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Q&A About New Oakland's FACE to FACE PHP

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If I'm dealing with a specific issue like substance abuse or an eating disorder, is New Oakland's FACE to FACE PHP right for me?

Absolutely, yes. One of the important advantages of a PHP program like FACE to FACE is the ability to adjust and customize treatment to meet the specific needs of individuals. So, for example, New Oakland offers an eating disorder PHP tailored to the unique requirements associated with food and eating issues. And substance abuse issues are often connected to the many mental health and wellness issues we treat every day.

In fact, one of the important benefits of PHP is that, while each individual receives the therapy that's right for him or her . . . every person is also, during group sessions, also exposed to others of the same age group who are facing somewhat different challenges. The result is an important information sharing and helping opportunity where individuals in groups can work together to share ideas and perspectives.

What is a day in New Oakland's PHP like? What can I expect?

New Oakland's FACE to FACE PHP offers free transportation to and from the New Oakland site. So the PHP day may begin with a pick-up by a New Oakland van at

approximately 8:00 am. The therapeutic day begins at 9:00 am.

While each day is a little different over the course of participation in FACE to FACE, individuals can expect to fully participate in all sessions and to actively work on areas which brought the client to the program.

Family sessions will be scheduled with all effort being made to accommodate work schedules.

The types of therapies offered are:

- Individual therapy
- Family therapy
- Group therapy
- Psychological testing and evaluation
- Psychiatric/medication evaluation
- Theme-based group activities
- Comprehensive physical/nursing assessment

The therapeutic day ends at 3:00, with departure and transportation home scheduled to begin at that time.

Does participating in New Oakland's PHP involve medication?

Medication is often an important part of the treatment for mental health issues and challenges. Under then supervision

of New Oakland's doctors and nurses, new medication may be prescribed and existing medication will be carefully monitored and managed.

However, medication by itself is never the full answer to mental health therapy. The combination of individual counseling, group therapy, family therapy and the many other facets of the PHP experience are what give the FACE to FACE program its power to identify and address challenges.

What should I bring to my first PHP visit (or my child's first visit)?

During the admission process, you will be asked for the following:

- Driver's License and Health Insurance card
- Immunization History
- Medication History
- Name, address and phone number of your primary physician/dentist
- Custody papers, if applicable
- Any other pertinent information or documentation you think is important

It's important to complete all paperwork by the end of the first day's session.

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

Partial Hospital Programs: A Powerful Alternative or Supplement to Inpatient Care



by Dr. David Harris,
 New Oakland
 Medical Director

As you think about the range of mental health care and substance abuse services, many of the alternatives are familiar to most people.

We all know about "counseling" . . . periodic visits to a mental health professional to discuss the thoughts, feelings and behaviors we're experiencing.

We all know that sometimes medication helps people overcome symptoms.

And we all know that sometimes a stay in a psychiatric hospital is important for managing the most serious episodes people experience.

But one mental health treatment option that is not as well-known to most of us is the alternative known as a "Partial Hospital Program" or PHP.

At New Oakland, our PHP is known as the **FACE to FACE** program, a unique combination therapies and approaches pioneered by our founder, Dr. Ismail Sendi.

The New Oakland FACE to FACE PHP is a Monday through Friday day program lasting from 9:00 am-3:00 pm each day and organized into separate tracks for young children, teens and adults.

One of the many advantages of a PHP program like FACE to FACE is that it does not require an overnight stay. In fact, one of the benefits of a PHP is that we all go home at the end of a therapeutic day . . . to reconnect with our families, our friends, schools and communities.

This issue of *New Oakland News* is all about helping understand how a strong Partial Hospital Program brings important opportunities for flexibility in addressing the mental health challenges individuals may face over the course of their lives . . . in other words, another important way of delivering "the right care at the right time."

New Oakland Welcomes Dr. Robert Lagrou

New Oakland Family Centers is proud to announce the appointment of Dr. Robert Lagrou as the newest senior member of our physician and medical administration team.

