



Service Delivery Specific Policy on Mental Health Services to Children and Adults

All Northlight Provider Policies are in accordance with Oregon Administrative Rules for Outpatient Behavioral Health Services OAR 309-019-0110

1) Northlight Mission and Vision

Northlight Mission Statement

It is Northlight Counseling's mission to help people rise to their full potential in wellness, relationships, mental health, and role in society, through mental health counseling and psychotherapy, by creating a therapeutic environment full of hope and healing, where they are known, and valued and accepted.

Northlight Vision:

Our vision at Northlight is to create a safe and secure occupational environment that aims to help educate, develop, and strengthen the next generation of clinical therapists. We emphasize a team-based environment that values the importance of healthy work/life balance, which enhances the capacity for young and established clinicians to grow beyond their limits within clinical competency and cultural sensitivity.

We promote culturally and linguistically specific and responsive services to all clients within our care. This extends access to quality and culturally responsive mental health treatment while strengthening social community and context. Increasing awareness and strengthening the social community reduces health equity disparities within the State of Oregon, improving behavioral health services access, and addressing ongoing mental health stigma.

DIVERSITY AND EQUITY COMMITMENT

Northlight is committed to building and maintaining an inclusive, diverse, and equitable culture where everyone is valued and feels they belong by providing an inclusive environment for all clients and staff regardless of race, age, gender identity, sexual orientation, ethnicity, or religion.

Northlight Goals:

1. Quality care to our community members seeking mental health services
2. A quality place to work for employees
3. Education and training the next generation of therapists and emphasizing, promoting, and providing professional development for all clinical staff.

2) **Population(s) served** (i.e., specific genders, REALD, veterans, regions, rural/urban, etc.)

At Northlight Counseling, we oppose all forms of discrimination based on gender, race, ethnicity, language, age, geographic location, socioeconomic status, and/or disability. We openly welcome and provide services to all communities of color, veterans, members who identify as Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual and Two-Spirit (LGBTQIAS2S+), persons living with disabilities, individuals living with intellectual and/or developmental disabilities, individuals with Low English Proficiency (LEP), low-income individuals & households, areas that serve Migrant Farmworkers, federally recognized medically underserved areas and medically underserved populations.

Northlight Counseling proudly provides services for approximately 1600 (January 2026) individual children, adolescents, adults, couples, and/or families within the State of Oregon.

Northlight offers mental Health therapy to

1. Children & Teenagers (Young Children: 0-5, Children: 6-10, Tweens: 11-13, Teenagers: 14-17)
2. Individual Adults
3. Seniors
4. Couples
5. Families
6. Groups

3) **Services**

Northlight Counseling provides counseling and psychotherapy in Eugene, Albany, Salem, and via Telehealth. We offer:

- a) Individual Therapy for Adults, Teens, Young Adults, and Seniors
- b) Group Therapy
- c) Couples Therapy
- d) Family Therapy
- e) Play Therapy

- f) Psycho-education
- g) Case management is offered as an integrated part of Therapy, not as a stand-alone service

4) Approach

Northlight offers Counseling and Psychotherapy to clients who can benefit from these services. Northlight does not have wrap-around services, medication management, or consistent case management. Northlight works together with local agencies that offer these services and local medication prescribers, PCPs, organizations that assist clients with disabilities, the services that the CCOs offer to clients and providers, County Mental Health agencies, and local hospitals. Northlight maintains an elaborate referral and resource list to refer and connect with local providers and resources. The lists are location-specific (Eugene, Albany, Salem).

Northlight employs over 60 therapists in three locations and through TeleHealth. Northlight does not maintain a waitlist to ensure that when prospective clients contact Northlight, there are always a few openings available.

Prospective clients are screened by QMHAs for need, appropriateness of services, level of care, and personal preference before they are scheduled with a provider.

Assessments are conducted by the provider who is assigned to the therapist. After the assessment, the provider may recommend a different type of service for the client, or a different provider. Generally, Northlight aims to have clients seen for therapy by the same provider who conducts the assessment.

If Northlight Intake or clinical staff believe Northlight cannot meet the prospective client's needs, the prospective client is provided with community resources and/or referrals.

Northlight uses a HIPAA-compliant platform for TeleHealth (SimplePractice) and a HIPAA-compliant phone app that each provider can use to talk to their client on the phone or receive text messages in a HIPAA-compliant form.

