



July 2010 – June 2011

Koinonia Group Homes

PO Box 1403

Loomis, CA 95650

916.652.0171

teens.kfh.org

www.kfh.org

Crisis Resolution Center

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 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 2010 – June 2011

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.

Jeff provided us with some very helpful communication skills. It was nice to have a place we could go to in crisis. Thank you to all the staff.

M & SB 01/11
Granite Bay

CRC,

Thank you for providing a place for my son to reflect. Jeff helped us out as parents to get on the same page with our parenting. Thank you for helping through this situation.

MC 01/11
Auburn

I think the staff has been incredibly helpful, efficient, and effective with the kids also especially friendly.

TS 07/10
Roseville

Thank you so much for taking wonderful care of my son.

NC 10/10
Roseville

I think overall, the CRC is a great program, the counselors are really good! I appreciate all of their help. Thank you.

NC 10/10
Roseville

The family counseling was very good. It gave us tools and a different way to look and think of things.

DO 06/11
Lincoln



"... 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

Mr. Ryland,

I want to thank you and your staff at the Crisis Resolution Center for their wonderful work in helping my family through a very rough time.

Several weeks ago, my daughter Kallie asked to go to the CRC because she was experiencing serious difficulties at home. She was no longer willing to abide by our house rules or to show family members respect, and she was defiant. The situation in our home had been getting progressively worse over the past year and had reached a crisis point.

After two and a half weeks at the CRC, she came home a changed teenager. Through the counseling and processes used in the CRC, as she was in a non-threatening, supportive environment where she was open to the thought of looking at the role her own behaviors played in the family's problems. Through her work there, she began to take responsibility for her actions and acknowledge the impact they had on our family.

During the past three years, Kallie has seen four psychologists and a psychiatrist, and not one of them helped her as much as Jeff Adorador! His ability to get her to see another point of view without arousing her defensiveness is an art form that should be taught to all parents of teenagers. Jeff has also helped me become a better parent by modeling improved listening behaviors that I am now successfully using to better help Kallie deal with her issues in a more supportive and collaborative way.

Kallie has been home for two weeks now and she is a pleasure to be around. Even when we have had a couple of potentially contentious issues, she has quickly re-focused her behavior and I have used my new skills and we have gotten right back on track. We are now affectionate and loving, the way I had always hoped.

The house parents, especially Pamela, were also wonderful with Kallie. The structure of the CRC, the rules, the high expectations and the positive reinforcement of Kallie strengths, all coupled with the outstanding staff, have changed our lives. I can't thank you and your organization enough. The CRC is a very valuable community resource that keeps families together.

KS 10/10
Roseville

I wanted to thank everybody at the CRC for the great support and understanding that we got from you guys while we were going through this difficult time with Suraj.

As you know Suraj was running away from home and being very difficult, as a parent I was feeling helpless. The CRC came to our rescue by providing a safe and secure home for him until thing could be worked out. The group sessions and counseling that were provided were very helpful for Suraj. I just cannot thank you guys enough for being there during our great time of need. We felt you were god sent and thanks to Placer County for supporting such a program. This goes a long way to show how they care about safety of the families in our area.

I also wish all the mothers at the CRC who played the role of a mother to my son during his stay a very Happy Mother's Day.

Thank you from the bottom of our hearts for your patience and help with our son. We appreciate the "time out", we are so grateful for this place.

J & S T 11/10
Granite Bay



I was very happy with the experience of having my daughter stay at the CRC. The staff is very loving and nurturing. I can see a big difference in Destiny in just the short time there.

LO 08/10
Rocklin

I really appreciate the staff and the way they responded to our needs so quickly. I had been praying for some intervention. I'm so thankful for this experience and your staff is wonderful. I've seen a wonderful change in my daughter's attitudes. Thank you.

KB 09/10
Colfax

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
- CRC Brochure/Card
- And More . . .



Intake / Resident Information

July 2010 – June 2011

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 – 1 Great – 11 Exceptional – 41

How helpful were the family Meetings?

Parent: Poor – 1 Fair – 2 Good – 7 Great – 19 Exceptional – 25

How helpful was the House Staff?

Parent: Poor – 0 Fair – 0 Good – 2 Great – 12 Exceptional – 39

How professional was the staff?

Parent: Poor – 0 Fair – 0 Good – 2 Great – 7 Exceptional – 44

Was the crisis situation resolved?

Parent: No – 5 Yes – 39 Undecided – 9

Would you recommend this facility to a friend?

Parent: No – 0 Yes – 53

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

Parent: No – 4 Yes – 38 Undecided – 12

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 – 0 Fair – 0 Good – 7 Great – 16 Exceptional – 32

How helpful were the family Meetings?

Residents: Poor – 4 Fair – 2 Good – 21 Great – 18 Exceptional – 14

How helpful was the House Staff?

Residents: Poor – 0 Fair – 0 Good – 7 Great – 27 Exceptional – 26

How helpful was the program material?

Residents: Poor – 1 Fair – 5 Good – 13 Great – 19 Exceptional – 24

How fun was the program material?

Residents: Poor – 3 Fair – 10 Good – 17 Great – 14 Exceptional – 16

Was the situation resolved?

