

## Word Search

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

S I S I R C R E T S I G E R M  
 E T Y Y M W S N L I F N I Q W  
 L C A R E F S U M I S I T X R  
 C B D B V G G N P A B M A G X  
 A C I K I L G I S P C O Z U M  
 T A L A S L N X R B O C M I Y  
 S X O Y N A I H J N M R W P B  
 B I H L E R S Z L O M E T A D  
 O H P T T O R R A I U V S D V  
 T X Q G N I U N I T N O C F Z  
 F D U J I V N W A A I A B S P  
 B G S J X A I V D C T O C J E  
 Z H X N N H K T P U Y N N U J  
 N W X D H E J V F D X K M I G  
 E W G R V B M X N E I F H B X

Behavioral Care Community    Continuing Crisis Education    Holidays Intensive Mobile    Nursing Obstacles Overcoming    Register Stabilization Support

Follow us on



24-Hour Crisis Hotline  
877-800-1650

**NEW OAKLAND**  
FAMILY CENTERS

# New Oakland NEWS

November 2017, Issue 28

## In this issue

1. Crisis and Care: Meeting Individuals at Their Moment of Greatest Need
2. New Oakland to Host Crisis Intervention Continuing Education Event Dec. 8 in Troy
3. Meet Amelia Jackson, LMSW: New Oakland's Mobile Intensive Crisis Stabilization Team Leader
4. McLaren and MSU Working to Address Mental Health Crisis
5. The Right Care at the Right Time: Overcoming the Obstacles to Treatment



## The Right Care at the Right Time: Overcoming the Obstacles to Treatment



By Kimberly Smith, LMSW  
Senior Clinical Director  
Macomb County

Mental health care and treatment is like any other are of health care. In most cases, for most people, it's absolutely possible to identify successful treatments that address problems and make things better.

But unlike other areas of healthcare, mental health consumers often face barriers that have little to do with the science of good health. These obstacles have to do with social and practical factors that discourage and sometimes prevent people from getting help.

If you had a broken foot, you wouldn't wonder whether you should go see a doctor. You'd just go . . . and your doctor would do his or her thing and in a few weeks, your foot would be good as new.

But with mental health concerns, it's different. People wonder whether they should see a doctor, whether whatever they're facing will just "pass," whether it's worth taking a day off work, whether

they have decent transportation options or whether they want the people in their lives to know they have a mental health concern.

At New Oakland, when we talk about "the right care at the right time," it's not just a slogan. It's really about doing everything we can to eliminate the obstacles to care.

So often, this has to do with reaching people at "the right time" . . . and working to eliminate delays. Some of those solutions are pretty basic . . . like offering daily transportation for people in our FACE to FACE program.

Sometimes it involves being flexible . . . Like offering same-day appointments, walk-in appointments and fast access to therapist and psychiatrist evaluations.

And sometimes it means making sure we have the capability to get a therapist to our client's location when someone is in crisis. That's the vision for our Mobile Intensive Crisis Stabilization (or "Mobile ICS") team.

New Oakland's Mobile ICS team is really built around a simple idea: when someone is in mental health crisis, he or

she needs attention as quickly as possible.

So we offer a team of therapists accessible 24/7, every day of the year via our emergency line (877.800.1650) that individuals can call to start a crisis care path that is right for them and consistent with their location and insurance.

Sometimes it means our Mobile ICS team will literally drive at any hour of the day or night to the scene of a crisis (either to a person's home or to a hospital emergency room where they may be waiting. At these moments of "first contact," our Mobile ICS team can work with other first responders under the supervision of a New Oakland doctor, to discuss and decide on what the best next steps should be.

In that sense, what paramedics do when someone is having a heart attack, our Mobile ICS therapists do when someone is having a mental health crisis.

They are an extraordinary team of men and women who have touched the lives of thousands of people across our region . . . and they're only a phone call away when you're in crisis or know someone who is.

## Crisis and Care: Meeting Individuals at Their Moment of Greatest Need



by Dr. Robert Lagrou  
New Oakland Medical Team

Well . . . the holidays are already upon us.

It's such a great time of year for so many of us that we sometimes forget that the period between Thanksgiving and New Year's is also often the most difficult time of year for many individuals who are experiencing (or close to experiencing) a mental health crisis.

For young and old alike, the holidays can put a lot of pressure on people and bring on loneliness and sadness, too. The result can be stress, anxiety, depression and other factors that can trigger a mental health emergency.

Our Mobile Intensive Crisis Stabilization team sees it every year. The number of people in crisis we serve with our Mobile ICS team is always highest in December.

But that's what crisis intervention is all about! It's not about helping people when

it's convenient to help. It's about meeting people when their need is the greatest . . . with caring, compassion and, above all, with as little delay as possible.

In this issue of *New Oakland News*, you'll read about the people, organizations and ideas that are bringing this concept to life in our communities — meeting people in crisis **where they are**, on their own terms, not where we wish they would be, on our terms.

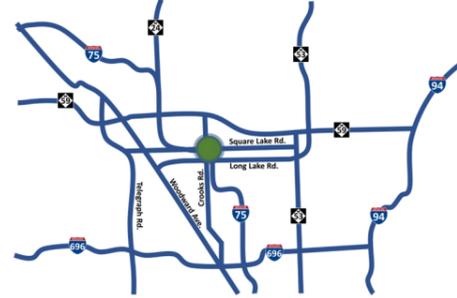
As we enter the holiday season — no matter how you celebrate or even if you don't celebrate at all — it feels like a good message we can all take with us: helping people by meeting them in the circumstances and situations they're actually in — emotionally, physically, socially, economically — rather than helping people when it's easy and convenient.

