



# Crisis Resolution Center

July 2005 – June 2006

Koinonia Group Homes

PO Box 1403

Loomis, CA 95650

916.652.0171



Crisis Resolution Center

# *Community Response*

July 2005 – June 2006

# Community Response

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

I wish to thank you for your insight and kindness. I will value the knowledge and will use what I have learned in everyday life. I am glad to have my daughter back home.

LLL 03/06  
Auburn

Thank you so much for this program. It has been of vital importance in helping me with my son when I didn't know what else to do. Words cannot express my thanks.

MS 05/06  
Roseville

The up points of being here was me learning how to do different things in different ways. The house parents are great, I have such a fun time having conversations with them. Being here has helped me in my situation a lot, especially by talking with the staff. I hope that other kids get as much of a benefit as I did from coming here. Thank you to the staff & everyone for helping me and teaching me.

Resident BL 09/05  
Rocklin

Thank you for helping us with everything and thank God there are places such as the CRC to help the teenagers out.

RV 12/05  
Roseville

Did a great job, works well with parents. I can't say enough about the people who work here, they have helped so much, thanks!

JC 07/05  
Rocklin

Thank you! This has provided our family with the time and space needed to regroup.

SG 8/05  
Granite Bay

The counseling was critical to our son's and family's success in getting resolution and getting back together. Having a home to voluntarily keep our son provided all of us a needed "break" and knowing that he was receiving help was very important to us. The Koinonia home helped us out in a tremendous way. They provided very professional services for our family.

XF 08/05  
Foresthill

I enjoyed staying here and everything was fine, I thought everyone was very nice and I felt welcome. Thank you!

Resident SH 07/05  
Foresthill

We were very impressed by the whole environment, thank you!

PC 08/05  
Roseville

What a great service for our community! Fantastic information for us to put into action. Thanks soooo much.

KM 03/06  
Granite Bay

This is a great place to re-evaluate family and think about what is important. Hopefully we will not need to use this house again, but we are thankful (very much) that you were here for us.

PR 05/06  
Roseville

This home and people who stay with the children have all been very positive. I appreciate the help I received for my daughter and our family. Thank you.

TP 03/06  
Roseville

A lifesaver. We all needed the break. I felt very safe with her here. Thanks

CT 12/05  
Granite Bay

The staff was very helpful when I needed it. The house was very nice, and they feed us very well. So with that I can say that my stay at the CRC was good.

Resident CP 11/05  
Roseville

Thank you for a program that provided immediate and direct help. It gave our family a chance to regroup and defuse. Just what we needed to start a new family plan. If only there were more programs just like this one.

AR 11/05  
Roseville



I appreciate this help so much, I would have no idea what to do without it.

CP 09/05  
Rocklin

Coming to the CRC was a good experience for me. I think the counseling here will definitely help my family because I've only been here for almost a week and so much for me has changed.

Everything I've needed to express or talk about has been talked about. I feel awesome and couldn't be any happier.

When I get home I think life will be different because I will use the skills I've learned here.

Resident PD 09/05  
Roseville



Very helpful with family issues and where to turn to better ourselves. I appreciate the help. Thanks from our family.

LA 07/05  
Lincoln

Thanks for giving me a safe place to stay for the night.

Resident SS 07/05  
Roseville

I liked my stay here. They let me play Legos, Playstation, and for my birthday they got me a card, cake and a present.

Resident JB 06/05  
Colfax

Thank you staff for everything you did for my son and my family. The CRC is a wonderful Program.

Everybody here is wonderful & very helpful.

JW 10/05  
Auburn

My wife and I are very happy with the quality of help Steven received while at the CRC. Doug and the staff showed genuine concern towards Steven's success in overcoming his drug problem. Thank you

TS 10/05  
Rocklin

The help that my family has received at the CRC has been very beneficial. We were in a crisis situation and the counseling we received has helped a lot. My daughter was treated with kindness and respect and I always felt she was safe and cared for here.

LW 07/05  
Rocklin

## A Resident's Letter

Having to come to the CRC was a different experience for me. I came not knowing what to expect other than expecting something terrible. As the week went along, I grew accustomed to the schedule and enjoyed it! I still was able to do things I wanted, while learning useful things. One of these things I learned was patience. I have been waiting for my parents and now I am prepared to talk to them. I have made notes and prepared a “compromise” with them. I have realized what a fool I had been and now I am willing to take the steps to change. What I have learned here is something I will definitely use at home because it will help me get along with my parents and people I meet across the journey of life. Being able to talk to a third party really helped in my decision making and was the best part of my stay. I love being able to talk to someone that I could trust and wasn't biased about my situation. I also enjoyed the football! I had no troubles here other than sleeping at night, I was anxious. I believe the CRC has helped me and my family and I would recommend it to anyone that is having struggles at home.

