



## 2024 - 2025 COMMUNITY IMPACT REPORT

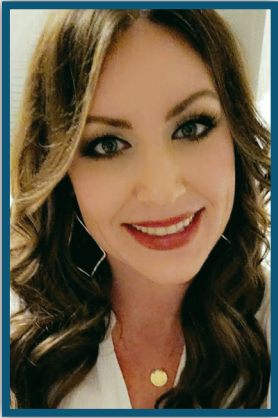


August 2025

*Creating a Path to a Brighter Future*

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

# A YEAR IN REVIEW



Dear Friends and Supporters,

As we reflect on the past year, I am filled with deep gratitude and pride in the work we've accomplished together at Rimrock Trails. Our mission, to improve the lives of individuals and families struggling with mental health and substance use, has never been more vital, and thanks to your unwavering support, we continue to make a profound impact across Central Oregon.

This year, we served over 1,182 individuals and provided over 19,000 behavioral health services. These numbers represent more than just data, they reflect stories of healing, resilience, and hope. They are the result of compassionate care, dedicated staff, and a community that believes in the power of recovery.

We are especially proud to operate the only youth residential co-occurring treatment facility east of the Cascade Mountains, a critical resource for adolescent boys and girls and families in our region. Our commitment to hiring individuals with lived experience in recovery and offering services that are welcoming, inclusive, and grounded in trauma-informed, harm-reduction principles, ensures that every person who walks through our doors is treated with dignity and respect.

This impact report is more than a summary of our achievements, it is a celebration of the collective effort that makes our work possible. Whether you are a donor, volunteer, partner, or advocate, your belief in our mission fuels our progress and inspires us to reach higher.

As we look ahead, we remain committed to expanding access, enhancing quality, and advocating for the behavioral health needs of our community. Together, we are building a future where every individual has the opportunity to thrive.

With heartfelt gratitude,

*Erica Fuller*, MA, LPC, CADC-III

Chief Executive Officer

*"In my role, we see many community members who have been negatively impacted by substance abuse and behavioral health issues. Having accessible programs like Rimrock Trails available for our community is of deep importance. Central Oregonians benefit from having strong, community-based programs like this in our backyards. We are grateful for the work Rimrock Trails does and appreciate their partnership in helping create a healthier community now and into the future."*

– Todd Shields, St. Charles Health System, VP Hospital Administrator, Madras & Prineville

## OUR STORY:

The Board of Directors, leadership team, and skilled healthcare professionals at Rimrock Trails are dedicated to helping create lasting positive change in the lives of individuals and families.

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



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, gym, and weight room. That same year we opened outpatient counseling clinics in Bend and Redmond.



In 2019, Rimrock Trails expanded our outpatient counseling programs to include mental health counseling services for persons of all ages in our 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. We are one of the longest, standing behavioral healthcare providers in the region, and we are honored to serve our community.



# RIMROCK TRAILS TREATMENT PROGRAMS

Serving the Central Oregon Community for 35 years.

Founded over three decades ago, Rimrock Trails is a leading provider of professional counseling and substance use treatment services. Our mission is to improve the lives of those struggling with mental health and substance use by providing timely access to compassionate and effective behavioral healthcare. Rimrock Trails creates a foundation for healing, strengthens family connections, and offers hope for a brighter future.

Rimrock Trails' employees are dedicated to offering a comprehensive range of counseling services tailored to address diverse needs. Our specialized programs cater to individuals and families of all ages. Whether one is dealing with mental health issues, substance use concerns, or navigating difficult life transitions, our skilled clinicians are here to walk alongside our clients on their journey to wellness.

With multiple locations throughout beautiful Central Oregon, Rimrock Trails' specialty services include:

- ◆ Assessment and Evaluation
- ◆ Individual, Group, and Family Counseling
- ◆ Peer Support Services
- ◆ Outpatient Substance Use Treatment
- ◆ Adolescent Residential Co-Occurring Mental Health and Substance Use Treatment
- ◆ Telehealth Counseling



During 2024/2025 Rimrock Trails served 1,182 people and provided over 19,000 behavioral health services including:



