

Welcome to



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

In-Home Services

In-Home Services: Meeting Clients Where They Need Us

In 2015, New Oakland Family Centers established the region's most comprehensive in-home mental health services team, providing full-service crisis and in-home therapy.

New Oakland's in-home team represents an important component of our "continuum of care" — building on New Oakland's intensive crisis stabilization, outpatient services and **FACE to FACE** partial hospital day program for adults, teens and children. In providing in-home services, our goal has been to broaden our range of services to meet the expanding and evolving needs of the clients of mental health services.

The in-home team draws on the expertise, capabilities and resources of New Oakland's more than 100-person medical and clinical team as well as New Oakland's state of the art management and administrative best practices.

Our philosophy at New Oakland has always been to deliver 'the right care at the right time. That means giving the people who use and could benefit from our services new options for accessing them. New Oakland's in-home team is just one example of how New Oakland is growing to meet the needs of the people we serve.

It also represents an opportunity to bring the vision of in-home mental health services to more of the people who could benefit from them.

New Oakland's scale, relationships and resources in our region are unparalleled. The ability to build on those assets to create access for a wider range of

people is exciting and important — especially during a time when access to counseling and high quality mental health services can be so often limited and uncertain.

Specifically, New Oakland's in-home capability combines and integrates two powerful behavioral health service offerings:

1. New Oakland's mobile Intensive Crisis Stabilization program, a service that has become the region's most effective provider of crisis mental health care for episodes that require urgent triage and deployment by trained therapists during mental health emergencies; and
2. Three levels of in-home therapeutic care following an intensive crisis episode, including high-frequency of monitoring, in-home and telephone support and "step-down" maintenance offering periodic telephone and in-home contact with clients to prevent relapse.

