



July 2009 – June 2010

Koinonia Group Homes
PO Box 1403
Loomis, CA 95650
916.652.0171
www.kfh.org

Crisis Resolution Center

New Brochure & Info Card



CRISIS RESOLUTION CENTER

Bringing Hope to a New Generation



Services contracted through Koinonia Family Services
 @ 16) 652-2749 | Toll Free (866) 251-7584 | CRC@KFH.org

Program Description

Koinonia Family Services has a long history of providing quality care across the state to hurting, abused and delinquent teenagers and their families when in crisis. The services of the Crisis Resolution Center, available at no cost to Placer County residents, are made possible through a unique collaboration between both Placer County and Koinonia. This program is a solution focused intervention that resolves family crises and establishes successful reunification of minors (ages 12-17) with their families. The Crisis Resolution Center (CRC), located in Loomis, is a six bed facility, professionally staffed by fully licensed and well trained child care workers, support services staff and a masters level Social Worker. Providing short term out-client services as well as short term residential care, our team offers the highest quality of relationship counseling, conflict resolution, parent-child training and referral services.

Out-Client Services

- Individual teen counseling
- Parent of teenager counseling
- Family/Teen counseling

Short Term Residential Services

Short term residential placement for teenagers ages 12-17 (30 day maximum, averaging stay approximately 2 weeks). Youth at the Crisis Resolution Center experience a stable, well supervised schedule that follows a three phase process:

Phase One: Orientation and Crisis De-escalation
 During this phase, youth remain at the CRC under staff supervision, giving the family necessary time to de-escalate and recover from the initial crisis. Careful evaluation and monitoring are made and admitted youth are instructed in the expectations, schedules and activities of the facility. After the youth is successfully de-escalated, counseling begins with meetings between CRC social workers, parents or caregivers and their child.

Phase Two: Counseling and Outreach
 Resolving the family crisis and related issues that led to the youth's placement is the goal of phase two. Emphasis is placed upon providing parents, legal guardians and their teenagers with the necessary life skills needed to resolve the crisis and re-unite the youth with their family.

Phase Three: Reunification and After Care
 The development of a successful reunification plan will occur during this phase with all family members, identifying roles and responsibilities of all parties involved. The focus will be on assisting the families in developing a plan which outlines each member's responsibility in maintaining successful reunification, as well as plan accountability. If necessary, recommendations are given for additional community and county based services.

Services are designed to empower families to become proactive and creative problem solvers. Bringing real hope to Placer County caregivers and teenagers in crisis, relational conflict resolution and creative intervention remains the unwavering mission of the Crisis Resolution Center.

CRISIS LINE: (866) 251-7584

Are you in need of free and confidential help?
 We provide services to teens in crisis and their families.

Crisis Resolution Center
 P.O. Box 1403 Loomis, CA 95650
1-866-251-7584 (toll free)
 24-hour-a-day response

Serving Placer County
 Contracted through Koinonia Family Services



Community Response

July 2009 – June 2010

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 and Staff,

I just want to say thank you so much for taking good care of Zach, that I am so grateful to all of you. Even though, as his mother, it hurts to see him there but I at least know he's safe and very well taken care of by all of you. That means the world to me. It's nice to know there are good people out there like you to do this kind of job ☺.

*Parent MS 01/10
Auburn*

Thanks you so much for being a help & guide to parents and their children. CRC's a fantastic environment for a child to thrive in an objective structure space.

*Parent DB-D 12/10
Loomis*

CRC,

Reflective listening . . . was extremely helpful with resolutions at home. This place has made my Michaela shine through; and that's awesome!

God Bless CRC!

*Parent CM 06/10
Roseville*

The CRC has provided us with a means to have a much needed cool-down period and positive tools for communication between one another as a family. We are still a work in progress but your guidance has been immeasurable in helping us see the light at the end of the tunnel. Hope and faith are abundant. We are eternally grateful to all of you.

*Parent TH 09/09
Roseville*

My granddaughter had excellent care while she was here. Thank you so much for caring!!

Grandparent JW 06/10
Auburn

The best thing about the CRC was the staff and all of the residents. I learned a lot of things to help with my relationship with my parents.

Resident MD 10/09
Auburn

Koinonia was very helpful to myself and my family. I would highly recommend this place to another fa

Parent RL 02/10
Loomis



The food, it was HE**A good!!!

Resident JK 01/10
Granite Bay

Thank you to all the staff at CRC! God's perfect timing brought Kayla into your open door and heart of understanding and compassion. We know she has new "tools" to work with and look forward to positive forward steps as a family.

Parent KJ 03/10
Antelope

All the staff here are wonderful. Thank you so much for the help with my son. I see a glimpse of who he really is – Thank You ☺

Parent AG 12/09
Rocklin

Thank you very much for the time, support & dedication you've shown us & our son. You do a terrific job here (all of you) ~ Thanks from the bottom of my heart.

Parent LS 09/09
Rocklin

Stacy & Jocelyn were always there if I needed to talk and helped me look inside myself to find what I needed to look at in life.

Resident AS 10/09
Auburn

Thanks to the Program, we now have tools to guide us towards resolving our differences, & peace.

Parent JL 12/09
Roseville

I liked that I had the time to think about what made me so upset and listen to my mom's side and get mine out there in the open as well.

Resident MK 11/09
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*



The CRC provided a safe place for my daughter with a very homey feeling. The staff was firm but very kind.

Parent JC 07/09
Roseville

Thank you very, very much for your help and support in this difficult time.

Parent CE 10/09
Loomis

Jeff has been absolutely awesome. Thank so much to everyone.

Parent DF 06/10
Roseville

The thing I liked about the CRC is that everything helped me and my mom get through this crisis and also the staff, they're just great people ☺

Resident K 04/10
Roseville

This program was great. I learn a lot and my son learned communication skills.

Parent JS 06/10
Lincoln

How did you hear about the CRC?

As reported on initial contact

- Friend
- Family
- Law Enforcement
- Placer County's Diversion
- Private Family/Teen Counselor
- Family & Children's Services
- Placer County Probation
- Parent Project
- RAFT
- Emergency Shelter
- Hospital
- Christian Life Center
- Yellow Pages
- Placer County CSOC
- Family Resource Center
- School
- Youth Resource Center
- Online @ www.kfh.org
- CRC Hot Line
- Church
- Social Worker
- Christian Endeavor
- Peace for Families
- PCMH
- Sierra Vista
- Medical Provider
- Golden Sierra Life Skills
- And More . . .



