

**Welcome to**



**The right care . . .  
. . . at the right time**

## **New Oakland's FACE to FACE Programs**

**(PHP, IOP and Day Programs)**

### **The FACE to FACE System of Care**

New Oakland Family Centers has been serving the needs of children, adolescents and their families since 1991. The focus at New Oakland is on proactive, preventive and early intervention solutions for the whole family while striving to maintain the integrity of each family member.

The FACE to FACE crisis intervention, assessment and day program is a seven-step approach that focuses on intensive care through individual and family treatment. FACE to FACE uses a multi-disciplinary approach to assess, intervene and empower the family to work towards stability and resolution of problems.

The FACE to FACE day program combines staff observation, psychiatric evaluation, psychological testing, individual, family, group and art therapies to support and challenge the child, teen or adult client to develop new coping skills.

Together, our professional, interdisciplinary staff works with you as a team to treat a wide range of emotional disturbances, family conflicts, stress related problems, substance abuse and mental illness.

### **What Can FACE to FACE Help With?**

#### **Crisis Intervention**

In some families, the conflict may be so severe and destructive that it prevents the family from growing and relating to one another in healthy ways.

The aim is to help families through the crisis, help them recognize future conflicts before they reach the crisis stage and to give special help when needed.

#### **Three Day ADHD Assessment**

This program is a comprehensive and practical approach to helping frustrated children, parents and educators understand where the individual's impediments to learning occur. This is accomplished through testing and observation of the individual by the New Oakland team.

#### **Substance Abuse**

This program provides assessment, intensive individual, group and family therapy in the treatment and recovery of individuals with chemical and alcohol dependency.

By facilitating family communication, the individual and family journey through the seven steps of the FACE to FACE program to begin to break the cycle of substance abuse.

#### **Eating Disorders**

Eating disorders affect people of all ages and cultural backgrounds. The FACE to FACE approach helps individuals and families understand this illness deal with the underlying causes while the treatment team focuses on intervention, overall stabilization and achieving wellness.

The FACE to FACE 7 Step Approach to Family Crisis Assessment and Intervention

**1. Conflict Assessment**

After entry into the program and orientation, a team comprised of a psychiatrist and experienced therapists will review and assess the presence of conflicts and emotional difficulties, individually and collectively with the family.

**2. Conflict Awareness**

Family expectations are reviewed. The acceptance or denial of conflict by the parent(s) and youngster is assessed by the clinician and clinical team during an intensive family assessment.

**3. Conflict and Focused Intervention**

The family therapy focuses on ongoing intervention and continuity of care planning. The work towards crisis resolution begins for both the youngster and the parents.

**4. Conflict and Family Empowerment**

During a family meeting, the team of clinicians helps the family to define both the parent's and child's role, responsibility, receptivity and awareness of the family's expectations.

**5. Conflict and Focused Assessment**

Family assessment and therapy continues to focus on reviewing the intensity of the crisis and assessing the progress toward resolution.

**6. Conflict and Parenting**

The parent(s) and clinician review together the Proactive vs. Reactive parenting practices and the child's response to them.

**7. Conflict Resolution**

When the crisis is resolved, the family works with the clinician and the crisis team on an acceptable plan for post-crisis care.

**Program Services**

The main treatment model for these programs is group therapy. That means, the majority of the time

is spent in a group setting during program hours. Clients will also attend individual and family meetings while enrolled in these programs. Family participation is required for all school-aged children. All

adult clients are encouraged to have family/support system involvement, as well, while enrolled in programming. Parent/guardians of school-aged children should expect updates from PHP staff on

an ongoing basis. However, should you have any questions or concerns at any time, we encourage you to speak with staff at drop-off and/or pick-up, or by calling at anytime.

Psychiatric services are also provided while enrolled in these programs. Clients will

complete a Psychiatric Evaluation upon admission and attend medication reviews ongoing as scheduled while enrolled in programming.

Other services provided while enrolled in these programs can include, but is not limited to, completion of a medical assessment, psychological testing, laboratory services, nutrition/dietetic services, and case management services.

Group topics are assigned for each day and follow a curriculum. These are general topics that everyone can relate to and are age-appropriate for each group. Example topics include, but are not limited



to, coping skills, self-care/wellness, family/support systems, conflict resolution, peer pressure/bullying, and crisis management. Each group discusses the topic for the session, is provided educational materials, and/or completes activities related to the topic.

### **The Treatment Team**

Our experienced and compassionate multi-disciplinary team and the roles of each member consists of the following:

#### **Psychiatrists/Psychiatric Nurse-Practitioners:**

Directs the treatment team, prescribes and monitors medication, and assists in treatment planning and discharge planning.

