

## RHIP and COVID-19 MINI-GRANT PROJECT SUMMARIES

### COVID-19 Final Report for The Child Center (Non-RHIP)

#### “Expanded Outreach & Coordination for Youth Mental Health Services”

Reviewed by the Behavioral Health: Increase Access & Coordination Workgroup

#### Summary of Results:

- The Child Center (TCC) was able to engage over 30 school partners in the Bend/La Pine, Sisters and Redmond districts as well as several charter, private and alternative learning sites.
- TCC also increased participation in community groups including, but not limited to: Systems of Care: Collaborative Youth Action Alliance, TRACES Family Support Collaborative, COHC: Behavioral Health Increase Access & Coordination Workgroup, Culture of Care, Pacific Source Community Solutions, Deschutes County Behavioral Health, Better Together, High Desert Educational School District and more.
- We also compiled a library of resilience building tips for ongoing distribution and continue to establish and foster relationships with partners at schools and in the community to provide these resources to families in 2021 and beyond.
- With the support from the mini-grant, we were able to move our administrative staff from .5 to 1.0 FTE which allowed us to increase coordination to support our counselors/therapists, including establishing a new system for managing appointments which created a smoother process for clients and staff alike.
- While the need has been highest during the period of the pandemic where all services needed to be via the telehealth model, having a communications system that allows for a more seamless and easy experience coordinating intake and referrals will allow TCC to continue to grow our services to provide access across more of Central Oregon.

#### Story:

In March of 2020, we moved our counseling support programs online in order to continue providing care despite COVID-19 forcing physical locations to close. However, the lack of daily in-person office interaction created communication barriers that presented challenges for the organization, partners, and the clients we serve. The mini-grant received from the COHC allowed us to increase our administrative support staff's time, and in doing so provided us with the necessary support to navigate around these barriers and increase the quality of care while we worked to adapt to the sudden and unique circumstances of providing mental health care via the COVID-19 pandemic.