



LUTHERAN
**Community
Services**
NORTHWEST
Health. Justice. Hope.

In our time of social distancing and distance learning, we want to make sure that school staff know how to access the behavioral health supports that are stationed in your schools. Lutheran Community Services Northwest and Family and Youth want you to know that our therapists and skills trainers are utilizing telehealth platforms to stay connected to youth/families, which could include FaceTime, Zoom, Skype, Google Meet, and Microsoft Teams.

Preferred apps utilized by Family and Youth are Skype and Microsoft Teams as they are considered to be confidential due to having business agreements in place with Microsoft.

Microsoft Teams allows a secure/confidential platform to share referral information to your school-based therapist, which then allows our staff to reach and make the connection to the family. Using Microsoft Teams allows making a referral our virtual “walking down the hall” to our therapist’s office. Our therapists will connect with your staff to create a “team” for the referral pathway. While this is a great tool for connecting, we still have the traditional options of phone and email.

Lutheran Community Services Northwest uses Google Meet. Most schools using the Google suite of applications already have Google Meet installed on their systems. Google Meet provides end-to-end, HIPAA-compliant access for therapists to meet with children and families through video and voice. Google Meet also lets school staff have virtual access to the therapists assigned to their schools. Our school-based therapists will work with school staff to setup Google Meet.

While physical offices are closed to the public, the staff at Lutheran Community Services Northwest remain accessible by phone, email and Google Meet. All staff continues to accept new referrals, meet virtually with current clients, and provide essential services, like, our diaper bank and immigration counseling. For more information, please contact the office at 503-472-4020.

Even with this referral pathway in place, we also want to make sure that if you have a youth who is in crisis, we are still available for a crisis walk-in at our McMinnville or Newberg office, and can be reached at 503-434-7462 (McMinnville), 503-554-7825 (Newberg), or after 5pm or weekends 1-844-842-8200.

Lutheran Community Services Northwest and Yamhill County Family and Youth Programs would like to thank you for our continued partnerships.