



Crisis Resolution Center

July 2008 – June 2009

Koinonia Group Homes
PO Box 1403
Loomis, CA 95650
916.652.0171



Crisis Resolution Center

Community Response

July 2008 – June 2009

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 CRC Staff,

I can't begin to thank you the support and kindness that you have shown my family through one of 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 - 10/08
Roseville

Thanks for everything you have done for my family and me. I truly have had an experience here and I feel that I have come out of it a smarter and happier person. Here I have realized the issues that I needed to fix. I also have found out a lot about myself, I feel like I have come out of this a better person. You have helped me learn to not butt heads as much as I have before and to control myself. I'm happy I was part of the CRC. Thank you.

Sincerely, Resident Hannah 04/09
Auburn

The staff was very pleasant and I would consider this a priceless resource for the community. I hope it is in operation for years to come. Thank you!

Parent GC 09/08
Roseville

Extremely valuable. Warm and supporting staff. I noticed a respectful environment from staff to kids and from kid to staff. Invaluable in my opinion as a place for troubled teens to learn personal responsibility. Grade A.

Parent MP 12/08
Auburn

Sean & I had an outstanding experience through the CRC under the leadership of Jeff the counselor. He possesses exemplary qualities as a non-confrontational observant therapist that helped Sean & I immediately.

Parent MR 03/09
Auburn



Dear Jeff and Staff,

I was blessed with being given your number and recommendation by Terry at Parent Project.

I can honestly say that the young man who returned home after his stay at your facility is definitely not the same individual I dropped off there 30 days earlier. I am not sure exactly what it was that helped Jordan turn the corner, but he has not looked back.

Our life has taken a turn for the better. There has not been a single incident in the last month since he has been home. We are all improving our communication, and respecting each others boundaries. Jordan calls and checks in on a regular basis, and has not had a single incident in school since being back. Compared to before he went to CRC, he had been suspended 11 times, received 13 citations and was on the verge of being expelled. Yesterday, Jordan brought home a sheet that showed he had brought his grades up from all F's to C's and D's. It is an on-going process, but so far, so good.

I am thankful that there was a place we could turn to so we could get a break and rethink strategies and situations. CRC provided us that needed chance to realize not only what Jordan was doing wrong, but where we needed to improve as well. I know that there will be situations in the future, but we are all better equipped to handle them when they occur.

Thank you very much, and be sure to know that I recommend you to anyone I speak to. If there ever is anything myself or my family can do to help, please do not hesitate to ask.

Once again, Thank You!

Parent AH & PH 04/09
Lincoln

Jeff & CRC Staff,

I would like to take this opportunity to personally thank each of you for your counsel, help & guidance you offered SR while he spent the past month with you at the CRC. This has been a life changing experience for both of us and has truly helped us in our journey towards family unity, peace, understanding & personal growth.

Thank you so much,
Family Thank You Card MR & SR 03/09
Auburn

I am so glad that there is a crisis center where a teenager can regroup, get counsel and reflect on themselves. The 1, 2 & 3 phases are very important. We leave here with tools for the family. That is so valuable.

Parent MR 10/08
Auburn

Thank you for all your help.
You have been a blessing!

Parent AL 10/08
Granite Bay

Thank you for providing our family with a safe haven for Jenny and allowing us to calm a volatile situation down. We look forward to receiving services to help us maintain what Jenny has learned at the CRC

Parent RF 07/08
Kings Beach

“... I went looking for my ideals outside of myself and discovered it's not what the world holds for you – it's what you bring to it.”

*Anne Shirley
Anne of Avonlea*



Thank you so much for all the help we got, thank you Jeff for listening to my situation and helping us to get it right.

Parent RM 10/08
Roseville

The CRC and staff has been very effective in deescalating a potentially violent situation with Savannah. We are hoping that the redirection that we received at the CRC will make for a lasting and positive affect on our family.

Parent LM 12/08
Loomis

Regarding Our Daughter

Dear Jeff,

We would like to thank you and the CRC staff for the excellent care and guidance provided to us and to our daughter. Throughout elementary and middle school, our daughter was a tremendously active and successful child in both school and sports. At the end of her middle school year, she began “hanging out” with new friends and her personality and behavior changed very quickly. We found that she began experimenting with drugs and alcohol. She quickly lost interest in most activities and school was no longer important. She also became very unreasonable and did not adhere to any house rules. This was a tremendous disruption in our household and seriously affected all of us including her eleven year old younger brother.

CRC provided an opportunity for our daughter to reflect on what she was doing. It also gave us time to understand and plan, knowing that she was in a supportive and safe environment. The CRC gave us and our daughter a place to communicate with each other. Without the CRC’s intervention, our daughter has stated that she could have been further into drugs and alcohol and possibly even dead.

We have used various diversion programs that are helping, but the CRC gave us the beginning to the right path. It was obvious that giving us and our daughter some separation and guidance allowed us to get us back on track.

We have come across several families that are in the same situation that we were in and we have recommended them to the CRC. With the current lifestyles and peer pressure, we have seen a lot of kids just in our surrounding area that are in similar situations as our daughter. The CRC has helped us become a family again, and we hope many families will take the opportunity to use this facility.

Sincerely,

B & R Y

02/09 - Granite Bay

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

Intake / Resident Information

July 2008 – June 2009

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

Resident Questionnaire

New this year (2009 only) is a questionnaire offered to both residents and their parents/caregivers (on next page). Here are those who responded.

How Friendly was the staff?

Residents: Poor – 0 Fair – 1 Good – 1 Great – 7 Exceptional – 7

How helpful were the family Meetings?

Residents: Poor – 2 Fair – 1 Good – 1 Great – 3 Exceptional – 9

How helpful was the House Staff?

Residents: Poor – 1 Fair – 0 Good – 3 Great – 4 Exceptional – 8

How helpful was the program material?

Residents: Poor – 1 Fair – 0 Good – 3 Great – 4 Exceptional – 8

How fun was the program material?

Residents: Poor – 3 Fair – 1 Good – 6 Great – 4 Exceptional – 2

Was the situation resolved?

