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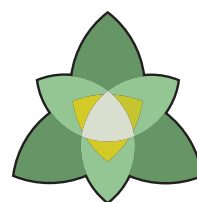


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# **TRILLIUM CRISIS AND RECOVERY CONTINUUM**

**A Comprehensive Guide to Behavioral  
Health Support in North Carolina**

August 2025



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Transforming Lives. Building Community Well-Being.

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## Introduction

Trillium Health Resources is committed to transforming lives and building community well-being by ensuring access to comprehensive, person-centered behavioral healthcare for all of the counties we cover. A cornerstone of this commitment is Trillium’s **Crisis and Recovery Continuum**, a robust network of services provided by Trillium that is designed to provide immediate support, stabilization, and ongoing recovery for individuals with mental health, substance use, traumatic brain injury and intellectual/developmental disabilities (I/DD) experiencing a crisis across covered counties in North Carolina.

This document outlines the key components of Trillium’s Crisis and Recovery Continuum, highlighting how these integrated services offer a seamless and effective pathway to healing and well-being, diverting individuals from unnecessary emergency department visits or inpatient hospitalizations.

## Trillium Crisis and Recovery Continuum: A Multi-Layered Approach

Trillium’s Crisis and Recovery Continuum is built upon a principle of levels of care, offering the right level of support at the right time. This year Trillium has worked with the NC Department of Health and Human Services to secure over \$15M in crisis system investments throughout the Trillium coverage area. From immediate response to ongoing recovery, the continuum provides local communities with a wide range of services, including:



## 1. First Response & Immediate Support:

- 🌱 **First Responder Provider Agencies:** Local emergency services and law enforcement (often with Crisis Intervention Team (CIT) training) are crucial initial points of contact. CIT-trained officers possess specialized knowledge to de-escalate situations involving individuals in a behavioral health crisis and connect them to appropriate services, rather than relying solely on the justice system.
- 🌱 **988 Suicide & Crisis Lifeline:** This national, easy-to-remember hotline provides 24/7/365 access to trained crisis counselors via call, text, or chat. It offers immediate support, de-escalation, and connection to local resources for anyone experiencing a mental health or substance use crisis. In North Carolina, 988 is integrated with the statewide crisis response system.
- 🌱 **NC Peer Warmline (1-855-PEERS-NC):** Staffed by Peer Support Specialists with lived experience of mental health and/or substance use challenges, this warm line provides non-clinical, empathetic support, reducing stigma and promoting engagement in recovery. It offers an alternative for individuals who may prefer to speak with someone with similar experiences.

## 2. Mobile & Urgent Crisis Intervention:

- 🌱 **Mobile Crisis Management (MCM) Teams:** These highly skilled, multidisciplinary teams respond directly to individuals in crisis wherever they are—at home, school, work, or in the community—24 hours a day, 7 days a week. MCM teams provide immediate evaluation, de-escalation, crisis stabilization, and linkage to further services, often preventing the need for emergency department visits.
- 🌱 **Behavioral Health Urgent Care (BHUC):** Like urgent care for physical health, BHUCs are walk-in clinics designed for individuals experiencing an urgent or emergent behavioral health crisis (mental health, substance use, or I/DD related). These centers offer rapid assessment, stabilization, and intervention in a less restrictive and more specialized environment than a hospital emergency department, providing an alternative for those who need immediate attention but not necessarily inpatient care.
- 🌱 **Facility-Based Crisis (FBC) Centers:** These centers offer short-term, intensive, medically supervised residential treatment in a secure setting for individuals experiencing acute behavioral health crises. FBCs provide comprehensive assessment, therapeutic interventions, and stabilization, serving as a vital

alternative to psychiatric hospitalization when less intensive options are insufficient.

- 🌱 **Inpatient Behavioral Health Services:** For individuals requiring the highest level of care due to severe and acute symptoms, inpatient behavioral health facilities provide 24-hour medical and psychiatric supervision, intensive treatment, and a structured environment to ensure safety and stabilization. This level of care is reserved for situations where other less restrictive options have been exhausted or are deemed inappropriate.

### 3. Recovery & Ongoing Support:

Beyond the immediate crisis, the Trillium Crisis and Recovery Continuum emphasizes continued support and linkage to long-term recovery services. This includes:

- 🌱 **Outpatient Therapy and Counseling:** Individual, group, and family therapy to address underlying issues and develop coping skills.
- 🌱 **Medication Management:** Psychiatric evaluation and ongoing management of medications to support symptom reduction and stability.
- 🌱 **Peer Support Services:** Ongoing support from individuals with lived experience, fostering connection, hope, and self-advocacy.
- 🌱 **Community Support Teams (CST) and Assertive Community Treatment (ACT) Teams:** Intensive, community-based services for individuals with serious and persistent mental illness, providing comprehensive support across various life domains.
- 🌱 **Care Management/Care Coordination:** Assisting individuals in navigating the healthcare system, connecting to resources, and coordinating services to ensure continuity of care.
- 🌱 **Supported Employment and Education:** Programs to help individuals achieve vocational and educational goals, promoting independence and community integration.

