



Crisis Resolution Center

July 2007 – June 2008

Koinonia Group Homes

PO Box 1403

Loomis, CA 95650

916.652.0171



Crisis Resolution Center

Community Response

July 2007 – June 2008

Community Response

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

Dear Jeff & Staff,

I can't even begin to thank you for the support and kindness that you have shown my family through one the most difficult times in our lives. It is such a comfort to me as a parent to have a safe place for my son to go when things get out of hand at home.

I have struggled to get help for my family for years. You are the first who have looked at the whole problem and tried to address our needs. I can't tell you how much it means to be heard.

My job as a parent has become much easier because you have been there and will be there to pick up the pieces.

Thank you so much for all you do for my family and so many others in our community!!

Parent MS 2008
Roseville

CRC,

Thank you for your support. It helped us remember how much we love each other.

Parent JL 05/08
Roseville

Excellent staff. I'm very grateful this program was available.

Parent CT 11/07
Auburn

Dear CRC Staff,

I don't know how to thank you for everything you have done. You opened your hearts and arms to me and were there for me during my worst moments. If I can do anything for you please let me know.

God Bless & Much Love,
Resident Thank You Card Nicole - 10/07

I really ♥ the food, its sooooooo good !!!

Resident TG 12/07
Auburn



I would just like to thank all of the staff here for helping me and showing me love, something I've almost never had. They were great and I know they will continue helping others just like they helped me. I know that this was an incredible experience that I shall not forget. Thanks to the staff I can now continue living my life with the strength that I need.

Resident HW 11/07
Rocklin

Thank you for all of your help – I feel Payton has received some valuable tools to better cope with her anger and so have I to better know how to respond to her & how to really listen.

Parent JR 11/07
Roseville

This has been a very good & helpful experience for our whole family.

Thank you,

Parent TB 5/08
Loomis

Thank you for caring for my child during this tough time. Hope we are able to take the valuable information into our home.

Parent JC 11/07
Roseville

When I got to the CRC, my relationship with my family was dysfunctional. Now it is still dysfunctional, but we can effectively communicate with each other.

Resident NR 07/07
Roseville

Excellent Staff! I'm very grateful this program was available.

Parent CT 11/07
Auburn

Dear Everyone,

From the first few hours of my first day, to this very moment, there has never been a time that I haven't loved this place. I leave behind this note with thanks and love as I continue on with my journey to become a better daughter as well as a person. In every way each and every one of you have touched my heart and gave me a very special gift; the gift of love and happiness. Before I arrived, my life was filled with spite. I am so blessed to have the opportunity to experience the warmth of a family brought together by support and concern for one another. As the now "senior resident" every kid that has walked through the door has become my friend. Even the staff, I admire you in every way, I respect you for every day you show up at work with a smile on your face that never seems to fade. Even my housemates, there is not one day that goes by that there isn't some sort of laughter or smiles. I will never forget you and all of the joy and wisdom you have brought into my life.

I will miss you!

Resident Thank You Card ❤️ *Marissa (2008)*

P.S. Enclosed is all of my support and wishes for everyone 😊

*I ❤️ the CRC !!!
It's the "BEST PLACE EVER"*

Resident HW 11/07
Rocklin

We appreciate so much all you have done for Angel !!!

Parent JK 01/08
Rocklin

Thank you very much for being there for our family.

Parent SM 03/08
Auburn



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.

Parent MM 07/06
Roseville

Letter to the Crisis Resolution Center

This letter is written to endorse the services that the Crisis Resolution Center (CRC) offers to those families that are experiencing a crisis with their child(ren) and need immediate help.

Our situation was such that our 15-year old son was dealing with several issues that were detrimental to his future. He was struggling with gang activity, drug and alcohol abuse, being disrespectful to authoritative figures, as well as being argumentative and combative with his parents.

After having a physical altercation with our son, the police department detained and brought him to Child Protective Services (CPS) with the concern that personal safety was at risk for everyone in our household, especially our son.

The next day CPS contacted us and gave us three options on how we could deal with our son's behavior. The first two options were unacceptable since it would require giving up custody of our son and would place him in different forms of foster care. These two options were unacceptable to us. We wanted to keep custody of our son, as we love him very much and no one can care for him better than us. To give up custody of our son was not an option for us.

The last option offered to us was to place our son in the care of the CRC, which is located in Loomis. The CRC program is funded by the Probation Department. We chose to place our son with the CRC because it felt like the safest choice and we would keep custody of him.

In talking with CRC staff, it was clear to us that they had compassion and understanding of our family's situation. We were relieved to hear the concern and felt the empathy that CRC staff had towards our family's crisis. We felt certain and confident that the CRC could benefit our family and would take good care of our son.

Our son spent a total of three weeks at the CRC in Loomis. In conjunction with the in-house staff, other troubled teens in the home, and the therapist, our son left the CRC a totally changed young man. Our son was able to redefine his values and choose a different, more positive approach in life. It was very pleasing for us to see our son smile, be happy, and most importantly, like himself again. We were proud to hear our son tell us how he was going to redefine his priorities and the steps he would take to change them. We are very happy to have made an excellent choice in selecting the CRC to place the care of our son in: they helped us reunite and bond with our son again.