Intake / Resident Information

July 2009 – June 2010

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 . . .*

Tutoring *With PCOE Tutor & Staff*

Substance Abuse Treatment Group

With Certified Substance Abuse Counselor

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.

Independent Study Support

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

Informal Counseling

Throughout the day with trained staff

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

Parent/Caregiver Questionnaire

This questionnaire is offered to both residents (on next page) and their parents/caregivers. Here are those who responded.

How Friendly was the staff?

Parent: Poor – 0 Fair – 0 Good – 2 Great – 10 Exceptional – 49

How helpful were the family Meetings?

Parent: Poor – 0 Fair – 2 Good – 11 Great – 16 Exceptional – 22

How helpful was the House Staff?

Parent: Poor – 0 Fair – 0 Good – 4 Great – 12 Exceptional – 37

How professional was the staff?

Parent: Poor – 0 Fair – 0 Good – 2 Great – 6 Exceptional – 44

Was the crisis situation resolved?

Parent: No – 8 Yes - 46

Would you recommend this facility to a friend?

Parent: No – 1 Yes - 55

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

Parent: No – 5 Yes - 47

Crisis Resolution Center Residents

Resident Questionnaire

This questionnaire is offered to both residents and their parents/caregivers (on previous page). Here are those who responded.

How Friendly was the staff?

Residents: Poor – 1 Fair – 0 Good – 4 Great – 22 Exceptional – 30

How helpful were the family Meetings?

Residents: Poor – 3 Fair – 17 Good – 17 Great – 13 Exceptional – 12

How helpful was the House Staff?

Residents: Poor – 1 Fair – 1 Good – 10 Great – 27 Exceptional – 23

How helpful was the program material?

Residents: Poor – 5 Fair – 12 Good – 17 Great – 14 Exceptional – 14

How fun was the program material?

Residents: Poor – 13 Fair – 13 Good – 12 Great – 15 Exceptional – 8

Was the situation resolved?

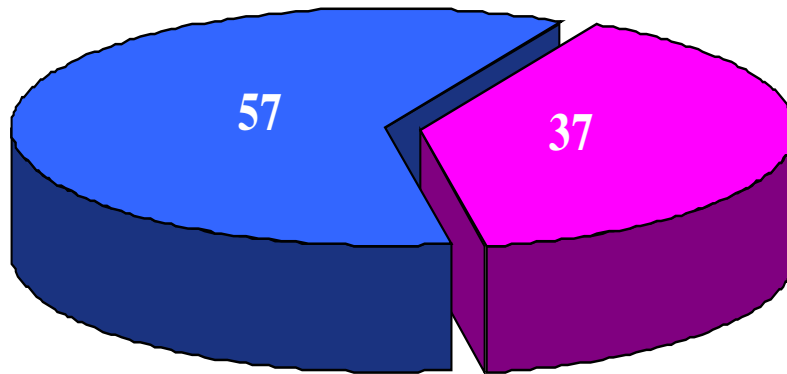
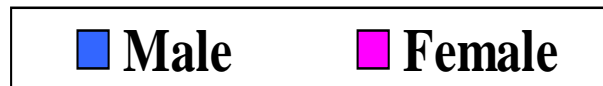
Residents: No – 14 Yes – 42