Every Northlight location is equipped with comfortable and safe therapy rooms, play therapy rooms, and a larger room for meetings, training, play therapy, somatic therapy, or group therapy.

5) Trauma-Informed and Culturally Relevant Approach

We are committed to delivering trauma-informed and culturally relevant mental health services. This approach recognizes the impact of trauma on mental health and the importance of cultural competence in service delivery. Our policies include

1. Cultural Competency Training: Staff members undergo regular training to enhance their cultural competence and understanding of the diverse populations we serve.

2. Trauma-Informed Care: Our services prioritize safety, trustworthiness, empowerment, collaboration, and choice to create a healing environment for clients who have experienced trauma.

Northlight aims to offer a Culturally relevant approach to all clients and takes part in local networks to connect with BIPOC and specialized LGBTQIAS2S+ providers and organizations that offer services education, and information regarding Culturally and Linguistically appropriate approaches and services.

Northlight has a committee that meets monthly—the Cultural Awareness and Equity Committee to improve culturally and linguistically appropriate care, services, and community connections. Northlight employs BIPOC and LGBTQIAS2S+ Identifying therapists and several therapists and Administrative/Intake staff who are non-native English speakers, who can offer therapy in other languages, including Spanish.

6) Mental Health needs addressed

Northlight offers therapy for clients with the following needs including but not limited to

- a) Adjustment Disorders
- b) Anxiety, Worry, Stress, Panic
- c) BIPOC Related Issues
- d) Bipolar Disorder
- e) Depression, Grief, Loss, Sadness
- f) Developmental/Autism Spectrum Disorder
- g) Eating Disorders
- h) LGBTQIA+ Related Issues
- i) 8OCD: Obsessive-Compulsive Thoughts or Actions
- j) Other
- k) Relationship Struggles (couple, family, or parenting)
- l) Traumatic Events, Trauma, PTSD
- m) Veteran Issues

Below are the services that Northlight is currently unable to offer:

1. Services to clients with SPMI (Serious and Persistent Mental Illness), clients with active Psychosis, and clients with a high level of need that may require frequent case management.
2. Northlight does not offer a separate crisis service, but existing clients in crisis will receive help from their provider or one of the Clinical Directors or Clinical Supervisors.
3. Peer support services. Northlight maintains connections with peer support agencies and services in the community to partner with in order for clients to receive the services they may need, in addition to therapy.

4. Medication prescription and management. We currently do not have a provider in-house who prescribes medication, but we work closely with prescribers in the community for our clients who require medication management.
5. Court - or otherwise mandated therapy.
6. Services related to custody evaluations, DHS situations that require court involvement of a provider, and other litigation matters.
7. Psychological evaluations (ADHD and Autism Spectrum Disorders). We assist our existing clients who are in need of evaluations in finding a provider who is offering these services.
8. ESA (Emotional Support Animal) Letters. ESA letters require a trained evaluator; Northlight does not currently employ anyone trained in this service. ESA letter evaluations are not covered by Insurance. Northlight can offer resources for clients who need an ESA letter.
9. Letters for Gender affirming care. While we offer psychotherapy and counseling to Transgender clients to assist with many mental health needs, Northlight currently does not have a specialist who can provide letters for Gender affirming care. Therapists are bound by an ethical code that requires them to work within the scope of their practice and training. Northlight therapists work closely with specialists who are trained and offer affirming care (Letters for hormone treatment and surgery).
10. Drug and Alcohol or other addiction treatment

7) Modalities Used

Our approach to mental health services is grounded in evidence-based practices in accordance with SAMSAH guidelines. We regularly review and update our interventions to ensure they align with the latest research. Northlight therapists utilize the following modalities including but not limited to

- a) ACT (Acceptance Commitment Therapy)
- b) Art Therapy
- c) Brainspotting
- d) CBT (Cognitive Behavioral Therapy)
- e) DBT (Dialectical Behavior Therapy)
- f) EMDR (Eye Movement Desensitization and Reprocessing)
- g) IFS (Internal Family Systems)
- h) Motivational Interviewing
- i) Mindfulness
- j) Narrative Therapy
- k) Neuro Psychotherapy
- l) Play Therapy (children)
- m) Positive Psychology
- n) Sex Therapy
- o) Somatic Therapy

A description of these services is available in a separate document that addresses these on Northlight's website <https://northlightpnw.com/psychotherapy/>.