We strongly believe that the CRC is an extraordinary resource for parents who do not want to give up on their children and need a safe place to go when the situation at home becomes out of control. We strongly urge the government agencies to keep programs such as the CRC funded so that troubled teens have the opportunity to turn their lives around in a safe place and stay away from destructive behavior.

We are sincerely thankful for the services of the CRC and the extraordinary staff.

Sincerely,
S & S P - 2008

How did you hear about the CRC?

As reported on initial contact

- 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

Executive Summary Report

Total CRC Clients with at Least One Service	- 188
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Total CRC Residential Clients	- 104
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Total CRC Ancillary (Outpatient) Families	- 145
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Total CRC Ancillary Service Hours	- 905
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Crisis Resolution Center

Intake / Resident Information

July 2007 – June 2008

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.

Training Pro-Social Skills

Residents are involved in a variety of lessons and role plays that deal with topics that our young people are faced with.

Including:

*Anger
Relationships
Communication
Boundaries
Moral Reasoning
and Others . . .*

Therapeutic Arts & Crafts

Projects that stimulate the resident's thoughts & understanding

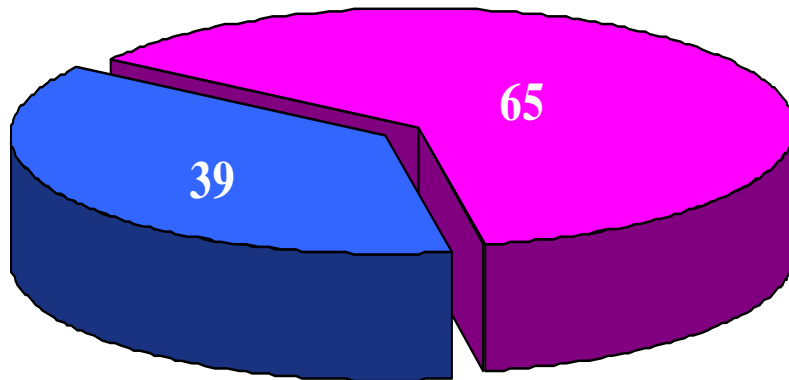
*Including:
The Collage
Draw Your Family
And Others . . .*

Physical Activities

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

Crisis Resolution Center Residents

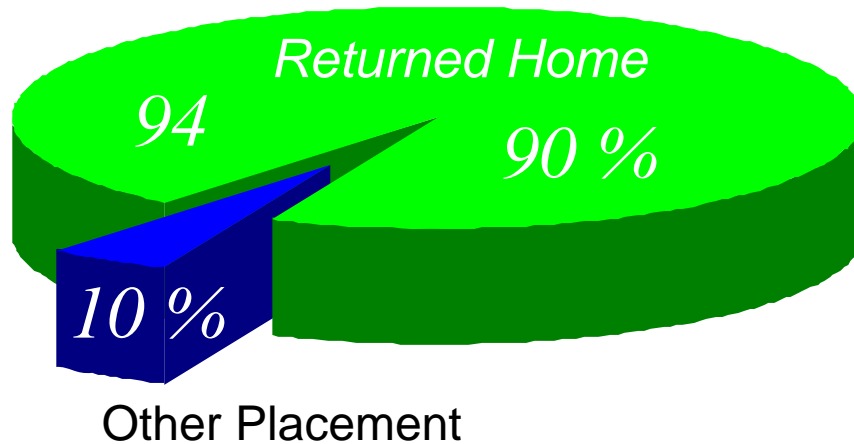
Totals by Gender



Total CRC Residents – 104
Total Male Residents – 39
Total Female Residents – 65

- Last year (2006-07) the CRC had more *male* than *female intakes* for the first time since opening, this year's (2007-08) numbers returned to the historical experience of more *female* than *male intakes*.
- The number of additional therapeutic program elements added to the CRC daily schedule have show positive and productive outcomes.

