



Crisis Resolution Center

July 2006 – June 2007

Koinonia Group Homes
PO Box 1403
Loomis, CA 95650
916.652.0171



Crisis Resolution Center

Community Response

July 2006 – June 2007

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'm really glad for this house, I think it and especially its staff are a wonderful resource to our children. I think Willy, my son, has improved and obtained peace and help from this place. I hope to come back only to volunteer, I'll be glad to help this house.

RS 02/07
Roseville

My stay at the CRC was VERY scary the first day, then I got a roommate and I was fine and it helped me very much. Stuff at home cooled down & me and my mom are a lot happier.

Resident CF 08/06
Roseville

CRC,

Words cannot express our gratitude for you care of Jaclyn. You, your families, and the children that you help will be eternally in our prayers.

Sincerely,
The J Family 10/06
Rocklin

We are leaving today with Nolan feeling confident that his stay was beneficial and we will continue to receive positive benefits. Very nice staff.

KC 10/06
Rocklin

Staff is Super!! It gave me a chance to have my son in a safe and supervised place so that we could calm down and work out differences. This facility and program is awesome and needed.

DD 01/07
Auburn

I have had one of the most wonderful & awesome experiences here at the CRC. I wish, hope, and pray that there will be more crisis resolution centers available in the near future. I have noticed a fantastic change in Joshua. I would recommend this to anyone. I was at my wits end and I was relieved when I was able to bring Joshua here. I so appreciate all the staff.

DC 11/06
Rocklin

Bill & Carolyn (staff) were friendly, helpful and understanding. We hope to continue to get counseling with Doug, who I feel has a good rapport with people – especially AJ.

RZ 04/07
Roseville

I feel this program has been a benefit for my son, the counseling, structure of rules. I feel this is the best program for young teens that are crying out for help.

AS 04/07
Roseville

An excellent program. We greatly appreciate all your assistance. Thank you!

DG 03/07
Roseville

Meeting w/Doug and learning ways to talk to our children has been so helpful. We are very excited to put all the things we learned into practice. Bill and Carolyn (staff) are wonderful people. They also help so much with kind words and encouragement.

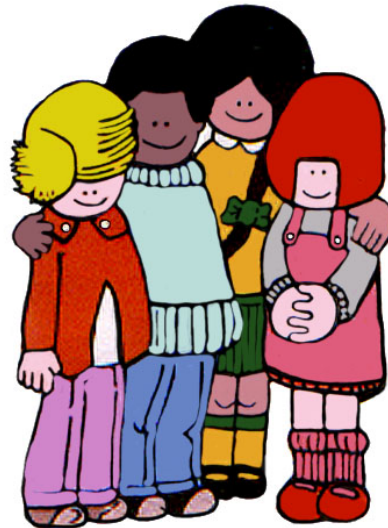
LB 10/06
Loomis

You guys are doing a great job helping teens that have troubles and also us, parents. Thank you so very much for understanding our situation. Keep up the good work.

AC 07/06
Roseville

We are extremely grateful for this home, for the staff & Doug and for the opportunity to begin again. I am looking forward to continuing family counseling. Once again – and though it seems small – Thank You!

AB 04/07
Foresthill



Thank goodness for the Crisis Resolution Center. The staff were extremely responsible for allowing my family to start anew and bring hope back to our home. It is a wonderful resource for our community. Thank you so much.

CF 08/07
Roseville

This is a great system to help a family with a troubled teenager. I feel safe knowing that my child is safe when she came to this center.

MJ 07/06
Rocklin

Thank you so much for the help. Staff always were so pleasant & accommodating. Nice to know she was always safe & looked after. God Bless.

HL 03/07
Rocklin

I am extremely grateful for the Crisis Resolution Center. I feel it is a good place for Kelly to be while we were both so upset and angry and did not know how to handle the situation when it became out of control. Thank you so much.

KP 07/06
Auburn

This program is wonderful – Thank you for your help and for your continued help. I feel hopeful for my family. The house parents were also a needed support and benefit to me personally.

DA 10/06
Rocklin

I feel a huge relief that there is someone there to help me and my children. I really appreciate the staff who cared for my son when I was unable to.

MC 07/06
Rocklin

A cooling off period was what we all needed. A little time away to reflect on what is important will help us all. I was very pleased by the facility and its staff on how the Center is run and maintained.

JW 07/06
Roseville

Chris was well cared for and we see a positive change in him. Thanks!

JA 2/07
Roseville



My experience here at the CRC was fun. I thought it was going to be horrible, but it was actually pretty cool. I met a couple of people that were cool and played games with them and watched movies. I thought that the people were going to be mean and strict but they were awesome. My overall thought about the CRC was OK, but I'd rather be home with my friends.

Resident MM 07/06
Roseville

Letters from Families

December 22, 2006

I wanted to write this letter to tell of my family's experience with the Crisis Resolution Center. In the first week of November, it became apparent to me that my 14 year old daughter needed help. She had been defiant and our whole family was struggling every day with her. She confessed to me she had been drinking and using drugs. Although she has never been in any trouble legally, she was surely heading that way.

I heard of CRC last year from a co-worker and my family had some emergency counseling with Doug Tawlks. I remembered this and called the night of November 2, 2006. The phone was answered by Allan, one of the house parents, who was very kind and understanding. (Our daughter) was checked in the next day. We met with Doug several times while she was there. He helped us make a game plan for our family. He is still seeing us on a weekly basis helping us to learn the tools to become the parents we want to be.

Something happened to (our daughter) while she was there. She was touched by the house parents and the loving, gentle but firm way CRC approached her. She had counseling with Doug and the interaction with the other kids that were there helped her tremendously. Gina and Brian Diel touched (our daughter's) heart so much that she realized there was a better way to live. I can not tell you how grateful I am for them and for Allan and Jean.

I have recommended CRC to several friends of mine who have troubled teenagers.

I can not tell you how appreciative we are for Koinonia Family Services and Doug Tawlks. Doug works with us on a weekly basis to teach us tools that we never had. He has helped us devise house rules, chore lists, and more importantly has given us so much hope that we can do this. We now know that we can repair and become a happy family. He even has told my husband and me that we need to relax more, and have more fun together. He is absolutely right. I have never had a counselor have the courage to tell me that, and it is so true. It's something that I've been aware of but have just needed a little nudge. He is doing that for us.

