



# TULA Learning Lab

Experience Technology Solutions for  
Independence and Improved Health Outcomes  
through Hands-On Learning

Sponsored by  
Trillium Health Resources



**THIS SESSION IS OFFERING 3 HOURS OF GENERAL CEUS & CONTACT HOURS AND SUBSTANCE ABUSE SKILL BUILDING CREDITS. TO OBTAIN CREDIT PLEASE:**

- 1. Complete the AHEC CEU Form after session attendance. Forms are at the Registration Desk.**
- 2. Complete Session Evaluations on Whova APP & from SR-AHEC.**
- 3. Return Completed Form to Registration Desk or mail to Southern Regional AHEC before date on form.**

# Meet the Presenters



**Cindy Ehlers**

Chief Strategy and Innovation Officer  
Trillium Health Resources



**Megan Nelligan**

Director of TULA  
Trillium Health Resources



**Grayanna Young**

TULA Remote Support Manager  
Trillium Health Resources



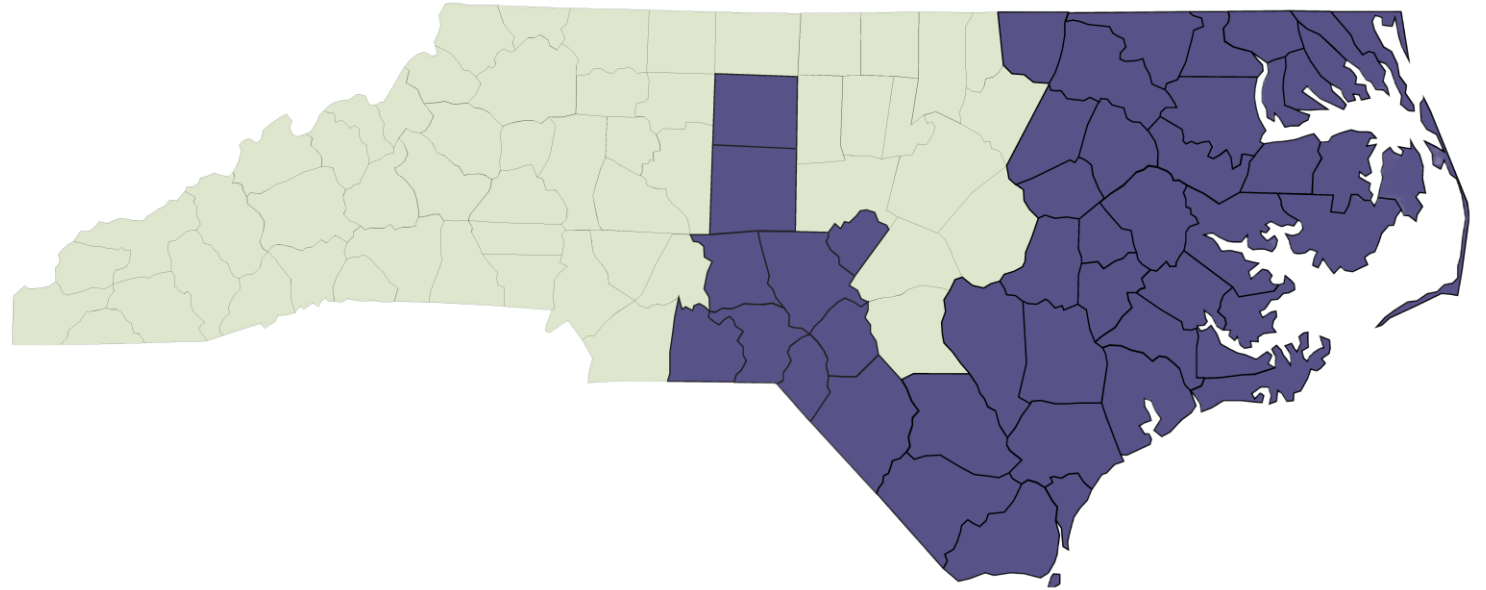
## Meet the Health Plan

### 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.



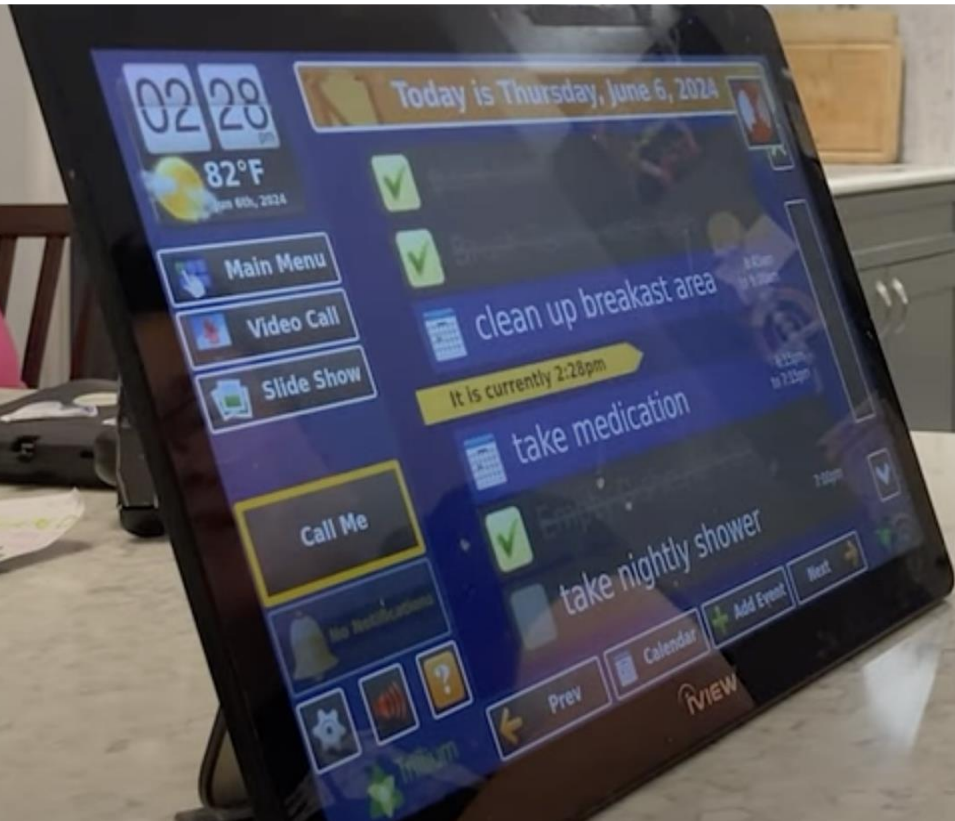
Trillium Health Resources is an innovative health plan for individuals with serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury in 46 counties in North Carolina.

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.



# Agenda Overview

- 🌱 Why Innovation in Care is Necessary
- 🌱 Workforce Challenges + The Digital Divide
- 🌱 What is TULA?
- 🌱 TULA Learning Lab
- 🌱 Debrief and Questions





# TULA

Trillium Ultimate Living Assistant

Technology Powered with Care™

# Why Innovation in Care is Necessary



1

Supporting  
Independence

2

Direct Support  
Professional  
(DSP) Crisis

3

Bridging the  
Gap - The  
Digital Divide

4

Increasing  
Access to Care

# The Future of Care

## Enabling Technology is already a part of our lives!

- Smartphones give us access to a variety of self-serve apps to complete tasks independently
- From Self Checkout to Alexa, Siri, and Google Assistant, all provide enabling support