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

Residents: No – 12 Yes – 46

Crisis Resolution Center Residents

Totals by Gender



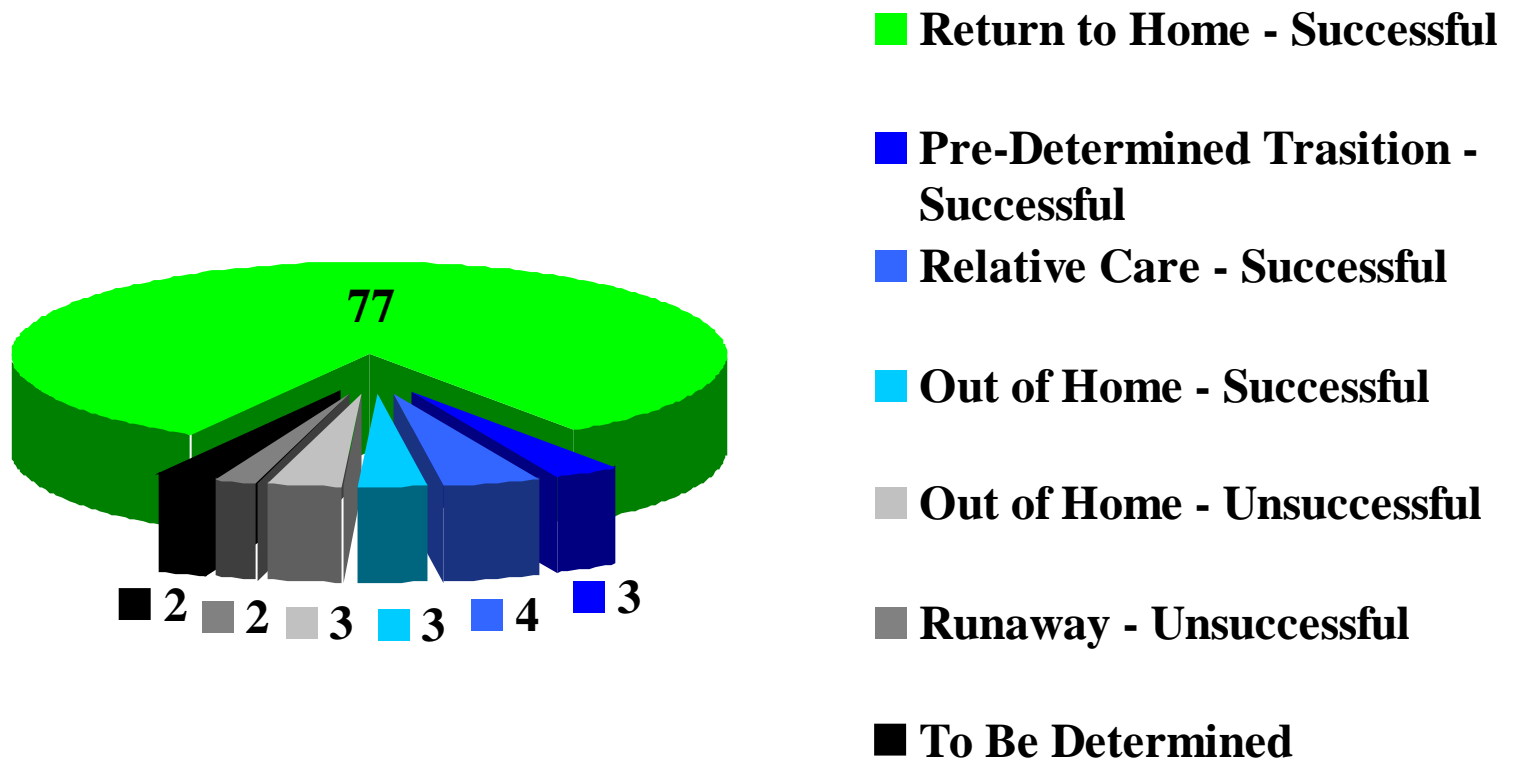
Total CRC Residents – 94

Total Male Residents – 57

Total Female Residents – 37

- This year, females represent 39% and the males 61% of the teens served. Males superseded female placement for only the second time since the CRC's opening in 2002.
- The CRC saw a significant jump in the acuity of behavior and in the severity of familial issues this year.
- The number of additional therapeutic program elements added to the CRC daily schedule have been adjusted as the severity of issues increases. This reporting year we added on-site substance abuse treatment with a certified substance abuse counselor.

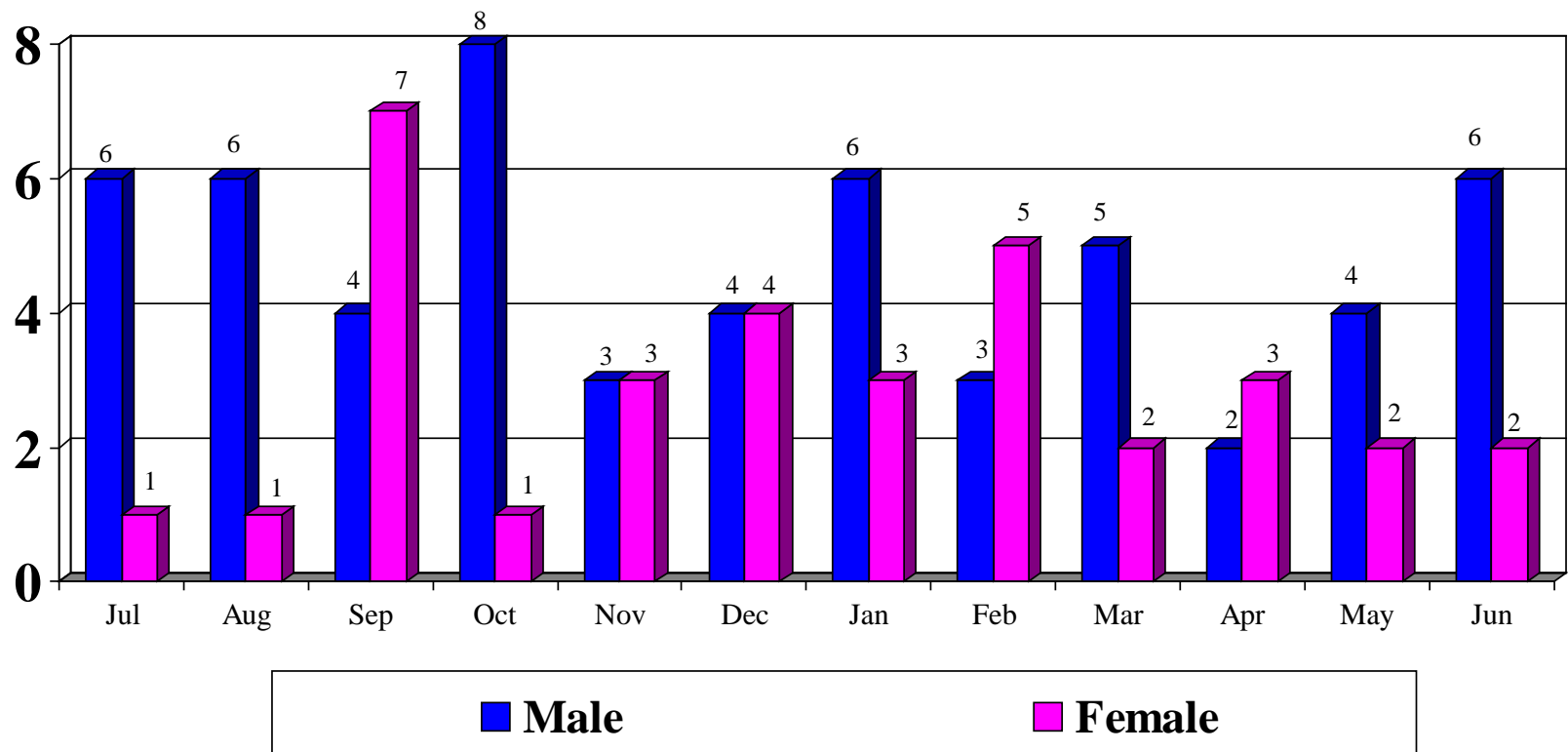
Crisis Resolution Center Residents *Placement Outcomes*