I also wanted to add that I am so grateful that this is a county program, because when I called my insurance company that next day, I was on the phone for hours trying to get help. There was no help to be found for us, not quickly anyway, and not what (our daughter) needed. I will never forget CRC for this. We do not have a lot of money, and I was so worried I could not get the help my daughter needed because I could not afford it.

I would love to give something back to CRC. If I am ever needed and it is something that I am able to do, please call on me. CRC has given our daughter back to us, and I can not think of anything more important, and more of a gift than that!

God Bless.
Kindest regards,
MC, Roseville

November 29, 2006

Dear Dr. Burton, Doug and Team:

As the family wraps up our Thanksgiving holiday season and reflects on all that we have to be thankful for, I wanted to take a moment to express our sincere gratitude to your agencies, staff and the partners of the Crisis Resolution Center (CRC) for all that you did this last year to help save our daughter from crisis and help our family take the necessary steps to help her recover from a tragedy and put her back on the road to having a full and productive life.

When we first heard about you from Placer County CPS, we were a family in crisis. Our daughter had been raped; she was in a dramatic downward spiral, and in a very fragile emotional and psychological state. She was lashing out at my wife and me as the authority figures in her life and running away from her emotions and her life. In her own words today, she was willing to say or do anything to “run away” from her circumstances and the life she was in, not realizing that the place she was running to would not be any better.

As we looked for help, what we found was that if we were not poor and destitute, or extremely wealthy, there was no where to turn. As a community leader, I was able to tap into lots of resources, but found little or no options for a middle class family like ourselves without driving ourselves to bankruptcy. It breaks my heart to think of all the families that find themselves in similar situations, with children that find themselves shattered emotionally by circumstances or events that are all too common in today’s world and unable to hold on to hope. I know now in speaking to others about my experience that many of these kids just keep spiraling downward to ultimate demise despite well intended and loving parents that may be doing everything in their power to prevent that conclusion.

I am confident that our daughter’s placement in the Placer County Crisis Resolution Center was a blessing and ultimately the key to helping her pull out of that downward spiral.

We know we will have a long road to help her achieve success in life, but the CRC was the turning point. The staff was fabulous, the program was helpful. The team approach to looking into a child’s life helped us get a handle on the many options we had and challenges we faced. The concept of the CRC, removing her from the stimulus of the teenage world, the cooling off and calming that it allowed in our daughter, then the functional family therapy it provided to us as a family helped her get through the smoke screen, engage the truth about family life and where she was headed, and move into a productive place where we could better assess options and develop a plan for her to move forward.

We ultimately were able to find an RTC in Southern Utah that through a great deal of leveraging of the family assets we could afford and felt strongly that it would meet her needs. Our daughter was able to think clearly about her future, participate in that decision with us, and ultimately engage the process to recover from her crisis and move forward with her life. She has been there since early June and hopes to graduate the program in January or February of next year. It is a five step process (0-5) with functional, emotional and academic goals, and she is currently on level 4. She is just wrapping up a week long home visit where she even visited the location of her rape as part of her therapy.

In summary, the CRC provided us the crisis resolution and clarity necessary so that together with our daughter we could find a path forward to helping her return to a productive life. Thank you so much for your commitment to the youth of our county and I stand prepared to advocate for your services and value should there ever be the opportunity.

Please feel free to call on me, to testify, to report, to provide support, whatever the need may be.

R D and Family
Roseville, Ca

How did you hear about the CRC?

As reported on initial contact during 2006/07

- Friend
- Family
- Law Enforcement
- Hospital
- Private Family/Teen Counselor
- Placer County ACCESS/CPS
- Placer County Probation
- Parent Project
- RAFT
- Receiving Home
- Hospital
- Christian Life Center
- Yellow Pages
- Placer County CSOC
- Family Resource Center
- School
- Youth Resource Center
- Online @ www.kfh.org
- CRC Hot Line
- Foster Family
- Social Worker
- Christian Endeavor
- Peace for Families
- PCMH
- Sierra Vista
- Medical Provider
- Golden Sierra Life Skills
- And More . . .



Crisis Resolution Center

Intake / Resident Information

July 2006 – June 2007

A Day in Residence at the Crisis Resolution Center

Formal Individual & Family Counseling

With Master's level counselor

Family Sit-Down Styles Meals

Good food and good conversation make dinnertime a favorite time.

Highly Supervised Environment

Learning Games

A variety of games that allow residents to have fun while also learning valuable lessons that can be applied to their daily lives.

*Including:
Anger Bingo
Question Jenga
Consequences
And Others . . .*

Independent Study Support

Staff support for residents that have the need to go on Independent Study while in crisis.

Tutoring *With PCOE Tutor & Staff*

Informal Counseling

Throughout the day with trained staff

Solo Time

Reflection & journaling during a 30 to 40 minute time of solitude outdoors. Along with questions posed for journaling, residents are also encouraged to just sit and be still. A time of sharing follows Solo Time.

Worksheets Assignments

Residents are assigned a variety of worksheets that deal with topics that our young people are faced with.

Including:

*Anger
Relationships
Communication
Boundaries
And Others . . .*

Therapeutic Arts & Crafts

Projects that stimulate the resident's thoughts & understanding

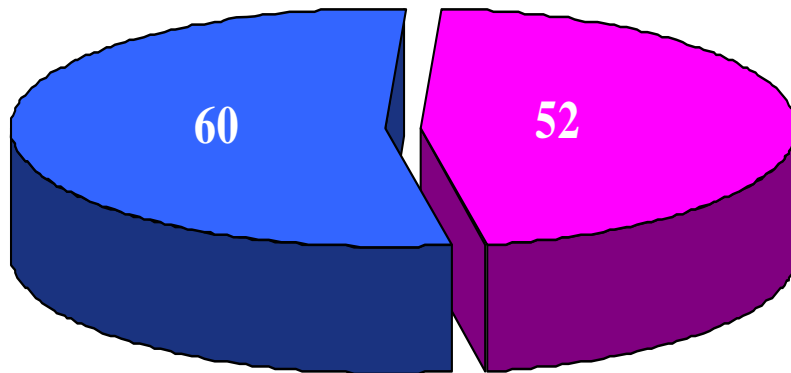
*Including:
The Collage
Draw Your Family
And Others . . .*