Dr. Lagrou has been one of the leaders in Michigan in child, adolescent and adult mental health care, with a special focus on the unique needs of individuals in crisis.

"I'm really excited to be joining the New Oakland team and look forward to continuing the important work our team has been doing to advance the mental health needs of people across our region," Dr. Lagrou says. "My passion as a physician and a psychiatrist is a great fit with an organization as dedicated as New Oakland has been for the past 25 years."

Most recently, Dr. Lagrou has served as Medical Administrator of Inpatient Behavioral Health Services with the Henry Ford Health System.

He has also served proudly as Lieutenant Colonel and Commander of the State Medical Detachment of the Michigan Army National Guard and served in Iraq as Theater Behavioral Health Consultant in 2011.



"My goal as part of the Oakland team is to help bring the philosophy of delivering the 'right care at the right time' to more people across our region who can benefit from the great innovative care New Oakland is known for."

Dr. Lagrou's career has led him to become one of Michigan's leading mental health practitioners and respected for his focus on helping people find practical, solutions to the challenges they face.

According to New Oakland President Kevin Sendi, Dr. Lagrou's decision to join the New Oakland team signals New Oakland's ongoing commitment to bringing

New Oakland to Participate at MACMHB Winter Meeting

If you're a mental health professional or community leader planning to attend the Michigan Association of Community Mental Health Boards winter meeting in Kalamazoo (Feb. 7-8, 2017), we hope you'll take a moment during your stay to look for the New Oakland team.

The conference will include valuable training and perspective from community mental health and mental health policy leaders across Michigan.

For more information on the MACMHB winter conference, please visit www.macmh.org.

the most passionate and talented clinical practitioners to the care of the individuals who come to us for care.

"Having Dr. Lagrou as leader on our physician team is another reaffirmation of the values my dad founded New Oakland upon 25 years ago," Sendi says. "They are values that tell us to build our work by finding the best people to deliver care and letting them bring that excellence to our communities."

Internal vs. External Values . . . and the Rise of Millennial Anxiety?



By Eli Zaret
New Oakland
Community Liaison

Dr. Jean Twenge is the author of *Generation Me*, in which she also refers to millennials as the "Entitlement Generation." She says they are tolerant, confident, open-minded, and ambitious but are also sometimes disengaged, narcissistic, distrustful, and anxious.

Based on questionnaires given students for the last 70 years, she writes, "Rates of anxiety and depression among children and adolescents were far lower during the Great Depression, World War II, the Cold War, the turbulent 1960s and the early 70s than they are today."

She concludes that this troubling trend has much more to do with the way young people view the world than because of the way the world actually is.

Young people today have been inundated by advertisements and other messages implying that happiness

depends on good looks, popularity, and material goods. It's put their focus on "extrinsic" values rather than "intrinsic" ones.

Intrinsic goals have to do with one's own development as a person — like gaining competency in a chosen endeavor and developing a meaningful philosophy of life.

Extrinsic goals have to do with material rewards like status and income, and other people's judgments.

The anxiety of millennials comes down to control: Do I control my world (intrinsic) or am I controlled by circumstances outside of me (extrinsic)?

The data indicate that young peoples' belief that they have control over their own destinies has declined sharply over the decades.

In my own life, as a kid, I had a balance of freedom and discipline. I had school, homework and chores, but after school I was free to play with my friends without adult supervision and sometimes for the

entire day on weekends — as long as I made it home for dinner.

When I was alone, there was nobody pestering me on social media. I read, studied, had hobbies and built my own world based on values that weren't materially based.

I wasn't obsessed with gathering "likes" or showing off where I'd been or what I'd done and didn't have Facebook friends or mass media throwing images at me of happy, beautiful people telling me what material goods I needed or how I had to look or risk being "un-cool."

I sensed that I was in charge of my fate and was less likely to become anxious or depressed than kids today who believe that they are victims of circumstances beyond their control.

As parents, we must strive to instill in our children intrinsic values over the fleeting external illusions that have poisoned *Generation Me*.