Residents: No – 4 Yes – 12

Do you think your family now has the skills to work things out?

Residents: No – 2 Yes – 14

Crisis Resolution Center Residents *Parent/Caregiver Questionnaire*

New this year (2009 only) is a questionnaire offered to both residents (on previous page) and their parents/caregivers. Here are those who responded.

How Friendly was the staff?

Parent: Poor – 0 Fair – 0 Good – 3 Great – 10 Exceptional – 24

How helpful were the family Meetings?

Parent: Poor – 0 Fair – 2 Good – 11 Great – 9 Exceptional – 15

How helpful was the House Staff?

Parent: Poor – 0 Fair – 0 Good – 0 Great – 13 Exceptional – 24

How professional was the staff?

Parent: Poor – 0 Fair – 1 Good – 0 Great – 10 Exceptional – 26

Was the crisis situation resolved?

Parent: No – 6 Yes - 31

Would you recommend this facility to a friend?

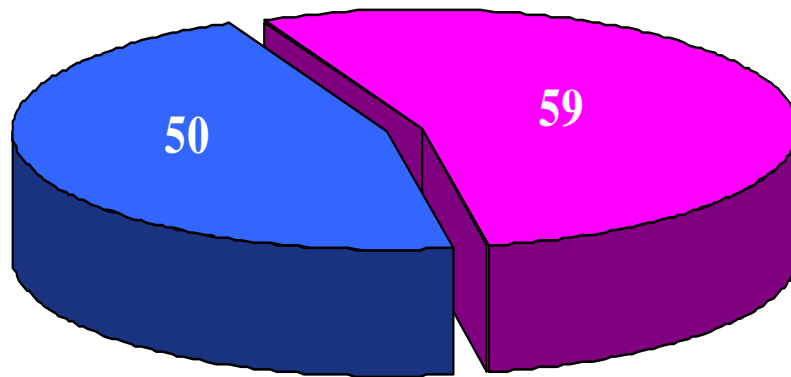
Parent: No – 0 Yes - 37

Do you think your family now has the skills to succeed?

Parent: No – 3 Yes - 34

Crisis Resolution Center Residents

Totals by Gender



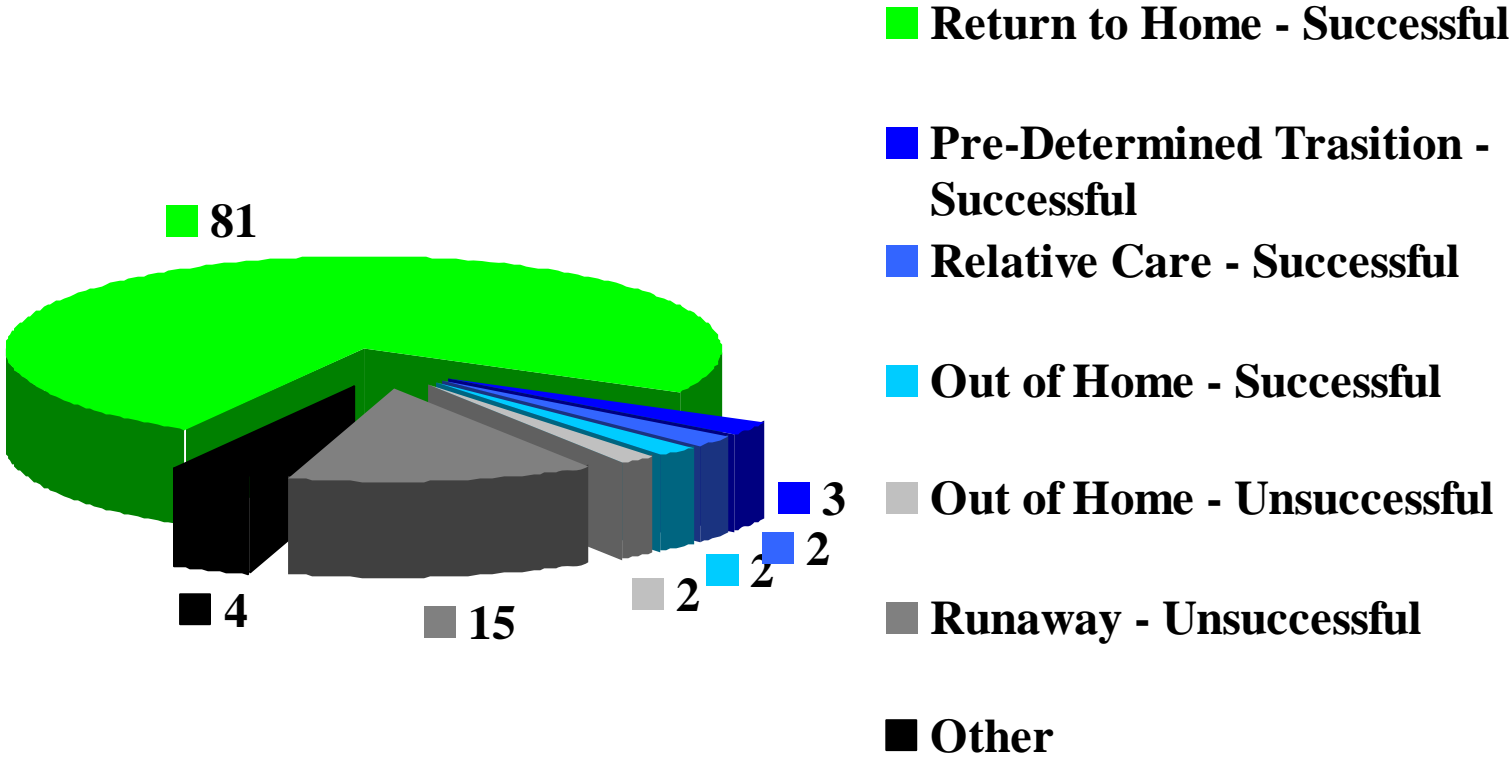
Total CRC Residents – 109

Total Male Residents – 50

Total Female Residents – 59

- This year, females represent 54% and the males 46% of the teens served.
- The CRC continues to see more acute behavioral and familial issues, particularly in this last year.
- The number of additional therapeutic program elements added to the CRC daily schedule have been adjusted as the severity of issues increases.