Physical Activities

Basketball, ping-pong, long walks with staff & family chores

Crisis Resolution Center Residents

Totals by Gender



Total CRC Residents – 112

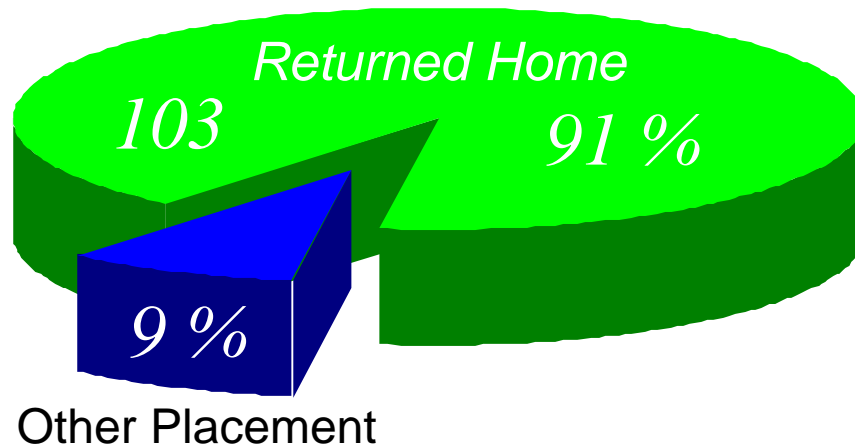
Total Male Residents – 60

Total Female Residents – 52

Repeat Intakes to CRC – 23

- 112 intakes represent the highest number of residential intakes for a one year period in CRC history.
- For the first time since the opening of the CRC, *Male Intakes* outnumbered *Female*.
- The last several years has shown a greater severity of family issues presented to the CRC.

Crisis Resolution Center Residents *Placement Outcomes*



- 103 Residents returned to home from CRC
- 9 from CRC to *other than home* placements

91 % Returned Home Rate

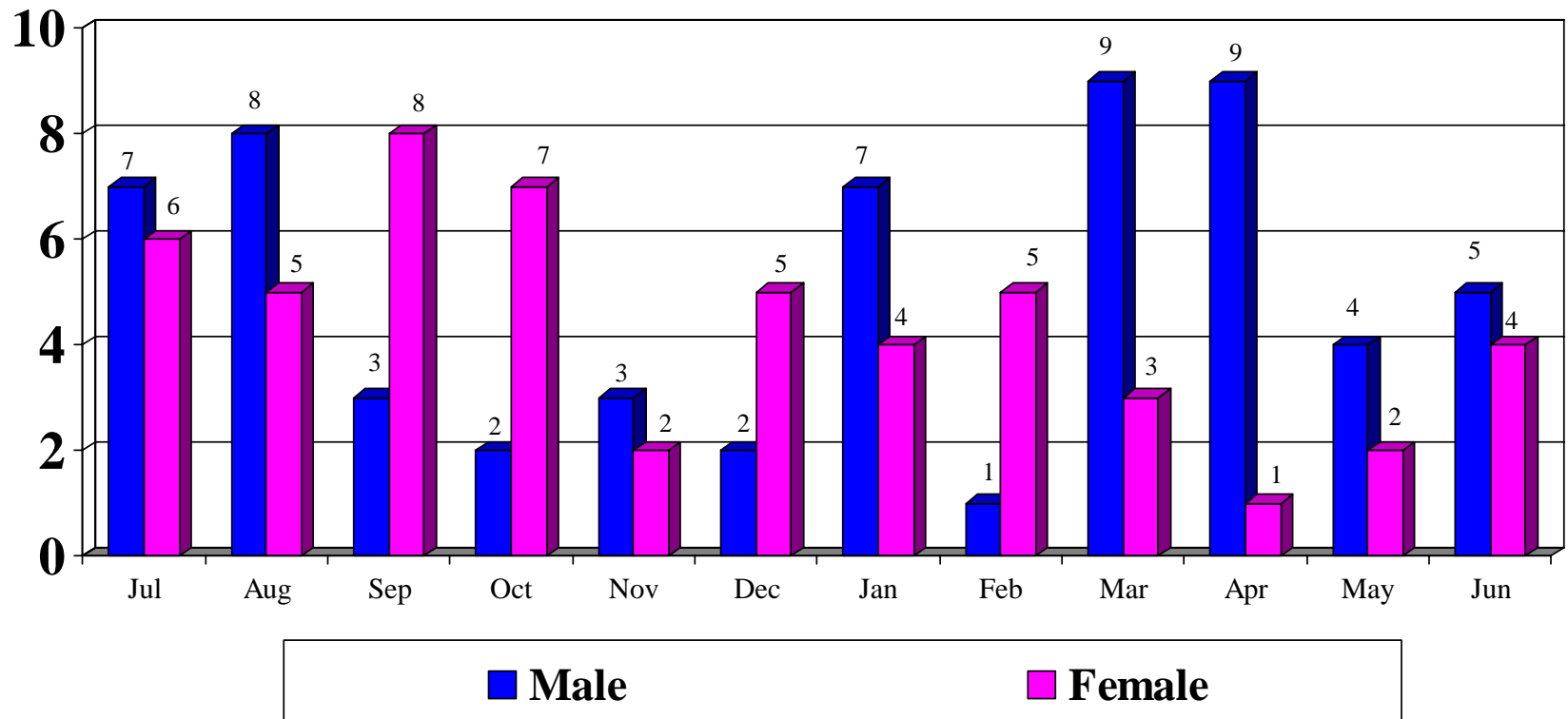
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 112