In my view, the most important thing we can do as parents is help children understand this critical difference and to work with our kids to help steer them towards the intrinsic goals and rewards of personal growth.

Questions and Answers About New Oakland's FACE to FACE Partial Hospital Program (PHP)



By Lisa Kalinski
New Oakland Clinical
Director, Wayne County

The best way to become comfortable with any treatment option is to understand as much as you can about it.

To give our patients a good understanding of whether New Oakland's FACE to FACE PHP is right for them, we've compiled this list of frequently asked questions with answers.

What is a Partial Hospital Program or PHP?

Partial Hospital Programs (also known as PHPs) are programs of intensive day-long mental health and or substance abuse care, incorporating psychiatric visits, medication management (if prescribed), therapist visits, group therapy, individual therapy and many other elements designed to provide intensive care.

Why not just admit myself (or the loved one I'm concerned about) into a psychiatric hospital?

Psychiatric hospitalization is an important alternative for individuals who require intensive treatment. But PHP provides advantages for some patients over traditional psychiatric hospitalization. The most important of these advantages is that PHP programs do not require or offer an overnight stay. All PHP consumers return home at the

end of the PHP day to resume normal life activities and, most importantly, apply the learnings of the day with their families, friends and communities.

How is New Oakland's FACE to FACE PHP different from others?

The FACE to FACE PHP is unique in a number of ways. First, FACE to FACE is not connected to or affiliated with any hospital. We are "free-standing," which means we provide a warmer, more nurturing and less "institutional" environment than PHPs operated on the grounds of hospitals.

Secondly, the FACE to FACE PHP provides transportation to and from day program visits, overcoming one of the most significant obstacles to treatment for many people.

Finally, FACE to FACE provides a complete and thorough foundation of psychological testing for each participant, creating an important basis for customizing the PHP experience and future care options.

What if I have already been through a period of inpatient hospital care?

PHP not only can be considered as an alternative to inpatient hospitalization, it can also be an important clinical choice for individuals who have just completed a period of inpatient care but still require intensive services to create a comfortable transition to life after an inpatient experience.

If I am in New Oakland's FACE to FACE PHP, how soon and how often will I see a doctor?

Every New Oakland FACE to FACE participant sees a physician before beginning the program and, since individuals can begin PHP immediately, the first physician visit often occurs in less than 24 hours from the decision to participate. While in the FACE to FACE PHP, individuals see a physician a minimum of two to three times per week, but may see a doctor even more frequently if circumstances require it.

In short, a New Oakland doctor is always available for PHP participants during their FACE to FACE stay with us to provide evaluations and consider new customized care alternatives, including medication options.

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New Oakland locations to serve you

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

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

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

Southgate Center
13305 Reeck Road
Southgate, MI 48195
734-225-2090

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

FACE to FACE Crisis Services
877-800-1650
(24 hours/day)

Meet Robin Sharabani, LMSW: New Oakland Director of Quality and Compliance



Robin Sharabani serves as New Oakland's Director of Clinical Quality, supervising the needs of all New Oakland sites.

"That includes everything from the interactions individuals have with doctors and therapists to billing, record keeping, documentation and every facet of a person's New Oakland experience."

Additionally, Ms. Sharabani works closely with all clinical and administrative staff as well as the Clinical Training Coordinator and the Human Resources Credentialing Coordinator.

Robin received her Master of Social Work from Wayne State University and is a Licensed Masters Social Worker. Ms. Sharabani has over a fifteen of experience in the behavioral health care field. Prior to her appointment as Quality Manager, Robin worked as both a Senior FACE to FACE and outpatient clinician at New Oakland.

A trained and experienced therapist, in her current role, Robin is the "eyes and ears" of the New Oakland organization when it comes to assuring our focus on quality and documentation of care remains our highest priority.

"It's extremely exciting to be part of an organization that places so much emphasis on the excellence of the patient experience for everyone who walks through our door," Robin says.