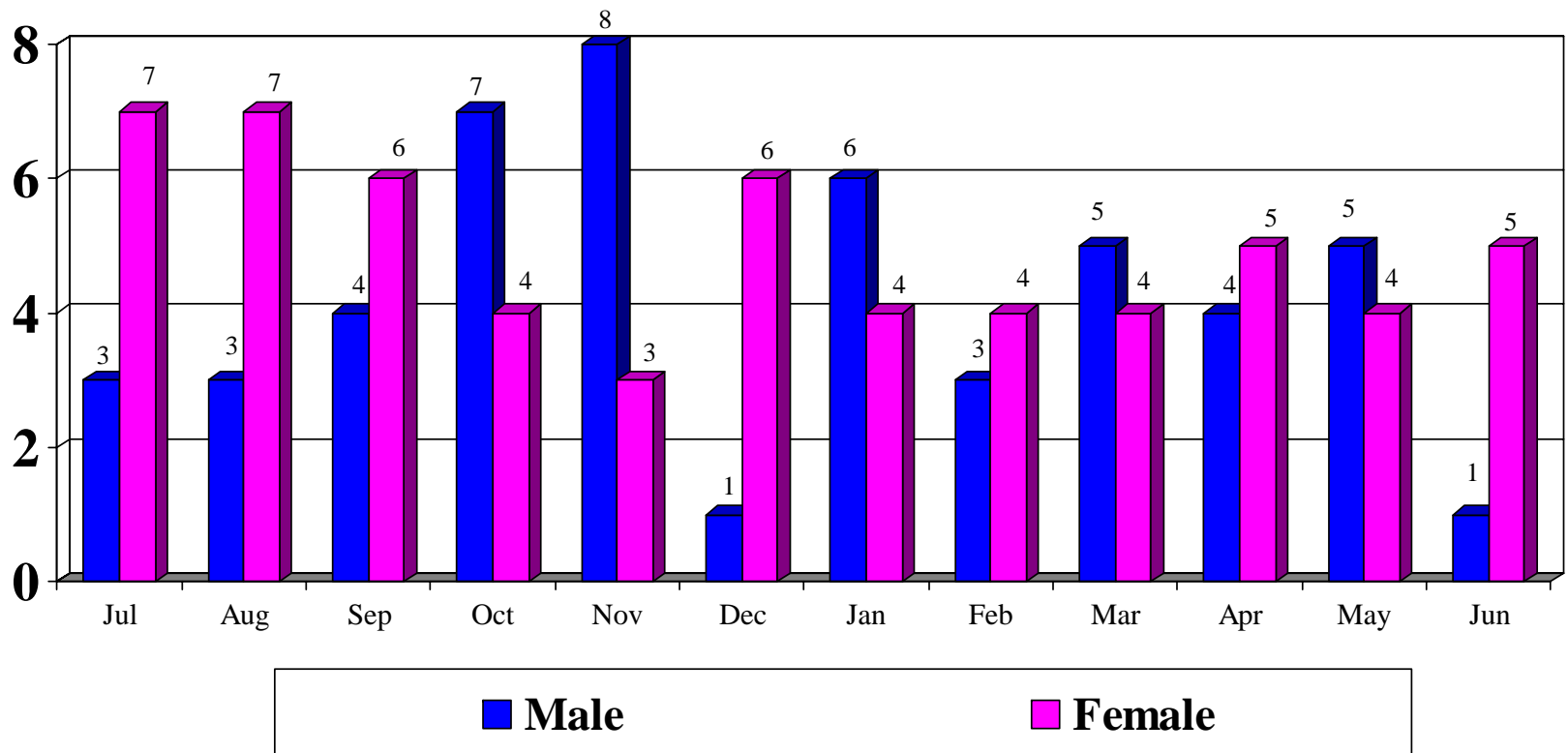
Crisis Resolution Center Residents *Placement Outcomes*



Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 109 Total Male – 50 Total Female – 59

