Crisis Resolution Center

July 2004 – June 2005

Koinonia Group Homes
PO Box 1403
Loomis, CA 95650
916.652.0171
Crisis Resolution Center

Community Response

July 2004 – June 2005
Community Response

These comments were made by the child’s parent/guardian or the child and were directly transcribed from our Resident Release Form.

In today’s troubled world of raising children/teens, there should be more places like the CRC!

-TM 11/04
Roseville

Great job Placer County for spending tax dollars on worthwhile projects.

-JT 08/04
Rocklin

We really appreciate the support of the CRC in our time of crisis. We hope that early intervention will keep our son on a positive track.

-WM 09/04
Granite Bay

We are so thankful for the Crisis Resolution Center here in Loomis. We feel like we have gained tools and knowledge to parent our teen.

-MV 05/05
Loomis

Thank you for helping us. This is a great place for a child to feel safe. Thank you from my heart.

-LW 12/04
Roseville

Everyone Thank You!

You have all been kind and generous to me while I was here.

Each person affected me differently, teaching me to hope and live for the best and nothing less.

If I changed at all it was for the better of myself. Each and every day learning something new, an experience I will never forget because of how much it changed my life.

-WB 01/05
Rocklin

-Resident HC 03/05
Auburn
Thank you very much for all your help and dedication to children!
- HL 02/05
Rocklin

Very clean and safe house with great support for my daughter.
- ML 02/05
Roseville

I appreciate the services and would recommend placement for any other teen.
- RD 07/04
Roseville

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- HC 03/05
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- Resident HW 03/05
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What a blessing to have such a safe and loving environment for my daughter to go in time of crisis.
- TM 11/04
Roseville

I want to thank everyone for all the work you do for the kids. Your work is very much appreciated!
- KL 12/04
Lincoln

It was safe, structured, and a good environment for my child. It allowed things to get back to normal. Thank you for helping bring peace to our home.
- ED 04/05
Loomis

This is a wonderful resources for parents and caregivers. I am so grateful and wish there were more programs like this available.
- PS 01/05
Lincoln

This program was truly a gift from God. The entire staff was unbelievable!
- JT 08/04
Rocklin

The crisis center and the staff here have been a wealth of support and provided us with many resources in which we can continue to follow up on regarding our family dynamics.
- KW 05/05
Loomis

I just want to thank all of you for coming into our lives.
- LW 12/04
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I would like to take this opportunity to write about my personal experience with the Crisis Resolution Center in Loomis, California.

In January 2005, my daughter was caught at school with prescription drugs. She was suspended immediately and the following weekend can only be described as chaos. She was out of control both emotionally and physically. She became destructive of property and even threatened to harm herself. Although, I had called the police twice, they could offer little help. After calling numerous numbers and talking to various crisis counselors, I was guided to the Crisis Resolution Center.

(My daughter) was admitted into CRC for the following week which gave us all a reprieve from each other. We were all quite shaken from the ordeal and the intervention that CRC offered was exactly what we needed. Over the course of the week, (my daughter) received on-site counseling and monitoring. The separation allowed us all to begin to heal.

After (my daughter) was released from CRC, she remained on suspension for almost three months pending expulsion. During this time, we continued to attend weekly sessions at CRC. With the help of CRC, (my daughter) and I have gained a much closer relationship than we have experienced over the past two years. CRC has also been instrumental in helping her to return to school and to be a successful student. (My daughter) is now succeeding in her quest.

My experience with Crisis Resolution Center can only be expressed as phenomenal. The staff works wonderfully with the teens and they build mutual respect within the setting. The staff are all very knowledgeable of teen issues and are sensitive to the needs of the families. Programs like CRC are invaluable to the community. The success of even one young adult who would have “fallen through the cracks” had it not been for this program, proves its worth.

I also feel tremendously blessed to have had the opportunity to work with Director, Bill Ryland. I believe that (my daughter) would be in a very different place if we had not been referred to the Crisis Resolution Center in Loomis. There is no doubt that the current success of (my daughter) is a result of the program at CRC and to Bill Ryland. This program has been invaluable to our family and to (my daughter’s) growth and accomplishment. (My daughter) is a happier, healthier and involved citizen due to our experience with Crisis Resolution Center.

