July 2011 – June 2012

Koinonia Homes for Teens
PO Box 1403
Loomis, CA 95650
916.652.0171
teens.kfh.org
www.kfh.org
Crisis Resolution Center

Brochure & Info Card

Program Description

Klamath Valley Family Services has a long history of providing quality care services to youth at-risk, adolescents, and their families when in crisis. The services of the Crisis Resolution Center provide assistance to youth in Klamath County and beyond, as well as to youth in other counties. This program is offered through the information that some family members and professionals need to connect youth to services that are appropriate for their needs.

The Crisis Resolution Center (CRC) operates in a unique, peer-to-peer facility, professionally staffed by highly trained and certified professionals. Support services include a crisis-focused Social Worker, a Crisis Team, and a 24-hour hotline.

The Crisis Team provides a range of services, including crisis counseling, intervention, support, and referral. Support services include a 24-hour hotline, crisis counseling, and referral to appropriate community resources.

Out-Client Services

- Mental health counseling
- School attendance
- Family issues
- Counseling

Bringing Hope to a New Generation

Short Term Residential Services

Short-term residential intervention is available to youth ages 12-17. Services include individual therapy, group therapy, family therapy, and crisis management. Youth are provided with structured living environments, focusing on skill development, socialization, and behavioral modification. A licensed therapist provides a comprehensive assessment and develops an individualized treatment plan.

Outpatient Services

Outpatient services are offered to youth and their families on an individual basis. Services include individual therapy, family therapy, and group therapy. Youth are provided with opportunities to explore issues and develop coping skills in a supportive environment.

Phone: (541) 927-9188

Crisis Line: (866) 251-7584

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

Serving Placer County

Community_Officers_Family_Services

Crisis Resolution Center

Economic Development Program

1-866-251-7584 (Crisis)

Physical location of services: 300 Main Street, Suite 100

Social link to Facebook: Crisis Resolution Center
Community Response

July 2011 – June 2012
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.

CRC,
Believe it or not, you guys really had an impact on my life and I think the world of you for that. Please know that whether I sink or float in my recovery (hopefully float), that nothing in this world will make me think that I don’t deserve a better life than what I’ve given myself so far (something you guys taught me). Even though it’s your job to put up with me, I appreciate the fact that you genuinely cared more than anything. Just know that whatever path I go down, you have inspired me to thrive for something greater, and for that, I thank you from the bottom of my heart. God bless you.

Mucho love,
Resident, A. D.
10/11 - Colfax

Dear CRC Staff,
We are so thankful for the care you showed to Rachel. This is a tough time for our family and we are grateful that Rachel was safe there. I hope that she remembers all the things she experienced while she was there and carries the kindness you all showed her in her heart forever.
Parents, The W. Family
3/12 - Loomis

I appreciated having a place to think away from the chaos and be with people who were there to talk to about personal and family issues. The CRC was life changing.
Resident, N. K.
11/11 - Roseville

Thanks Jeff and all the staff for the wonderful support you have given. We are very excited about our future.
Parent, S. C.
3/12 - Foresthill
Dear Everyone at the CRC,
You guys helped me through my problems and I appreciate it deeply. I feel like I’ve changed, especially since I’ve had time from home and began to think about all that I’ve done in the past, all my wrongs. I’ve opened my eyes to the reality and the risks. Like I could have been killed or kidnapped with the behavior I was choosing before I came here. I’ve learned to change and I’m so happy that I got a second chance. I’m happy that I got a second chance to like myself and I think it has helped with my parents because when I go home I’ll get a chance to prove to them that I’m a different person than I was before I came here. That’s what I really hope for. Erica is amazing, she helped me to be able to believe that I’m a lovable person. Thanks to everyone, you guys helped me become who I am today. Love all you guys. You’re awesome!

Resident, A. N.
4/12 - Lincoln

Awesome resource – we feel lucky!