In my experience, that's what can make the holidays truly special and what helps me best remember and understand what this amazing time of year is all about.

# New Oakland to Host Crisis Intervention Continuing Education Event Dec. 8 in Troy

On Friday December 8, New Oakland Family Centers will host our second continuing education event of 2017 for mental health professionals.

**Crisis Intervention: Current Diagnoses, Treatments and Community Resources** will be hosted in Troy at the Michigan State University Management Education Center (811 West Square Lake Road, Troy, MI 48098, map below)



The course will help mental health professionals make better assessments and conduct better first-response strategies in crisis mental health situations; as well as better understand the community resources available for crisis intervention and stabilization.

The continuing education event will feature presentations from two of our region's leaders in the delivery of crisis mental health care.

Our featured presenter will be **Thomas D. Watkins, LMSW**, recent past President and CEO of the Detroit Wayne Mental Health Authority (DWMHA). Working with a dedicated community board of

directors, leadership team, staff and host of quality community providers to manage and lead a comprehensive system of care that offers treatment and support to nearly 80,000 people with mental illness, developmental disabilities and substance use disorders. During his tenure, Tom instilled the mantra of "putting people first" by directing the agency to be consumer and community focused, data driven and evidence-based. His career and commitment to serving people spans over three decades. Tom served as Deputy Director of Administration, Chief Deputy and Director of the State Department of Mental Health under Governor Jim Blanchard. He also served the citizens of Michigan as State Superintendent of Schools. Tom's commitment to improving the quality of life of others has taken him from schools, to group homes to hospitals for persons with mental illness.

Joining Mr. Watkins will be **Dr. Robert J. Lagrou**, a senior member of the physician and medical administration team at New Oakland Family Centers. Over the course of his career, Dr. Lagrou has been one of Michigan's leaders in child, adolescent and adult psychiatry and addiction medicine, with a special focus on the unique needs of individuals in crisis. 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



**Featured Presenter**  
**Thomas Watkins, LMSW**  
past President/CEO, DWMHA

National Guard and served in Iraq as Theater Behavioral Health Consultant in 2011. 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.

**The Dec. 8 event is approved for 3.0 CEUs by the Michigan Social Work Continuing Education Collaborative (approval #101517-00)**

Cost to attend is only \$29 (plus a small processing fee) and includes all materials, breakfast and break-time refreshments.

There are three ways you can register for the Dec. 8 event:

1. The preferred method is online at [www.NewOakland.eventbrite.com](http://www.NewOakland.eventbrite.com). (Click the green "Tickets" button and the site will walk you through the process.)
2. You can also email New Oakland at [ICScontinuingEd@NewOakland.org](mailto:ICScontinuingEd@NewOakland.org) and we will contact you by phone.
3. Or you can contact us by phone at **800-395-3223** to leave a message. We will return your call.

# Meet Amelia Jackson, LMSW: New Oakland's Mobile Intensive Crisis Stabilization Team Leader



New Oakland's Mobile Intensive Crisis Stabilization team is led by **Amelia Jackson, LMSW**, a Clinical Supervisor based at our Southgate office.

But Amelia not only supervises the team (now including 12 therapists and technicians), she's serving "on the ground," too . . . answering calls and reaching out to people in need in their communities and hospital emergency rooms every week. "It's such an important role and I'm inspired every day by

the work of our team," Ms. Jackson says. "I feel like we're on the front lines of some of the most significant work that's being done across our communities today to help bring quality mental health care to people when they need it most."

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.

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

# McLaren and MSU Working to Address Shortage of Mental Health Nurses

Michigan has a serious shortage of mental health professionals to address the behavioral health needs, from drug rehabilitation to depression and more, of our families, friends and neighbors.

Recognizing this problem, **McLaren Greater Lansing** has made a \$1.5 million gift to **Michigan State University** to establish the College of Nursing's first endowed chair position, which will be for behavioral mental health nursing.

**The Endowed Chair for Behavioral Mental Health Nursing Education** will support the development of nursing competencies in this priority area related to evidence-based care and improved patient outcomes among undergraduate and graduate students, as well as McLaren nursing staff.

The goal: more and better trained nurses in this vital area of health care.

"As a hospital provider, we could sit back and continue to lament the lack of mental health providers," said Tom Mee, president and CEO at McLaren Greater Lansing. "Or we could choose to take action to address it. We chose the latter.



This endowment is a commitment to collectively work together to break down the single greatest barrier to mental health care services — access to providers."

"One of our top priorities at the Michigan Department of Health and Human Services is to increase access to mental health treatment across the state," said Lynda Zeller, deputy director of the Behavioral Health and Developmental Disabilities Administration with the MDHHS. "Local partnerships such as this between Michigan State University and McLaren are vital to reaching more residents and improving access, and we applaud them for their commitment."

Nursing staff trained by this program will ultimately work throughout the various sections of the health care industry and will take that mental health training with them and be able to appropriately screen and refer patients to appropriate treatment.

"The individual who fills this position will bridge MSU faculty and students with the McLaren Greater Lansing nursing team

by improving mental health in the community," said Randolph Rasch, dean of the College of Nursing.

The endowed chair positions provide top scholars with stable support to actively engage in leading-edge work.

The support from an endowment provides a dependable, perpetual source of funding to sustain the position, as well as the ability to conduct research and scholarship as new opportunities arise.

"Together we will work on the frontlines with patients, addressing the ongoing education needs of nurses, developing their behavioral health nursing skills and building a healthier community," said Rasch.

## 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

**Flint Center**  
2401 South Linden, Suite A  
Flint, MI 48532  
810-957-4310

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

**Okemos Center**  
2300 Jolly Oak Road  
Okemos, MI 48864  
517-679-2050

**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)