Sincerely, PS

Lincoln
Crisis Resolution Center

Intake / Resident Information

July 2004 – June 2005
Crisis Resolution Center Residents

Totals by Gender

- Total CRC Residents – 101
- Total Male Residents – 24
- Total Female Residents – 77
- Repeat Intakes to CRC – 23
- CRC to Home Placement – 88
- CRC to Other Placements – 7
- Runaways from CRC – 6

- 87% Returned Home from CRC
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 101
Total Male – 24
Total Female – 77
Crisis Resolution Center Residents

According to Age

- The 15/16 year olds make up the largest group of those needing/seeking services.
- The 13/14/15 year olds and their families tend to engage in reunification services more actively.
- Ancillary services seem to reflect these same trends.
Crisis Resolution Center Residents

**Referral Source**

- 63 – Referrals from Parent/Guardian (63%)
- 14 – Referrals from Law Enforcement (14%)
- 13 – Referrals from ACCESS/CSOC (13%)
- 8 – Referrals from Friend or other / Walk ins (7%)
- 2 – Referrals from Juvenile Hall (2%)
- 1 – Referrals from Receiving Home (1%)
Crisis Resolution Center Residents
City of Origin (within Placer Co.)

- The CRC serviced eleven different communities within the County.
- The greatest number of placements coming from Roseville, Rocklin, and Auburn.
Crisis Resolution Center Intakes

**Means of Transport to CRC**

- 21 of all referrals were transported by County Workers, including ACCESS and Law Enforcement (21%).
- Of those 21 transported by County Workers, 5 were transported by ACCESS and 16 were transported by Law Enforcement.
Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 12 days

Number of Residents

0 -  days
1 - 7 days
8 - 14 days
15 - 21 days
22 - 28 days
29 - 35 days
36 - 42 days
43 - 66 days
## Crisis Resolution Center Residents

### Length of Stay

<table>
<thead>
<tr>
<th>Days</th>
<th>1 Day</th>
<th>2 Days</th>
<th>3 Days</th>
<th>4 Days</th>
<th>5 Days</th>
<th>6 Days</th>
<th>7 Days</th>
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<tbody>
<tr>
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<td>7</td>
<td>7</td>
<td>6</td>
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<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Note: The CRC had 3 clients stay for 0 days/holding. 1 client stayed for 43 days & 1 client stayed for 48 days.
Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 100  Average per month – 8

Turned Away

- July: 20
- August: 16
- September: 18
- October: 3
- November: 8
- December: 5
- January: 4
- February: 2
- March: 1
- April: 1
- May: 13
- June: 1

July
August
September
October
November
December
January
February
March
April
May
June
Crisis Resolution Center

Ancillary Services

July 2004 – June 2005
Ancillary Services

Total Number of Hours Served by Gender

- Total number of Ancillary Service hours for females made up for approximately 70% of Ancillary Services given.
Ancillary Services

*Total Number of Hours Per Community*

- These hours parallel the percentage of intakes per community.
- They also reflect the county’s population hub.
- They also signify the exceptional need for families in the Colfax Community.
- This data indicates the trend we expect to see in the future service needs.
Ancillary Services
2004 verses 2005

- 667 hours of Ancillary Services offered in 2004
- 562.5 hours of Ancillary Services offered in 2005
A total 562.5 hours of Ancillary Services were performed in eight different categories of need.

The greatest demand and those with the most positive outcomes are *Homes in Crisis*, *Anger Management*, and *Substance Abuse Education*.
Crisis Resolution Center

Call Center

July 2004 – June 2005
3,661 calls came onto the CRC with the heaviest call traffic in the months of October, November, and January concurrent with Intake and Ancillary demands.
Crisis Resolution Center Phone Log

Calls By Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Non CRC Services/Related Calls</td>
<td>127</td>
</tr>
<tr>
<td>Family Related Calls</td>
<td>1,709</td>
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<tr>
<td>CRC Information Calls</td>
<td>816</td>
</tr>
<tr>
<td>General Counsel/Advice Calls*</td>
<td>411</td>
</tr>
<tr>
<td>Pre-Intake/Screening Calls*</td>
<td>133</td>
</tr>
<tr>
<td>Potential Intake Calls*</td>
<td>245</td>
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<tr>
<td>Beyond CRC Services/Referral Offered</td>
<td>17</td>
</tr>
<tr>
<td>CRC Ancillary Services Rendered*</td>
<td>83</td>
</tr>
</tbody>
</table>

- Approximately 25% of all calls result in CRC services.*