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 **24-Hour Crisis Hotline**
877-800-1650



To learn more about New Oakland's state of Michigan-licensed FACE to FACE day program, visit us online at www.NewOakland.org



New Oakland's Intensive Crisis Stabilization Team: Delivering the help you need in a crisis

Some of the most important things we do at New Oakland every day are things most of the visitors to our offices never see or know about.

But among the many passionate and committed members of our team are a team of therapists who answer calls at any time of the day or night (and any day of the year) to support the thousands of people who reach out – or whose families reach out – to address immediate crisis mental health challenges and issues.

These are the members of our **Intensive Crisis Stabilization (ICS)** team.

Their job is to get the location of a mental health crisis and begin to connect people with the appropriate care at times where rapid intervention is essential.

Here's how it works.

When someone calls our **24-hour crisis hotline (877-800-1650)**, he or she doesn't get an operator or a call center. The person on the other end is a trained and certified mental health professional who

who speaks live with the individual or family member and begins to make decisions about the delivery of care at that moment.

Sometimes a serious crisis means literally deploying to the person's location — his or her home, school or a hospital emergency room, for example.

This on-site mobile deployment that involves the therapist immediately driving to meet the caller in **less than one hour** . . . and beginning the process of coordinating with doctors and community resources to assure a mental health crisis doesn't become a human tragedy.

Sometimes the initial screening involves over the phone counseling or setting up next-day appointments for therapy, screening and evaluation.

But in every case, our goal is always to reach a person at his or her moment of most urgent need and continue to provide intervention and structure to assure the right care at the right time.

New Oakland and Behavioral Care Management Join Forces to Expand In-Home Services

Creates Detroit Area's Only Integrated In-Home Mental Health Care Continuum . . . from Crisis to Counseling

New Oakland Family Centers and Behavioral Care Management (BCM), the region's leading provider of in-home therapy and care, today announced they will combine to create the southeast Michigan's only full-service crisis and in-home therapy offering.

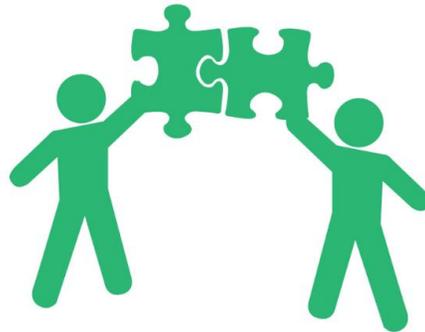
Under the terms of the alliance, Behavioral Care Management will become an independent new part of the New Oakland "continuum of care" — building on New Oakland's intensive crisis stabilization, outpatient services and FACE to FACE partial hospital day program for adults, teens and children.

BCM will draw 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.

New Oakland consumers will benefit from BCM's 20-year history and track record of successful therapeutic intervention to reduce symptoms, avoid crises and hospitalization and strengths in case management and resource coordination.

According to Kevin Sendi, New Oakland's Vice President of Operations, the new alliance with Behavioral Care Management is part of a larger effort to broaden its range of services to meet the expanding and evolving needs of the consumers of mental health services.

"Our philosophy at New Oakland has always been to deliver 'the right care at the right time,'" Sendi said. "That means giving the people who use and could benefit from our services new options for accessing them."



"Our new alliance with Behavioral Care Management is just one example of how New Oakland is growing to meet the needs of the people we serve."

Mara Lipkowitz, LMSW, ACSW, founder and owner of BCM, sees the new collaboration with New Oakland as an opportunity to bring the vision of in-home mental health services to more of the people who could benefit from them.

"In our region, New Oakland's scale, relationships and resources are unparalleled," Lipkowitz said. "Together, our ability to create access for a wider range of people is exciting and important — especially during a time when access to high quality mental health services can be so often limited and uncertain."

How It Works

The new collaboration between New Oakland and Behavioral Care Management 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. Behavioral Care Management's 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.