Crisis Resolution Center Residents *Placement Outcomes*



- 94 Residents returned to home from CRC
- 10 from CRC to *other than home*

90 % Returned Home

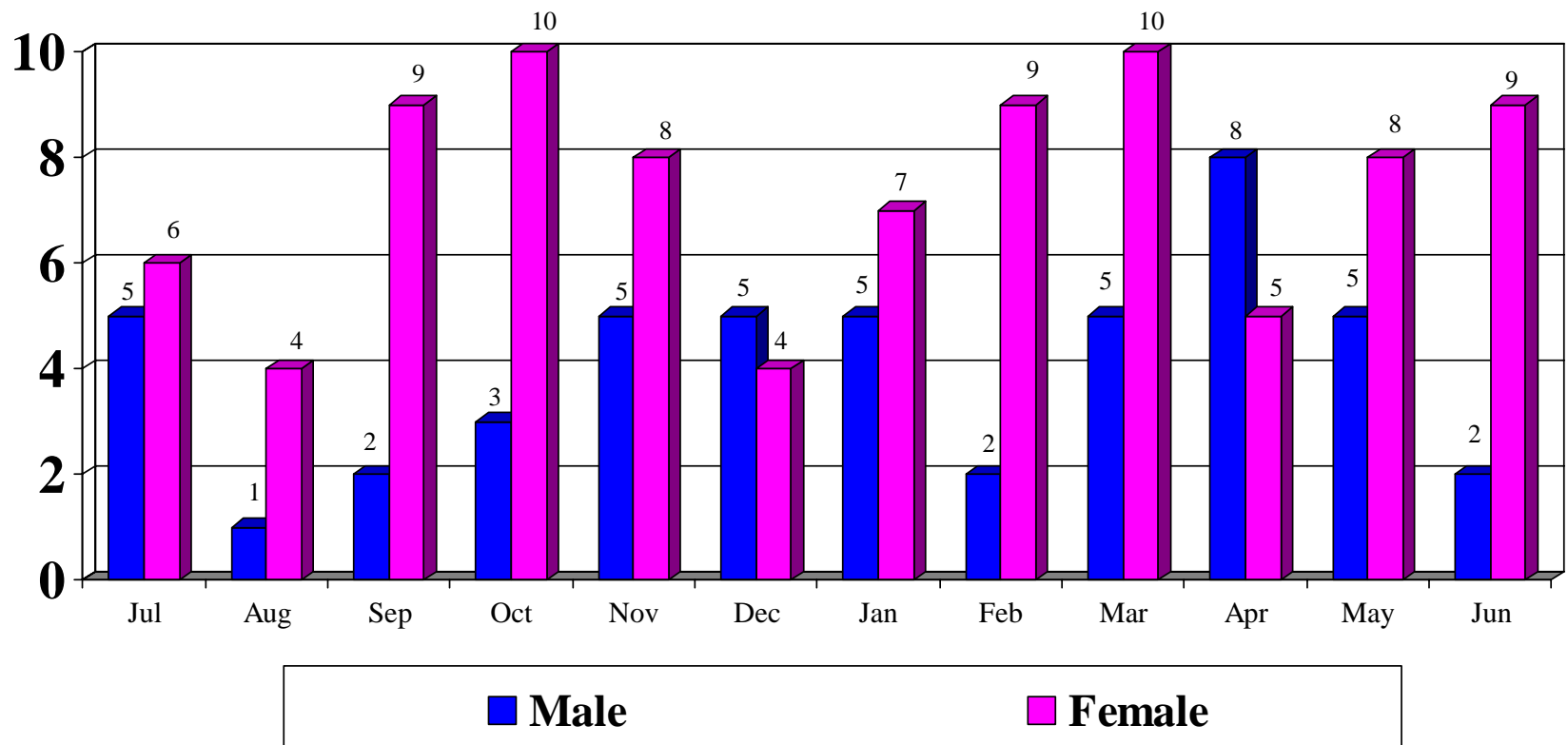
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 104