*Resident* DF 08/05  
Foresthill



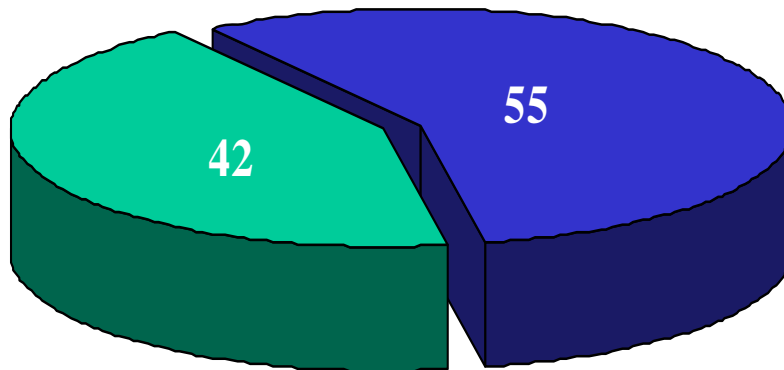
Crisis Resolution Center

*Intake / Resident Information*

July 2005 – June 2006

# Crisis Resolution Center Residents

## *Totals by Gender*



Total CRC Residents – 97

*Total Male Residents – 42*

*Total Female Residents – 55*

Repeat Intakes to CRC – 30

CRC to Home Placement – 88

CRC to Other Placements – 9

Runaways from CRC – 1

- *Male Intakes* almost doubled compared to 2004/05
- *91% Returned Home from CRC*