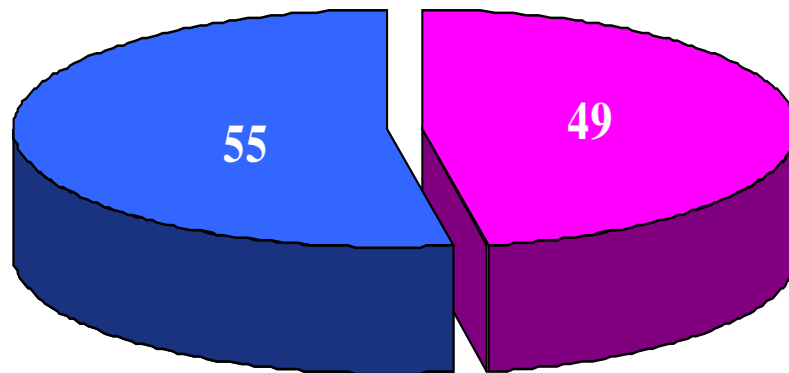
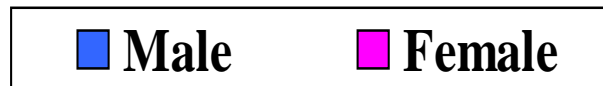
Residents: No – 11 Yes – 43 Undecided – 6

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

Residents: No – 12 Yes – 45 Undecided – 3

Crisis Resolution Center Residents

Totals by Gender



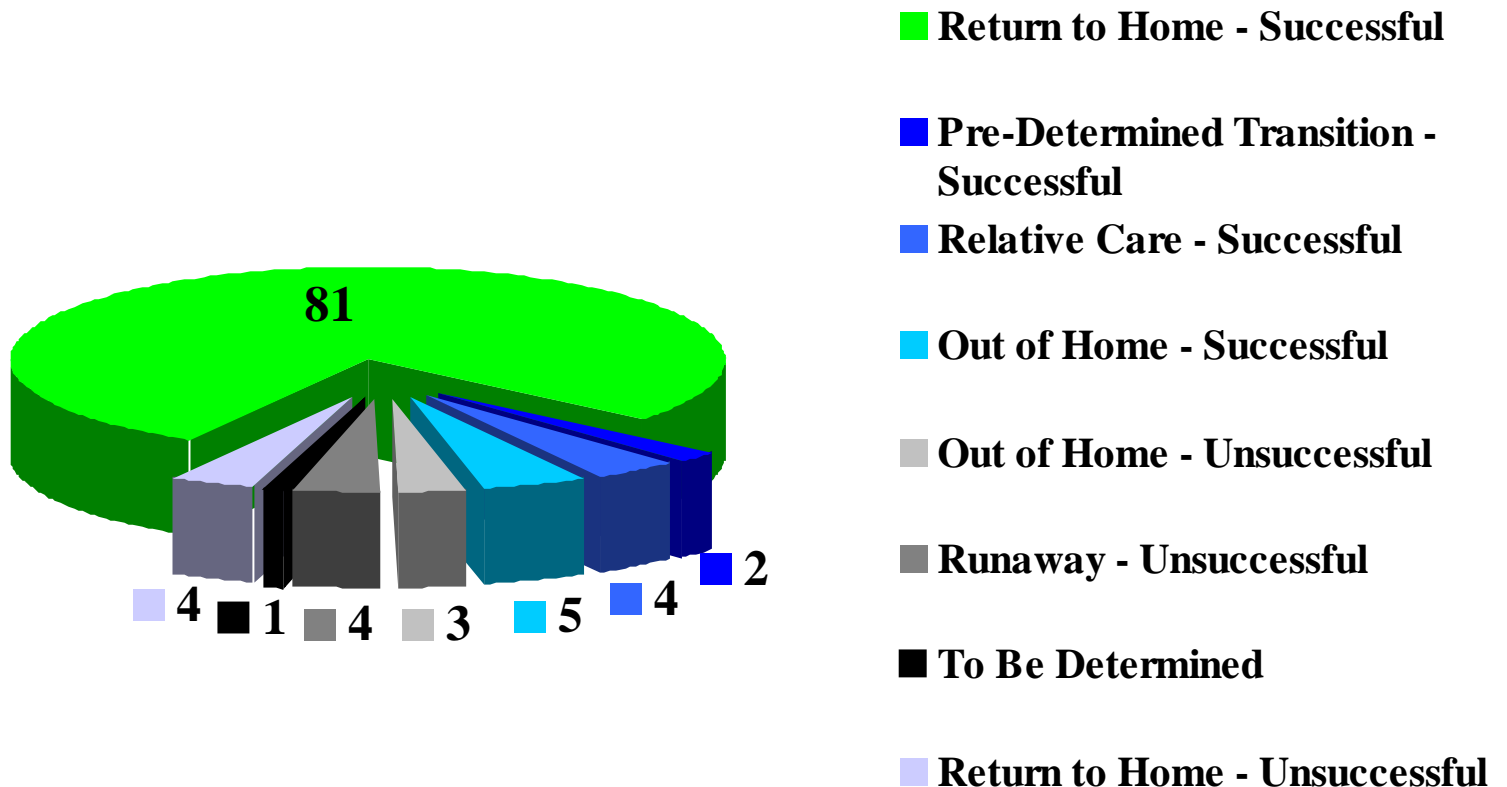
Total CRC Residents – 104

Total Male Residents – 55

Total Female Residents – 49

- This year, females represent 47% and the males 53% of the teens served. Males superseded female placement for only the third time since the CRC's opening in 2002.
- The CRC saw a another 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. We have continued our on-site substance abuse treatment with a certified substance abuse counselor.

