



August 2021

2020 - 2021 COMMUNITY IMPACT REPORT



Mental Health Counseling and Substance Use Treatment Services for
Individuals and Families in Prineville, Bend, and Redmond, Oregon.

The mission of Rimrock Trails is to provide comprehensive, evidence-based treatment services to improve the lives of individuals and families affected by substance use and mental health concerns. Rimrock Trails creates a foundation for healing, strengthens family connections, and offers hope for a brighter future.

Letter from the Executive Director

The year 2020 was a year like no other and the first half of 2021 proved to be just as relentless for Rimrock Trails. In the last year, we faced many difficulties and uncertainties including but not limited to chronic workforce shortages and a Covid-19 outbreak in our youth residential treatment program that required a temporary closure to allow for quarantine. Through it all, in true Rimrock Trails fashion, we came together, figured out what we needed to do, addressed each challenge that came our way, and found greater strength in our resolve. I couldn't be more proud of the organization, and I thank each and every one of you who contributes to us being the community that we are!

When COVID-19 closed down schools and businesses, our multidisciplinary team in the Residential Treatment Program continued to deliver around-the-clock care to Oregon's most at-risk youth. Across our clinic branches in Central Oregon, our 23 outpatient therapists, providers, and other professionals began delivering counseling services via telehealth to ensure continuity of care for our clients.

The behavioral health needs in our community have long gone under-addressed and under-served and the COVID-19 pandemic has exacerbated the issue. Today, one in four individuals experiences a mental illness or substance use disorder, and one in three report symptoms of anxiety. Access to care has never been more important and for those in recovery, this year proved especially difficult. Rimrock Trails' demand for outpatient counseling services increased nearly 300% over the last year. In order to meet the growing need and expand access to services we acquired a beautiful historic home in downtown Redmond and will celebrate the opening of services in the new larger location in September 2021! We also put extra effort into recruiting and hiring specially trained child and family providers in all of our locations. In addition, we are offering specialty supervision and training in child and family therapy for student interns to support the development of our local behavioral health workforce.

Despite the unexpected obstacles the last year presented, we persevered. We united as a community, turning setbacks into bigger leaps forward. I'm so thankful to all of our supporters, community partners, dedicated employees, volunteers, community engagement teams, and board members. I and am so proud of what we accomplished together. We quite literally couldn't have made it, without each and every one of you!

Sincerely,

Erica Fuller, Executive Director



The Board of Directors, Leadership Team, and diversely skilled healthcare professionals at Rimrock Trails are dedicated to helping create lasting positive change in the lives of individuals and families. Here's how it all started!

In 1990, Rimrock Trails was established as a nonprofit adolescent residential substance use treatment program at the Pioneer Memorial Hospital.



In 1994, Rimrock Trails acquired property on 9th Street in Prineville, where the flagship program currently operates.



In 1998, Rimrock Trails constructed a second building on the property to house outpatient services, administrative offices, classrooms, an indoor rock climbing wall, gym, and weight room. That same year they opened outpatient counseling clinics in Bend and Redmond.



In 2019, Rimrock Trails expanded its outpatient counseling programs to include mental health counseling services for persons of all ages in their Bend, Redmond, and Prineville clinics.

Today Rimrock Trails is a leader in the system of care for addressing mental health and substance use disorders for the most vulnerable children, teens, adults, and families in Central Oregon and is one of the longest standing behavioral health providers in the region.

Andrea's Story

The stigma surrounding mental illness has improved dramatically but there is still so much negativity and confusion about those of us who suffer from the disease. We need more positivity and support toward the mental health industry and I hope that by sharing my survivor's journey, more individuals will seek support from organizations like Rimrock Trails.



In 1986, I was an orphan by the age of 11. As you can imagine, that was beyond tough. I didn't realize how much that word "Orphan" affected me and how I saw myself. I didn't belong in the normal "family" category anymore, I had a "guardian", not a "parent". I didn't have any sense of belonging or any attachment to anyone or anything other than my sister who was 14 and going through this journey with me. I hesitated to trust people because it seemed they always left me.