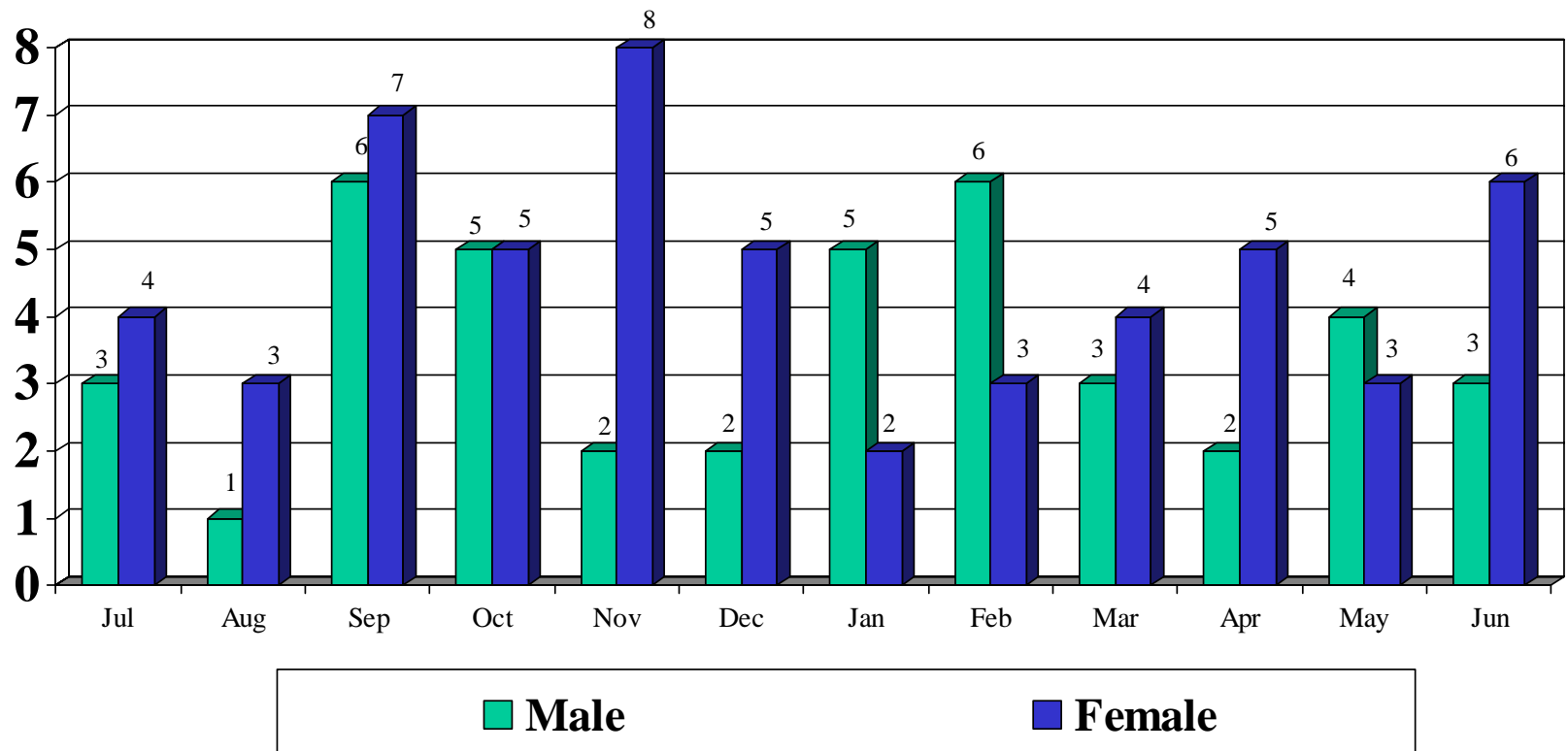
# Crisis Resolution Center Residents

## *Monthly Intake Totals by Gender*

Total Intakes – 97

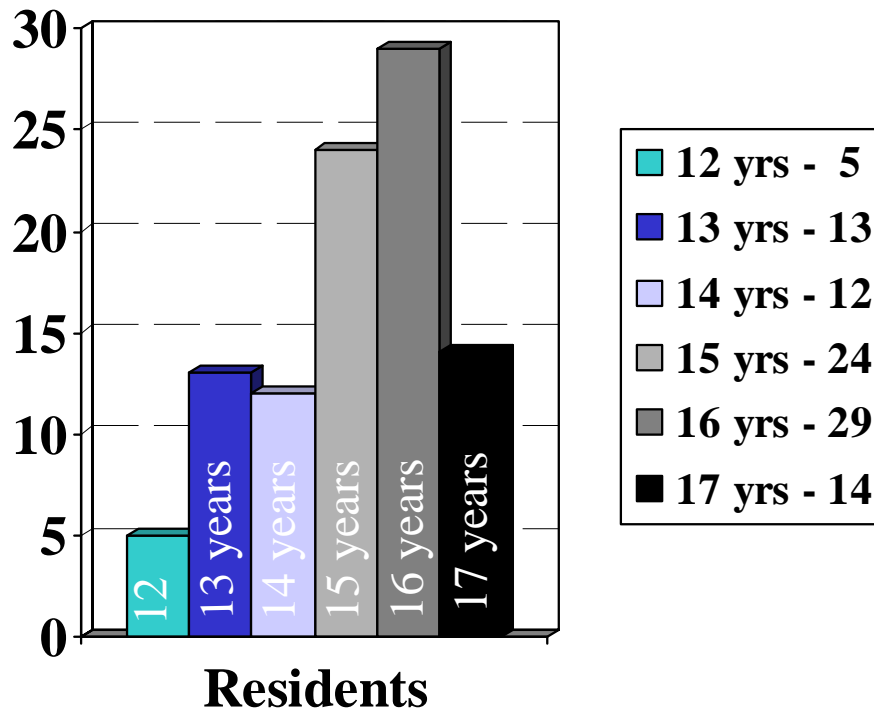
Total Male – 42

Total Female – 55



# Crisis Resolution Center Residents

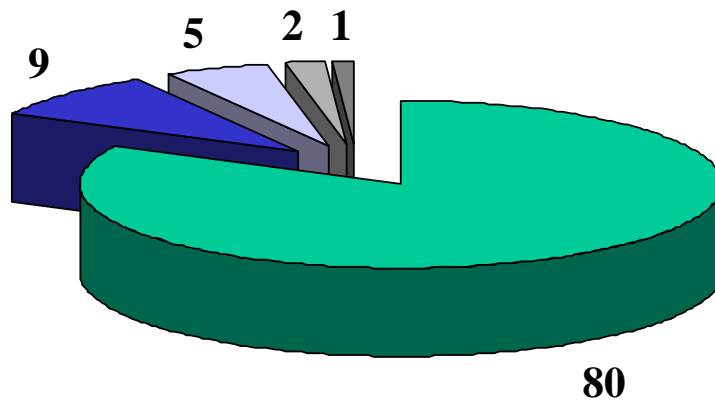
## *According to Age*



- Again this reporting period 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.
- There were more 12 year olds & 17 year olds than 2004/05.
- Ancillary services continue to reflect these same trends.