Crisis Resolution Center Residents

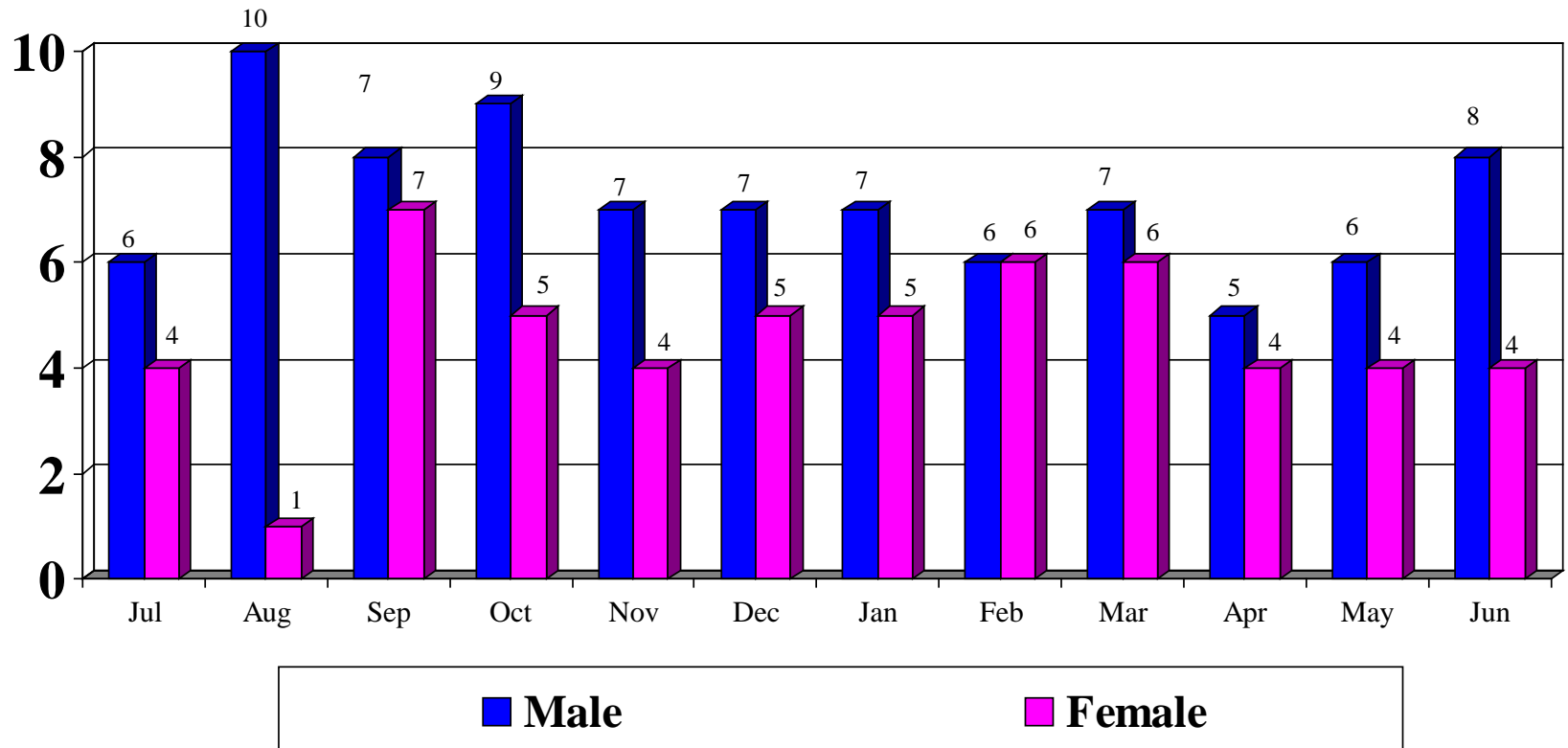
Monthly Intake Totals by Gender

Total Intakes – 91 (3 Existing Clients) Total Male – 57 Total Female – 34



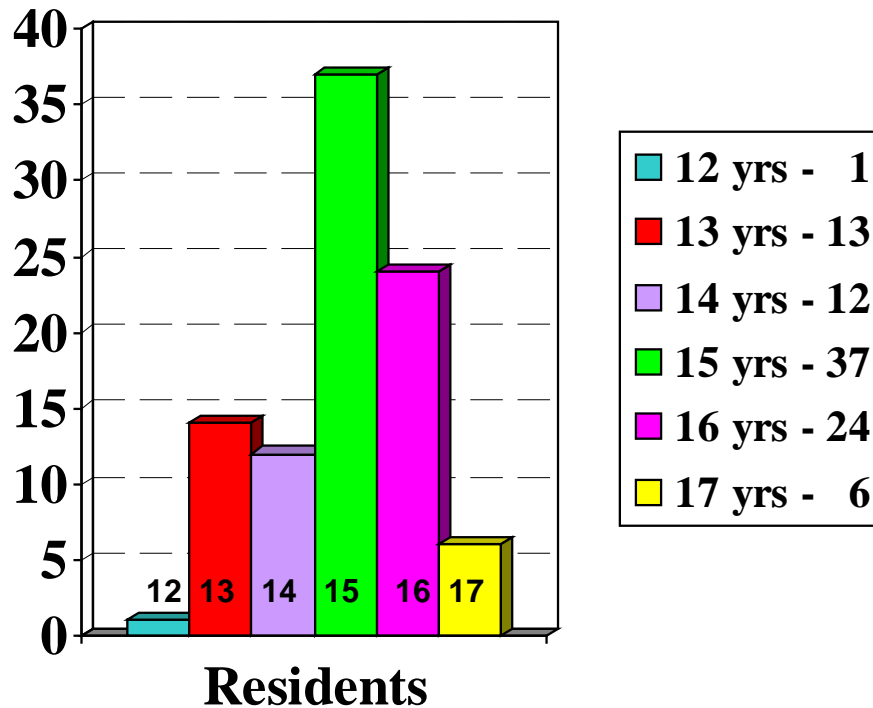
Crisis Resolution Center Residents

Monthly Totals by Gender



Crisis Resolution Center Residents

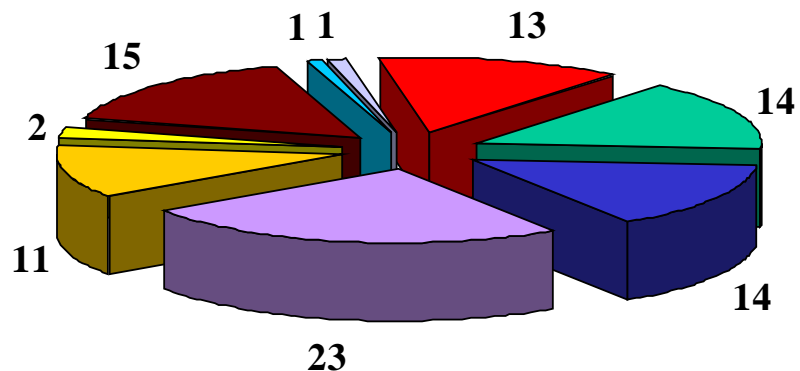
According to Age



- 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

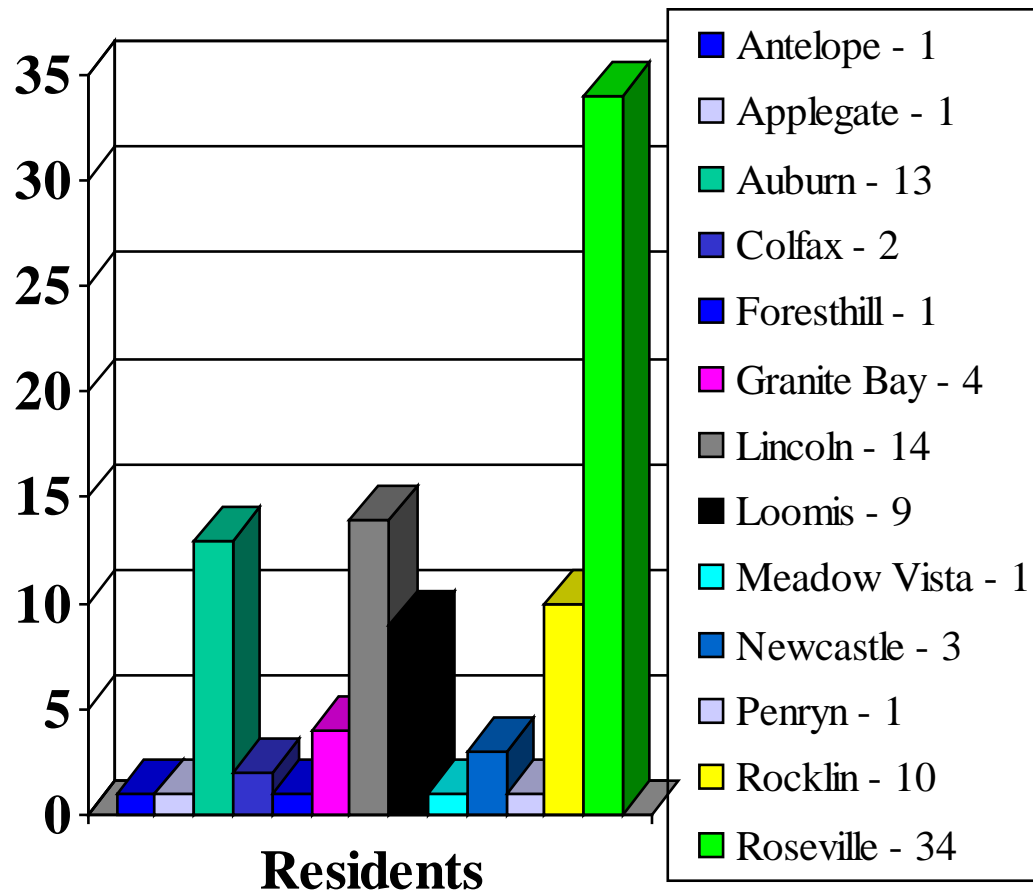


■ Parent/Guardian
■ Family & Children's Services
■ Law Enforcement
■ School
■ Church
■ Prof Counselor
■ CBO
■ Hospital
■ Other

- 14 – Parent/Guardian referrals
- 14 – Family & Children's Services referrals
- 23 – Law Enforcement referrals (PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 15 – Professional Counselor
- 11 – School referrals
