

RHIP and COVID-19 MINI-GRANT PROJECT SUMMARIES

COVID-19 Final Report for Deschutes County Health Services (RHIP) “Expansion of Telehealth Services”

Reviewed by the Behavioral Health: Increase Access & Coordination Workgroup

Summary of Results:

- Grant funding was used to purchase cellular telephones and cellular minutes for Behavioral Health clients so that they may participate in telehealth treatment during the course of the COVID-19 pandemic.
- Many clients who did not have sufficient resources to purchase cellular telephones or maintain minutes for telephone usage during COVID were supported by providing telephones and/or minutes to clients at risk for decompensation to continue their appointments with their therapists, licensed medical providers and other treatment team members.
- These resources also enabled contact with their treatment team to provide critical services such as delivering food boxes, administering medications and crisis stabilization.
- Additionally, because of this resource clients were able maintain contact with their behavioral health treatment teams leading reduced emergency department intervention, critical during the COVID-19 pandemic.
- 170 Cellular Phones and 10, 100 minute cards were purchased to support clients without adequate or reliable cellular coverage, to participate in tele-health services.

Quotes:

16 year old client who had been in care for several years. Client had multiple system involvement through juvenile, housing insecurity and at risk of out of home placement due mental health needs. Client has few natural supports who could help in meeting needs. During COVID, communication was a barrier and due to limited resources, needed to be filtered through a family member. This lead to several missed appointments and inconsistent treatment due to having to rely on other’s phones to communicate. With the use of the COVID mini-grant client was able to have 30 days of unlimited text to talk. This lead to consistent care and ultimately leading to client goals being met and discharging from services.