# Crisis Resolution Center Residents

## *Referral Source*

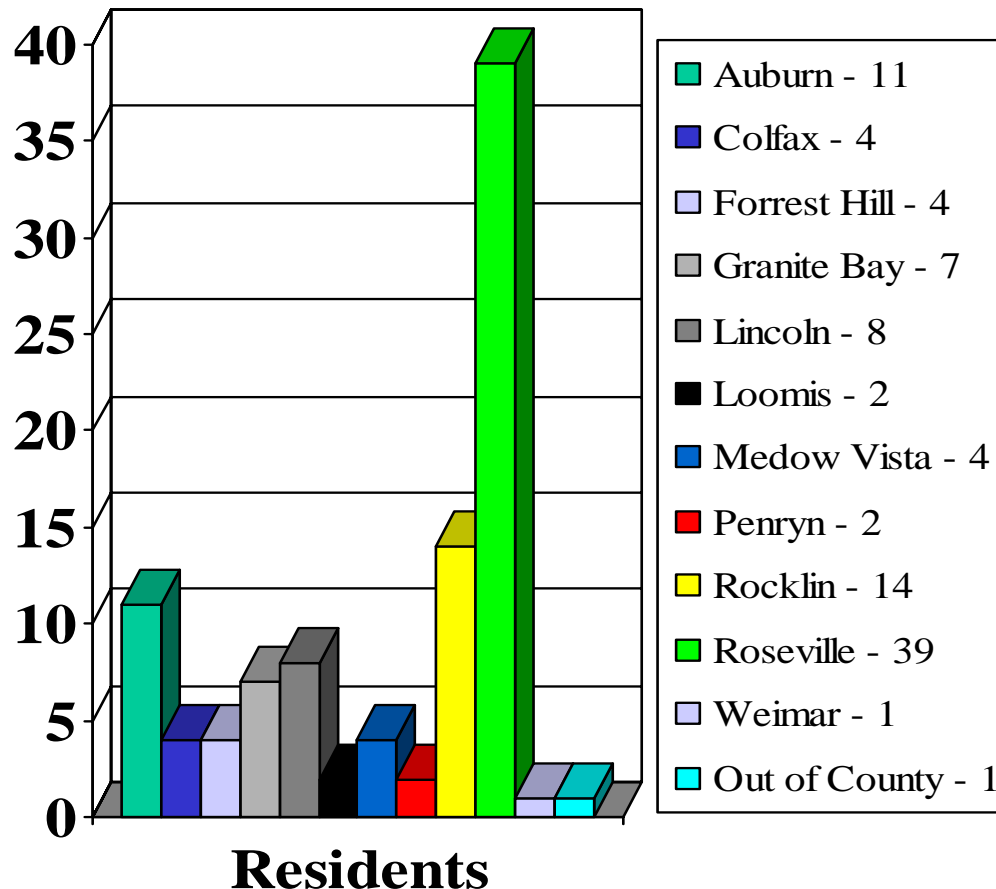


- **Parent Referrals**
- **ACCESS/CSOC**
- **Self Referred/Friend/Other**
- **Law Enforcement**
- **26.5 Workers**

- 80 – Referrals from Parent/Guardian (82%)
- 9 – Referrals from ACCESS/CSOC (9%)
- 5 – Self referred or referred by friend or other (5%)
- 2 – Referrals from Law Enforcement (2%)
- 1 – Referral from 26.5 Workers (1%)
- No referrals from Juvenile Hall or the Receiving Home

# Crisis Resolution Center Residents

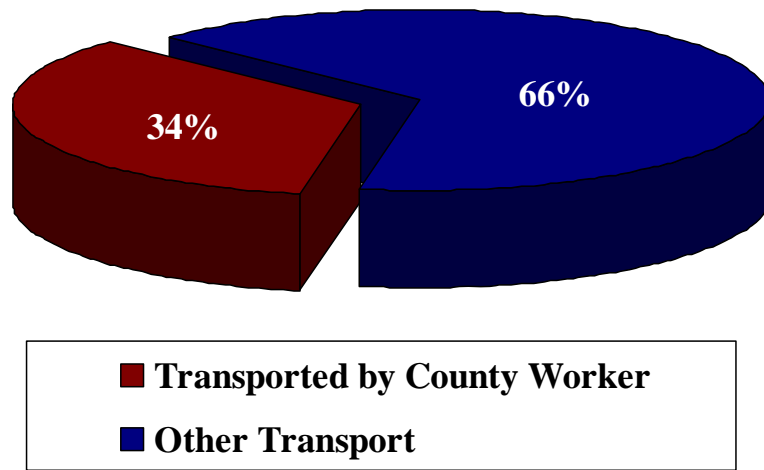
## *City of Origin (within Placer Co.)*



- The CRC serviced eleven different communities within the County & one out of county client.
- The greatest number of placements coming from Roseville.