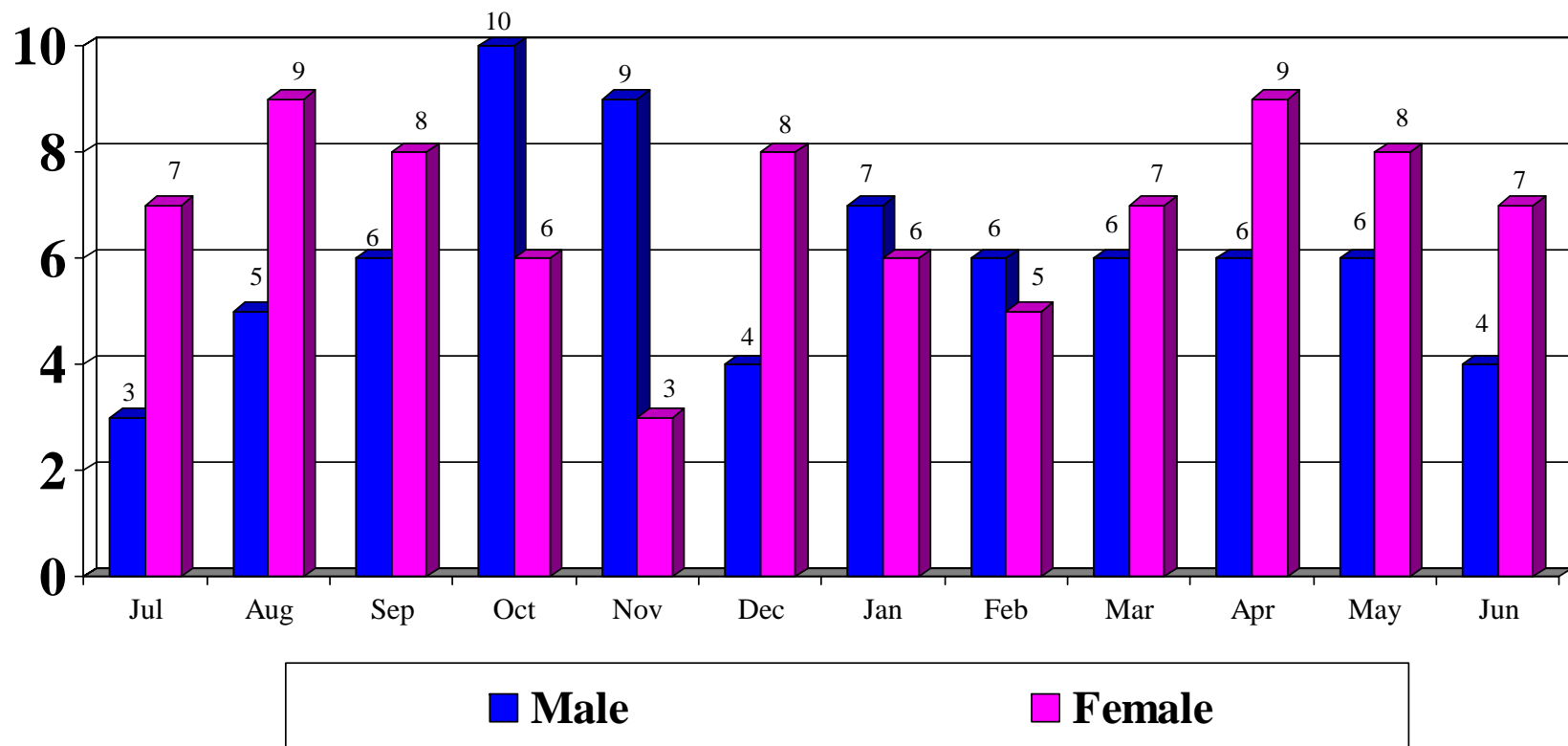


Crisis Resolution Center Residents

Monthly Totals by Gender

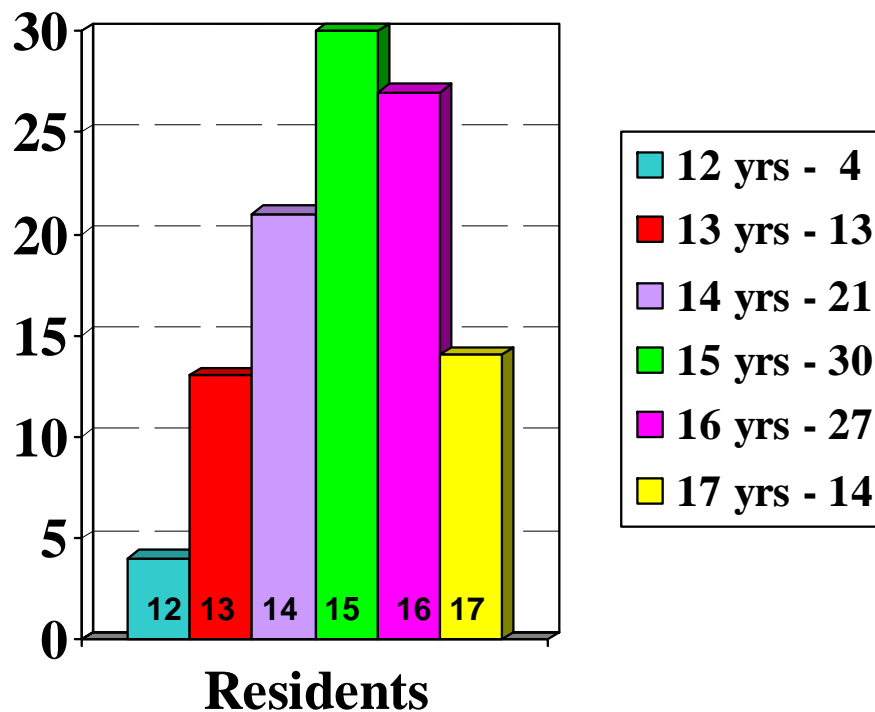
Total Residential Services – 155

Total Male – 72 Total Female – 83



Crisis Resolution Center Residents

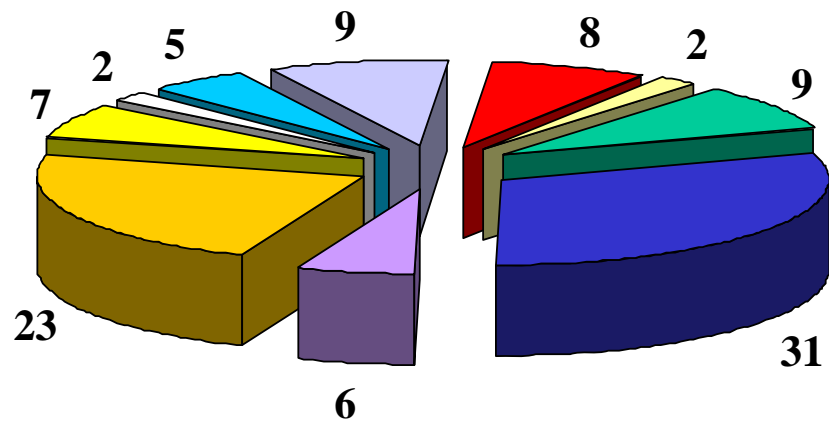
According to Age



- 15 & 16 years old age group continues to make up the largest group of those seeking services.
- The 13/14/15 years old age group tends to present with the greatest amount of resistance to therapeutic intervention. Typically, they are less accountable to making changes in their behavior.
- The 16 & 17 year olds tend to make the most progress working on their family dynamics through the CRC program. This age group tends to take the process more seriously.
- Non-residential services continue to reflect similar trends.