- 13 – Other referral sources
- 2 – Church referrals
- 1 – CBO referral
- 1 – Hospital referral

Crisis Resolution Center Residents

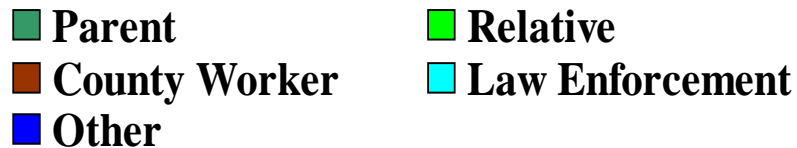
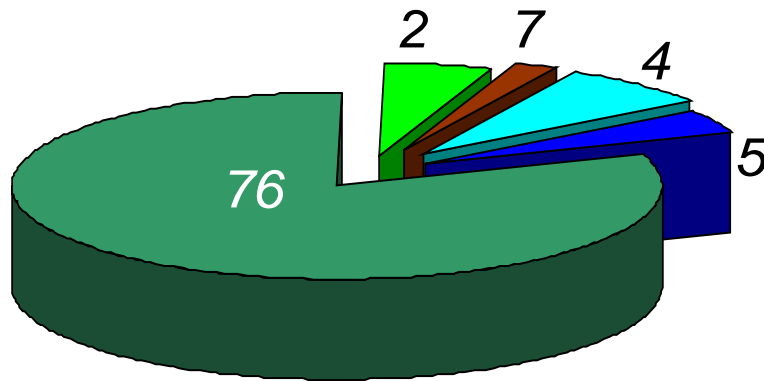
City of Origin



- The CRC serviced 13 different Placer County communities.
- Referrals continue to reflect the population concentrations within the County.
- The city of Lincoln continues to generate an increased number of referrals for a second year.
- Some of the smaller communities saw an increase in referrals this year, such as Loomis (from 2 to 9) and Newcastle (from 1 to 3).
- No referrals from the Truckee/Tahoe area this year compared to 3 in 2008/09.

Crisis Resolution Center Intakes

Means of Transport to CRC



Parents & family members are continuously the main means of transport regardless of referral source.

