Role-Based Resource Mapping Definitions

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STRENGTHENING HEALTH THROUGH COLLABORATION

Resource Type	Background	Responsibilities	Outreach Type
Care Managers (RNs)	Nurse Care Managers are registered nurses (RNs) with specialized training in care coordination, chronic disease management, and utilization management.	**Primary Role:** Serve as the clinical lead for care management. Conduct comprehensive assessments, develop tailored care plans, and monitor clinical outcomes. Manage assigned members in Tier 1, 2, and/or 3. **Key Functions:** Medication reconciliation, coordination of specialty care, connect primary care, specialists, and hospital systems that members are receiving care from, provide education to members on disease self-management, and identify gaps in care (preventive screenings, adherence). Through these focused interventions, the goals are to reduce avoidable hospitalizations and ER visits while closing necessary gaps in care.	Telephonic In Person Mobile (Phone/Text)
Care Managers (LICSWs, LMHCs, LMFTs)	Typically, LCSWs, LMFTs, LPCs, Psychologists with a Master's or doctoral-level licensed behavioral health professionals.	**Primary Role:** Focus on members with primary mental health and/or substance use needs. Provide clinical assessment and crisis intervention. Support integrated behavioral health and physical health coordination. The individuals work for Trillium care management and do not provide direct treatment/counseling. **Key Functions:** Conduct behavioral health assessments, develop tailored treatment plans for depression, anxiety, trauma, or substance use, deliver evidence-based interventions (motivational interviewing), outreach and collaborate with medical providers to address co-occurring conditions.	Telephonic In Person Mobile (Phone/Text)
Certified Peer Specialist (CPS)	Individuals with lived experience of mental health conditions, substance use recovery, or chronic illness, trained and certified as peer specialists.	**Primary Role:** Provide hope, encouragement, and practical strategies from the perspective of shared experience. Build trust with members who may be hard to engage with traditional clinical staff. **Key Functions:** Mentor members in recovery and wellness, help navigate systems of care (benefits, treatment, community resources), reduce stigma and promote empowerment, support adherence to care plans by modeling recovery and resilience.	Telephonic In Person Mobile (Phone/Text)
Community Health Workers	Trusted community members, often without a clinical license, trained in health promotion, outreach, and navigation.	**Primary Role:** Address social determinants of health (housing, food insecurity, transportation, safety), connect members to community-based resources and programs, serve as cultural liaisons between healthcare systems and the communities they serve. **Key Functions:** Conduct outreach in community settings and homes, provide health education in culturally appropriate ways, assist with care navigation (appointments, benefits applications, social services), improve engagement and reduce barriers to care.	Telephonic In Person Mobile (Phone/Text)

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