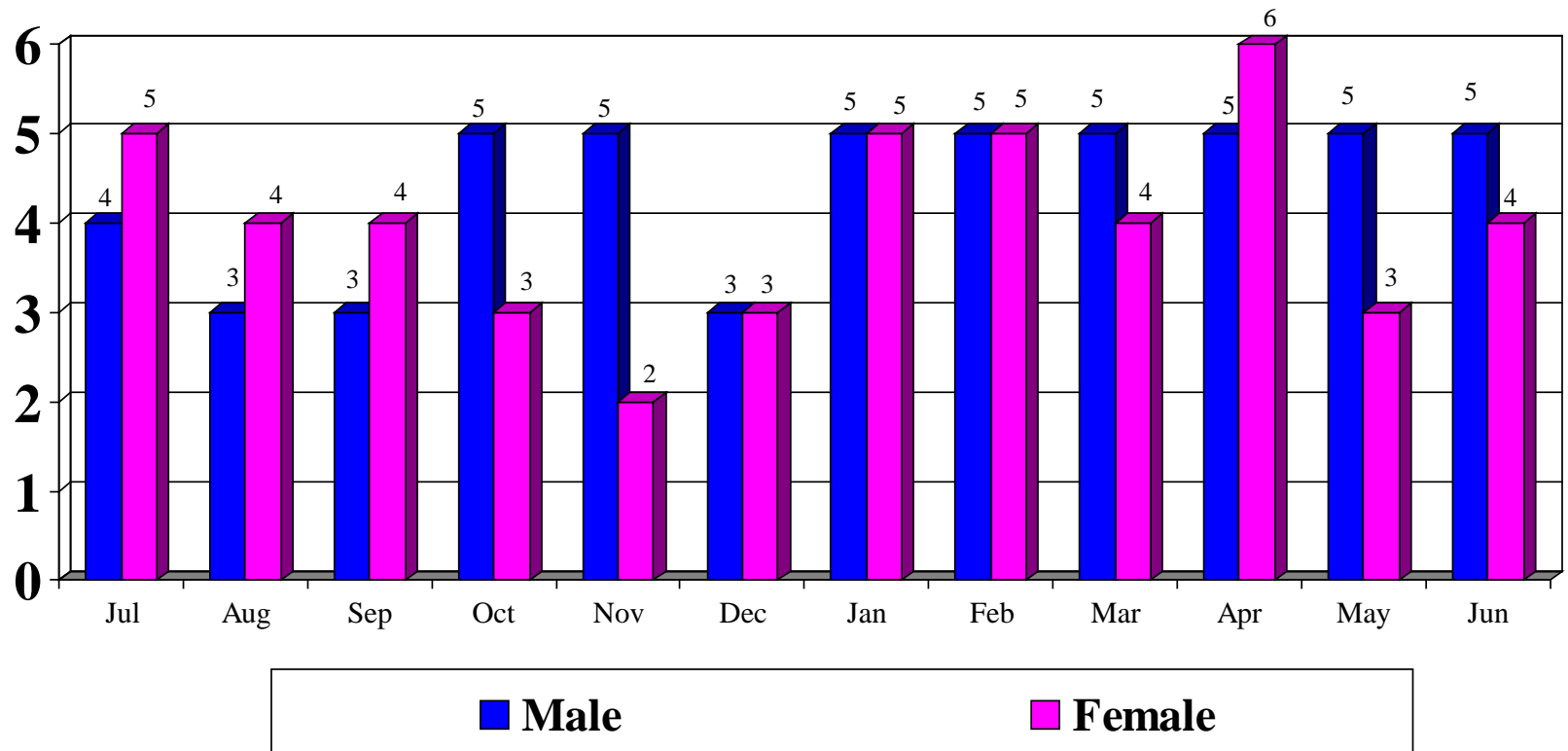
Crisis Resolution Center Residents *Placement Outcomes*