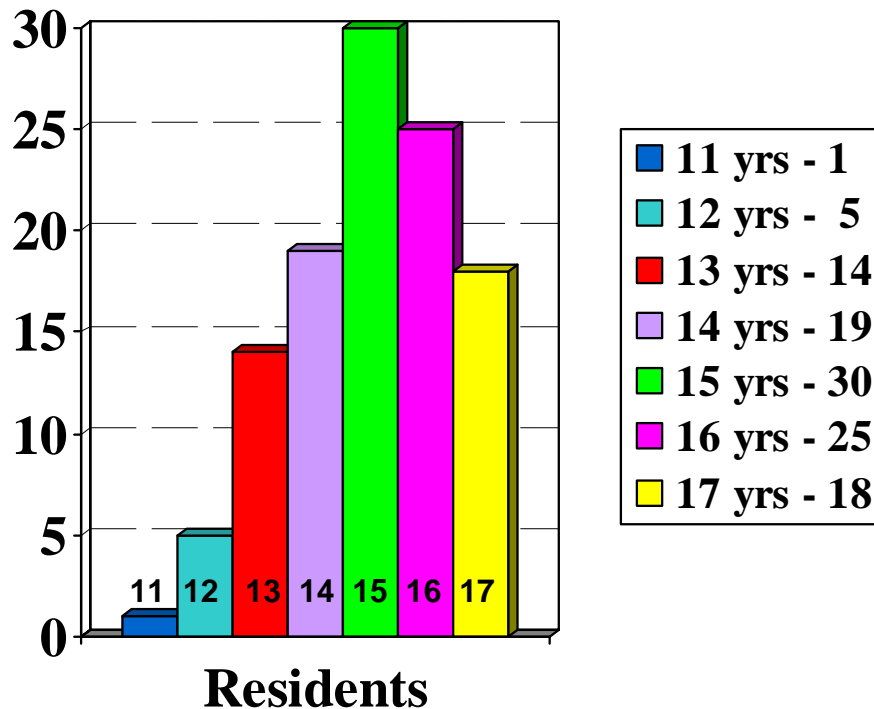
Total Male – 60

Total Female – 52



Crisis Resolution Center Residents

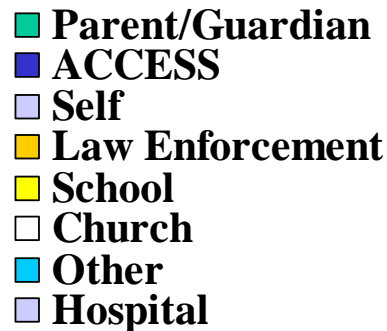
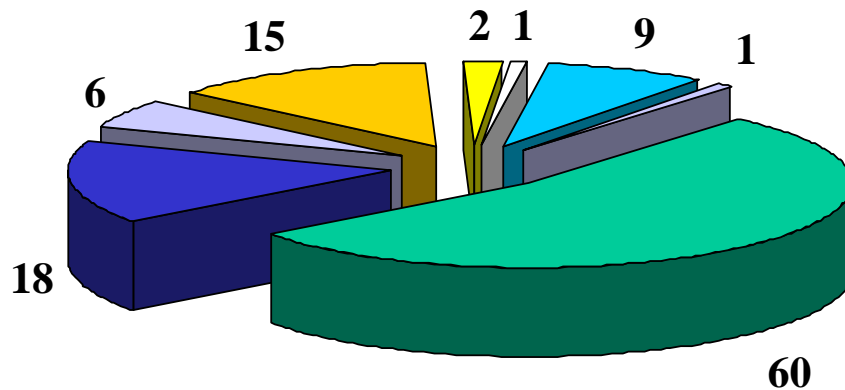
According to Age



- For the third year in a row the 15 & 16 years old age group made up the largest group of those seeking services.
- The 13/14/15 year olds and their families tend to engage in reunification services more actively.
- The 12 year old & 17 year old populations have grown each of the last two years.
- Ancillary services continue to reflect these same trends.

Crisis Resolution Center Residents

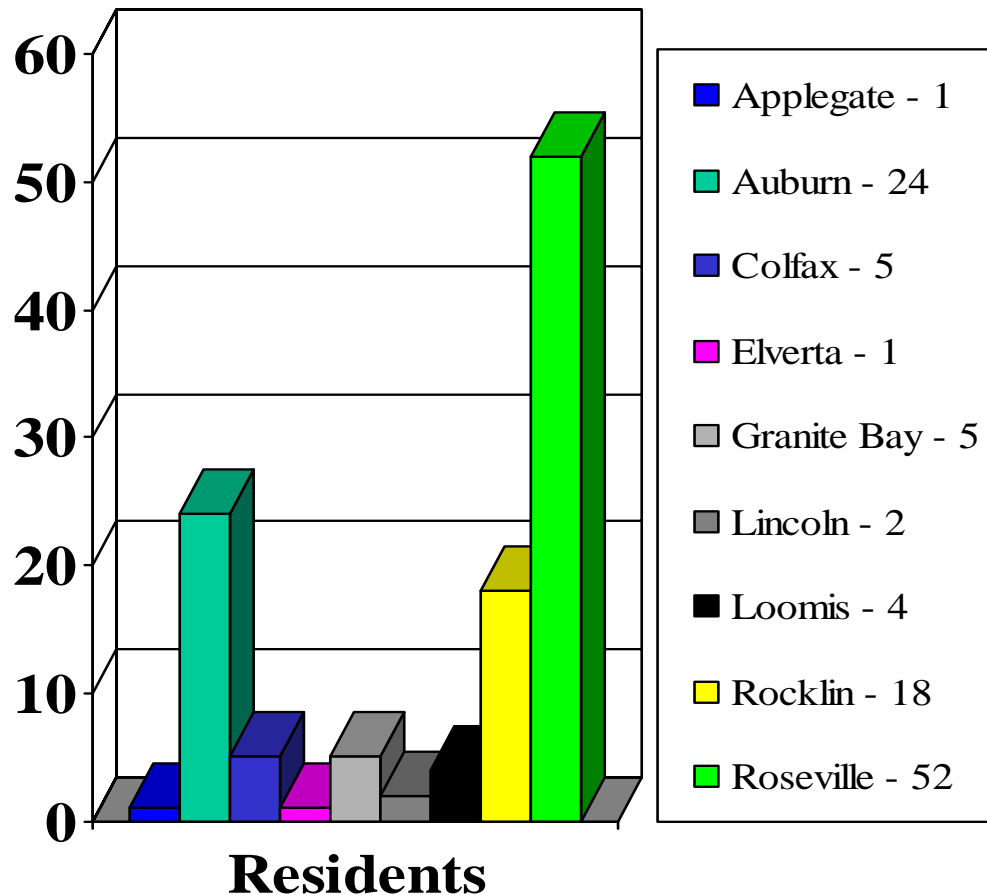
Referral Source



- 60 – Parent/Guardian referrals
- 18 – ACCESS/CSOC referrals
- 6 – Self referred or referred by friend
- 15 – Law Enforcement referrals (PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 2 – School Referral
- 1 – Local Church
- 9 – Other referral sources, i.e.: CBO's, Private Counselors, etc...
- 1 – Hospital