# Crisis Resolution Center Intakes

## *Means of Transport to CRC*

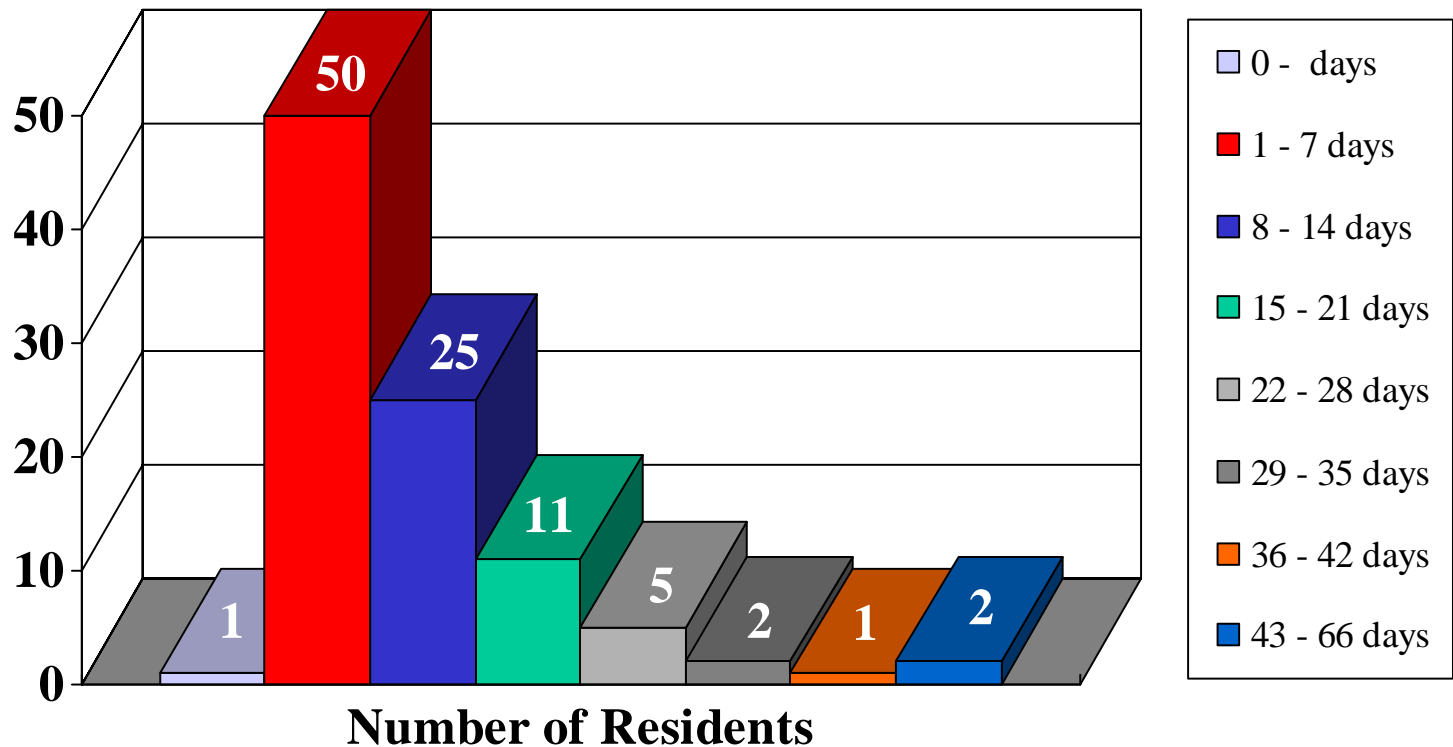


- 34 youth were transported by County Workers, and of those 9 were transported by ACCESS and 25 were transported by Law Enforcement.
- Note: On several occasions ACCESS or Law Enforcement assisted parents with transport.

# Crisis Resolution Center Residents

## *Length of Stay*

**Average Stay at CRC – 10 days**  
(Average in 2004/05 – 12 days)



# Crisis Resolution Center Residents

## *Length of Stay*

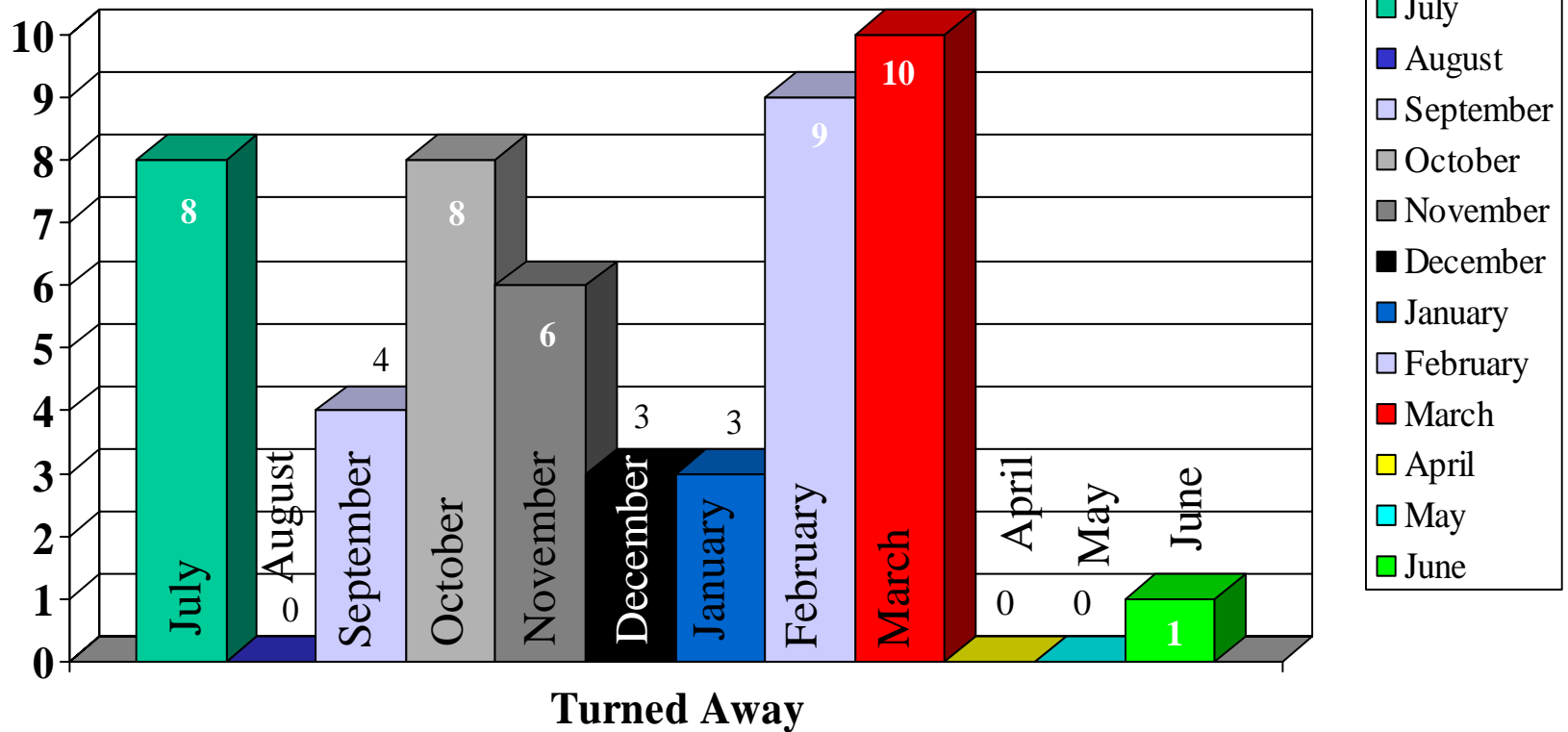
1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days
9	8	3	4	15	5	6
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
3	1	4	7	5	1	4
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
2	2	0	1	3	0	3
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
0	2	2	0	0	0	1
29 Days	30 Days	31 Days	32 Days	33 Days	34 Days	35 Days
1	1	0	0	0	0	0
36 Days	37 Days	38 Days	39 Days	40 Days	41 Days	42 Days
1	0	0	0	0	0	0

Note: The CRC had one client stay for 0 days/holding. One client stayed for 45 days & one client stayed for 48 days, totaling 980 “Days of Care.”