I mourned not only the loss of my parents, but I also mourned the "normal" everyday life that I once had. I wept often in the silence of my room, feeling the utter pain of sadness, grief, and debilitating depression. I felt abandoned by God and my parents. The loss was tangibly heartbreaking and painful; put simply, I ached for what I had lost. I suffered from depression and anxiety even back then but didn't recognize it or even understand the pain I was feeling. The stigma of mental illness was not accepted by anyone in my circle and seeking a therapist meant I was crazy, soft or weak minded. I didn't have the opportunity for treatment for my grief, loss, or depression and it wasn't ok to talk about it or have anyone know I was suffering or even needed help. I didn't know that it was ok to ask for help, so I didn't ask. The emotions were ignored, tucked away, and I silently suffered for years.

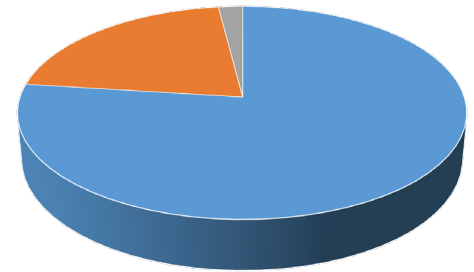
Years later, after experiencing infertility issues and treatments my amazing husband and I adopted our third child. Unfortunately, the treatments had taken their toll on me and shortly thereafter, I suffered physically having nearly hemorrhaged. Emotionally, I was a complete wreck. There were days when I could barely get out of bed to function as a wife and mother. I was often napping in the afternoons and went to bed when the kids did around 8 pm. I even remember when our youngest was in Kindergarten, I slept through my alarm and missed picking him up at the bus stop so my poor child had to wait on that bus until I could get to him.

I own those years of depression and anxiety. Facing shame, guilt, and sadness has taught me so much about my mental issues. No longer a victim of my past choices and circumstances, I now know, I am a survivor because of my circumstances. I have sought counseling and prescription medication from a licensed provider to help me with my depression and it has been life-changing. I am better than ever before. I am happy, positive, and present as a wife, mother, and friend. I have a newfound faith in God and Jesus Christ that increases my positivity every day.

If you've never experienced depression or anxiety, please don't judge those like me. We often suffer in silence, beating ourselves up with negative self-talk and are hard on ourselves because of the guilt we feel for not being able to function normally. If you suffer from depression or anxiety or any mental health issue, please remember that you are not alone. No matter what you face, reach out for support from reputable and registered counseling clinics like Rimrock Trails. You are not alone and they are here to help!

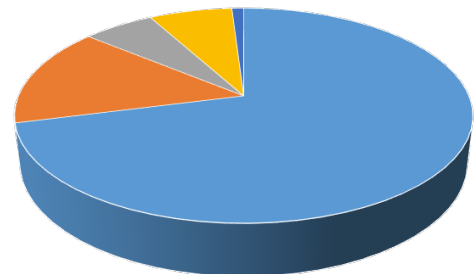
FUNDING & FINANCIAL OVERVIEW

Expenses



- Program - 77%
- Administration - 21%
- Fundraising - 2%

Revenue



- Fees for Services (Medicaid) - 71%
- DHS/ODE Residential Contracts (Room and Board & Food Services) - 15%
- Foundations and Grants - 6%
- Fees for Services (Commercial Insurance/Self Pay) - 7%
- Individual and Business Donations - 1%

"I believe that as a community we have to find a solution to help our community members that are struggling. Whether it is with homelessness, depression, food deprivation, domestic violence, or a type of addiction, Rimrock Trails helps individuals and families with their mental health and substance use disorders which if left untreated could lead to other unfortunate issues in their lives. Issues that will affect their quality of life and our community. I'm so thankful we have a facility established to help the most vulnerable in our community."

- Amber Wilson, Loan Officer, Umpqua Bank



RIMROCK TRAILS

TREATMENT PROGRAMS

Founded three decades ago, Rimrock Trails provides professional counseling services for children, adolescents, adults, couples, and families who are struggling with various life challenges including mental health and substance use problems.