#### **Licensed and Limited-Licensed Therapists, Clinicians, and Counselors (LLMSW, LMSW, LPC, LLPC, TLLP):**

Provides individual, group and family therapy, coordinates care with other service providers, provides case management, if needed, treatment and discharge planning.

#### **Nursing Staff (RN, LPN) and Medical Assistants:**

Completes medical assessments, Monitors safety and behavior, coordinates with physician regarding medication issues, assists in the development of goals and achievement skills.

#### **Licensed Psychologists:**

Complete psychological testing for school-aged children, when appropriate.

#### **Utilization Review Staff:**

Works with an individual's insurance company or managed care company to ensure that each individual receives continued coverage throughout care.

#### **School Liaisons:**

Provide coordination and planning for school-aged children.

#### **PHP Dietician (ED PHP):**

Provides nutrition consults and nutrition education groups.

#### **Behavioral Technicians:**

Provides support with the group process, and de-escalation of behavioral issues.

#### **Support Staff:**

Provide a warm and welcoming environment, address billing related matters, and medical records.

### **Important Things to Know**

#### **Medications:**

Clients are responsible for taking daily medications at home, prior to coming to PHP. If a client is supposed to take a medication during the day or have medications on an "as needed/PRN" basis, clients will need to turn these medications into staff during morning community meeting. This includes all vitamins and over the counter (OTC) medications. Clients must only bring the amount of medication needed for one day, in the original packaging. For safety reasons, staff will lock up medication and allow the client to self-administer medications when the medications are due. Nursing staff will return any medications at the end of the day. However, it is the client's responsibility to see that medications are brought home at the end of each day. PHP staff cannot store medications overnight.

#### **Transportation:**

Can be provided. Please speak with the PHP staff to arrange transportation. Timeframes for pick-up and drop-off are provided and best efforts are made to keep these times. However, traffic, and driver routes may impact these times. If you are experiencing trouble with transportation, please call 800-395-3223.

### **Meals:**

Lunch is catered and provided daily to all clients attending these programs. Clients have the choice from a menu of items. Clients with allergies or any special dietary needs (vegan, kosher, gluten free, etc.) should notify the program staff, so that best efforts can be made to accommodate your needs.

### **Attendance/Arrival/Check-in:**

Clients are expected to arrive no later than 9:00am. Upon arrival, please sign in at the front desk. Clients will be expected to check in with PHP staff, sign the sign in sheet, turn in personal belongings, including cellular phones, and give the nursing staff any medications that are brought to the program. Attendance daily and staying the full program hours is expected. You must notify staff if you will not be attending the program due to illness or other reason. Clients who are absent 3 consecutive days may be at risk for discharge. Absences for unacceptable reasons, chronic tardiness and/or leaving early will not be tolerated and may also result in discharge from the program. Should you have any other appointments scheduled during program hours, we ask that you reschedule them outside of program hours as your full participation is required.

You are expected to sign out at the front desk at the end of each day.

### **Relationships:**

Group therapy is a powerful tool for growth and change. It is a unique opportunity to receive multiple perspectives, support, encouragement and feedback from other individuals in a safe and confidential environment. While we understand the significance of this support and interpersonal interaction, relationships formed in treatment are for the purpose of treatment. As such, New Oakland strongly discourages outside communication (including the exchange of personal information

such as phone numbers) and relationships with group members. These interactions have the ability to prevent individuals from focusing on their own treatment and detract from obtaining maximum benefits from treatment. Sexual activity, hugging or handholding or any other form of physical contact is prohibited on the premises.

### **Personal Belongings:**

New Oakland is NOT responsible for lost or stolen items. As such, clients are discouraged from bringing personal belongings with them to our programs, particularly items of value. For health and safety reasons, blankets are not allowed in the milieu. Supplies are provided for all activities. Please do NOT bring craft supplies.

During the school year, some schools provide homework to parents for completion while the child is enrolled in our programs. School-aged children are encouraged to bring homework to the program to complete during free-time at lunch. However, staff cannot monitor or enforce homework is completed.