The client's service record, Assessments, Service Plans (Treatment Plans), and Progress notes are completed according to OAR guidelines.

8) Payments for Services

Northlight accepts the following state, commercial, and private insurance:

1. Oregon Medicaid, Oregon Health Plan (OHP), Statewide Open Card, Trillium Community Health, IHN/Intercommunity Health Network, PacificSource Community Solutions (PSCS)
2. MODA, Samaritan Health, Aetna, Meritain, GEHA, Coventry, Regence Blue Cross Blue Shield (BCBS), RGA, Anthem, Optum, United Health, UMR, Providence Health Plan, Kaiser Permanente, and Cigna/EverNorth.
3. Medicare

At Northlight, we have an established self-pay option for our clients offering both generous discounts and income-based hardship reductions.

9) Staff

All Northlight Positions are in compliance with OARs 309-019-0125. See the folder with the Job description for details about each position.

1. Clinical Staff Credentials
 - a. Licensed Professional Counselors, LPC
 - b. Licensed Marriage and Family Therapists, LMFT
 - c. Licensed Clinical Social Workers, LCSW
 - d. Licensed Clinical Psychologists
 - e. Professional Counselor Associates
 - f. Marriage and Family Therapist Associates
 - g. Clinical Social Work Associates
 - h. QMHP MHACBO certified (non-Board registered QMHPs after obtaining the COA)
 - i. QMHA MHACBO certified (in the position of Intake coordinator)
 - j. Master's Level Student Interns (completing their practicum)
2. Clinician Staff Positions
 - a. Clinical Director
 - b. Clinical Supervisor
 - c. Licensed Mental Health therapist
 - d. Unlicensed Mental Health therapist

- e. Master Level Student Interns
- 3. Administrative and support staff Positions
 - a. Director of Operations
 - b. HR Manager
 - c. Executive Assistant
 - d. Compliance Assistant
 - e. HR coordinator
 - f. Receptionist/Front desk/Administrative assistant
 - g. Intake coordinator
 - h. Facilities assistant
 - i. Medical biller

Northlight is passionate about helping train and educate the next generation of therapists and improve the clinical skills and knowledge of all clinical staff.

All staff clinical staff members receive supervision or consultation according to OAR guidelines. Board-registered associates are offered the possibility to accumulate experience and hours toward licensure by board-certified Clinical Supervisors.

Northlight offers consultation groups with a general clinical trauma-informed focus and with a specific focus (EMDR, IFS).

Northlight offers annual and bi-annual education for all staff members to meet OHP and COO requirements, and CEUs for Licensed staff.

Northlight is aiming to obtain NBCC certification in 2023/2024 to offer in-house CEUs for existing clinical staff.

10) Community Continuum of Care

We play a vital role in the community's continuum of care for mental health services. Our policies and procedures include collaboration and communication with other service providers, including primary care physicians, schools, social services, and local organizations. This collaborative approach ensures that clients receive comprehensive and coordinated care. Northlight networks and maintains connections with local agencies to best meet client care needs.

These include but are not limited to medication prescribers, PCPs, organizations that assist clients with disabilities, the services that the CCOs offer to clients and providers, County Mental health agencies, local hospitals, and Individual and group practices for Mental health.

11) Confidentiality and Privacy

We prioritize client confidentiality and adhere to all legal and ethical standards regarding the protection of client information. Our policies and procedures include strict guidelines for maintaining privacy and confidentiality.

12) Quality Assurance and Continuous Improvement

We are committed to providing high-quality services. Our policies and procedures include ongoing monitoring, evaluation, and feedback mechanisms to assess the effectiveness of our services and make improvements as needed.

13) Accessibility

We are dedicated to making our services accessible to all individuals, including those with disabilities. Our facilities are ADA-compliant, and we provide accommodations as necessary to ensure equal access to care.

14) Compliance with Legal and Ethical Standards

We strictly adhere to all federal, state, and local laws and regulations governing mental health services. Our policies and procedures reflect our commitment to ethical and legal conduct in all aspects of service delivery.

This overarching policy and procedure document outlines our commitment to delivering high-quality, culturally competent, and evidence-based mental health services to children and adults. It serves as a guiding framework for our organization, ensuring that our mission and values are upheld in all aspects of service delivery.