- Parent/Family Member 81%
- Law Enforcement 7%
- County Worker 2%
- Other 4%

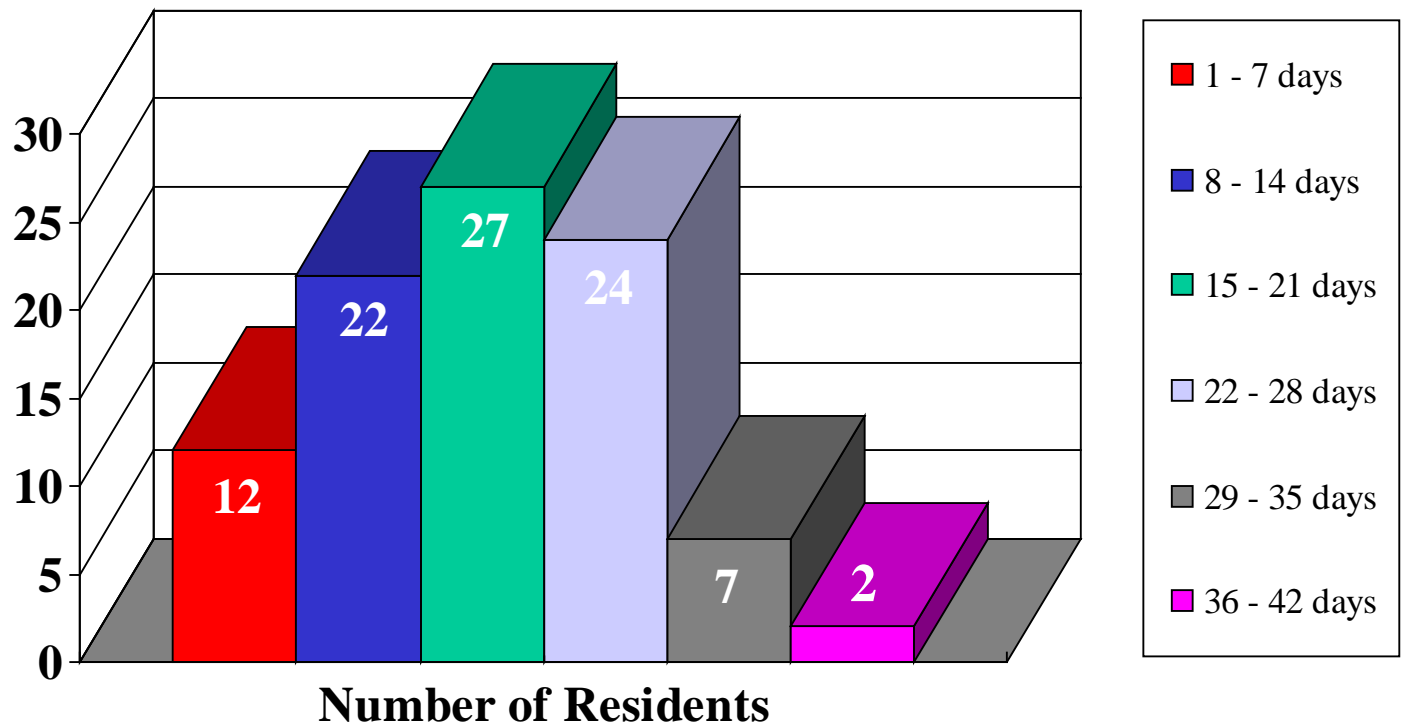
Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 18 days

(Average in 2008/09 – 14 days)

The increased *Average Stay* in 2009/10 is a direct reflection of the higher acuity of family issues encountered.



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

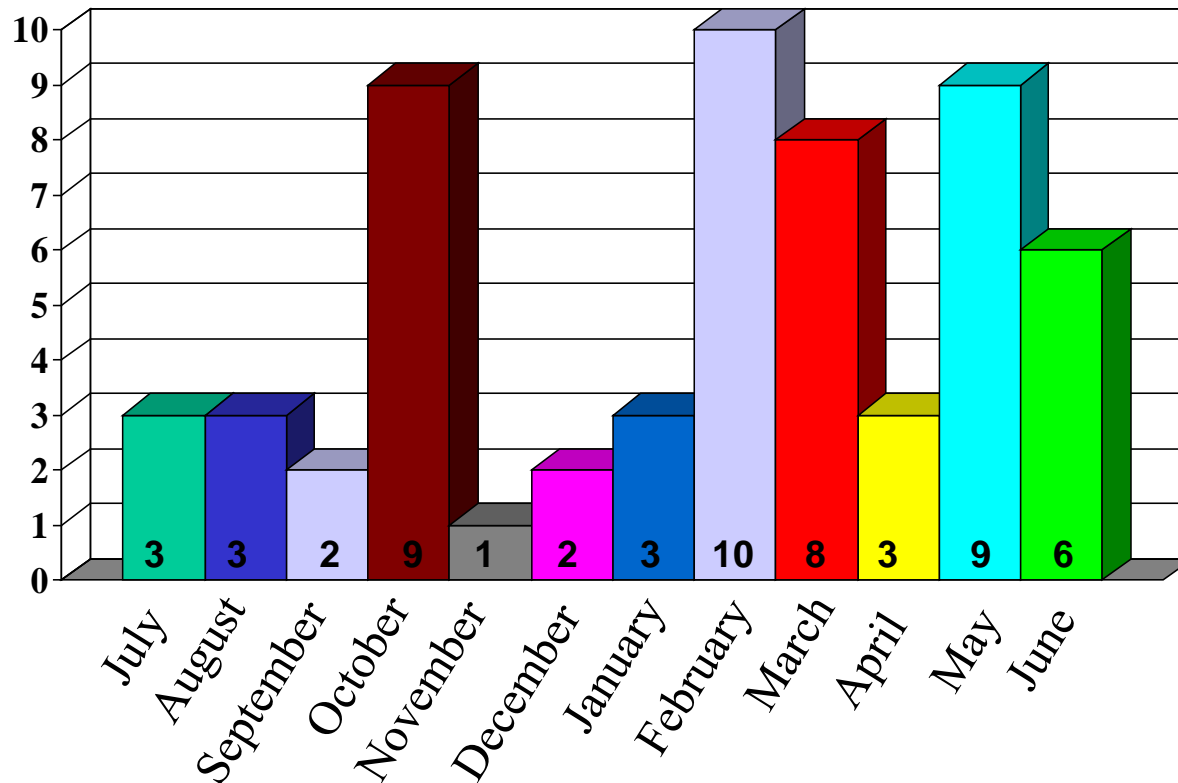
Total Number of Residential “Days of Care” – 1,650
Compared to 1,567 in 2008/09

Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 59

Average per month – 4.92



There continues to be no particular rhythm or trend to the volume of service requests per month since the opening of the CRC. Intakes are screened for severity of issues and risk, in order to best serve the potential clients. All potential residential clients were referred to CRC's Ancillary/Out-Patient or other services.