Crisis Resolution Center Residents

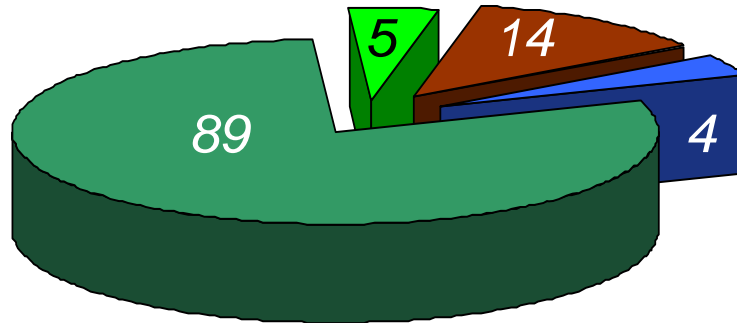
City of Origin (within Placer Co.)



- The CRC serviced nine different communities within the County.
- The greatest number of placements coming from the city of Roseville.
- Auburn more than doubled residential intakes from 11 in 2005/06.
- Foresthill and Meadow Vista both fell from 4 each in 2005/06 to zero.
- ... and yes, a corner of Elverta dips into the far edge Placer County.

Crisis Resolution Center Intakes

Means of Transport to CRC

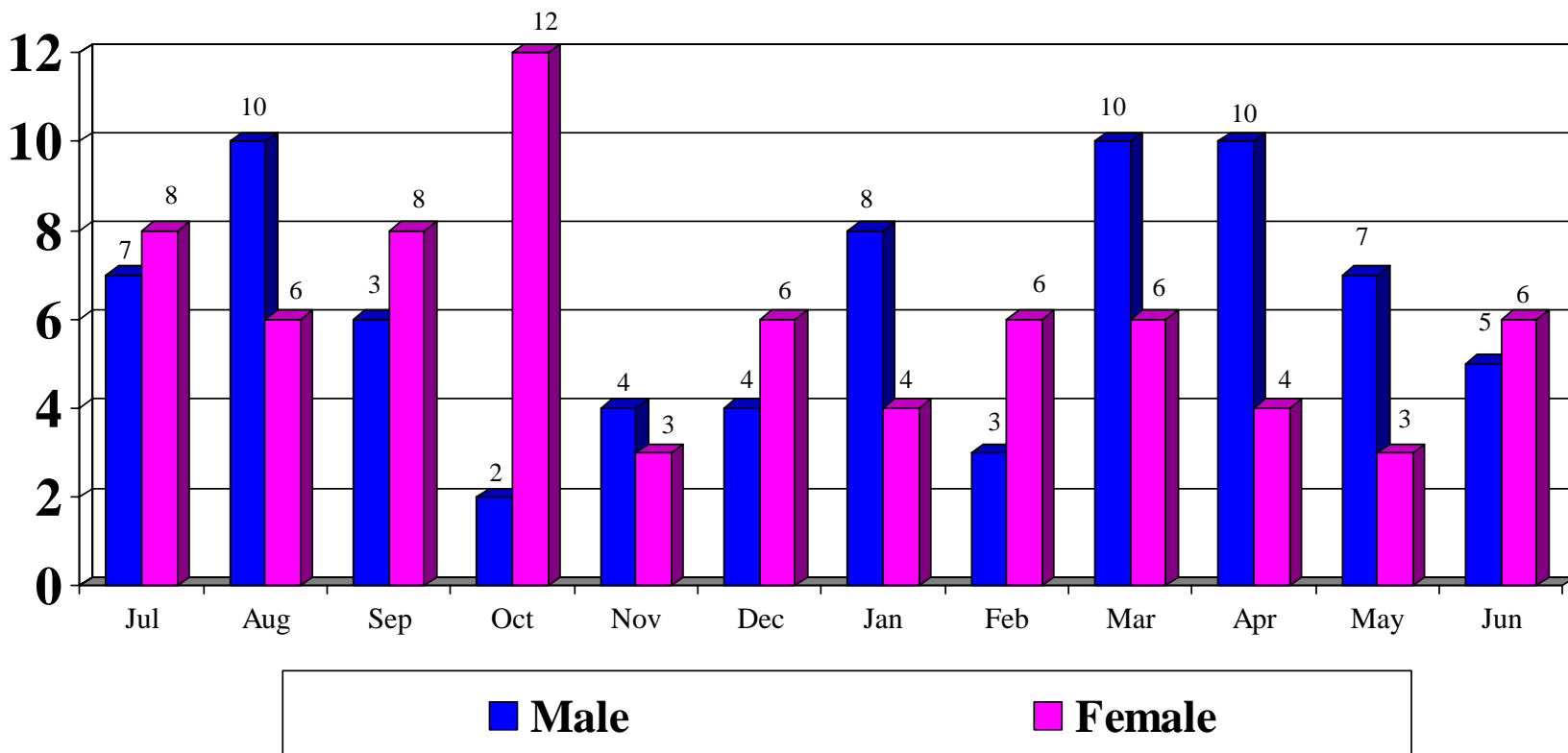


Family members are continuously the main means of transport regardless of referral source.