### **Dress Code:**

Clients should dress comfortably and appropriately for the weather. Any clothing that interferes with the therapeutic environment is unacceptable. Clothing should fit, be neat and clean, and conform to standards of safety and decency. The following clothing should not be worn while in the program:

- Clothing should not be sexually provocative i.e. tight, low cut, see-through, revealing or exposing undergarments
- Mini or extremely short skirts or shorts (defined as any skirt 2" or more above the knee)
- Clothing with language or images that are discriminatory, vulgar or culturally insensitive
- Clothing that endorses drug use, unlawful use of weapons, or gang symbols

### **Aggressive Behavior:**

Any client who threatens, harasses, or becomes verbally/physically aggressive to other clients, visitors, or a staff member will result in parent/guardian's of minors being called to pick the client up, immediately discharged, and/or re-evaluated for a change in levels of care. If the safety of other clients, visitors, or staff members is compromised, a 911 call will be placed.

### **Management of Behavior Problems at the Clinic:**

New Oakland prohibits the use of seclusion and restraint for all programs and is committed to using positive approaches to behavioral interventions. These programs use Non-Violent Crisis Intervention approved techniques for children and adolescents as a last result for maintaining the safety of the client and others. These program staff are trained in Non-Violent Crisis Intervention upon hire and annually or biannually. New Oakland follows all guidelines for County CMH clients.

### **Smoking/Alcohol and Drug Use:**

Smoking is prohibited inside New Oakland facilities. During each group, there are 15 minute scheduled breaks that may be used for a smoke break and at lunch. Clients may go outside, but must remain by the designated smoking areas. Leaving group for cigarette breaks is very disruptive to the group dynamics and is discouraged. Alcohol and drug use is prohibited at all times during program hours.

### **Refusing to Attend Groups or Follow Expectations:**

Clients are expected to participate in all programming, to cooperate with program rules as well as staff requests, and to accept responsibility for their behaviors.

The model of these programs is group-based. Disruptiveness in the group can infringe on the benefit of the entire group. Each client must be committed to their own treatment. This is where successful treatment begins. Although staff are committed to helping each client back to leading a more fulfilling life, a big element of treatment is the client's willingness, open-mindedness, and commitment to long-lasting and meaningful change.

Perhaps the most important thing to remember is that everyone needs to show respect toward themselves and each other. If each individual is positive and encouraging, this will be a much better place for everyone to do the work that they are in this program to do.

If an individual refuses to abide by the expectations or participate in programming, his or her behaviors will be discussed with the treatment team and/or medical director. An individual's noncompliance impacts on treatment progress and may lead to discharge from the program.

### **Face To Face Program Days/Hours**

New Oakland's FACE to FACE Partial Hospital Program (PHP) operates five days per week, Monday through Friday **from 9:00 a.m. to 3:00 p.m.** at most New Oakland locations. New Oakland also offers Saturday PHP at our Livonia Center.

### **Day Program Daily Schedule**

Here's what a day in the FACE to FACE program looks like. Changes may be necessary to accommodate the individual program. A snack and lunch are provided by New Oakland and are included in the cost.

9:00 am	Milieu opens
9:00 am – 9:30 am	Client arrives/snack/ orientation
9:30 am – 10:00 am	Community meeting/ journal/ education process
10:00 am – 12:00 noon	Group therapy
12:00 noon – 12:30 pm	Lunch
12:30 pm– 1:00 pm	Resource/education process
1:00 pm – 3:00 pm	Group therapy
3:00 pm	Program ends/depart

In addition to each of the regularly scheduled activities, each FACE to FACE program participant will receive an admission evaluation on Day 1; a psychiatric evaluation within 24 hrs. and 2-3 psychiatrist meetings per week; a physical health evaluation; psychological testing/evaluation; medication reviews 2-3 times per week; nursing reviews and follow up; and laboratory services.

### **Face To Face Program Milieu Tips**

#### **While on the Milieu Please:**

- Wear comfortable, casual, modest clothes and shoes appropriate to the season/weather

- Bring coats, jackets for outdoor activities
- Bring school assignments and books
- Bring your medication in a pharmacy labeled bottle and give to the staff
- Feel free to bring a good book or magazine

#### **Please Do Not Bring:**

- Lighters and matches
- Sharp or unsafe items
- Anything expensive or of sentimental value
- Electronic devices of any kind
- Backpacks, tote bags, etc.
- Food and beverages (these will be provided)
- Chewing gum

#### **Transportation Services**

New Oakland works with Transend Transportation, LLC to help medical transportation Monday through Friday, 7:00 am to 7:00 pm to meet all of your FACE to FACE Partial Hospital Program (PHP) transportation needs. Our drivers are highly qualified professionals who are there to provide quality transportation to and from your New Oakland visits with kindness, courtesy and attention to your needs. Each driver is also CPR-certified and trained in non-violent crisis intervention techniques.

Call your New Oakland Family Center location today to take advantage of these services and make life a little easier.