Crisis Resolution Center Residents

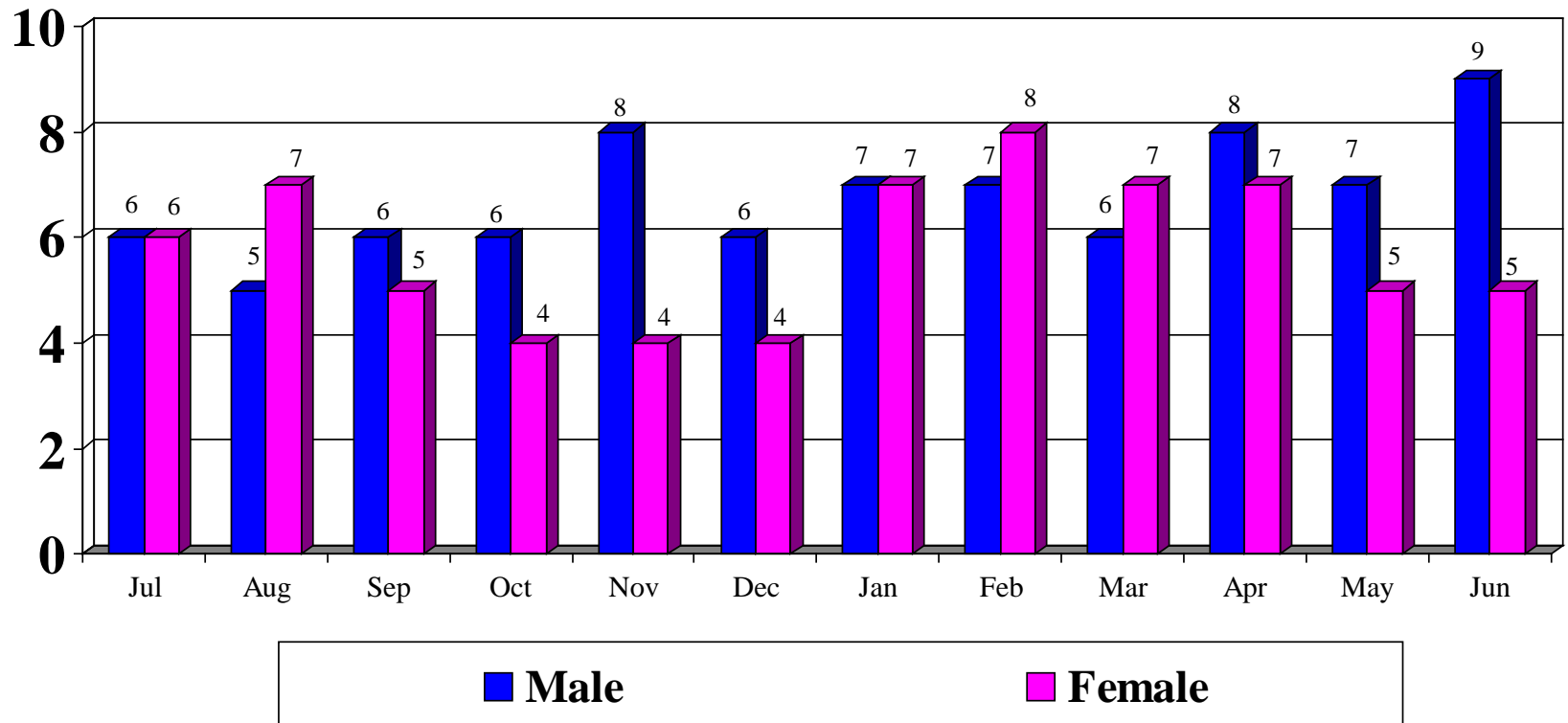
Monthly Intake Totals by Gender

Total Intakes – 101 (3 Existing Clients) Total Male – 53 Total Female – 48



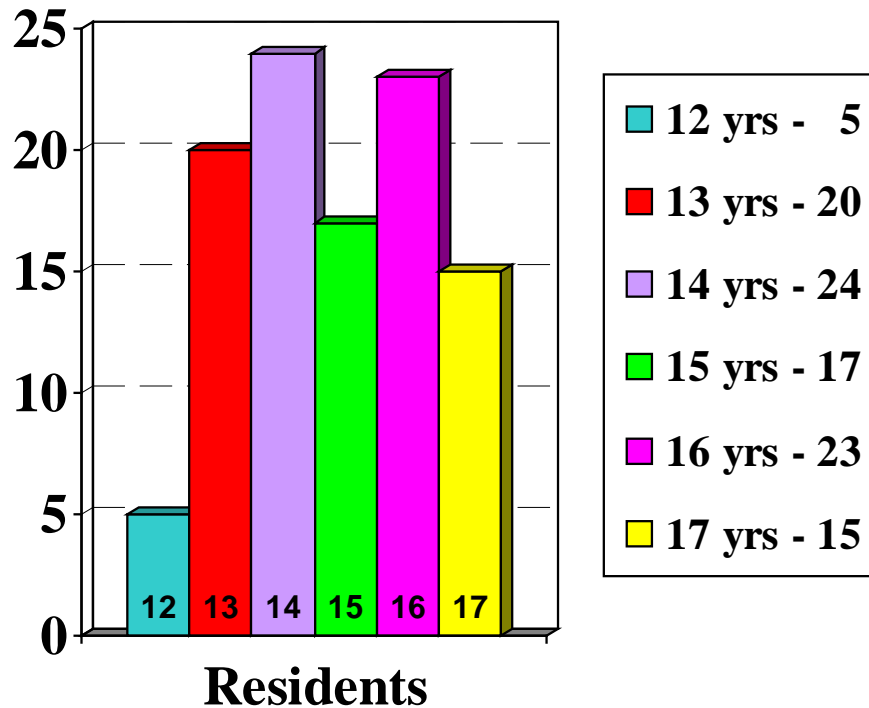
Crisis Resolution Center Residents

Monthly Resident Totals by Gender



Crisis Resolution Center Residents

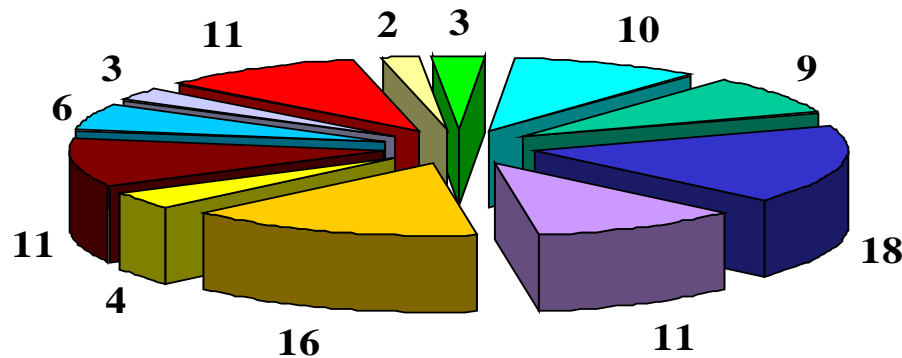
According to Age



- This year the age groups that made up the largest sets of those seeking services were 14 year olds and 16 year olds. In 2009-10 fifteen year olds totaled 37 compared to 17 this reporting year.
- Teens in the older range of the spectrum tend to have the greatest accountability to change as evidenced by their willingness to discuss problems with parents and to follow the program structure. Following directives also tends to result in less conflict with the older adolescents of the CRC while the younger teens in the range of 12-15 generally tend to display greater non-compliance in this setting.
- The 16 & 17 year olds continue to make the most progress working on their family dynamics through the CRC program. This age group tends to take the process more seriously.
- This year the CRC served five 12 year olds versus one in the previous year. The level of disruptive behavior at home of a pre-teen tends to be extreme prior to a CRC referral as parents are reluctant to seek out-of-home placement for a pre-teen even for short-term treatment.