# Enabling Devices and Remote Support



**TULA**  
Trillium Ultimate Living Assistant



**ENABLING DEVICES** is the technology that makes the on-demand remote supervision, monitoring and support possible



**REMOTE SUPPORT** is the provision of a covered service by a staff or caregiver who is in a remote location while engaging with a person through enabling technology that utilizes live two-way communication.

# Technology Powered with Care™

- 🌱 Improve accessibility, safety, and independence for empowered living in community settings.
- 🌱 Mitigate the DSP Crisis
- 🌱 Bridge the Digital Divide



# Workforce Challenges

**182,400  
Direct Care  
Job Vacancies  
in NC by 2030**

**In 2021  
average DSP  
turnover rate  
43%**

**Staffing Shortages:** High turnover rates, insufficient staff to meet growing care demands.

**Caregiver Burnout:** The emotional and physical toll on caregivers.

## Technology as a Support:

- 🌱 Can ease the burden on caregivers by reducing the frequency of in-person check-ins.
- 🌱 Supports caregivers with virtual resources, education, and care tools.
- 🌱 Access to care through TCM

# The Digital Divide

- ✿ The gap between those who have access to technology, internet and digital literacy, and those who do not.
- ✿ Digital Literacy is essential for effective technology use and adoption.
- ✿ Some 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 resource**
  - North Carolina Assistive Technology Program | NCDHHS





# TULA is Transforming Care and Meeting Needs



**TULA**  
Trillium Ultimate Living Assistant

**Providing personalized care and tailored support.**



**Enabling independence, autonomy, and safety for vulnerable populations.**



**Accessible options**



**Access to care & community resources**

# Meet TULA



A multi-focused approach to care through **Person Centered Enabling Devices** and **Remote Supports** that allows people to live more independently and empowered.