Ancillary Services
(Out-Patient Counseling Services)

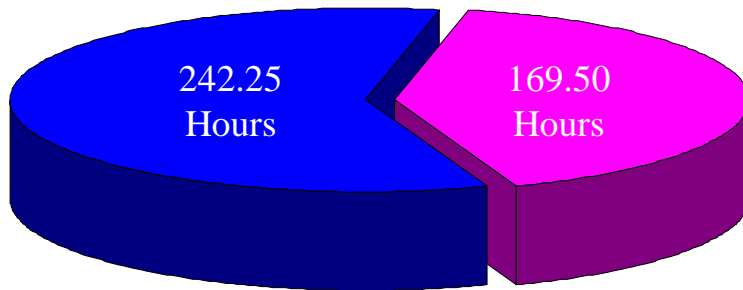
July 2009 – June 2010

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 411.75



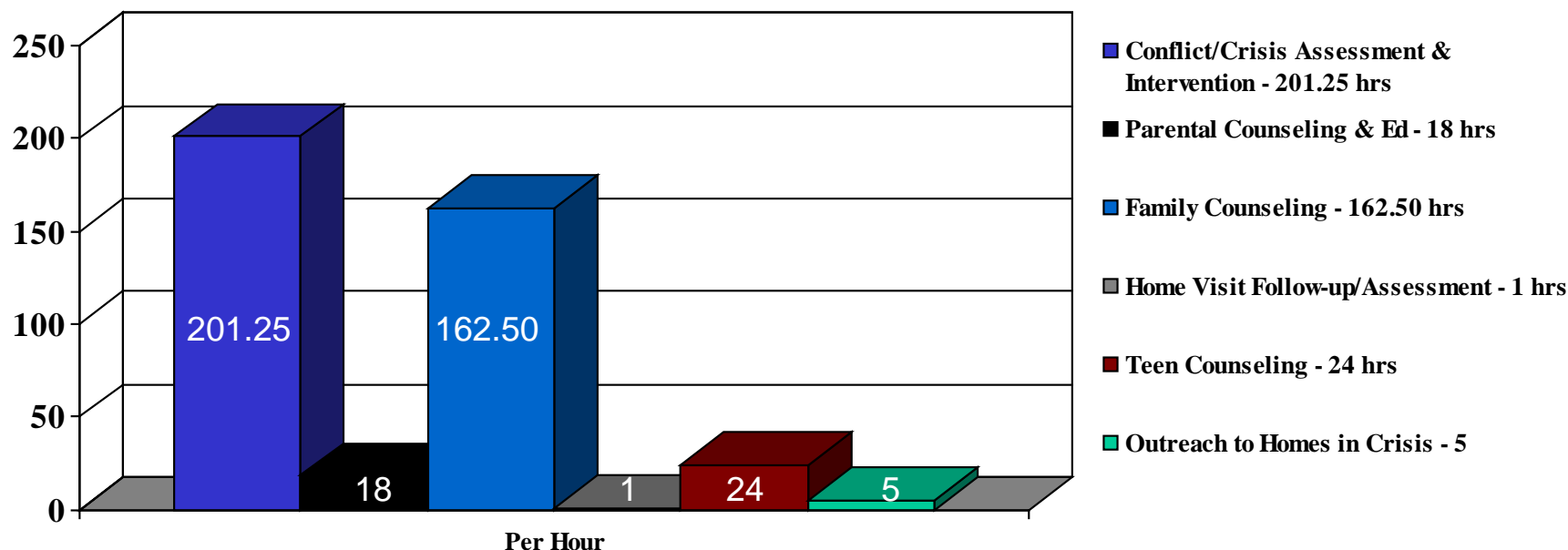
■ Male Teens ■ Female Teens

- The CRC's Out-Patient Counseling services has experienced an increase in the severity and intensity of familial issues and in turn, the teens issues.
- In the past several years we have seen male treatment hours equal female, this year male hours surpassed females significantly.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