- Family Member 79%
- Law Enforcement 13%
- ACCESS 4%
- Self 4%

Crisis Resolution Center Residents

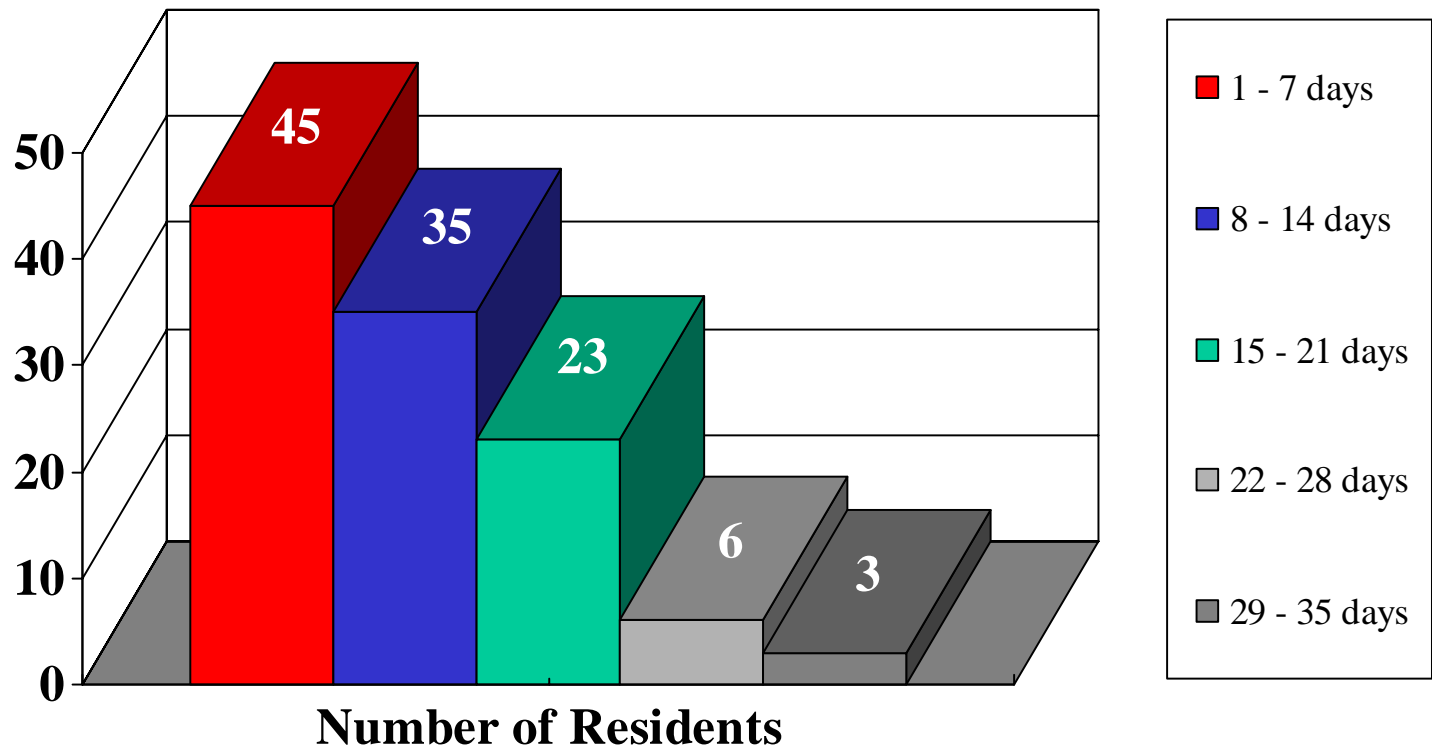
Total Clients Served Monthly by Gender



Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 11 days
(Average in 2005/06 – 10 days)



Crisis Resolution Center Residents

Length of Stay

Number of youth length of stay per day

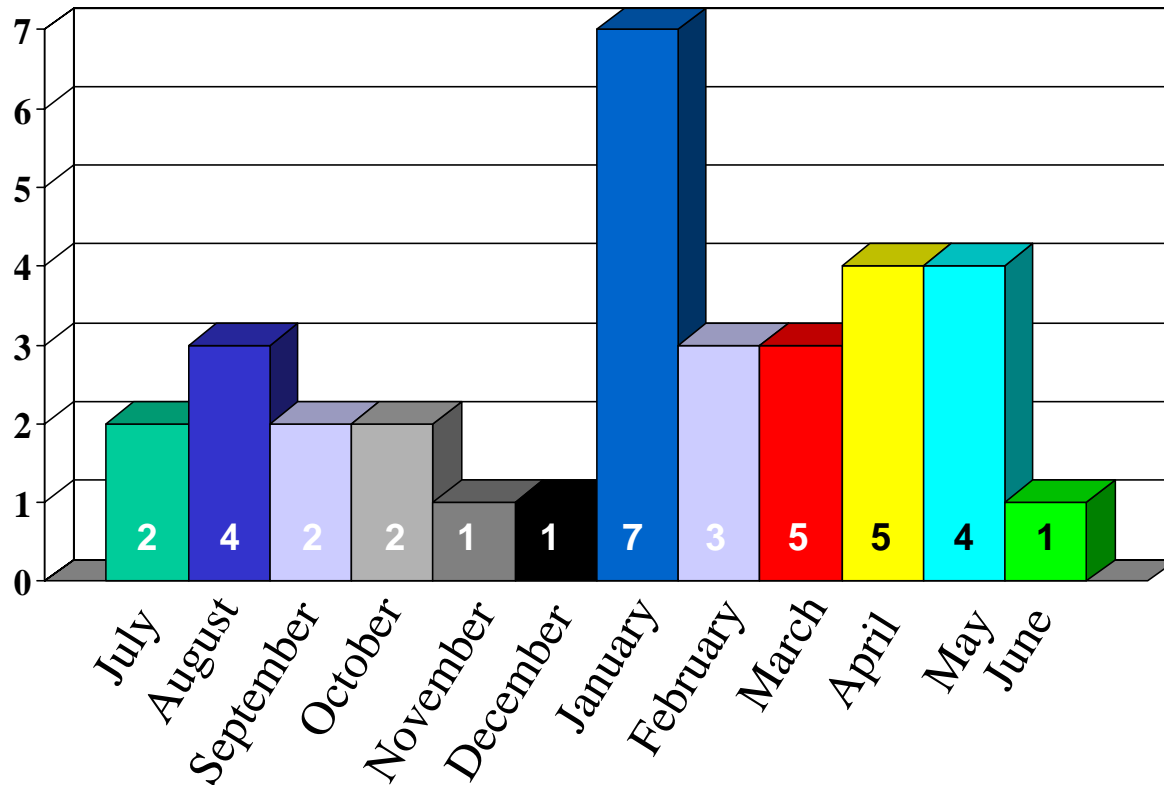
1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days
10	3	5	8	4	8	7
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
2	4	9	7	6	4	2
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
5	5	2	7	0	2	3
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
1	1	0	3	0	1	0
29 Days	30 Days	31 Days	32 Days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

Total Number of “Days of Care” – 1,216

Crisis Resolution Center Residents *Not Admitted Due to Capacity*

Total – 37

Average per month – 3.03



All potential residential clients were referred to CRC's Ancillary Out-Patient Services.



