



2022 - 2023 COMMUNITY IMPACT REPORT

August 2023

Mental Health Counseling and Substance Use Treatment Services for Individuals and Families in Bend, Prineville, 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 mental health and substance use concerns. Rimrock Trails creates a foundation for healing, strengthens family connections, and offers hope for a brighter future.



A YEAR IN REVIEW

Developing our professional workforce was our highest priority last fiscal year. We cannot fulfill our mission without solid teams of helping professionals. Our employees are truly our greatest asset.

Hiring and retaining the highest quality behavioral health workforce remained our biggest challenge and therefore became

our primary strategic focus. Workforce shortages required us to think far outside the box and get very creative, going back to the drawing board on more than one occasion. Eventually, our innovative strategies and hard work allowed us to successfully assemble an amazingly talented team of individuals who genuinely care about their work and our clients. With a growing team approaching more than 80 individuals, it was necessary to establish an in-house Human Resources department. This began with the hiring of our first Human Resources Manager, an incredible addition that we are now wondering how we ever did without.

We are happy to report, that with a fully assembled team, our youth residential program is poised to begin admitting adolescent females this Fall, filling a major unmet need in our community. In addition, you will see in this report that we've significantly increased the number of individuals and families served in our Outpatient programs, and still, the need and demand is increasing.

Once again, I want to thank you, our team, board members, advisors, volunteers, donors, partners, and community leaders, for your unwavering support. I cherish your generosity with your time, talents, and gifts. I encourage you to take a moment to reflect on your unique role in helping to improve and save the lives of so many who suffer from the disease of addiction and co-occurring

mental health disorders. I feel so fortunate to have been able to work with all of you in support of this organization and its mission for more than two decades and I am excited for all we will accomplish this next year!

With Gratitude,

Erica Fuller, MA, LPC, CADC-III

Chief Executive Officer

During 2022/2023 Rimrock Trails provided over 15,233 services including:

10,569

Individual & Family Services

Mental Health Assessments & Screenings

650

884

TelePsychiatry Medication Management Services



"It's impressive to see the impact of Rimrock Trails, and we're honored to be part of it. By nurturing the well-being of those around us, we are sowing the seeds for a more caring and resilient community. Supporting mental health services isn't just about the present; it's about building a strong community that will flourish for generations to come."

– CJ and Amanda Ferrari of Miller Ferrari Wealth Management and Duke Warner Realty

RIMROCK TRAILS TREATMENT PROGRAMS

- ❖ Founded over three decades ago, Rimrock Trails is a leading provider of professional counseling services. We are committed to supporting individuals and families who face various life challenges, including mental health and substance use concerns. Our focus is to create a safe and nurturing environment where healing and hope flourish.
- ❖ Rimrock Trails offers a comprehensive range of counseling services tailored to address various life challenges. Our specialized programs cater to children, adolescents, adults, couples, and families. Whether one is dealing with mental health issues, substance use concerns, or navigating difficult life transitions, our skilled therapists are here to walk alongside our clients on their journey to wellness.
- ❖ With multiple locations throughout beautiful Central Oregon, Rimrock Trail's specialty services include bilingual:
 - ◆ 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
 - ◆ Telepsychiatry and Medication Management

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.

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Teri Martinez
Ramona McCallister
Jeannie Coyle Penney
Darleen Rodgers
Kristi Steber
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BEND COMMUNITY ENGAGEMENT TEAM

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Khrisma Carter
Wendy Castillo
Amanda Ferrari
Joe Janes
Brandon Mears
Scott Plumb
Caitlin Sims

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 Outpatient Clinics are proud to announce another successful year with extraordinary growth throughout our department. In the 2022-2023 fiscal year, our team provided a total of 15,233 services to members of the Central Oregon communities, breaking yet another record for the outpatient clinics. This number includes 10,569 individual sessions, 1,163 family sessions, 884 Telepsychiatry and Medication Management Services, and 650 new client assessments. We are thrilled to see our team continue to expand and respond to the needs of our community.

During the 2022/2023 fiscal year, our Outpatient Team successfully recruited and hired two bilingual staff members. This accomplishment was made possible through the receipt of a regional workforce diversity grant. With the support of this grant, we were able to hire Spanish-speaking bilingual team members, including an intake coordinator and outpatient counselor. These positions will help us in providing culturally specific services to our Central Oregon Spanish-speaking families from intake through the treatment process.

During the 2022/2023 fiscal year, we received grant funding through the passing of Measure 110 and are participating in the development of the Central Oregon Behavioral Health Resource Network. With these grant funds, we have been able to expand our substance use disorder team, adding a Substance Use Disorder manager as well as two peer support specialists that provide support services, engage in outreach, and promote harm reduction in our communities.