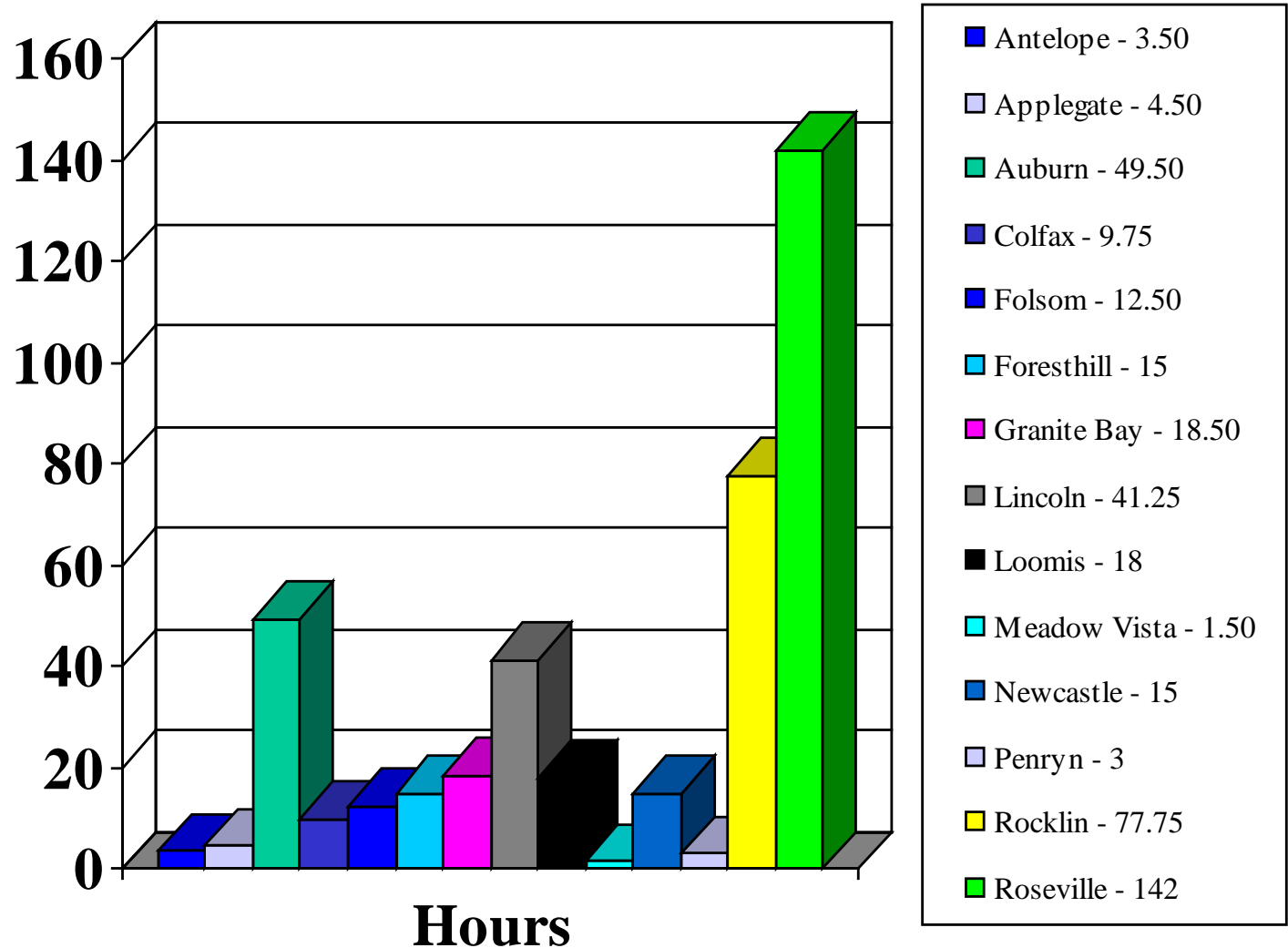


- A total 411.75 hours of Ancillary Services were performed in six areas of need.
- Focusing on the family dynamic *as a whole* through Family Counseling has proven to be the most beneficial in the *solution focus crisis intervention* offered by the CRC.
- Additional CRC follow-up & aftercare services not listed here were provided by Placer County's Diversion Program.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community



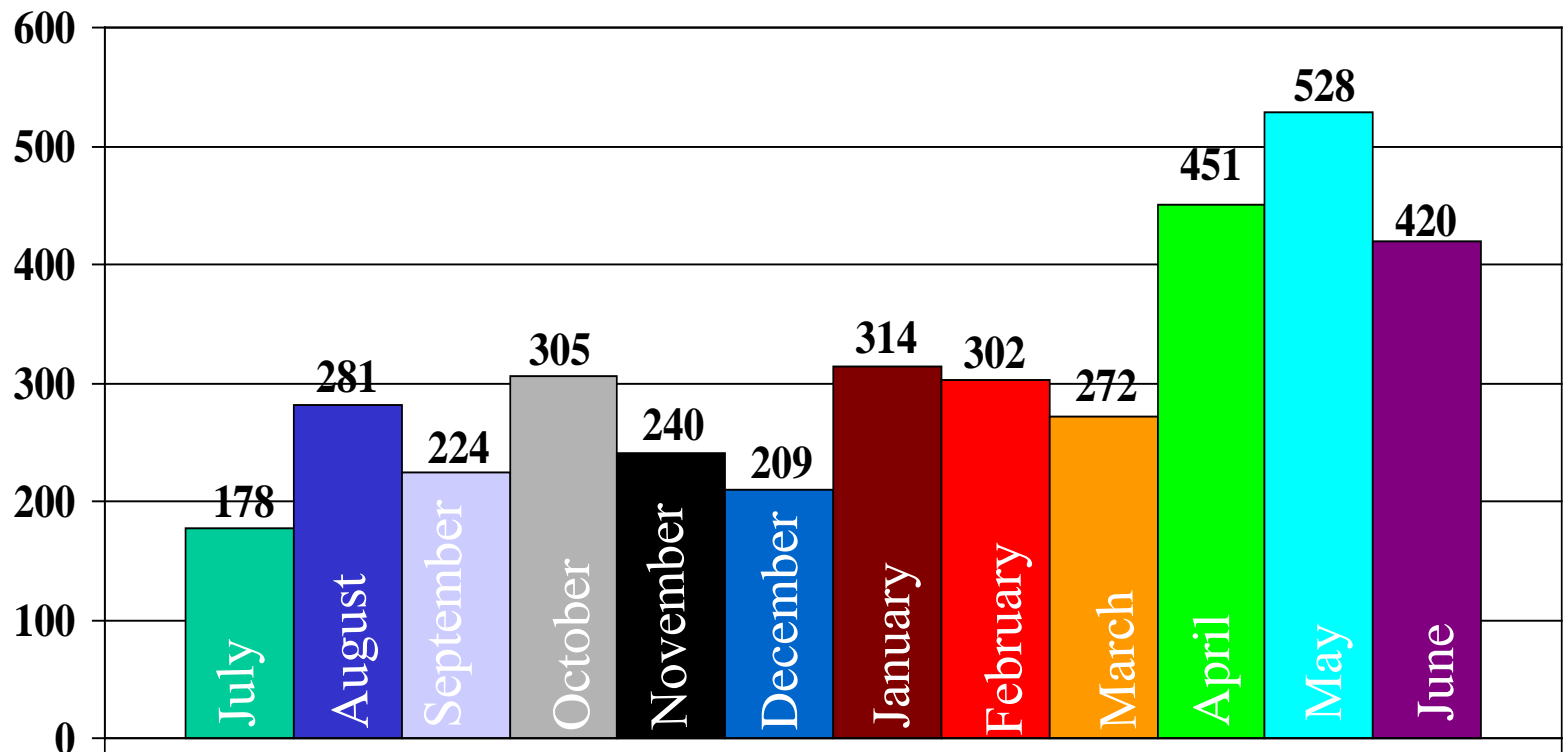


Call Center

July 2008 – June 2009

Crisis Resolution Center Phone Log

Calls Per Month



✦ 3,724 calls came into the CRC

Compared to 3,489 calls in 2008/09

Compared to 2,863 calls in 2007/08

Crisis Resolution Center Phone Log

Calls By Category