Crisis Resolution Center Residents

Referral Source

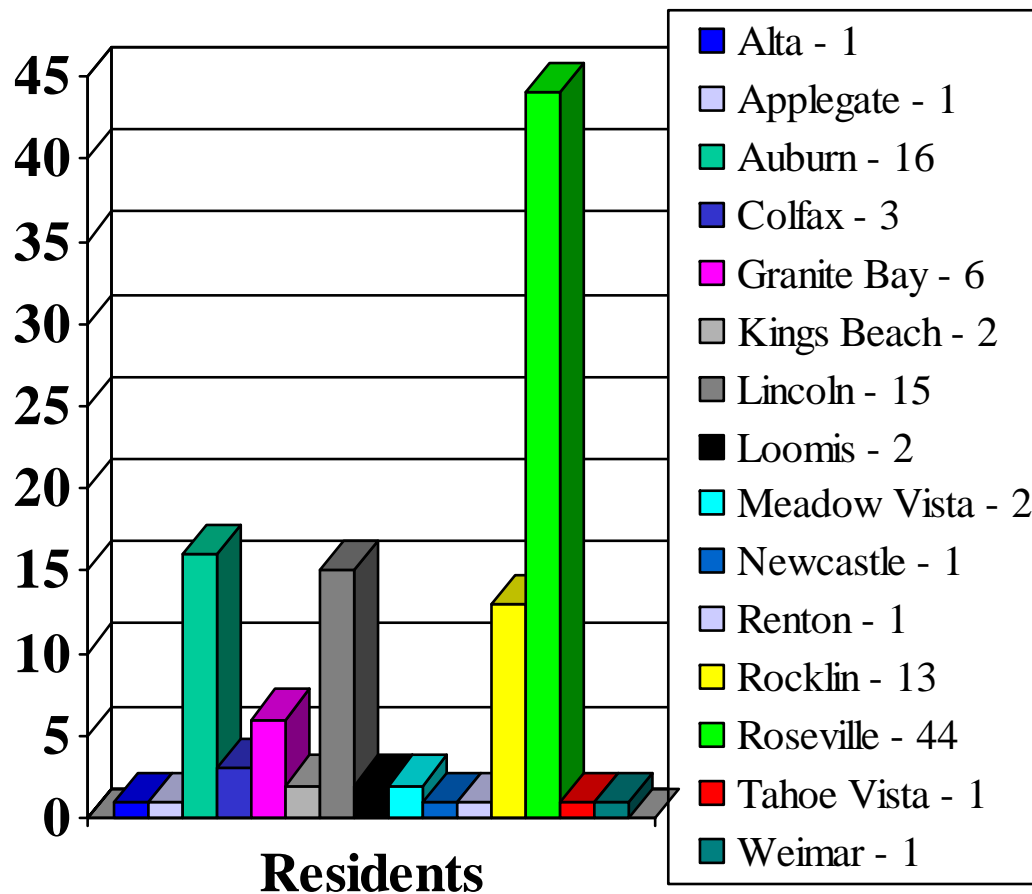


- | | |
|--|--|
| ■ Parent/Guardian | ■ ACCESS |
| ■ Self or Peers | ■ Law Enforcement |
| ■ School | ■ Juvenile Hall |
| ■ Peers | ■ Prof Counselor |
| ■ CBO | ■ Not Specified |

- 9 – Parent/Guardian referrals
- 31 – ACCESS/CSOC referrals
- 6 – Self referred or referred by friend
- 23 – Law Enforcement referrals (PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 7 – School Referral
- 12 – Other referral sources
- 2 – Juvenile Hall
- 9 – Professional Counselor
- 8 – CBO
- 2 – Not Specified

Crisis Resolution Center Residents

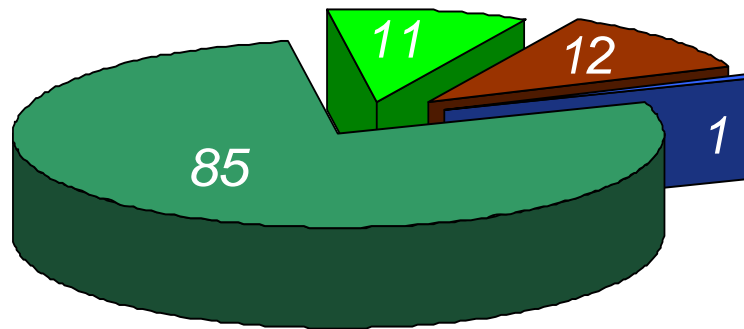
City of Origin (within Placer Co.)



- The CRC serviced 14 different communities within the County and one out-of-state youth.
- Referrals continue to reflect the population concentrations within the County.
- The city of Lincoln nearly doubled in its referrals from 8 in 2007/08 to 15 this reporting period.
- The CRC continues to receive referrals from the County's smaller communities including Alta, Applegate, Foresthill, Tahoe Vista & Weimar.