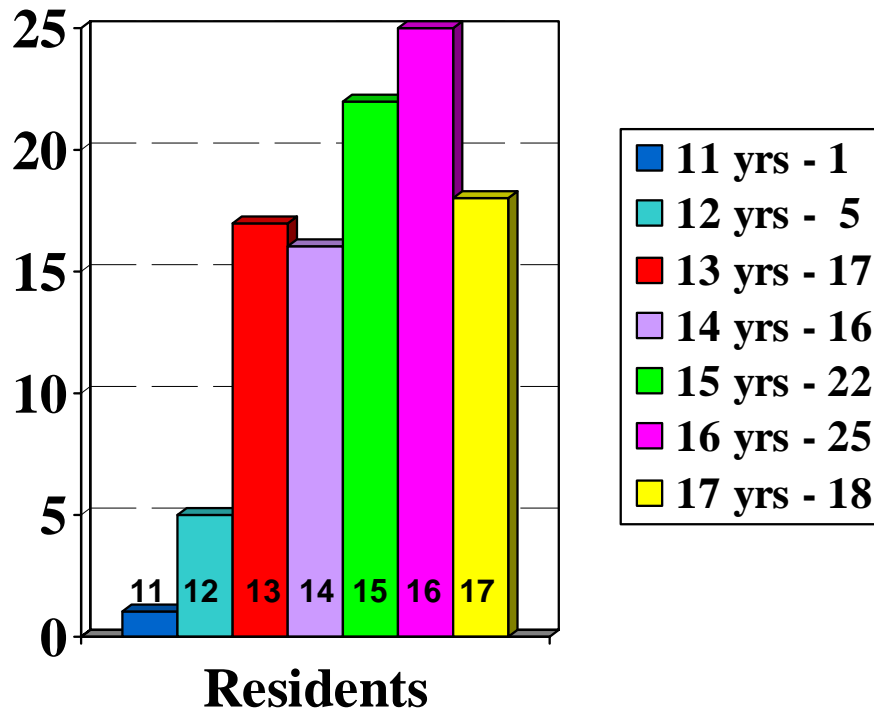
Total Male – 39

Total Female – 65



Crisis Resolution Center Residents

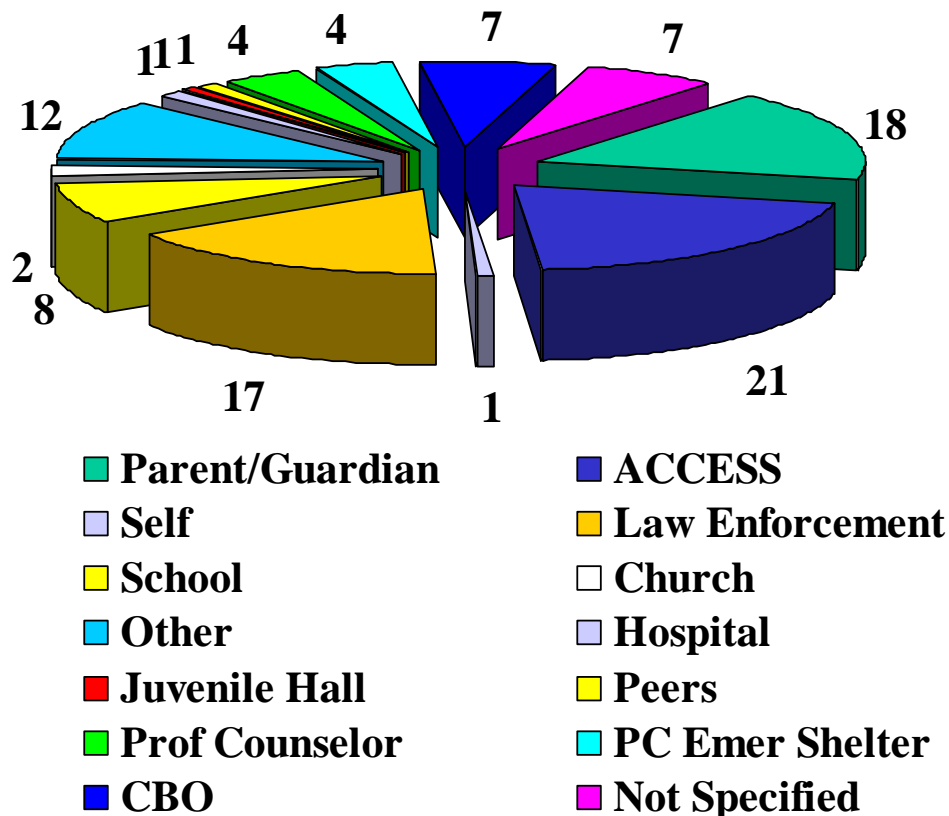
According to Age



- For the fourth 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.
- There was a greater success with 16 & 17 year olds engaging in family crisis resolution efforts this reporting period.
- Ancillary services continue to reflect these same trends.

Crisis Resolution Center Residents

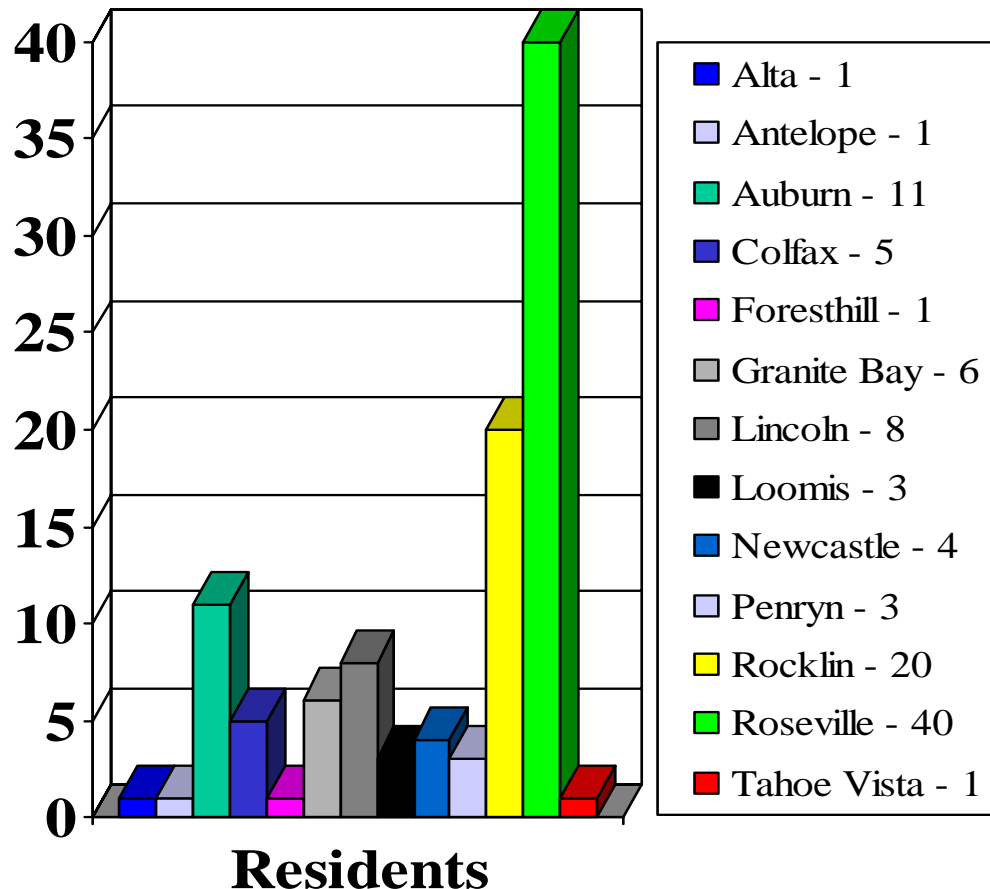
Referral Source



- 18 – Parent/Guardian referrals
- 21 – ACCESS/CSOC referrals
- 2 – Self referred or referred by friend
- 17 – Law Enforcement referrals (PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 8 – School Referral
- 2 – Local Church
- 12 – Other referral sources
- 1 – Hospital
- 1 – Juvenile Hall
- 4 – Professional Counselor
- 4 – PC Emergency Shelter
- 7 – CBO
- 7 – Not Specified