The professionals at Rimrock Trails believe people heal in the context of healthy relationships and human connection. Therefore, they make every effort to match their client's individual needs with the most appropriate professional to best ensure a positive therapeutic experience. They strive to convey a genuine sense of hope for their clients in a safe and non-judgmental atmosphere where individuals feel supported and at ease.

With multiple locations throughout beautiful Central Oregon, Rimrock Trail's specialty services include Assessment and Evaluation, Individual, Group, Family and Couples Counseling, Peer Support Services, Outpatient Substance Use Treatment, Adolescent Residential Co-Occurring Mental Health and Substance Use Treatment, Telehealth Counseling, Eating Disorder Counseling, Telepsychiatry, and Medication Management.

Milestones

◆ Rimrock Trails added telepsychiatry to all the counseling clinic locations, increasing access to medication management in Central Oregon.

◆ Rimrock Trails purchased a new building in Redmond to support the clinic's growth and expansion of services.

◆ Rimrock Trails provided nearly 6,000 total specialty services in the 2020/2021 fiscal year!

SERVICES BY THE NUMBERS

During 2020/2021
Rimrock Trails provided:

4,434

Individual
& Family
Services

Mental Health
Assessments

486

462

TelePsychiatry
Medication
Management
Services

Teens Served in
the Residential
Treatment
Program

65



"Kathy and I are huge supporters of the programs that Rimrock Trails offer. We are the local McDonald's Owners and are blessed to have great teams of young adults and teenagers employed in our restaurants. We also realize there are many of these folks who need help with personal and family issues. Helping to guide and counsel these young folks is a big part of what we do daily. Rimrock takes it to the next level and provides professional guidance and has a great team that offers services for those with mental health and drug abuse issues. We are proud to continue this support!"

- Paul Rodby, Owner, McDonald's Franchises

THANK YOU TO OUR SUPPORTERS

Upwards of eighty percent of the clients served at Rimrock Trails classify as low-income with limited or no insurance covering the full cost of treatment. Therefore, Rimrock Trails relies on support from the community to continue offering uncompromised services for those most in need. When you partner with Rimrock Trails in their mission you are investing in a vision of healing, connection, and hope for the Central Oregon community.

2020/2021 DONORS

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Alliance Professionals, LLP
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Eastside Church
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Kiwanis Club of Redmond
National Council
for Behavioral Health
Oregon Health Authority
Our Savior's Stitchen Sisters
Redmond Chamber of Commerce
Reliance eHealth Collaborative
Rotary Club of Crook County
The 1017 Project
The State of Oregon
US Dept. of Health and
Human Resources
United Way of Central Oregon

IN HONOR OF

Michelle Duff

IN MEMORY OF

Cory Williams
Joe Kendall

"I strongly believe in giving individuals and families a fighting chance at a successful addiction-free life. As our community grows, so does the need. I am grateful that we have organizations like Rimrock Trails serving the behavioral health needs of the Redmond Community and I view their work as an investment towards a thriving community for years to come."

- Eric Sande, Executive Director, Redmond Chamber of Commerce and CVB





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2020 / 2021 Community Impact Report

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Become a Rimrock Royalty Club Member!

Be a hero! Become a Rimrock Royalty Club Member. When you sign-up with Rimrock Trail's monthly giving program, you are joining a special group of advocates who support our mission of providing comprehensive, evidence-based treatment services to improve the lives of individuals and families affected by mental health and substance use concerns. Signing-up is easy, just visit www.rimrocktrails.org or call (541) 447-2631 to learn how.

Bend Counseling Clinic
548 SW 13th St.
Bend, OR 97702
(541) 388-8459

Prineville Counseling Clinic
446 NW 3rd St, Ste 104
Prineville, OR 97754
(541) 388-8459

New location
Redmond Counseling Clinic
215 SW 7th Street
Redmond, OR 97756
(541) 388-8459