



Before the COVID-19 pandemic began, over 98 percent of Taylor Life Center (TLC) therapy, case management, supports coordination, and psychiatric services happened face-to-face. Given the current situation, it was imperative to train and prepare more providers in telehealth to continue servicing and helping our consumers.

In a matter of a week, our staff trained 81 TLC team members, including therapists, case managers, and medical staff, on how to provide telehealth services. Our IT Department worked quickly and diligently to prepare equipment for many clinicians to provide telehealth services remotely. Through the collaborative efforts of our team, our clinicians were able to perform over 575 telehealth appointments during the first two weeks of April. Most of our appointments are now virtual, which has enabled our clinicians to continue servicing and supporting our consumers.