**14,404**  
Individual & Family  
Counseling Sessions



**15,587**  
Outpatient  
Treatment Services



**3,645**  
Residential  
Treatment Services

*At Rimrock Trails, we remain committed to our mission of providing exceptional care and support to those struggling with mental health and substance use disorders. Our success is a testament to our team's dedication and hard work. We are excited about future opportunities to build on this momentum and continue to make a positive impact on the lives of those we serve.*

# OUR LOCATIONS

With the purchase of our Prineville Outpatient Clinic, Rimrock Trails is proud to now own all four of our locations across Central Oregon. This milestone marks a significant step in our growth and long-term sustainability, allowing us to invest more deeply in the communities we serve. Owning our facilities gives us the flexibility to expand services, enhance the client experience, and better meet the evolving behavioral health needs of individuals and families throughout the region.



Bend Outpatient Clinic



Redmond Outpatient Clinic



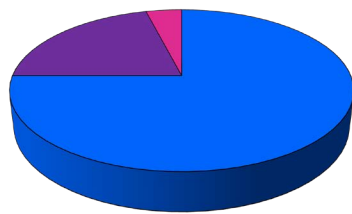
Prineville Outpatient Clinic



Adolescent Residential Treatment Program

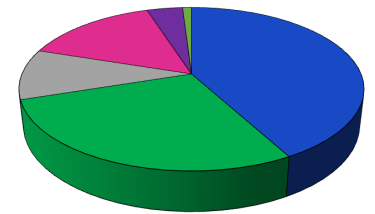
# FUNDING & FINANCIAL OVERVIEW

## Expenses



- Program - 75%
- Administration - 21%
- Fundraising - 4%

## Revenue



- Fees for Services (Medicaid) - 42%
- DHS/ODE Residential Contracts (Room and Board & Food Services) - 28%
- Foundations and Grants - 10%
- Fees for Services (Commercial Insurance/Self Pay) - 15%
- Individual and Business Donations - 4%
- Other - 1%

# THE KIEFER MAGICAL LEGACY FUND



Kiefer was the light of our lives; a beloved son, brother, and friend. In the last few years of his life, he suffered from debilitating anxiety, which led to clinical depression. We knew he suffered, but we thought his struggles were normal as he coped with a complicated world, searched for meaningful employment, and tried to build stronger connections with others.

As a local hometown boy, Kiefer grew up in Redmond, Oregon, and attended Redmond High School. He later went on to graduate from the University of Oregon with a bachelor's degree in economics. He had a close-knit group of friends and a loving family, but none of us ever imagined that the depth of his struggles would lead him to take his life at the age of 26. A decision that devastated and shattered our family.

The sorrow we experienced at the death of Kiefer is inexplicable. Through our pain, our family decided to turn our grief into a purposeful action by partnering with Rimrock Trails to launch the Kiefer Magical Legacy Fund. The fund supports the Rimrock Trails Client Financial Support Fund and the Kiefer Leutschaft Memorial Scholarship.

Our nation is currently facing a mental health crisis, and we believe that it is our responsibility to raise awareness about mental health issues and help those in need. Rimrock Trails has been doing incredible work in the

community, and we have personally witnessed the positive impact they have had on people's lives. We chose to join forces with Rimrock Trails to promote mental health wellness and encourage more people to seek care. Last year the Kiefer Magical Legacy Fund raised nearly \$60,000. We hope that through the Kiefer Magical Legacy Fund, we can make a positive difference in the lives of those struggling with mental health issues.

In addition to supporting the Rimrock Trails Client Financial Support Fund, we are pleased to announce that the Kiefer Magical Legacy Fund awarded a one-time \$1,000 Kiefer Leutschaft Memorial Scholarship to two deserving high school seniors in Crook County and Redmond High Schools. Seniors Addison Robison from Redmond High School and Natalie Crass from Crook County High School were each awarded scholarships to pursue studies in psychology-related fields.