Promotes autonomy and independence

Assists with medication compliance and accuracy

Monitoring of health conditions, like diabetes or high blood pressure

Trillium benefit for Members who receive Tailored Care Management

- Remote Support as TCM Extenders

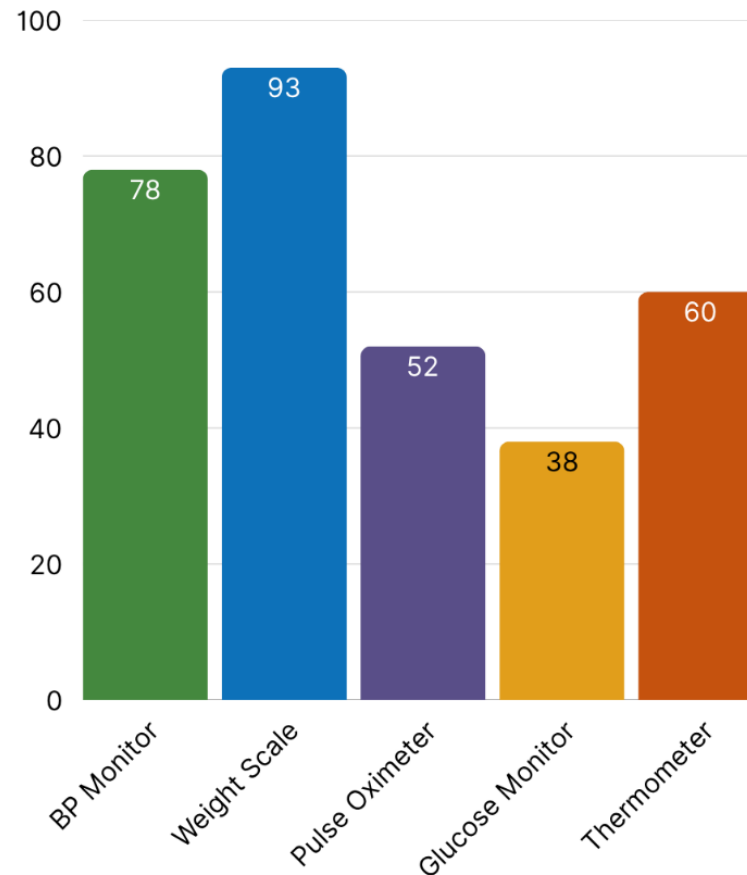
Provides consistent and reliable support for daily reminders and calendar appointments

HIPAA-compliant telehealth, as well as closed-loop video and messaging with family, friends and providers

## TULA Pilots + Focus

- **TCM:** IDD + Dual
- **Autism Society of NC:** ASD, IDD
- **Physician's Alliance:**  
2 ACT Teams – Mental Health
- **Monarch:**  
3 Group Homes – IDD + MH
- **Easterseals PORT Health:**  
EMPOWER Day Programs (IDD)