# Crisis Resolution Center Residents *Not Admitted Due to Capacity*

Total – 52

Average per month – 4.3







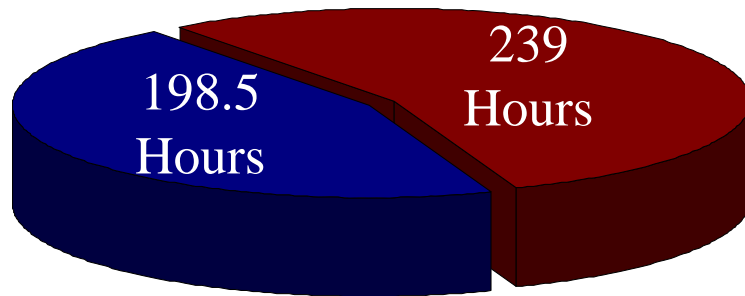
Crisis Resolution Center

**Ancillary Services**  
(Out-Patient Family Counseling)

July 2005 – June 2006

# Ancillary Services

## *Total Number of Hours Served by Gender*

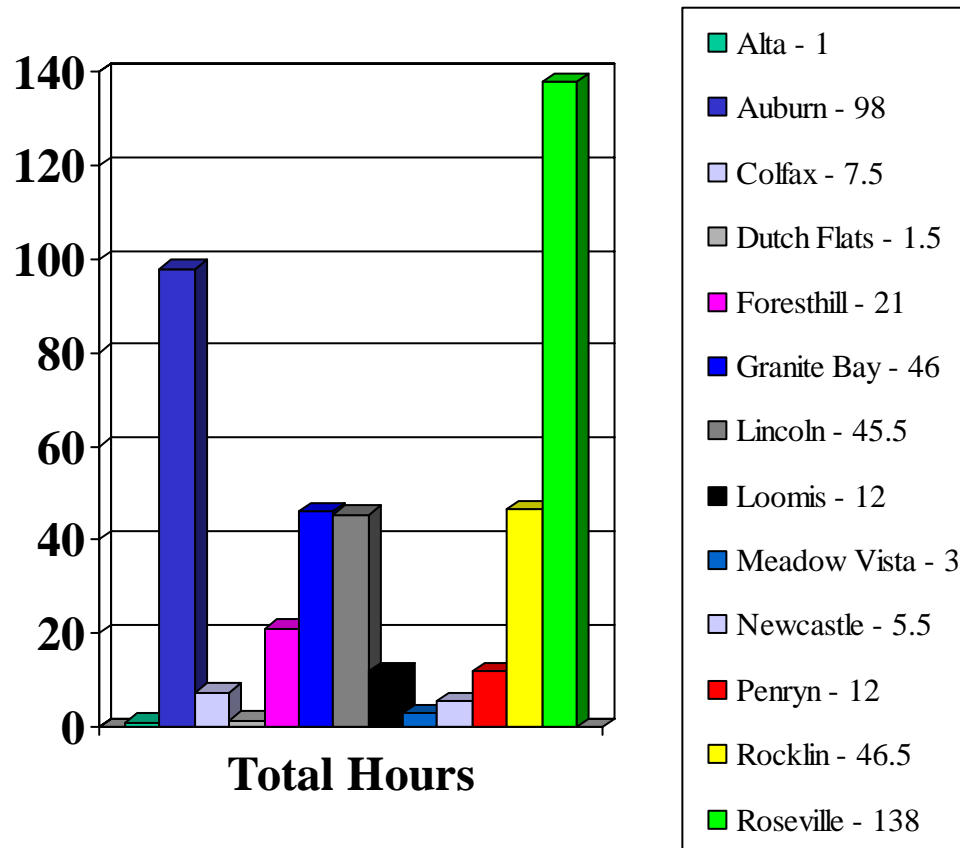


■ Male Teens    ■ Female Teens

- The total number of Ancillary Service hours balanced out to near equal between males & females compared to previous years where hours offered to females outweighed males significantly.