Crisis Resolution Center Intakes

Means of Transport to CRC



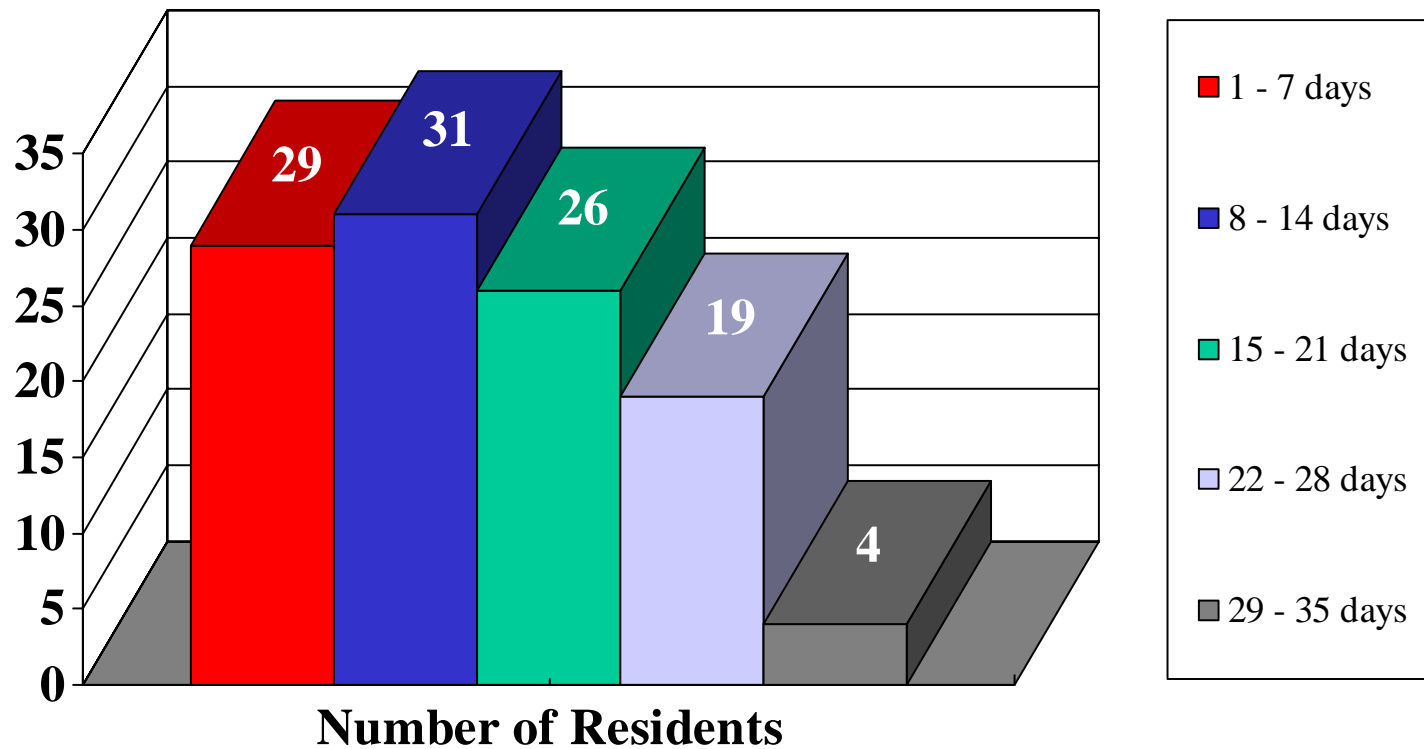
Family members are continuously the main means of transport regardless of referral source.

- Family Member 78%
- Law Enforcement 11%
- ACCESS 10%
- Self 1%

Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 14 days
(Average in 2007/08 – 11 days)



Crisis Resolution Center Residents

Length of Stay

Number of youth length of stay per day

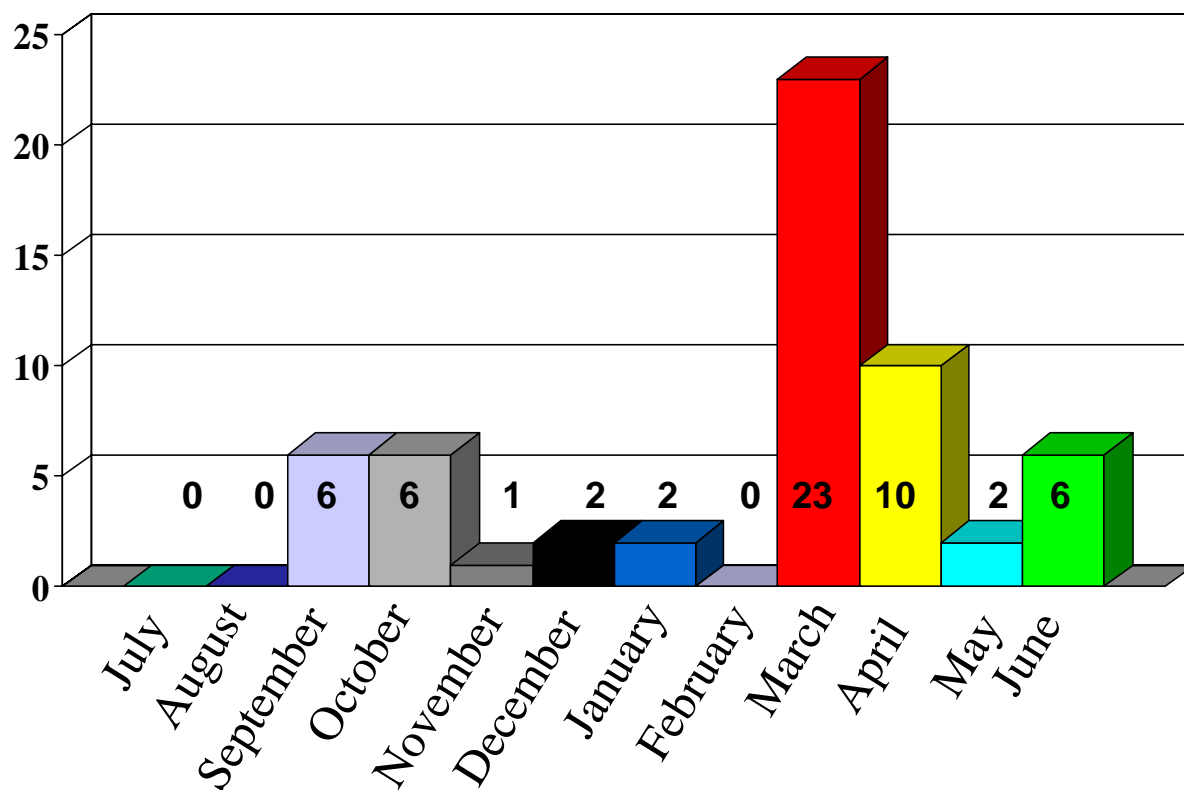
1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days
9	2	3	0	7	4	4
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
2	3	6	1	2	7	10
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
3	5	4	1	2	6	5
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
2	1	2	2	5	4	3
29 Days	30 Days	31 Days	32 Days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

Total Number of Residential “Days of Care” – 1,567

Crisis Resolution Center Residents *Not Admitted Due to Capacity*

Total – 58

Average per month – 4.83



The high number recorded in March reflect a number of calls regarding the same two potential clients. Removing the month of March from the *Total & Average*, the numbers would more accurately represent a *Total of 35* with an *Average of 3.18* per month. All potential residential clients were referred to CRC's Ancillary Out-Patient Services.