About Behavioral Care Management

For more than 20 years, Behavioral Care Management has been a leader in providing intensive mental health treatment within the home environment. By working within the home, BCM reduces the intensity of immediate crises and often avoids the need for psychiatric hospitalization, coordinating with schools, community resources, courts, primary care physicians, behavioral health providers and employers as appropriate.

Meet Amelia Russell, LLMSW: Crisis Team Clinical Supervisor



Amelia Russell currently serves as the Clinical Supervisor of the Intensive Crisis Stabilization Program.

Her primary responsibility includes managing the day to day clinical and administrative operations of the ICS Program.

Additionally, Ms. Russell provides clinical support and oversees the daily functions of New Oakland's Crisis Stabilization Program.

Amelia received her Master in Social Work from Wayne State University.

Prior to becoming the Crisis Stabilization Supervisor, Amelia worked as part of New Oakland's Wayne County FACE to FACE program team as well as providing clinical outpatient therapy services.

Most recently, Amelia served as the lead clinical therapist on the Crisis Stabilization Team

prior to being promoted to her supervisory role.

Amelia knows first-hand how challenging and unpredictable it can be to supervise a 24-hour-a-day crisis team that responds in 60 minutes or less.

"It takes a lot of energy, flexibility and the ability to make good judgements fast," Amelia says. "But it's so rewarding and exciting to be part of a team making a real difference in our communities."

Meet Dr. David Harris: New Oakland Medical Director

New Oakland Medical Director Dr. David Harris leads our team of physicians across all six New Oakland sites. Dr. Harris has more than 20 years in mental health and extensive experience in adolescent, adult and geriatric psychiatry.

In addition to his leadership role, Dr. Harris is also an active member of New Oakland's treatment team, serving consumers in our Intensive Crisis Stabilization program,

FACE to FACE Partial Hospital Program (PHP) and on an outpatient care basis.

Dr. Harris graduated from Wayne State University School of Medicine and completed his residency at the Detroit Psychological Institute of Adult Psychiatry.

Dr. Harris has received Clinical Honors at Lafayette Clinic and has served as an Associate Professor at Wayne State University School of Medicine.

He has also provided instruction and supervision to psychiatry residents in outpatient community mental health facilities.

"It is an exciting time to be part of the New Oakland team," Dr. Harris says. "I'm privileged to lead a diverse and talented group of physicians who approach every day as an opportunity to help people find the right care at the right time in the right way."



High school and college can be breeding grounds for anxiety

By Lisa Kalinski
Clinical Director,
Wayne County



I always look back fondly on my college days. Of course, I also conveniently block out the intermittent academic anxiety, alienation and social pressure I felt. And that was long before social media made it all the worse for young people, with its endless stream of kids displaying and raving about all their fabulous experiences. Back then, while everyone else seemed to be whooping it up, I suspected that I was the only one who was lonely, fearful and edgy.

Although anxiety has always played a role in a student's life, so many more intensely experience it now that they are seeking counselling in great numbers and stretching the limits of their schools' ability to help them.

The good news is that the stigma of seeking help for mental health issues is abating and many more students are benefiting. Research from the National Alliance on Mental Illness on mental health on college campuses shows:

- One in four students have a diagnosable illness
- 40% do not seek help
- 80% feel overwhelmed by their responsibilities
- 50% have been so anxious they struggled in school

Colleges, too, are overwhelmed because more kids arrive with stress than in past generations. But it's also true that better psychiatric medications and treatment now allow people to attend college who wouldn't have been able to do so 20 years ago.

Anxiety is a normal manifestation of college life. Whether it's developing time management skills or the rejection from a sorority, students need a place to vent.

Nearly 1 in 6 college students have been diagnosed or treated by a professional for anxiety in the past year. Imagine how many more are still holdouts, struggling to cope alone.

To take just one example, the University of Central Florida's Center for Counseling and Psychological Services has seen a 15% increase in cases among its 60,000 students in just the last year.