## Benefits of the Trillium Crisis and Recovery Continuum

The comprehensive and integrated nature of this continuum offers significant benefits for individuals, families, and the healthcare system:

- 🌱 **Timely Access to Care:** Ensures individuals in crisis receive immediate and appropriate support, reducing wait times and improving outcomes.

- 🌱 **Reduced Emergency Department Strain:** Diverts non-medical behavioral health emergencies from hospital emergency departments, freeing up resources for other medical needs.
- 🌱 **Person-Centered Approach:** Tailors services to individual needs, promoting choice, dignity, and recovery.
- 🌱 **Continuity of Care:** Facilitates seamless transitions between different levels of care, preventing gaps in service and promoting long-term stability.
- 🌱 **Improved Health Outcomes:** Leads to better symptom management, increased functioning, and enhanced overall well-being.
- 🌱 **Cost-Effectiveness:** By offering less restrictive and more appropriate levels of care, the continuum reduces reliance on more expensive inpatient services.

## Accessing Services within the Continuum

If you or someone you know is experiencing a behavioral health crisis in North Carolina, help is available 24/7.

- 🌱 For immediate crisis support, call or text **988**.
- 🌱 For the NC Peer Warmline, call **1-855-PEERS-NC**.
- 🌱 In a life-threatening emergency, always call **911**.

The Trillium Crisis and Recovery Continuum stands as a testament to our commitment to providing compassionate, effective, and accessible behavioral healthcare, empowering individuals on their journey to recovery and a healthier, more fulfilling life.

### Mobile Crisis Teams can come to you.

Please visit [TrilliumHealthResources.org/members-recipients/crisis-services](https://TrilliumHealthResources.org/members-recipients/crisis-services) for a full list of mobile crisis providers and locations.

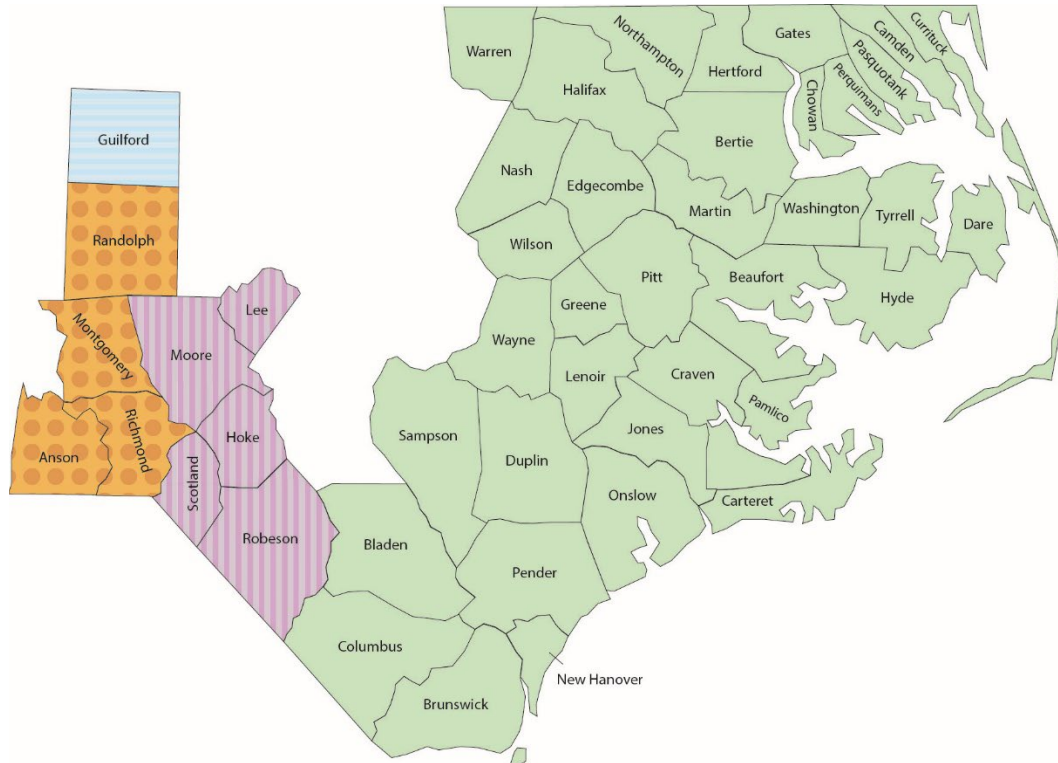


### Accessing Services in the Continuum of Care




Many BH/IDD providers accept walk-in appointments at their locations for Clinical Comprehensive Assessments (CCA). A CCA is needed to establish medical necessity for linkage to services and support. To find a provider call Trillium's Member and Recipient Services at **1-877-685-2415**.

