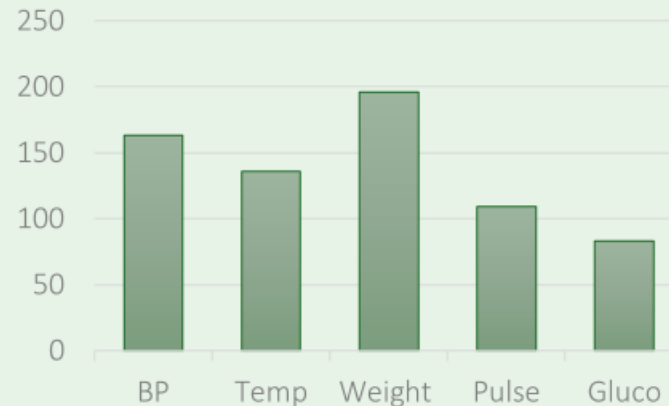
- Trillium TCM Eligible Members: IDD + Dual
- Southeastern Integrated Care: MH+SU
- Autism Society of NC: ASD, IDD
- Physician's Alliance: 2 ACT Teams - MH
- Monarch: 5 Group Homes & Apartments – IDD + MH
- Easterseals PORT Health: EMPOWER Day Programs
- ED@Home Pilot: ICF Homes, IDD



### Activity Sensors



### Health Devices



# Technology Powered with Care™



## TULA Specialized Support Hub

**Proactive, responsive two-way communication** and **remote health monitoring** are delivered through TULA's Specialized Support Hub.

## TULA Agents | Remote Support Professionals (RSPs)

TULA Agents keep **compassion** and **human connection** at the center.

- **Provide real-time support** tailored to each Member's unique needs, care plan, and personal health and wellness goals.
- Actively monitor and **address health and safety alerts**.
- **Available at the tap of a button** to Members and caregivers.
- **Lead Member engagements**, including health education, and ensure timely resolution of Member needs and concerns.

TULA uses **technology not to replace care, but to enhance it** - Expanding **access**, promoting **independence**, and driving **better outcomes** for our Members, while **reducing isolation**.





# What's Next for TULA?



## **TULA@Work**

Remote support provides real-time coaching, task prompts, and problem-solving assistance while enabling greater independence at work.



## **ED@Home**

In partnership with StationMD, utilizing TULA to access 24/7 virtual urgent care with physicians trained in IDD care.



## **TULA for Tots**

Reimagining the way care is delivered for the next generation!

## Stay connected with TULA!



Questions and feedback are welcome at [TULA@trilliumnc.org](mailto:TULA@trilliumnc.org)



## Contact Trillium Health Resources

Help is always available. Whether you're experiencing a crisis, seeking services for yourself or a loved one, or interested in partnering with us, we're here to support you.

**Together, we're building healthier, more resilient communities where everyone has the opportunity to thrive. Thank you for your partnership in this vital mission.**

Member and Recipient Services Line

**1-877-685-2415**

Open Monday-Saturday 7am-6pm. Questions about eligibility, services, providers, or how to access care?  
Our Member Services team can help navigate the system.



**Trillium**  
HEALTH RESOURCES

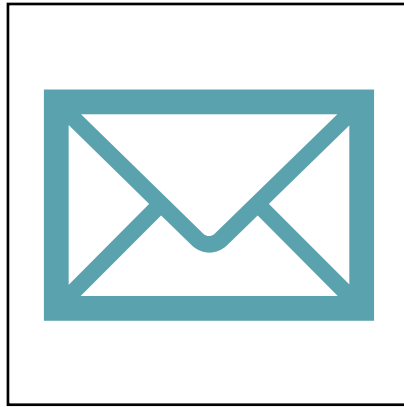


# Q&A

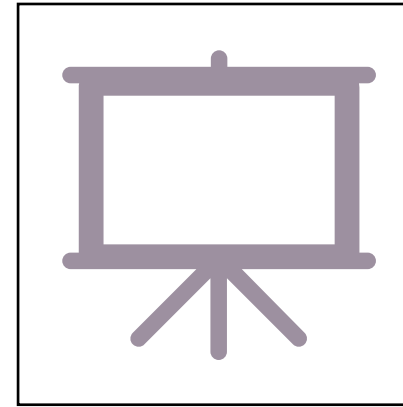


# TULA

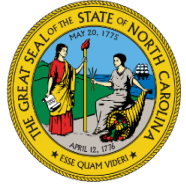
Trillium Ultimate Living Assistant



Questions and feedback are welcome at [DMHIDDCONTACT@dhhs.nc.gov](mailto: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,  
Developmental Disabilities and  
Substance Use Services

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