Crisis Resolution Center

Ancillary Services
(Out-Patient Counseling Services)

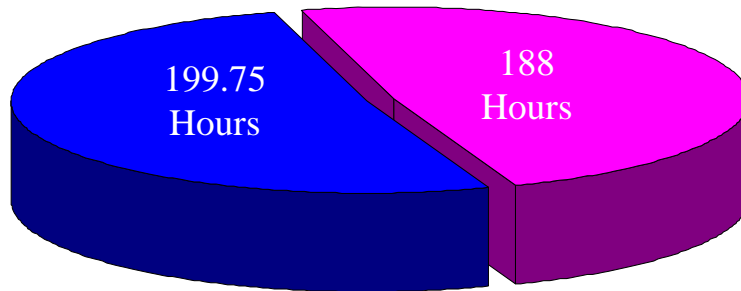
July 2008 – June 2009

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 387.75



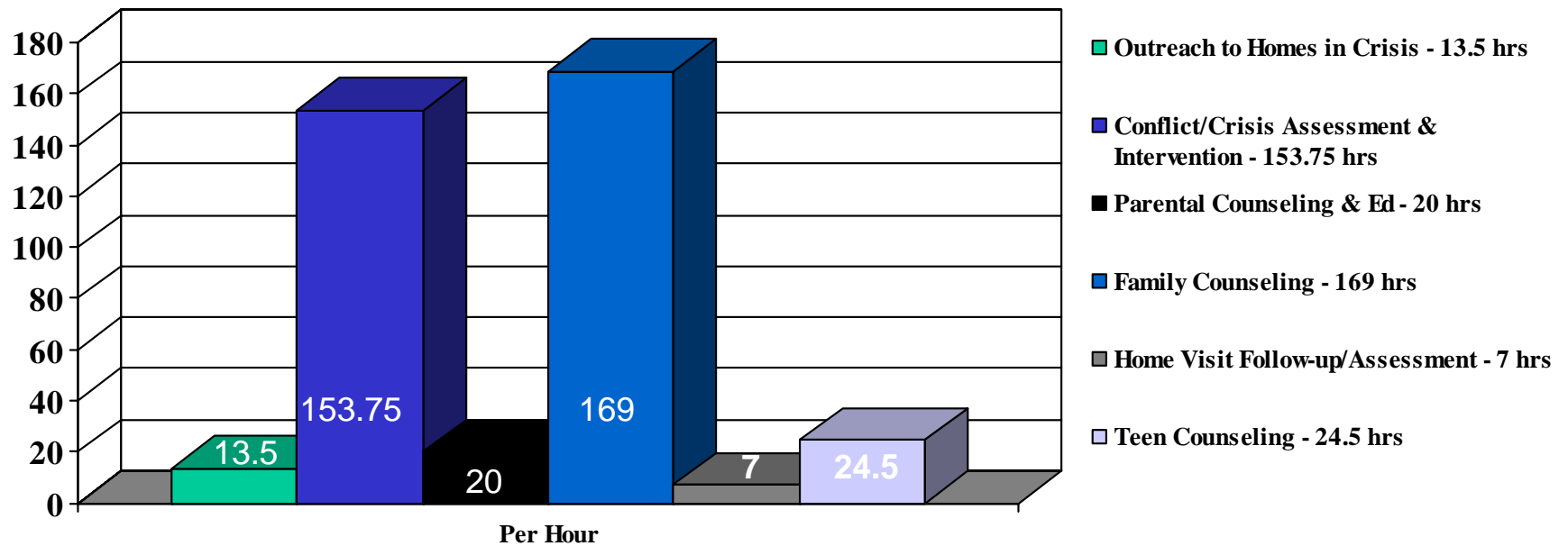
■ Male Teens ■ Female Teens

- 387.75 total hours of out-patient counseling reflects a greater percentage of counselor's hours being allocated to the teens and family members who are in residence at the CRC as we experience an increase in the severity and intensity of familial issues and in turn, the teens issues.
- In the two previous years we have seen male treatment hours equal female, this year male hours surpassed females by a small margin once again.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