## Health Devices




**290 TULA  
Touchscreens  
Deployed**



**Average 34  
Touches per  
Day**



**More than Half  
of TULAs in Family  
Homes followed by  
Independent Living**





# TULA

Trillium Ultimate Living Assistant

## Technology Suite





# The Ultimate Living Assistant



## Daily Living

- Reminders
- Calendar
- To-do
- Medication Reminders



## Health

- Managing Chronic Conditions
- Exercise
- Nutrition



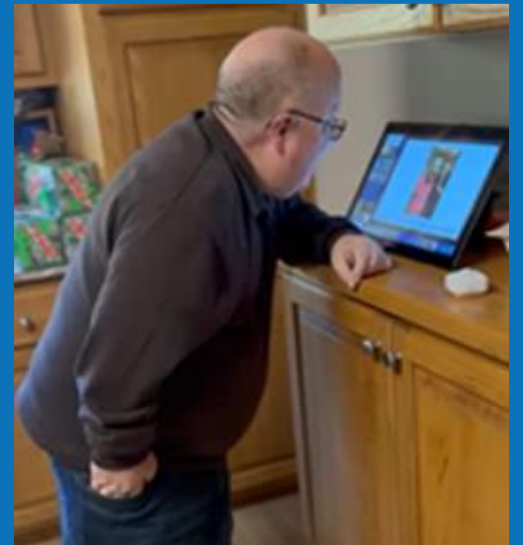
## Connections

- Letters
- Messaging
- 2-way Video



## Engagement

- Games
- Trivia
- Calculator
- Audio Books
- Live Radio



# Remote Supports


- Wireless Motion Sensors
- Door and Window Sensors
- Rule-Based Alerts for Activity
- Care Portal



Summary Details Data Caregiving Communicate

Open Care Menu Show Touchscreen Video Call

Back

 **Member Name**

Member Name, Touchscreen ID

**SYSTEM** 316635 System status: Up  
Last Checkin was 03/05/2024 10:47am EST

### Activity Stream

Megan N All Records

Date / Time	Category	Event
05/30/2025 1:30pm EDT	Medication	Acknowledged taking medications
03/12/2025 11:17am EDT	Button	Button "On Screen - Call Me" was pressed
03/12/2025 11:15am EDT	Button	Button "On Screen - Call Me" was pressed
03/12/2025 11:14am EDT	Button	Button "On Screen - Call Me" was pressed
03/12/2025 11:11am EDT	Button	Button "On Screen - Call Me" was pressed
03/12/2025 10:18am EDT	Video-call	Megan Nelligan tried to call but the receiver was not available
03/12/2025 10:13am EDT	Video-call	Answered a video call from Megan Nelligan
02/28/2025 10:04am EST	Video-call	Video called Megan Nelligan
02/28/2025 10:04am EST	Video-call	Tried to call The person but they did not answer
01/10/2025 8:46am EST	Medication	Acknowledged taking medications
01/09/2025 2:15pm EST	Todo	Checked off todo item "Feed the fish"
01/09/2025 9:00am EST	Medication	Acknowledged taking medications
01/07/2025 12:00pm EST	Medication	Acknowledged taking medications
09/23/2024 12:05pm EDT	Medication	Acknowledged taking medications
09/22/2024 5:56pm EDT	Todo	Checked off todo item "Feed the fish"
09/20/2024 6:58pm EDT	Todo	Checked off todo item "Feed the fish"
09/20/2024 12:00pm EDT	Medication	Acknowledged taking medications
09/19/2024 2:15pm EDT	Todo	Checked off todo item "Feed the fish"
09/19/2024 8:52am EDT	Medication	Acknowledged taking medications
09/17/2024 3:16pm EDT	Todo	Refused todo items
09/12/2024 12:11pm EDT	Medication	Acknowledged taking medications
09/12/2024 8:45am EDT	Medication	Acknowledged taking medications







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## Learning Lab

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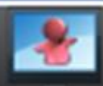




04 30 pm



Main Menu



Video Call



Slide Show

Call Me



No Notifications



Prev



Calendar



Add Event

Next



Today is Monday, June 9, 2025



Time for the TULA Learning Lab!



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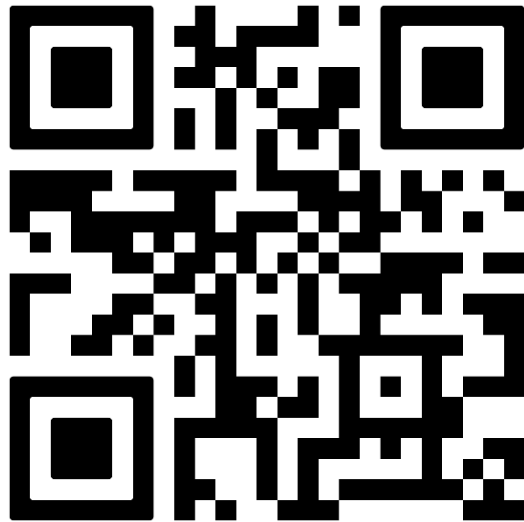
# TULA

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## Discussion | Q+A

# We'd love to hear from you!

Please scan the QR code to complete  
the TULA Learning Lab Survey



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## Thank you for joining us today!