Crisis Resolution Center Residents

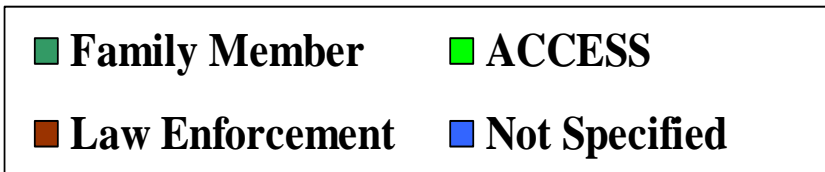
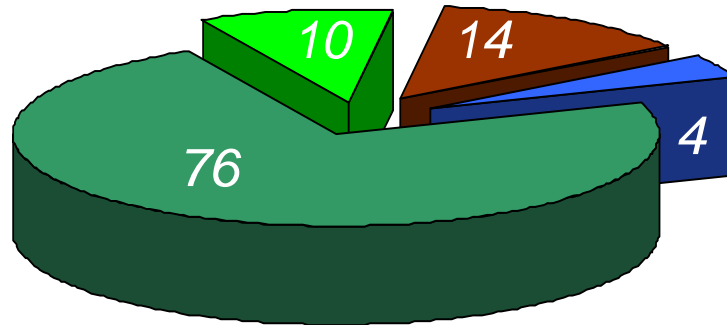
City of Origin (within Placer Co.)



- The CRC serviced 13 different communities within the County.
- The greatest number of placements coming from the city of Roseville, reducing from 52 referrals in 2006/07.
- Auburn fluctuated from 11 in 2005/06 to 24 in 2006/07 and back to 11 this reporting year.
- The CRC received referrals from Alta, Antelope, Foresthill & Tahoe Vista which had not referred in the previous year.

Crisis Resolution Center Intakes

Means of Transport to CRC



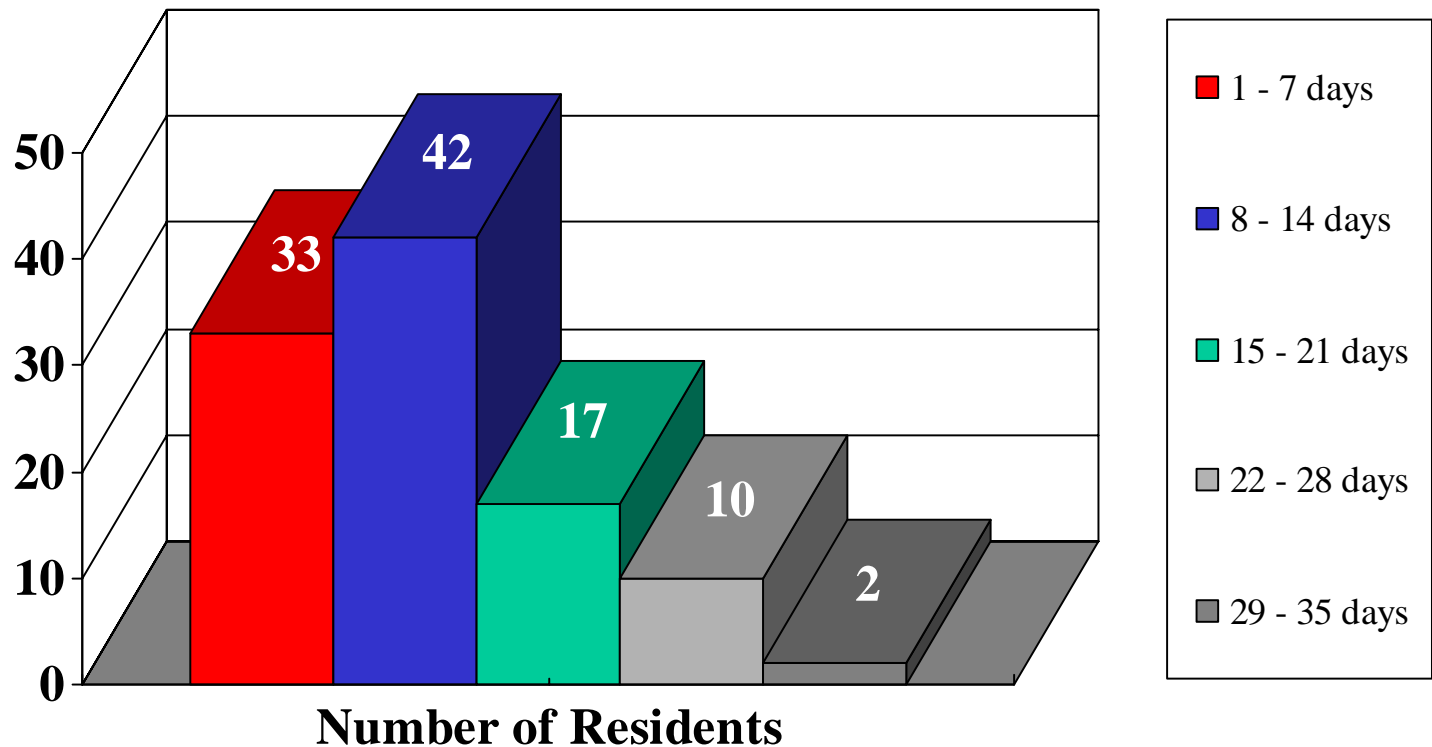
Family members are continuously the main means of transport regardless of referral source.