Crisis Resolution Center

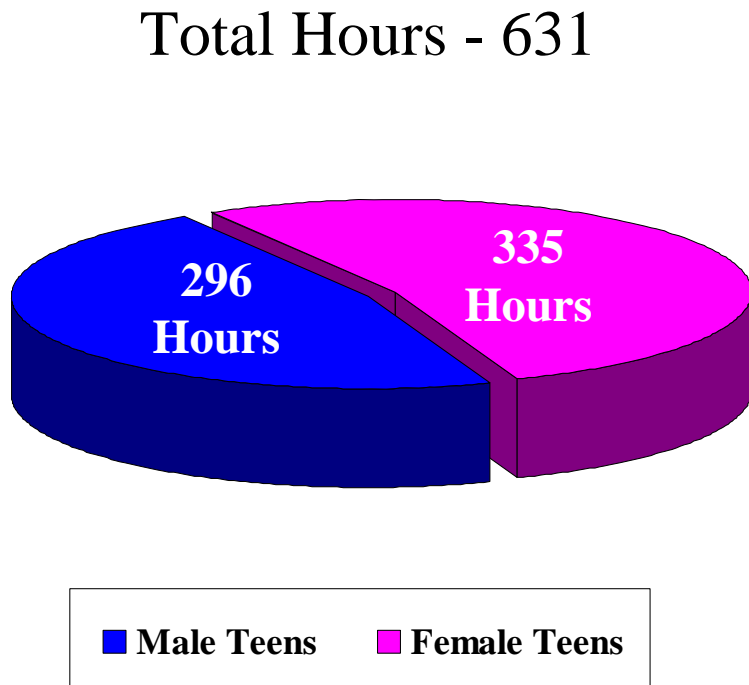
Ancillary Services
(Out-Patient Counseling Services)

July 2006 – June 2007

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

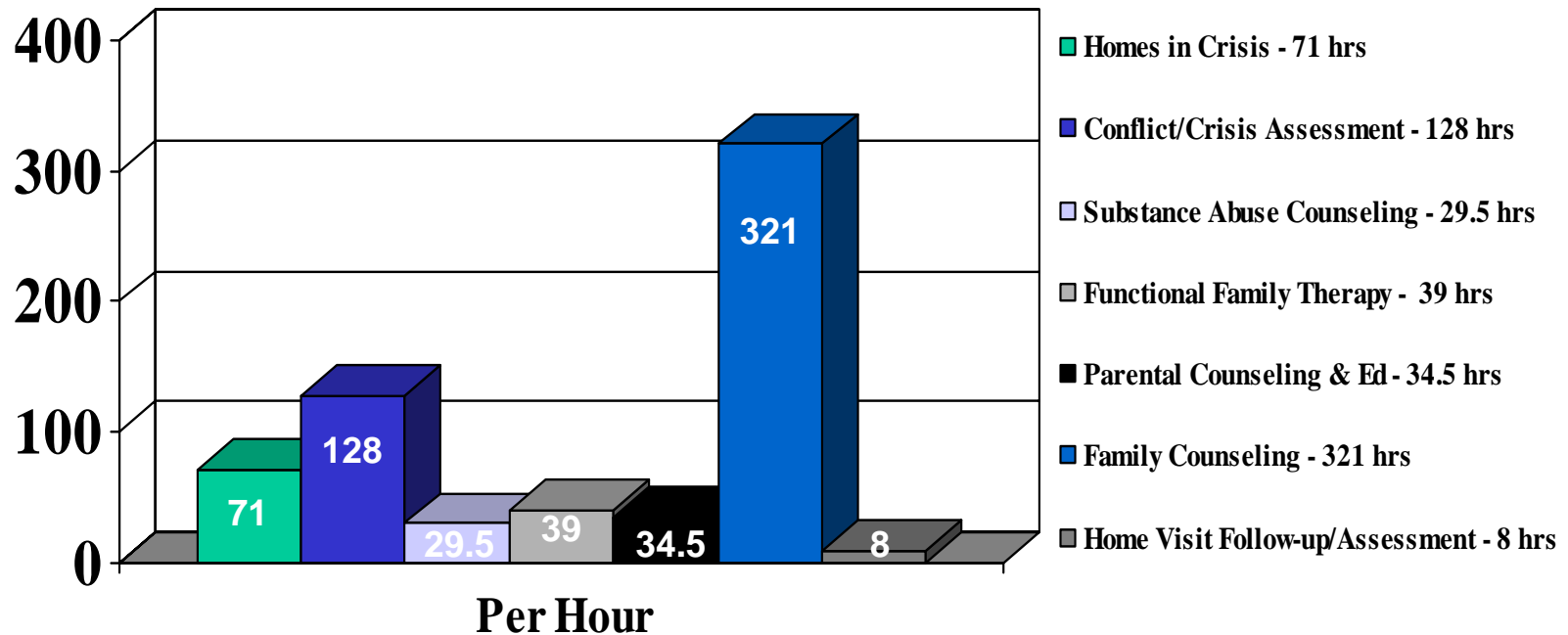


- 631 total hours is an increase in the number of Out-Patient counseling hours over last year's 437 hours due to demand, not unlike the CRC's Residential Service.
- In the last two years, services to male client families has balanced out with female services compared to previous years where hours offered to female client families outweighed males significantly. Again, paralleling the CRC's Residential Services.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category



- A total 631 hours of Ancillary Services were performed in seven different categories of need.
- Focusing on the family dynamic *as a whole* through Family Counseling has proven to be the most beneficial in the *solution focus crisis intervention* offered by the CRC.



