

Welcome to



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

Intensive Crisis Stabilization

When You or a Loved One is in Crisis

New Oakland has developed an important service capability we believe helps us deliver on our goal of providing the right care to our patients . . . at the right time.

Known as our “crisis stabilization team,” this group of therapists is standing by 24-hours-a-day, seven-days-a-week to provide guidance and support any time, day or night.

What is a Crisis?

There are any number of clinical or legal definitions of what a crisis is . . . but the simplest and most important one is this: An individual is in crisis if they are in immediate danger of doing serious harm to themselves or others.

With this rule of thumb as a guide, New Oakland provides a toll-free hotline (800) 395-3223 that rings to our intake staff during normal business hours and to our crisis stabilization team at all other times. If you or your family member is in crisis, you can use this number to get the guidance you need.

There are two important things to remember about accessing New Oakland’s crisis team:

1. Sometimes 911 emergency services are the best answer. If police or paramedics need to be on the scene IMMEDIATELY, 911 should always be your first call.

2. If you or your family member is not in a dangerous position, working through your ordinary New Oakland team contacts (like your therapist or non-emergency office numbers) is probably the best way to proceed.

How It Works

The emergency outpatient assessment process provides an opportunity for an immediate crisis evaluation. This emergency assessment will occur at any of the five New Oakland Family Centers. At the time of emergency assessment, an evaluation and referral will be made to an appropriate level of treatment. If the evaluation indicates the need for a higher level of care, a 23-hour hold may take place at our New Oakland FACE to FACE Center in Clarkston. Finally, when the crisis assessment evaluation with referral and/or 23-hour hold are not clinically sufficient, New Oakland does offer crisis referral to Hospitals that allow admission for short term inpatient stays.

New Oakland Child-Adolescent and Family Center assesses and treats the mental health issues and crises faced by children, adolescents, and adults. Immediate action can return well-being to your family. Call the nearest New Oakland facility or call the 24-Hour Crisis Stabilization Hotline at (800) 395-3223.