

COVID-19 Final Report for Rimrock Trails (RHIP)**“Telehealth Counseling Amidst the COVID-19 Crisis”****Reviewed by the Behavioral Health: Increase Access & Coordination Workgroup****Summary of Results:**

- During the period of April 1, 2020, through May 1, 2021, with funding from the COHC, we were able to provide uncompromised behavioral health Telehealth Counseling to 416 Central Oregon individuals.
- In addition, by COHC supporting our Telehealth Counseling infrastructure, we were able to support administrative costs, purchase equipment, install a secure Telehealth Counseling platform, and ensure all clients had access to internet services, a laptop, computer, or smartphone.
- During this same time frame, we have seen our referral trend steadily increase and have experienced fewer cancellations and no-shows due to transportation and health concerns.
- We believe the 262% increase in services provided from January 2020 is due to our opportunity to provide telehealth counseling to the community.
- We have found such success with Telehealth Counseling that going forward it will be a viable counseling option that breaks down barriers to persons seeking behavioral health services.

Quote:

“The moments that no one plans for, show a community’s strength. By providing funding to Rimrock Trails, the Central Oregon Health Council is supporting our ability to do what we do best, serve the wellbeing and mental health needs of our community even in the face of a pandemic. ”

– Michelle Duff, Rimrock Trails Community Relations Manager