## Mobile Crisis Expansion Map

Trillium is bringing on additional providers to improve access and timely response to mobile crisis services in our counties and the expansion of services can be seen in the map below. To see a list of all mobile crisis providers in Trillium's 46 county catchment visit [TrilliumHealthResources.org/members-recipients/crisis-services](http://TrilliumHealthResources.org/members-recipients/crisis-services)



### Trillium's Service Area:

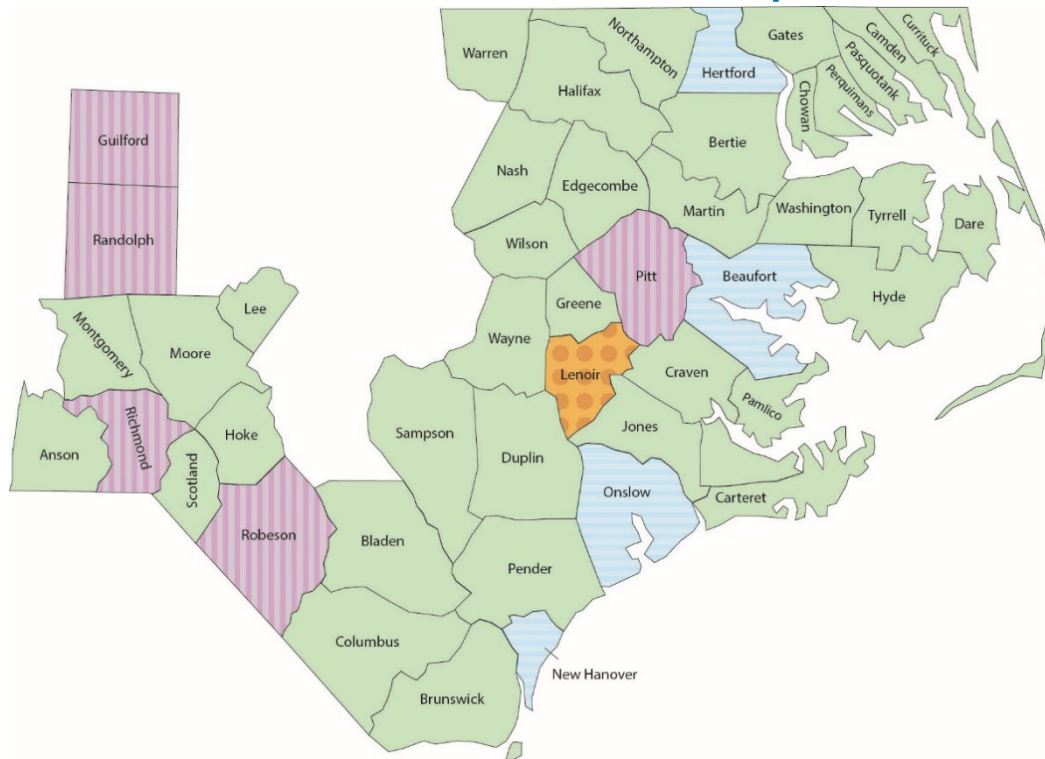
-  Daymark
-  Integrated Family Services
-  Southeastern Integrated Care






**Southeastern Integrated Care**  
Your health, our purpose.



## Crisis Services in Trillium's Service Area Map



### Crisis Services by Type:

-  Facility-Based Crisis (FBC) and Behavioral Health Urgent Care (BHUC)
-  Only Facility-Based Crisis (FBC)
-  Only Behavioral Health Urgent Care (BHUC)

Please visit our website at

[TrilliumHealthResources.org/members-recipients/crisis-services](https://TrilliumHealthResources.org/members-recipients/crisis-services)

for an active listing of FBCs and BHUCs available in our region.



### Coming Soon:

- Lenoir Co. BHUC (S&H Youth Services) is estimated to open in 2026.
- New Hanover Co. FBC (RHA) is estimated to open in Spring of 2026.
- Pitt Co. BHUC (Integrated Family Services) is scheduled to open in 10/27/25.
- Pitt Co. FBC (Easterseals PORT Health) is estimated to open in Spring of 2026.
- Robeson Co. BHUC and FBC (Southeastern Integrated Care) is estimated to open in 2026.



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***Call Member & Recipient Services at:***  
***1-877-685-2415***  
***Monday – Saturday, 7 a.m. – 6 p.m.***



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