- Family Member 73%
- Law Enforcement 13%
- ACCESS 10%
- Self 4%

Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 11 days
(Average in 2006/07 – also 11 days)



Crisis Resolution Center Residents

Length of Stay

Number of youth length of stay per day

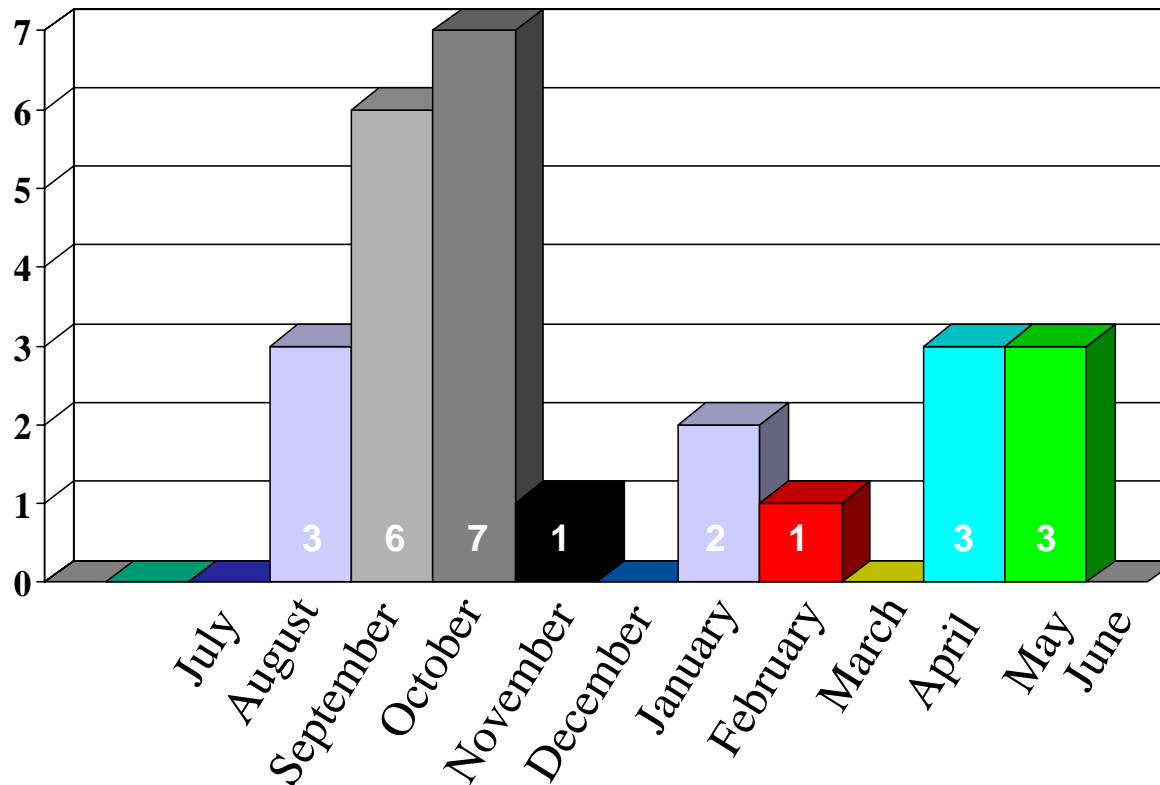
1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days
10	4	5	4	3	4	3
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
7	3	5	5	7	5	10
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
3	3	3	2	4	0	2
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
2	1	2	2	2	0	1
29 Days	30 Days	31 Days	32 Days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

Total Number of “Days of Care” – 1,188

Crisis Resolution Center Residents *Not Admitted Due to Capacity*

Total – 26

Average per month – 2.17



The CRC had 37 potential residents not admitted in 2006/07 compared to 26 this reporting period following a mid-year adjustment in the CRC's capacity agreement with Placer County. All potential residential clients were referred to CRC's Ancillary Out-Patient Services.