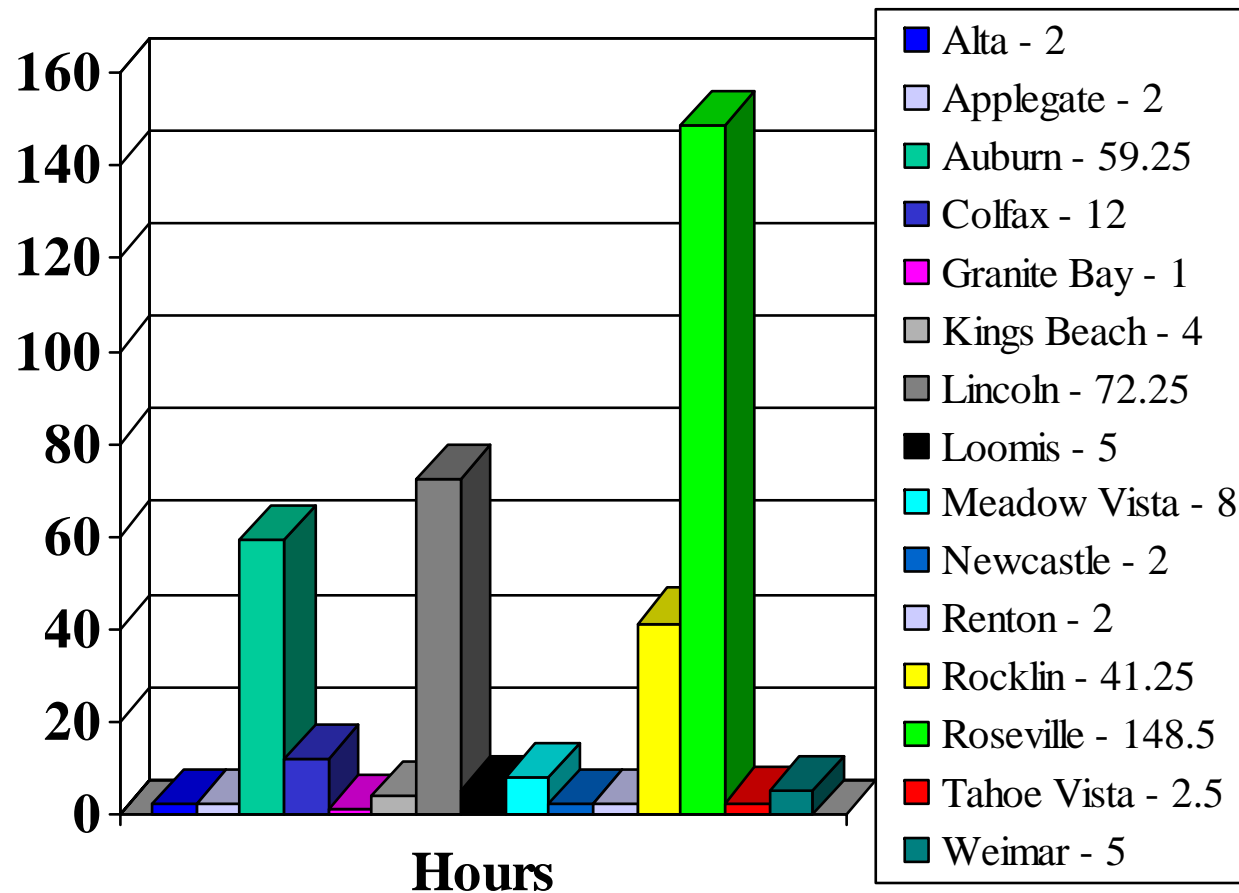


- A total 387.75 hours of Ancillary Services were performed in six areas of need.
- Focusing on the family dynamic *as a whole* through Family Counseling has proven to be the most beneficial in the *solution focus crisis intervention* offered by the CRC.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community





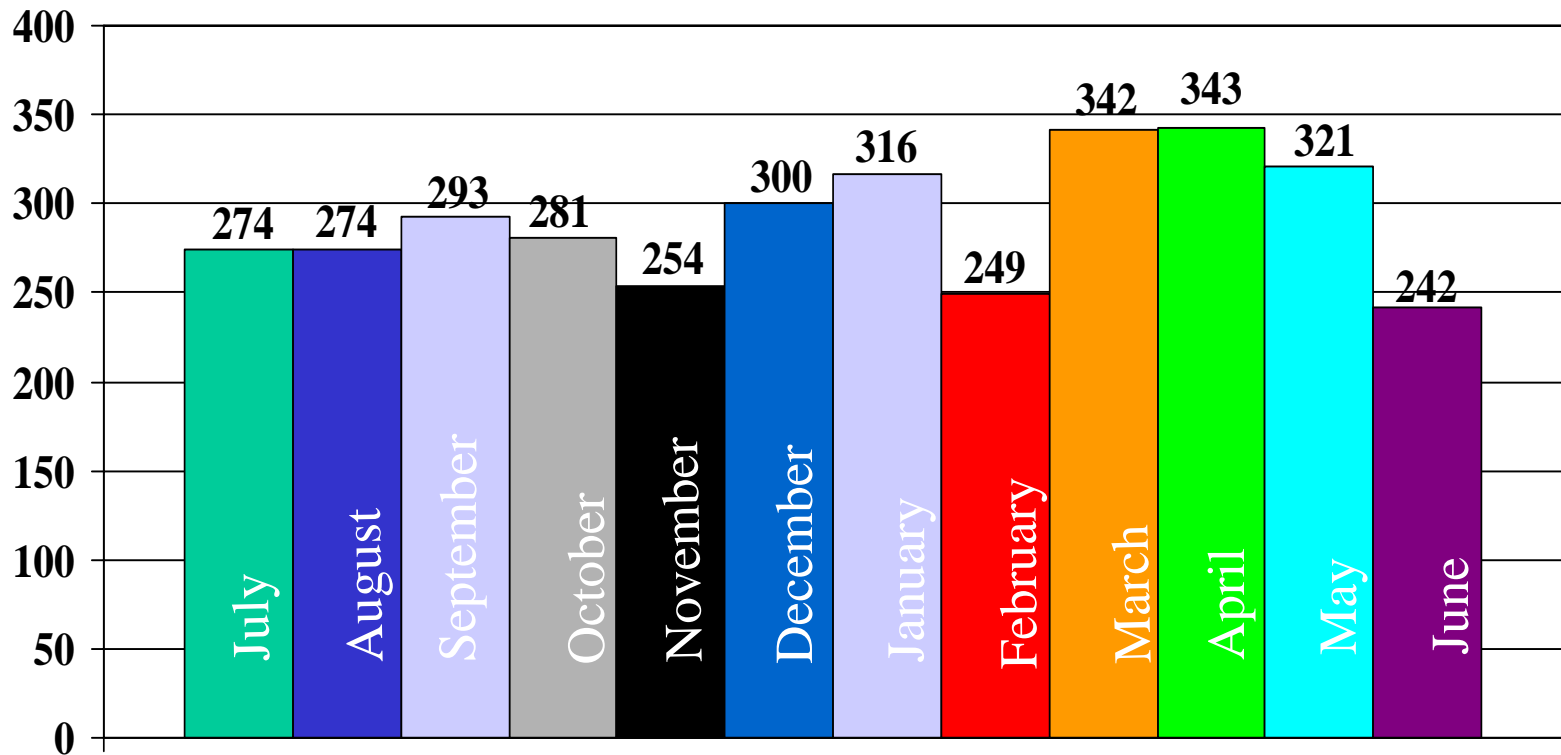
Crisis Resolution Center

Call Center

July 2008 – June 2009

Crisis Resolution Center Phone Log

Calls Per Month



◆ 3,489 calls came into the CRC

Compared to 2,863 calls in 2007/08

Crisis Resolution Center Phone Log

Calls By Category