**Julie Leutschaft, Rimrock Trails Redmond Community Engagement Team Member and Chairperson of the Kiefer Magical Birthday Bash Planning Committee**



*"As a longtime supporter and board member of Rimrock Trails Treatment Services, I've had the privilege of witnessing firsthand the remarkable impact this organization has on individuals and families throughout Central Oregon. My connection to Rimrock Trails runs deep. Not only have I served on the board since 2015, but my late husband was also a proud board member before me. Our family remains steadfast in our commitment to Rimrock Trails mission. I also serve on the planning committee for the Kiefer's Magical Legacy Fund, it's just one example of how Rimrock Trails extends its impact far beyond treatment, supporting the spirit, growth, and well-being of our youth in meaningful ways. Over the years, I've seen the Rimrock Trails team pour countless hours, compassion, and expertise into helping individuals struggling with mental health and substance use challenges. Their dedication, professionalism, and unwavering heart for the community continue to inspire me. Rimrock Trails doesn't just change lives, they help save them. I am proud to stand beside Rimrock Trails as they expand their reach and deepen their impact in the lives of so many."*

- Monica Elsom, Owner, Leading Independent Insurance Agencies, Central Oregon & Coastal Oregon, Board Member since 2015 | Kiefer's Magical Legacy Fund Committee Member

# 2024/2025 FISCAL YEAR DONORS

Many of the clients served at Rimrock Trails are classified 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 our mission, you are investing in a vision of healing, connection, and hope for the Central Oregon community.

## INDIVIDUALS

Anonymous Donations  
Craig and Barbara Achatz  
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 Noi Thai Cuisine  
 Oishi  
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 Redmond Athletic Club  
 REVOLVR Menswear  
 Shred Town Food Truck  
 Slater Chiropractic  
 St. Charles Health System  
 Step and Spine Physical Therapy  
 Stoller Wine Bar  
 Stryker  
 Studio Jay  
 Summit Bank  
 Superior Sanitation  
 Tanler Auctions

Taylor Northwest, LLC  
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 Thai O Restaurant  
 The Brick House  
 The Coffee Depot  
 The Hospice House of Redmond  
 The Old Mill District  
 The Patio Taphouse  
 The Posie Shoppe  
 The Premier Pickleball Club  
 The Pump House  
 The Twisted Peach Mobile Cocktail Bar  
 Tim Park Photography  
 Wags and Purrs  
 Whiskey Darlin  
 Widgi Creek Golf Club  
 Wilco  
 Wild Catch Food Truck  
 Wild Ride Brewing  
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 Zydeco Kitchen and Cocktails

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 Steven and Johnita Callan Charitable Trust  
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## IN HONOR & MEMORY OF

Bonnie Burgess  
 Lindsey Chochola  
 Travis Geddes  
 Mary Kelly  
 Kiefer Leutschaft  
 Christopher Rietveld

## ON BEHALF OF

The Leutschaft Family  
 Michael Ross  
 Amber Wilson

## OUR HERO OF HOPE SUPPORTERS



*"As long-time Redmond residents and proud supporters of Rimrock Trails, we've seen firsthand the impact their compassionate care has on individuals and families in our community. Their locally rooted approach to mental health and substance use treatment is not only life-changing, but also vital to building a healthier, more resilient Central Oregon community."*

**-Matt Wittmer of Wittmer Construction & Lana Wittmer of Jeff Larkin Realty & Rimrock Trails Redmond Community Engagement Team Member**





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## 2024 / 2025

### Community Impact Report

Are you following us on Facebook and Instagram? Do you receive our quarterly digital newsletter? If not, be sure to sign-up on our website at

[www.rimrocktrails.org](http://www.rimrocktrails.org)



## A Heartfelt Thank You to Our Board of Directors and Community Engagement Teams

*We would like to extend our sincerest appreciation and gratitude to the dedicated members of our Board of Directors and Community Engagement Teams. Their unwavering commitment and invaluable guidance have been instrumental in our organization's success and impact.*

### BOARD OF DIRECTORS

Carl Dutli, *President*

Monica Elsom, *Vice President*

Ron Gallinat, *Secretary/Treasurer*

Henry Hartley

Jeff Larkin

Mike McCabe

Debra Patterson

Scott Plumb

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Ramona McCallister

Jeannie Penney-Coyle

Lynn Vigil

### BEND COMMUNITY ENGAGEMENT TEAM

Seana Ash

Susanne Frilot

Scott Plumb

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

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

**Prineville Counseling Clinic**  
200 SE Combs Flat Rd  
Prineville, OR 97754  
(541) 388-8459

**Prineville Youth Residential Program**  
1333 NW 9th Street  
Prineville, OR 97754  
458-207-6443