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Anniversary Awareness Exploitation	Feedback Inspiring Milestone	Relationships Service Service	Statistics Survivor Trafficking	Trauma Trust Victim
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New Oakland NEWS

May 2019, Issue 33

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Continuing Education Event Addresses the Challenge of Human Trafficking

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"If we expect to help victims of trafficking, it is essential to gain the victim's trust as an important first step in providing assistance," Novock says. "We have to meet each individual where she or he is at."

Ms. Novock highlighted some of the signals that individuals may display if they are a current victim of human trafficking. They may be accompanied by another person who seems overly controlling and may try to inhibit the individual from "speaking for" him or her self. The victim often shows signs of physical abuse, presents as submissive or fearful or has marks like tattoos or branding indicating trafficking.

"Victims often fear and distrust health providers, government and police officials for many reasons," Novock indicated. "They are often unaware what is being done to them is a crime and do not consider themselves victims. They will even blame themselves for their own situations."

www.NewOakland.org

Ms. Novock said a trafficking victim may develop loyalties and positive feelings toward her or his trafficker as coping mechanism and may try to protect trafficker from authorities.

From Victim to Survivor to Thriver

Following Melissa Novock's presentation, Dr. Lagrou's session focused on the clinical and mental health issues related to the trauma of human trafficking.

"Human trafficking comes in many forms and affects many different kinds of people all over the world," Dr. Lagrou said. "But all victims tend to have some of the same physical and mental health symptoms in common."

Dr. Lagrou listed the physical symptoms of forced work and abuse as some of the physical health challenges facing trafficking victims. He also spoke about the emotional toll victims experience related to the deprivation of human autonomy and healthy human relationships; the cognitive and neurological impact of abuse; and the

possible co-occurrence of substance use related issues.

Dr. Lagrou also focused his presentation on the continuum of healing and care that can help victims of human trafficking become survivors and, ultimately, individuals who have overcome the trauma of trafficking and are leading healthy lives — a category he called "thrivers."

"Human trafficking is some of the worst kind of trauma that any person can experience," Dr. Lagrou said. "But the capacity of human beings for resilience is even stronger. Whenever we encounter a trafficking victim, our goal as clinicians must be to tap in to that reserve of resilience and help each individual rebuild what has been damaged."



Dr. Robert Lagrou

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



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

Tell Us About Your New Oakland Experience: We Would Love to Hear Your Feedback



by **Greg Sendi**
 Client Relations Team Leader
 New Oakland Family Centers

At New Oakland, we have designated 2019 as **The Year of Client Service**. We are working harder than ever before to ensure all our clients and families get the very best customer experiences we can deliver.

In some cases, this will happen in ways you can't even see — like better scheduling systems or more efficient telephone connectivity to our offices. In some ways, you will absolutely be able to notice — in the courtesy and care you receive from the moment you walk in to one of our locations.

Delivering great clinical care will always be our top priority. But we know that the other parts of your experience are important, too: your time scheduling an appointment, in our reception areas and waiting rooms; the paperwork you fill out;

the way issues are handled when there is a question about billing or insurance.

To let us know how we're doing, I hope you'll take a moment to provide any feedback you have . . . good, bad or in between. There are many ways to do it:

1. You can prepare a **comment card** (with your name included or anonymously) and leave it in the lobby of any New Oakland location.
2. You can go to our website, www.NewOakland.org and click the "Contact" section to share any thoughts you have.
3. You can also use this online form, (<http://bit.ly/NewOaklandSurvey>) and fill out a survey on how we're doing.

However you choose leave feedback for our team, please know how much we appreciate it and that your comments will help us serve you better in the future. Thank you!

A publication of New Oakland Family Centers

April Education Event on Human Trafficking Highlights Critical Social, Mental Health Issue

Today, the term human trafficking is used to describe a form of modern-day slavery that is in many ways no less devastating than other forms of slavery the world has known throughout history.

On April 12, New Oakland was proud to host a powerful continuing education event for mental health professionals highlighting the many social and mental health consequences of the growing issue of human trafficking.



Melissa Novock speaks at Apr. 12 human trafficking event

Oakland psychiatrist and co-Medical Director, **Dr. Robert Lagrou**.

Look Beneath the Surface

Hosted at the Michigan State University Management Education Center in Troy, Ms. Novock began with an overview of the issue of human trafficking.

Her presentation, entitled **"Look Beneath the Surface: The Role of Social Service Providers in Identifying and Helping Victims of Human Trafficking,"**

The program, **"Human Trafficking: Legal, Social and Clinical Perspectives"** featured often overwhelming but also inspiring presentations by two speakers: **Melissa Novock, JD** of the Wayne County Sexual Assault Forensic Examiners Program (WC-SAFE); and New



shared the many difficult realities about human trafficking that is occurring in Michigan, the U.S. and around the world.

"After drug dealing, human trafficking is the second largest criminal industry in the world," Ms. Novock told the group of more than 300 mental health professionals in attendance for the event. "It is about as big in scope as the illegal arms trade and it is the fastest growing illegal industry in the world today."

Ms. Novock highlighted statistics from The International Labour Organization estimating that there are 40.3 million victims of human trafficking globally. Of these current victims, 81% of them are trapped in forced labor, 25% of them are children and 75% are women and girls.

