

# Mission Statement

Pend Oreille County Counseling Services provides treatment, education and support services, promoting individual choice, community and belonging, for wellness and quality of life.

~ **Making a difference with compassion, integrity, and hope** ~



## Agency Goals:

- Provide quality services.
- Maximize and effectively use our resources.
- Actively collaborated with community partners.

## Agency Values:

- Maintain high standards of ethical and professional conduct.
  - Maintain high standards for service delivery.
  - Be culturally responsive, inclusive, and welcome diversity.
  - Promote workplace satisfaction, staff development, and staff retention.
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# Diversity, Equity, Inclusion Guidance Statement

## Assumptions:

We recognize pain and generational trauma caused by systemic racism.

Feeling safe and valued is an essential part of our mental health.

We understand advocacy and justice for any marginalized group is advocacy for all oppressed.

## Values:

All staff are role models and share the responsibility to foster a culture of compassion, respect, equity, and inclusion for all.

We embrace the resiliency, tradition, and the richness of diverse cultures and human experiences.

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# **Our offices will be closed in observance of the following 2023 holidays:**

New Year's Day - (observed) January 2  
Martin Luther King, Jr. Day - January 16  
President's Day - February 20  
Memorial Day - May 29  
Juneteenth Day - June 19  
Independence Day - July 4  
Labor Day - September 4  
Veterans Day - (observed) November 10  
Thanksgiving Day - November 23 & 24  
Christmas Eve - December 22  
Christmas Day - December 25

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## **Confidentiality and HIPAA Notice of Privacy Practices**

Pend Oreille County Counseling Services is committed to protecting the confidentiality of medical information of our clients and is required to do so by law. The Notice of Privacy Practice describes how we may use and disclose your "protected health information" (PHI) (including information regarding alcohol or drug use or treatment, protected under the federal 42 CFR Part 2 regulations), to carry out treatment, payment, or health care operations, and for other purposes that are permitted or required by law. It also describes the rights of clients to access and control their protected health information.

We ask for the consent of clients to use and disclose their PHI, as outlined in our Notice of Privacy Practices, by asking clients to sign the Consent for Treatment form regarding their care and continued treatment at POCCS. Generally, unless specifically allowed by state or federal regulations without an authorization, POCCS will seek a signed authorization from a client or personal representative before disclosing PHI to a third party. All clients are provided a copy of the POCCS Notice of Privacy Practices when they begin care at POCCS.

POCCS Privacy Policy

[POCCS Notice of Privacy Practices 3-1-23](#)

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## **Links to MCO Benefits**

[Amerigroup](#)

[CHPW](#)

[Coordinated Care](#)  
[Molina Healthcare](#)  
[MCO Enhanced Benefits Summary](#)  
[MCO Enhanced Benefits](#)

The link below tells you how to access interpreter services:  
[Interpreter Services](#)

*This website is a public site, do not send private information*

*It is the policy of Counseling Services that all programs and activities of the agency or any of its contractor will be conducted without regard to race, color, national origin, marital status, disabled or veteran status, sex, handicap, religion, creed or age.*

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## **Directions**

105 S. Garden Avenue  
Newport, WA 99156  
United States

[View in Google Maps](#)

**48.17990112319, -117.05854811426**