Crisis Resolution Center

Ancillary Services
(Out-Patient Counseling Services)

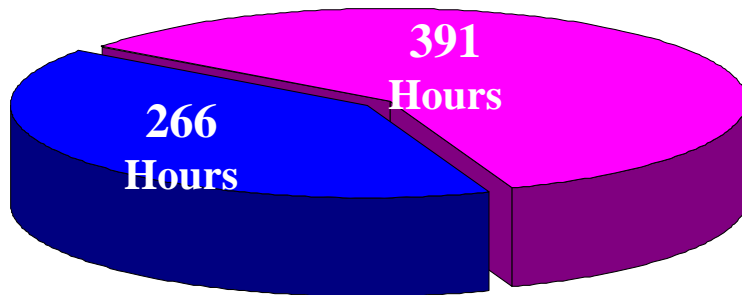
July 2007 – June 2008

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours - 657



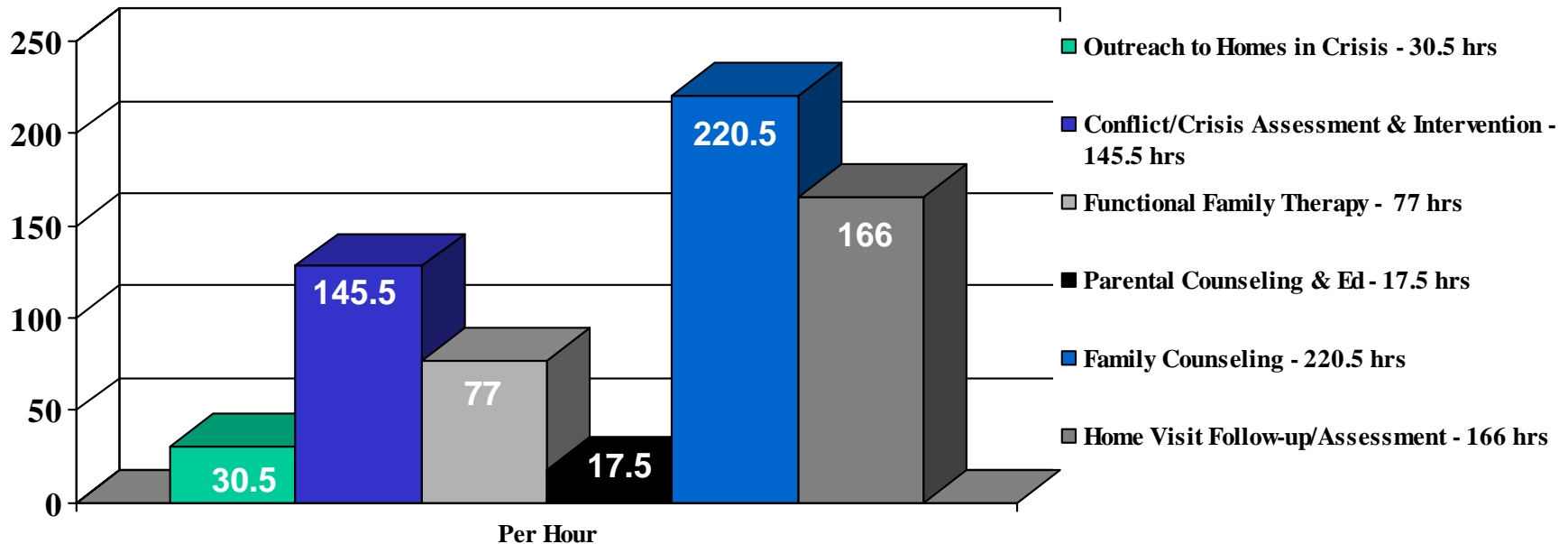
■ Male Teens ■ Female Teens

- 657 total hours is, once again, an increase in the number of Out-Patient counseling hours over previous years:
2006/07 - 437 total hours
2006/07 – 631 total hours
- In the two previous years we have seen male treatment hours equal female, this year female hours surpassed males once again.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category



- A total 657 hours of Ancillary Services were performed in six areas 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.