In the United States, an estimated one out of seven endangered runaways were likely child sex trafficking victims according to the National Center for Missing and Exploited Children.

She highlighted the many examples of trafficking in society today, each presenting its own challenges, but united in their common exploitation of individuals resulting in devastating consequences.

According to Ms. Novock, human trafficking may take the form of forced labor of any type, but is particularly devastating when it occurs as sex trafficking, especially of underage girls and women.

Sex traffickers use force, fraud or coercion to compel women into sex work. Victims can be found working at all levels of prostitution, including in massage parlors, brothels, strip clubs and escort services.

Labor traffickers use force, fraud or coercion to recruit, harbor, transport, obtain or employ a person for labor or services in involuntary work. Victims can be found in domestic situations as nannies or maids, sweatshop factories, janitorial jobs, construction sites, farm work, restaurants and forced panhandling.

Ms. Novock emphasized the importance of a "trauma informed" or "victim centered" approach to supporting and interacting with victims and survivors of human trafficking.

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FACE to FACE Celebrates 25th Anniversary and 150,000 clients served

May 2019 is the 25th anniversary of New Oakland's FACE to FACE program, our innovative partial hospital day program for children, teens and adults.

FACE to FACE is a system of care created by New Oakland's founder, Dr. Ismail Sendi, in 1994. Since the first group of FACE to FACE participants in May 1994, the program has served more than **150,000 individuals and their families**.



New Oakland Founder Dr. Ismail Sendi

setting, but with a more constructive and welcoming environment.

Martha Sofran, MA, LLP, is New Oakland's Clinical Director for Oakland County and has been a FACE to FACE program clinical specialist since joining New Oakland in 2002. She credits the success and growth

Dr. Sendi designed FACE to FACE to be an alternative to inpatient psychiatric hospitalization for children and teens, providing the same rigor and intensive care that were available in an inpatient



the program to its vision of empowering clients to unlock their own motivations to develop better mental health.

"Dr. Sendi's vision was always that people, especially kids and teens, will do best in an environment that treats them like equal partners in their own healing," Sofran says. "The FACE to FACE program provides wonderful structure and clinical expertise, but it also relies on the fact that individuals have the power to build strength and resilience if you give them the opportunity to do it."

The FACE to FACE program began by serving only a few groups of teens and adolescents at New Oakland's original location in north Oakland County. In 2019 New Oakland expects more than 22,000 children, teens and adults will be helped by the program.

"It has been so inspiring to watch the program change the lives of so many people," Sofran says.

Mental Health Awareness Month Emphasizes Mind-Body Connection

Millions of Americans, young and old, suffer from mental illnesses. But how many people know the signs of mental illness, or the resources available to treat them? Unfortunately, the answer is, "not enough."

That's the reason for Mental Health Awareness Month, the annual effort spearheaded by the advocacy organization Mental Health America (MHA) to raise awareness of mental illness and mental health resources.

Now in its 70th year, Mental Health Awareness Month seeks to emphasize the overall importance of mental health just as MHA takes the opportunity to focus on a particular theme or issue. This year, MHA has chosen the theme "4Mind4Body" to stress the important connections between physical health and mental health.

"When we talk about health, we have to focus on both physical health and mental health," says Paul Gionfriddo, MHA president and CEO. "It's important to see

the whole person - and make use of the tools and resources that benefit minds and bodies together."

Mental health is essential to everyone's overall health and well-being, and mental illnesses are always treatable. A healthy lifestyle can help to prevent the onset or worsening of mental health conditions, as well as chronic conditions like heart disease, diabetes, and obesity. It can also help people recover from these conditions.

For those dealing with a chronic health condition and the people who care for them, MHA notes it can be especially important to focus on mental health. Focusing on both the physical and mental health concerns can be daunting — but critically important in achieving overall wellness. Humor, spirituality, recreation, animal companionship, and work-life balance are important for everyone, but may be of special importance to people also living with chronic health conditions and those who care for them.

New Oakland locations to serve you

Ann Arbor Center
501 N. Maple Road
Ann Arbor, MI 48103
734-669-3610

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

Southfield Center
20505 W. 12 Mile Road
Southfield, MI 48076
248-849-9999

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 Tiffany Roy, MA, LPC: New Oakland's New Clinical Director for Flint and Okemos



New Oakland is pleased to announce that **Tiffany Roy, MA, LPC** has been named as our newest Clinical Director, with oversight of our locations in Flint and Okemos.

Tiffany joined New Oakland in 2013 as an outpatient therapist in our Clarkston location and was appointed Clinical Supervisor of our Flint location in 2017. Since that time she has done an extra-ordinary job meeting the needs of clients

and building relationships in the communities we serve.

She is a 2007 graduate from the University of Michigan/Flint with a Bachelors in Clinical/Community Psychology and received her Masters in Counseling from Oakland University in 2009.

Prior to her time with New Oakland, Tiffany has worked at Genesys Hospital's Center for Gerontology, The Senior Millage of Genesee County and

has coordinated in-home services for The Elder Abuse Task Force with the Genesee County Sheriff's Department.

"I think of myself as a natural helper and problem solver," Tiffany says, "And I'm always doing my best to bring those qualities to the work I do on behalf of our clients and families at New Oakland."

Please join all of us at New Oakland in congratulating Tiffany on her new position.