Crisis Resolution Center Residents

Referral Source



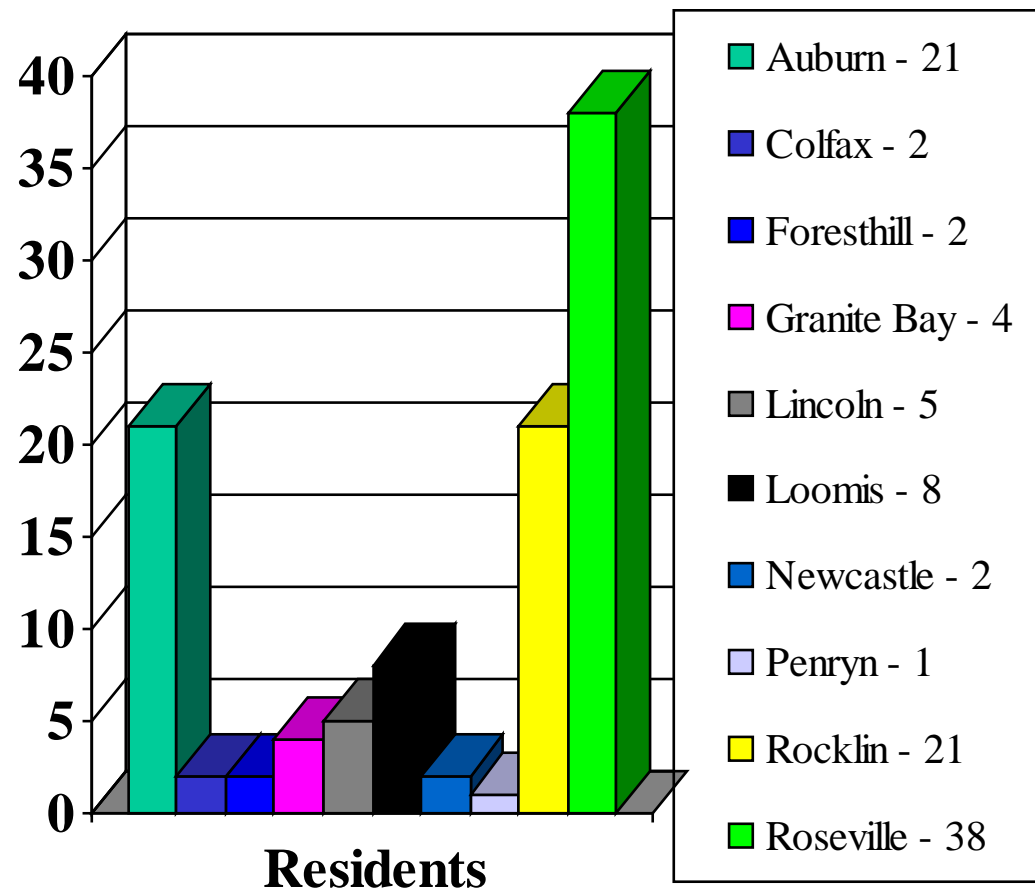
- Previous CRC Family
- Family & Children's Services
- Law Enforcement
- School
- Church
- Prof Counselor
- CBO
- Hospital
- Brochures/Cards
- Children's ER Shelter
- Self
- Not Specified

Where each family indicated they first heard of the CRC services.

- 9 – Previous CRC Family
- 18 – Family & Children's Services
- 11 – Law Enforcement
(PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 16 – School
- 4 – Church
- 11 – Professional Counselor
- 6 – CBO
- 3 – Hospital
- 11 – CRC Brochures & Cards
- 2 – Children's ER Shelter
- 3 – Self
- 10 – Not Specified

Crisis Resolution Center Residents

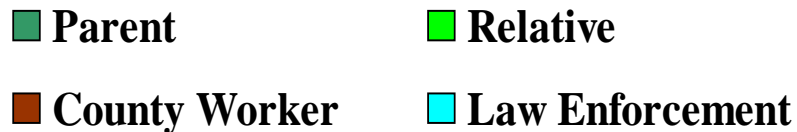
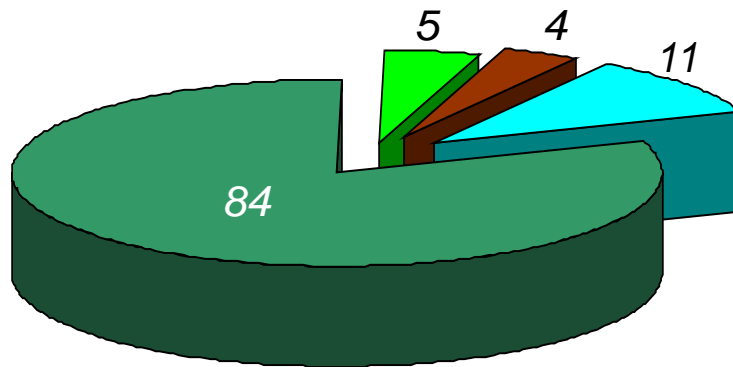
City of Origin



- The CRC tracked services from 10 different Placer County communities.
- Referrals continue to reflect the population concentrations within the county.
- Lincoln referral dropped this year to 5 from 15 last year. Perhaps that is due to the growth and further development of diversion programs such as YEAGA and Lighthouse Counseling Center within Lincoln.
- Rocklin had a significant increase in service delivery this year going from 10 last year to 21 this year.
- Roseville increased from 34 last year to 38 this year.