The university counseling center has become a school within a school with semester long therapy groups with titles like, "Keeping calm and in control" and "Building Social Confidence." I could have used both of those!

We at New Oakland are familiar with anxiety and it's many manifestations, from mild social anxiety to deeply troubled cases fueled by mental illness.

We urge friends and parents to never brush off comments on school anxiety.

People don't like to be told when they are sick, what they are feeling or what to do, but you must still encourage and help them to seek and find help. It can be a fine line to walk, but you should be supportive and patient without adding too much pressure.

New Oakland locations to serve you

Livonia Center

31500 Schoolcraft Road
Livonia, MI 48150
734-422-9340

Clarkston Center

6549 Town Center Drive
Clarkston, MI 48346
248-620-6400

Clinton Township Center

42669 Garfield Road
Clinton Township, MI 48038
586-412-5321

Farmington Hills Center

32961 Middlebelt Road
Farmington Hills, MI 48334
248-855-1540

Center Line Center

26522 Van Dyke Avenue
Center Line, MI 48015
586-759-4400

Warren Center

8150 E. 13 Mile Road
Warren, MI 48093
586-825-9700

FACE to FACE Crisis Stabilization Services

877-800-1650
(24 hours/day)



Word Search

See if you can find 15 words from this issue of New Oakland News

F M O Y B C N E Z O B C C W G
 N L E V C Y O I I F T I I H K
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alliance
anxiety
behavioral

care
crisis
deploy

flexibility
health
integration

intensive
intervention
pressure

social
stabilization
therapy

Follow us on



24-Hour Crisis Hotline
877-800-1650

Helping everyone find the “right care at the right time”

As a proud and long-standing health provider in southeast Michigan, we at New Oakland believe strongly in pioneering new approaches to individuals and families as they seek (and sometimes struggle) to overcome mental health challenges.

The New Oakland approach is organized around a single idea: **integration**.

Our model is built to offer the right kinds of alternatives to hospitalization for mental illness when a serious mental health crisis or situation arises.

We always work to integrate the many and sometimes conflicting demands and priorities that are placed on the mental health delivery system every day.

Our goal is to integrate all our clients with the broad continuum of care options. These include:

- 24 hour access to care to assure the right treatment choices at the right time
- Emergency room screening, rapid clinical response to crisis situations and access to a psychiatrist within the critical first hours of a crisis (either in

person or via telephone or video conference)

- A commitment to meeting the transportation needs of consumers enrolled in our programs
- Thorough psychological screening and testing as a basis for treatment planning
- Our effort to create and maintain a family based, warm, more nurturing environment at our facilities

To take just one example in the New Oakland “continuum of care,” our **Intensive Crisis Stabilization (ICS)** services are built to provide treatment and support activities provided by a multidisciplinary team under the continual supervision of a psychiatrist.

Intensive Crisis Stabilization is designed to provide a short-term alternative to inpatient psychiatric services.

In fact, our ICS program has been shown to keep people out of the hospital much more often than would have been the case before the New Oakland program was in place — and to make hospital stays shorter when they are required.

by Greg Sendi
New Oakland
Communications
Director



Our Intensive Crisis Stabilization program serves people in the locations they are in the moment of crisis — in the home, at school, at work, at medical or mental health treatment centers or any other setting that is clinically appropriate.

Then after a crisis has been diffused, our teams work quickly to develop an ongoing treatment plan using a person-centered planning process in consultation with a psychiatrist. That plan will contain:

- Clearly stated goals and measurable objectives, expressed as specific observable changes in behavior, skills, attitudes, or circumstances structured to resolve the crisis.
- Identification of the services and activities to resolve the crisis and attain the goals and objectives.
- Plans for follow-up services after the crisis has been resolved.

By focusing on how the many pieces of the mental health continuum of care fit together, we can help assure all New Oakland clients are able to receive the “right care at the right time.”