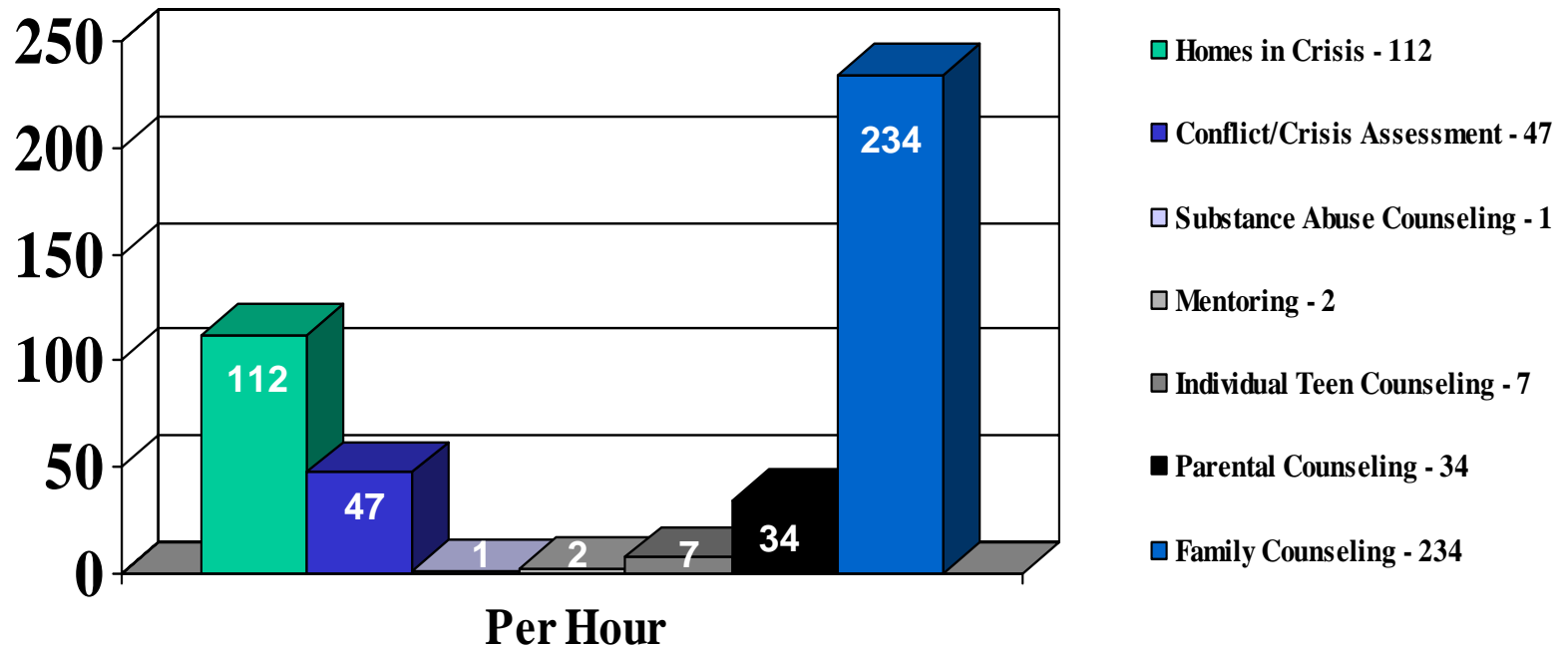
# Ancillary Services

## *Total Number of Hours Per Community*



- These hours parallel the percentage of intakes per community.
- The data reflects an *increase* of services to Granite Bay, Foresthill & Penryn while showing a *decrease* of services to Colfax, Meadow Vista & Rocklin compared to 2004/05 data.

# Ancillary Services *Offered Per Hour*



- A total 437.5 hours of Ancillary Services were performed in seven different categories of need.
- The greatest demand and those with the most positive outcomes are *Homes in Crisis* and *Family Counseling*.