Crisis Resolution Center Intakes

Means of Transport to CRC



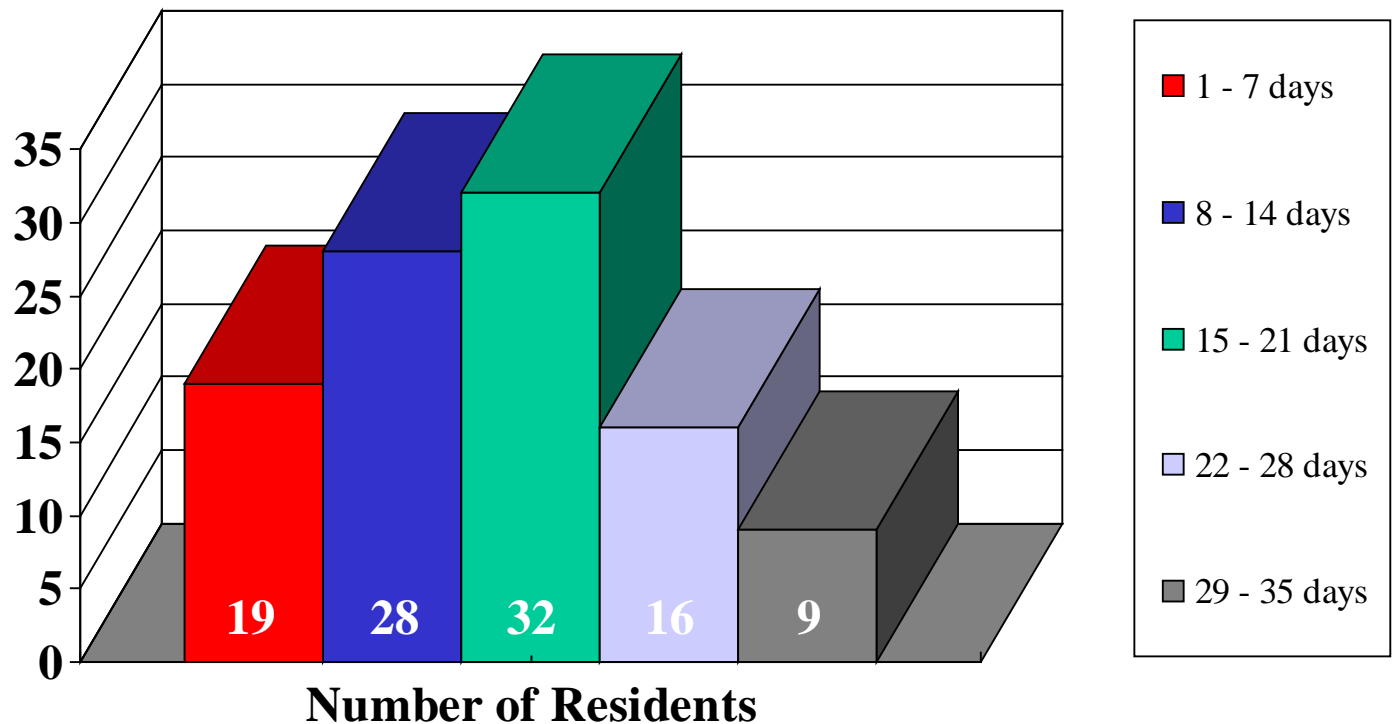
Parents & family members are continuously the main means of transport regardless of referral source.

- Parent/Family Member 80%
- Law Enforcement 11%
- Relative 5%
- County Worker 4%

Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 16 days
(Average in 2009/10 – 18 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
3	1	1	2	4	2	6
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
1	1	4	8	4	2	8
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
2	4	7	6	5	5	3
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
3	2	2	1	3	0	5
29 Days	30 Days	31 Days	32 Days	34 Days	35 Days	
2	3	0	2	1	1	

Total Number of Residential “Days of Care” – 1,684
Compared to 1,567 in 2008/09 & 1,650 in 2009/10

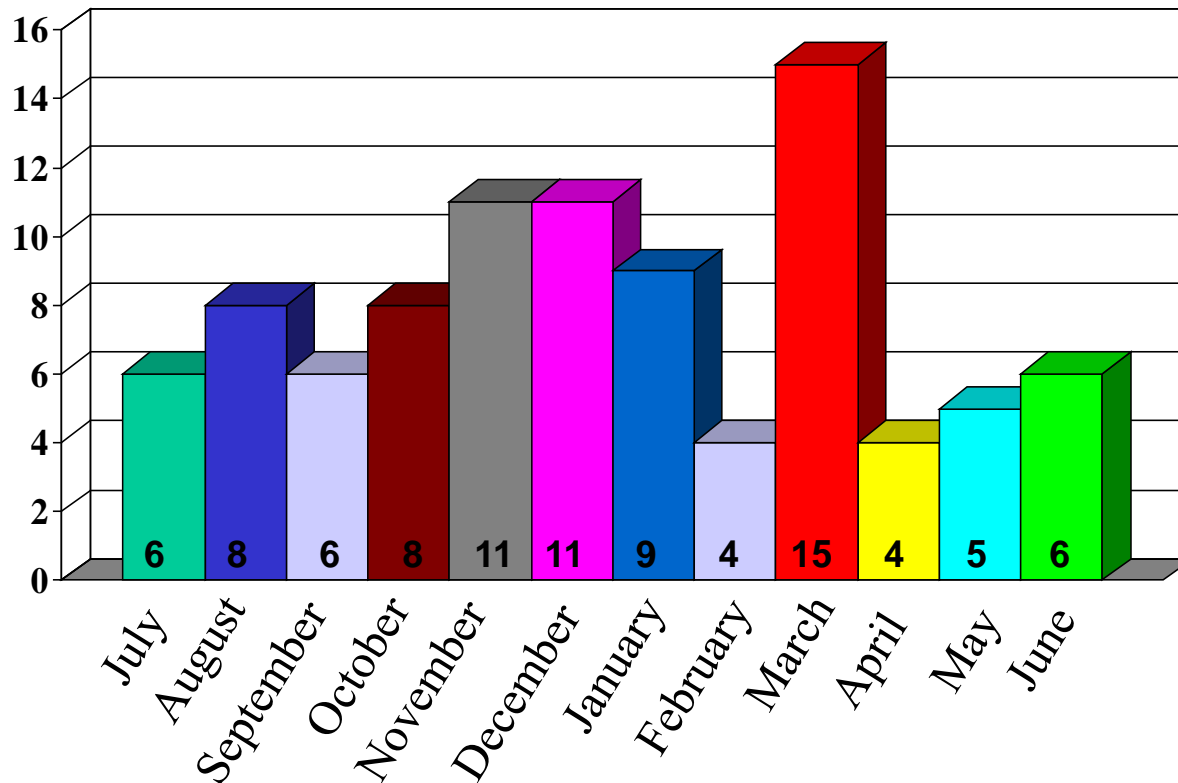
Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 93

Average per Month – 7.75

Last Year's Total – 59 Last Year's 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 better serve the highest need clients. All potential residential clients were referred to CRC's Ancillary/Out-Patient or other services.