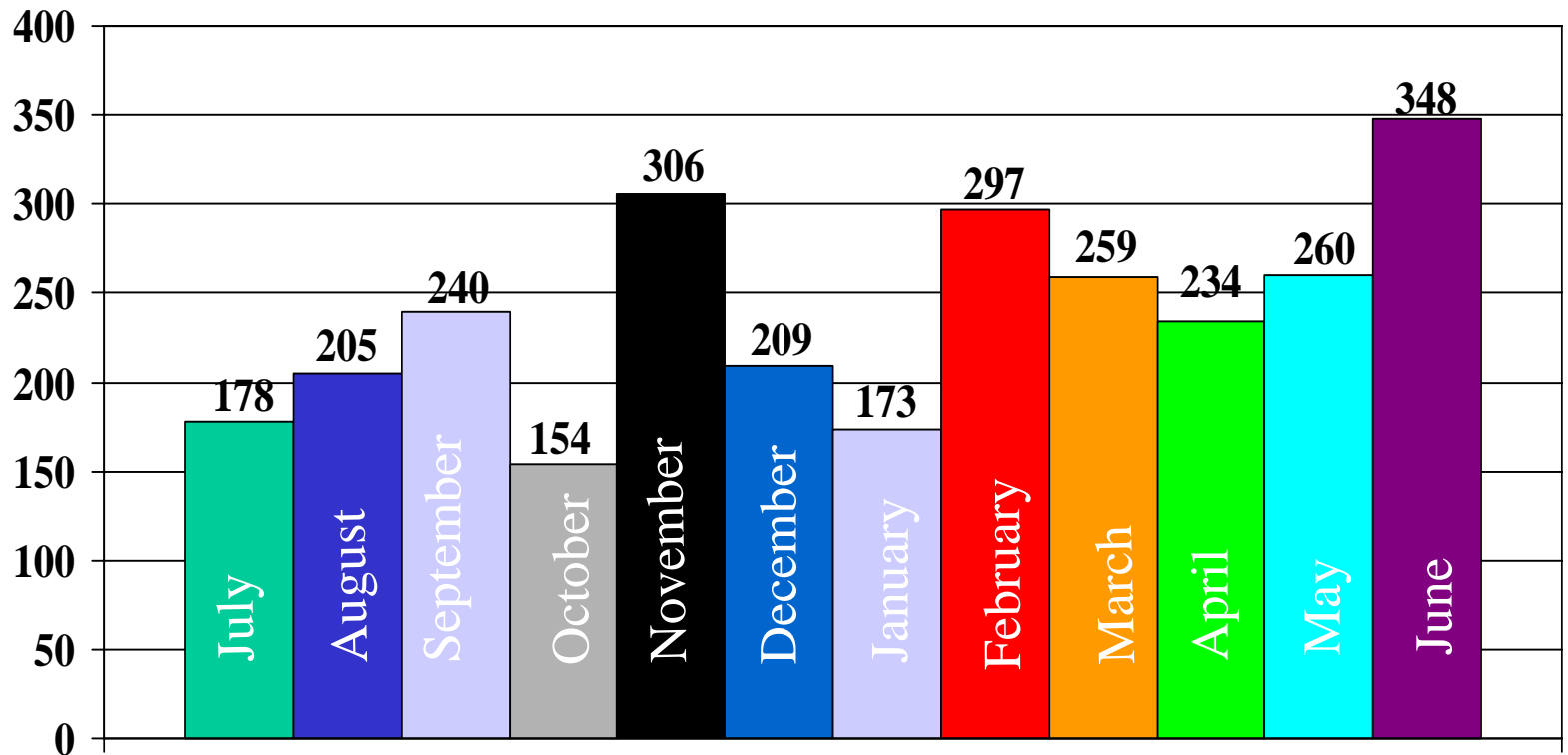
Crisis Resolution Center

Call Center

July 2007 – June 2008

Crisis Resolution Center Phone Log

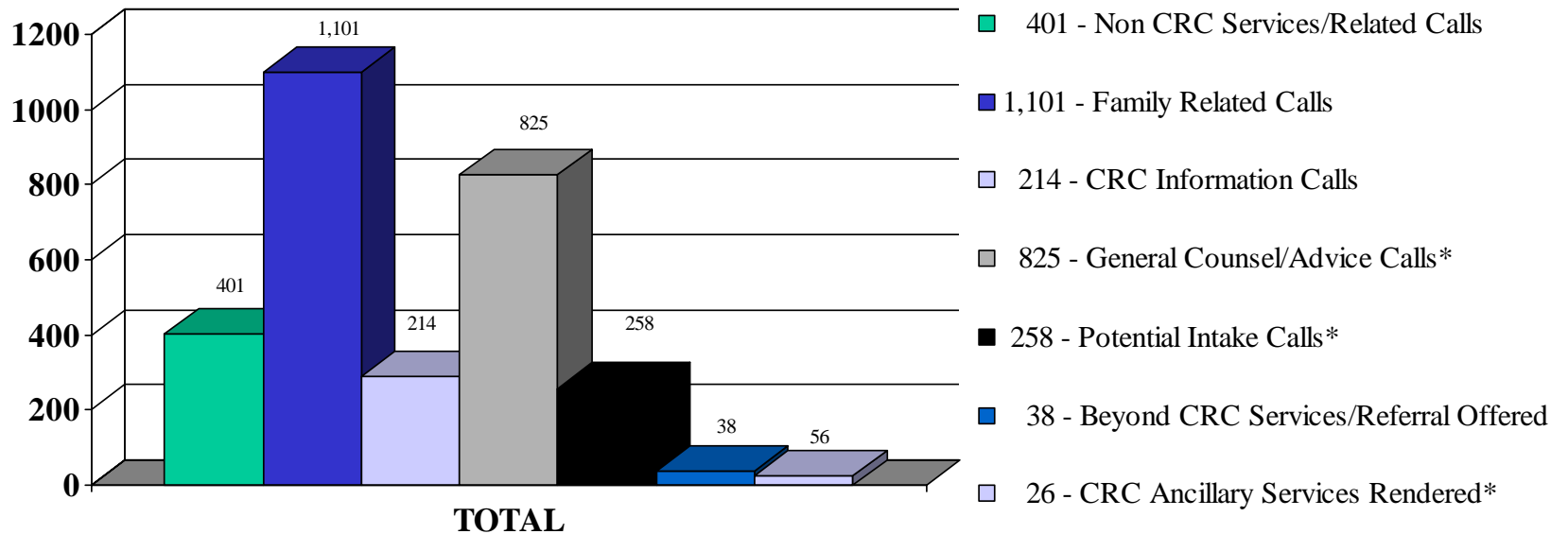
Calls Per Month



- 2,863 calls came onto the CRC.

Crisis Resolution Center Phone Log

Calls By Category



* Approximately 40% of all calls result in CRC services.