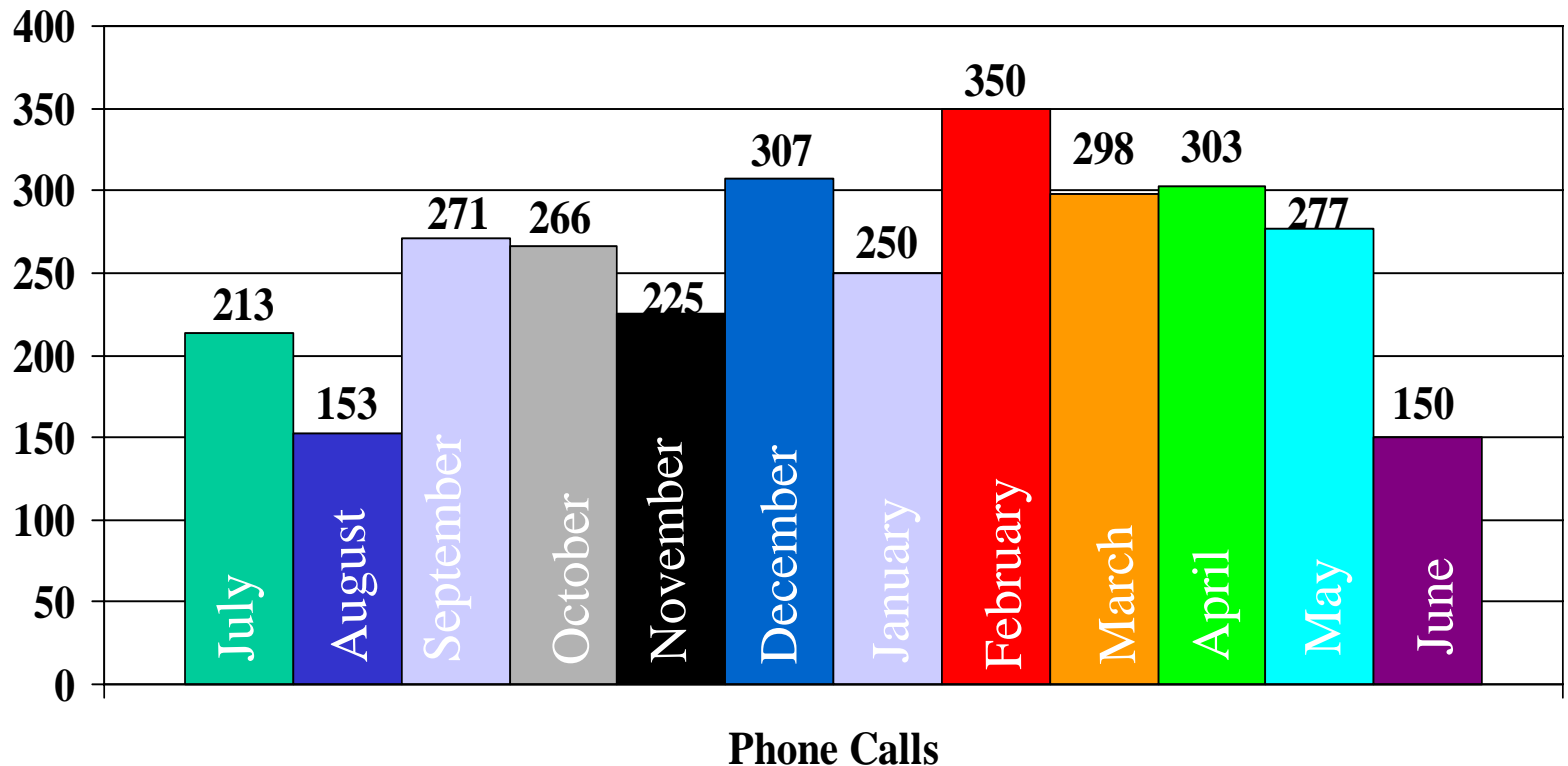
Crisis Resolution Center

*Call Center*

July 2005 – June 2006

# Crisis Resolution Center Phone Log

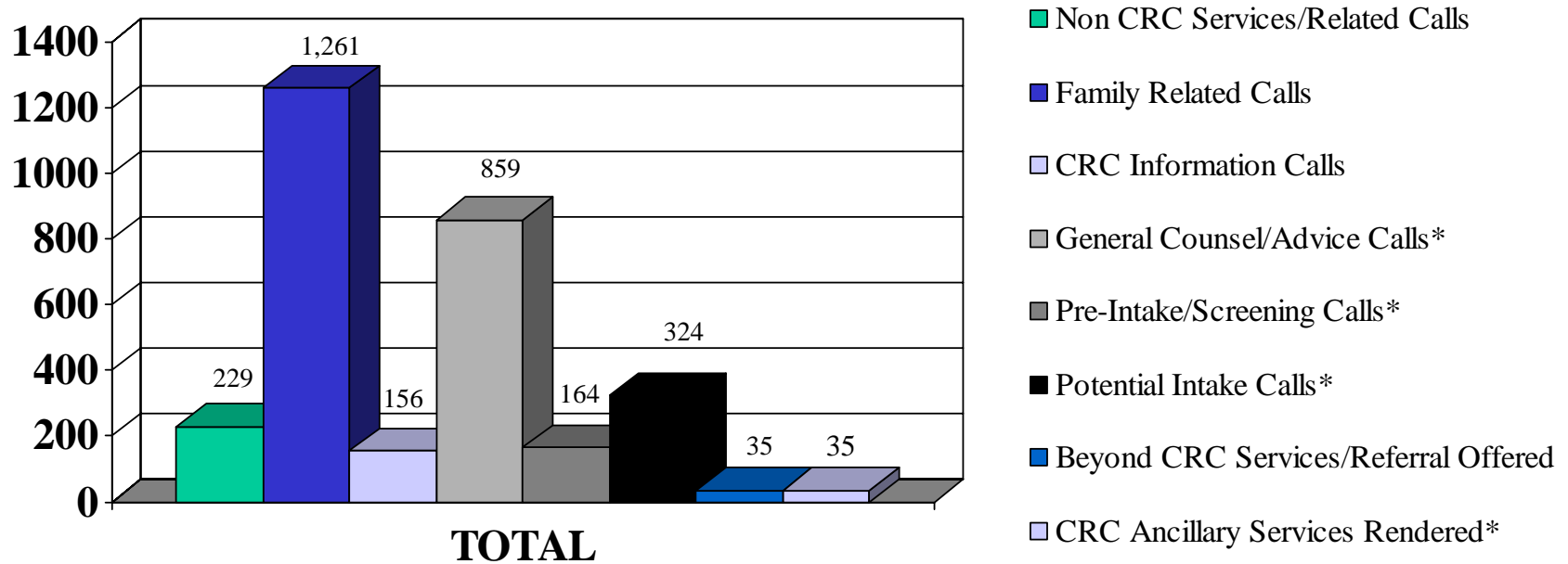
## *Calls Per Month*



- 3,063 calls came onto the CRC.

# Crisis Resolution Center Phone Log

## *Calls By Category*



- Approximately 45% of all calls result in CRC services.\*