Ancillary Services
(Out-Patient Counseling Services)

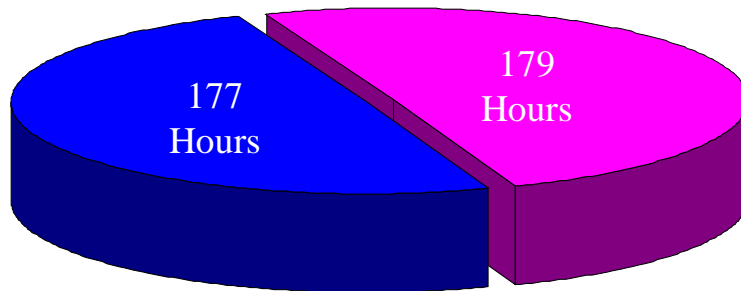
July 2010 – June 2011

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 356



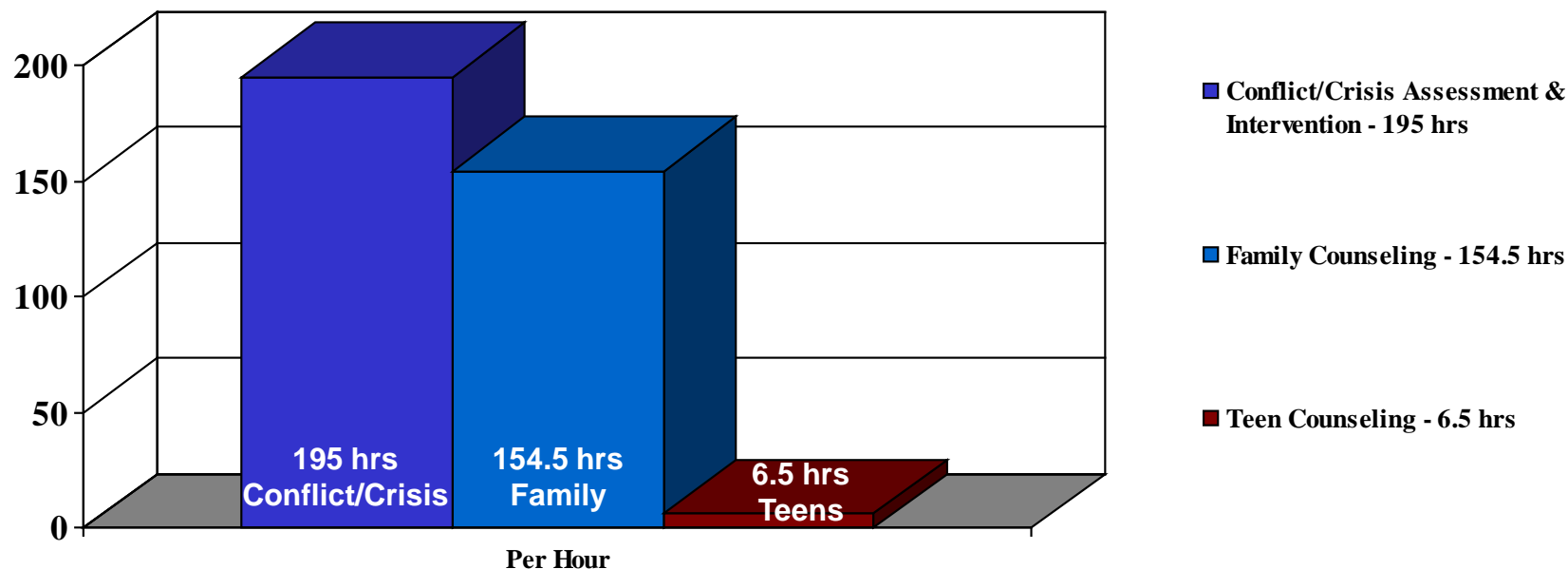
■ Male Teens ■ Female Teens

- Compared to last year's statistics where *male* Out-Patient Counseling hours out weighed *female* hours significantly for the first time, this year's Out-Patient Counseling evened out. There is no clear indication for either shift.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