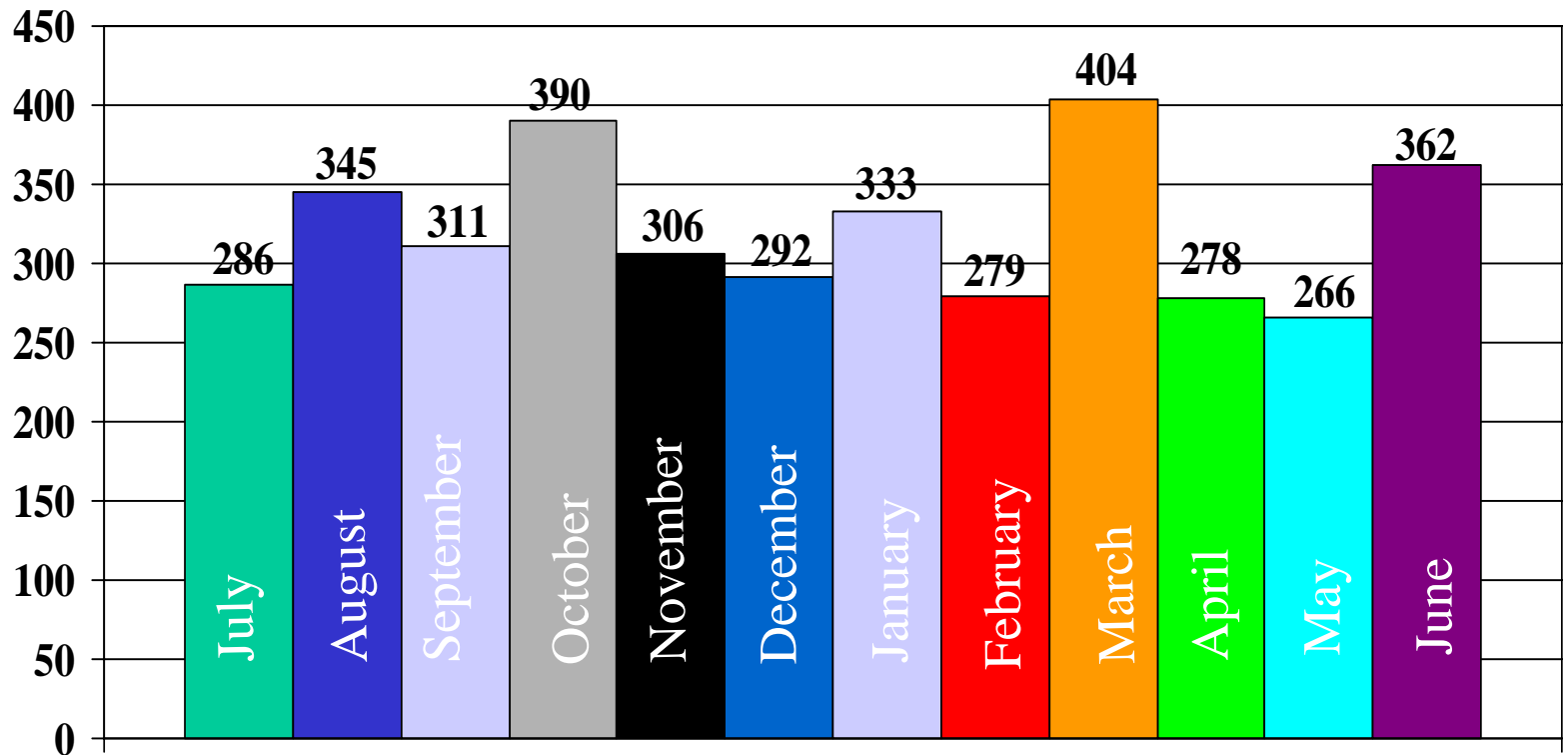
Crisis Resolution Center

Call Center

July 2006 – June 2007

Crisis Resolution Center Phone Log

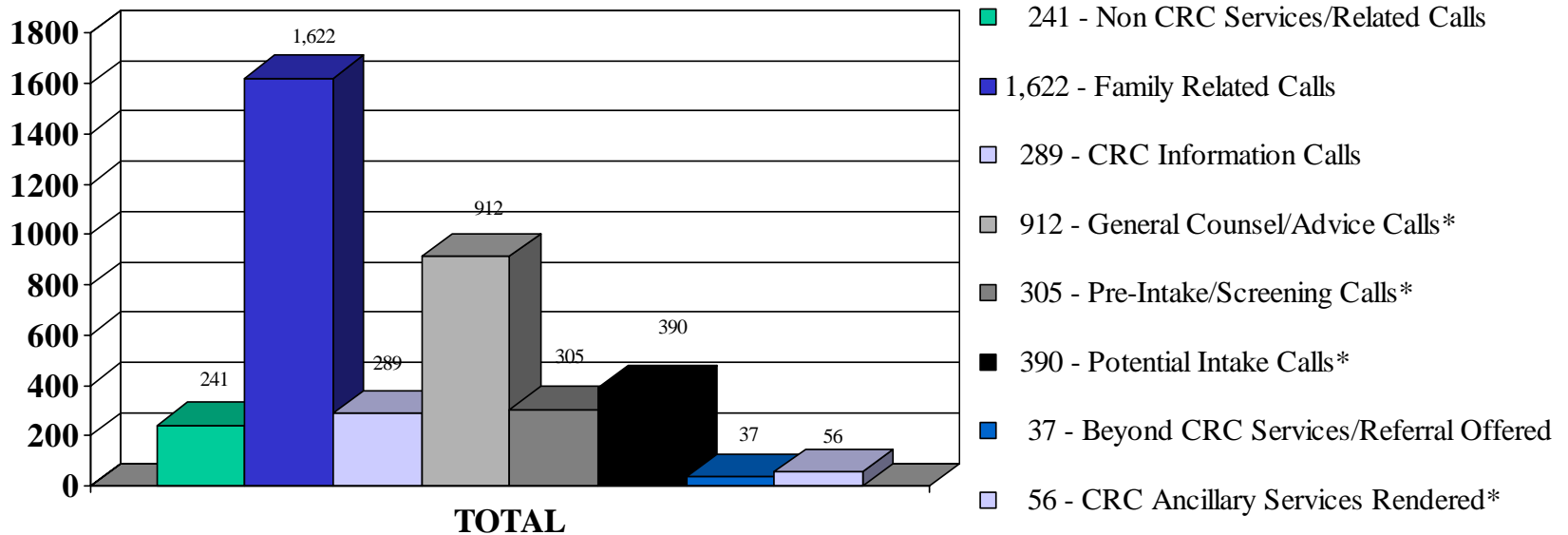
Calls Per Month



- 3,852 calls came onto the CRC.

Crisis Resolution Center Phone Log

Calls By Category



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