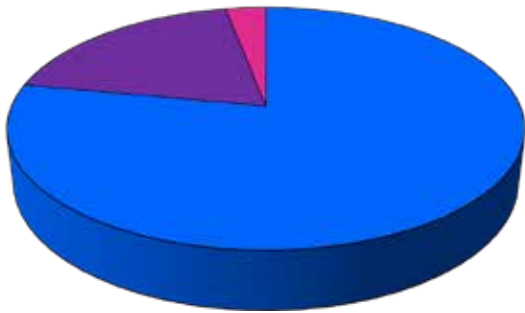
Collaboration with community partners continues to be essential to the work we do. In that spirit, we developed a strong relationship with the Redmond School District (RSD). Through this partnership, our team can provide mental health and substance use disorder counseling services to any student with no out-of-pocket costs to the student or family. Our team works with RSD to reduce barriers to services, providing no cost services and placing counselors on campus at multiple school sites. We are thrilled about this growing relationship and the access to services it has allotted the Redmond community.

We are dedicated to breaking down barriers and increasing access to behavioral health services for individuals and families in our community. During the 2022/2023 fiscal year we continued utilizing our Scholarship Support Fund to cover out-of-pocket costs of treatment that have become obstacles for those continuing services. During the fiscal year, our Scholarship Support Fund assisted 21 individuals and families by providing over \$18,000 in financial support.

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.

FUNDING & FINANCIAL OVERVIEW

Expenses



- Program - 78%
- Administration - 19%
- Fundraising - 3%

Revenue

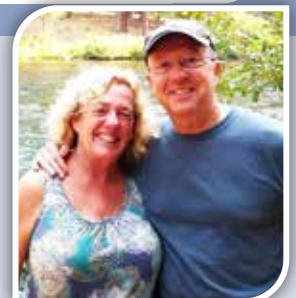


- Fees for Services (Medicaid) - 60%
- DHS/ODE Residential Contracts (Room and Board & Food Services) - 8%
- Foundations and Grants - 17%
- Fees for Services (Commercial Insurance/Self Pay) - 11%
- Individual and Business Donations - 2%
- Other - 2%

♦ Audited Financials Available October 2023

“As a pastor of a church that is invested in the lives of those seeking help, I can see the direct impact substance abuse has on individuals as well as the shadow it casts across our entire community. On a much more personal level, my wife and I know firsthand the ultimate tragedy substance abuse can cause and the unending grief that lingers forever. I’m honored to support Rimrock Trails because it has a proven track record in providing the hope needed to push back against the brokenness and despair that’s woven into substance abuse issues.”

— Reverend Michael Wilson, Prineville Presbyterian Church



The Leutschaft Family



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 not only mental

health awareness programs and events but also funds the Rimrock Trails Scholarship Support Fund and the Kiefer Educational Fund and is helping to grow the Central Oregon behavioral health workforce.

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 wellness, break down the stigma surrounding mental health, and encourage more people to seek care. 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.

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



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 heroes 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.



2022/2023 FISCAL YEAR DONORS

Many 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 our mission you are investing in a vision of healing, connection, and hope for the Central Oregon community.

INDIVIDUALS

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Commissioner Patti & Robert Adair
Cheryl Adams
Lucy Allen
Jamie Allred
Joanna Anderson
Danielle Andrus
Emily Angell
Jenefer Angell
Johnathan Angell
Karen Angell
Townsend Angell
Turner & Alison Angell
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Deschutes County Discretionary Fund

META Community Grants Program
Oregon Community Foundation
Redmond Real Estate Community Foundation
Redmond Spirit Foundation

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Hoppes Spousal Trust
Mary & Scott Plumb Fund
St. Martin De Porres Trust
The Kiefer Magical Legacy Fund
Young Family Trust

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High Desert Museum
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Redmond Chamber of Commerce
Redmond Proficiency Academy
Redmond Real Estate Community Foundation, INC
Reliance eHealth Collaborative
REVOLVR Menswear
Rotary of Greater Bend
University of Oregon

IN HONOR & MEMORY OF

Lindsey Chochola
Travis Geddes
Mary Kelly
Kiefer Leutschaft
Christopher Rietveld

ON BEHALF OF

The Leutschaft Family
Michael & Wendy Ross
Amber Wilson

"Susan and I have been part of the Central Oregon community for over 40 years. Over those years we have witnessed the need for the services Rimrock Trails provides become increasingly vital to maintain and nurture both the individuals they serve but also the community at large. Please support this needed program."



— Ed Fitch, Mayor of Redmond Oregon



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2022 / 2023 Community Impact Report

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Redmond, OR 97756
(541) 388-8459

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

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