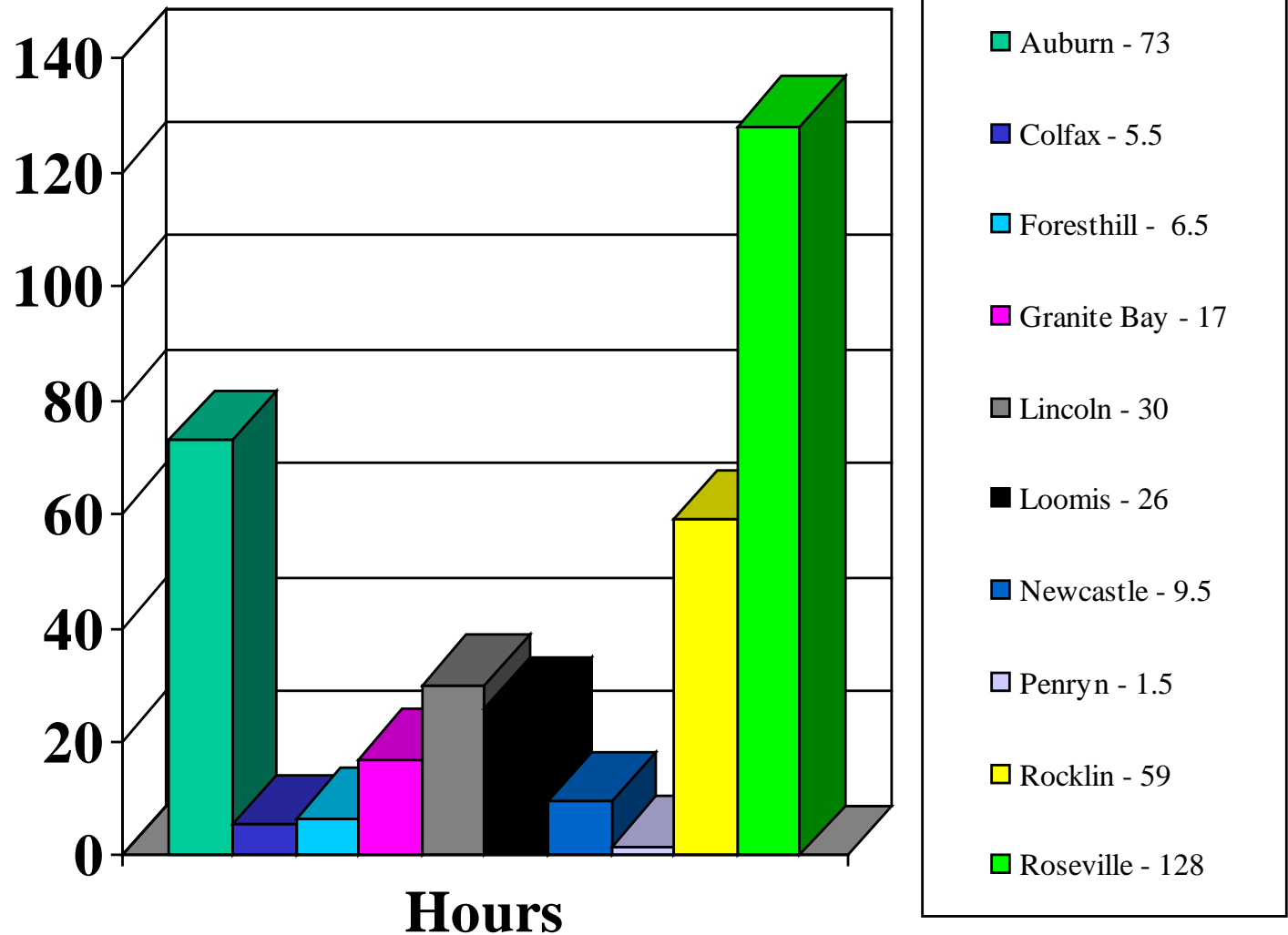


- A total 356 hours of Ancillary Services were performed in three areas of need.
- Focusing on the family dynamic *as a whole* through Family Counseling has proven to be the most beneficial in the *solution focus crisis intervention* offered by the CRC.
- Additional CRC follow-up & aftercare services not listed here were provided by Placer County's Diversion Program.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community



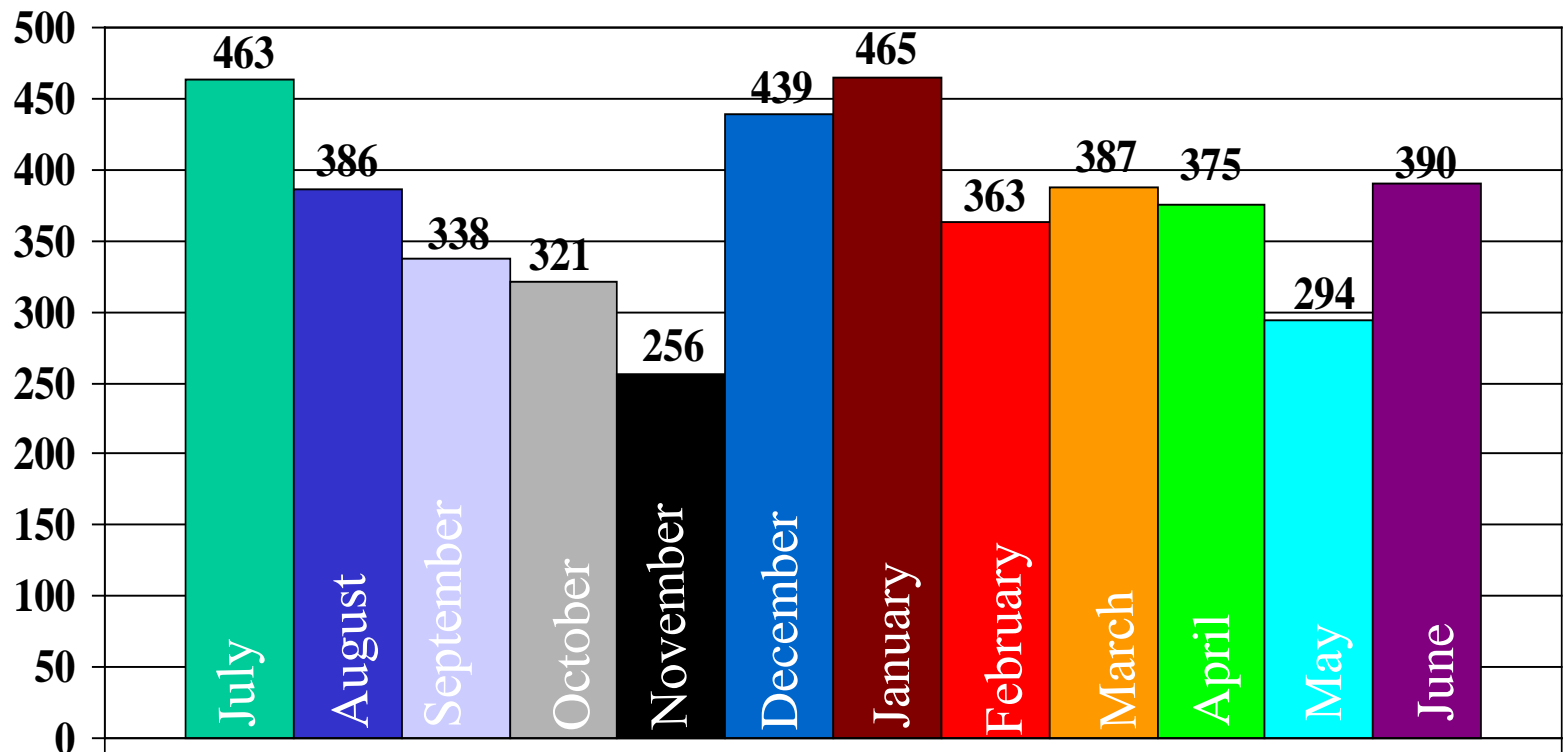


Call Center

July 2010 – June 2011

Crisis Resolution Center Phone Log

Calls Per Month



◆ 4,477 calls came into the CRC

Compared to 3,724 calls in 2009/10

Compared to 3,489 calls in 2008/09

Crisis Resolution Center Phone Log

Calls By Category