Parent, K. S.
2/12 - Roseville

This program has been a lifesaver for our family. It gave us tools to use to enable constructive and productive conversations. Jeff also facilitated us looking into the causes of our dysfunctional dynamic and gave us an awareness of it.

Parent, M. M.
3/12 - Rocklin

Thank you! This has made growth and change possible. Thank you! Thank you!

Parent, D. B.
5/12 - Auburn

The CRC has been the best thing for my son, he has released a lot of the feelings he had locked away for so long which led him on the wrong path. We are closer now and everyone has been so wonderful. I would recommend this place to everyone. It was hard to leave my son at first but I felt he was always in a good place. It really made a difference.

Parent, D. W.
1/12 - Roseville

I really appreciate working out all my problems with my parents.

Resident, C. S.
3/12 - Auburn

Awesome resource – we feel lucky!

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2/12 - Roseville

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Parent, D. W.
1/12 - Roseville
Words cannot describe our sincere gratitude for all you have done throughout our family crisis. You truly are a “Blessing” to the community. We are so thankful that our paths have crossed.

We are extremely grateful for your support and encouragement during all this time helping us to remain as positive as possible. We are also so very thankful for the teaching, the care and handling of my son while at the center.

The staff at the Crisis Resolution Center were exceptional. I met many of the staff during our family crisis and every person I encountered was equally terrific and exceptional. Once again, thank you from the bottom of our hearts.

Yours truly,

Parent, G. & J. G.
2/12 - Roseville

This house is the most amazing place. It’s helped our family with the skills to succeed. Thank you.

The T. Family
8/11 - Rocklin

Our sessions with Jeff have been invaluable! It helps us to center, lose our anger & focus on what’s really important – God Bless.

Parent, V. & M. D.
8/11 - Folsom

Thank you for everything and all the support provided for my family. From my heart, I thank all the staff who assisted in my son’s treatment.

Parent, T. H.
6/12 - Lincoln

The best part of the CRC was being able to reflect and taking a time out from everything that was happening at home. And of course Erica and Evan. We talked about all the necessary stuff. I’m content.

Resident, E. C.
12/11 - Roseville
To whom it may concern,

I stayed at the Crisis Resolution Center in June 2010. I was very upset about the situation at first. They wanted the best for me but I was so stubborn that I couldn’t see that. I found out about that later on but it surely took me awhile. They were a very kind staff that knew how to take care of each kid at the CRC. The CRC didn’t seem to help me short term with my dad, but it did fix my long term life that I seemed to be blind to see. It really fixed up how I would treat other people. Now my life is on track, I will be attending college in the fall. I currently have a job to provide for myself now. I also have this amazing family that I am currently living with. The CRC, in the long term, helped my life out in a big way. I just want to thank all of them.

Previous Resident, Daniel

The best part about staying here at the CRC is I’ve learned to grow and be more open and be myself. I was happy I didn’t have to lie here. I can be more honest.

Resident, A. N.
4/12 - Lincoln

The CRC has an exceptionally well qualified, compassionate, caring, and genuine staff of good people.

Parent, S. Y.
10/11 - Auburn

I am very grateful to have somewhere to turn in times like this. I believe the separation alone helped us both, giving us the time to think about what we want and need for ourselves and each other.

Parent, T K.
6/12 - Lincoln

I learned what triggers Kayla’s frustrations and better ways to initiate conversations with her. She has learned some skills on how to stay calm & redirect. She has shown improvement on controlling her temper too! Thank you for providing us with assistance at such an extremely difficult time.

Parent, L. H.
6/12 - Rocklin

The best thing was that Carvin taught me forgiveness. Thanks to all the staff. I will miss them always.

Resident, C. J.
8/11 Roseville

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Resident, A. N.
4/12 - Lincoln

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Previous Resident, Daniel

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Parent, L. H.
6/12 - Rocklin
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 2011 – June 2012
A Day in Residence at the Crisis Resolution Center

Formal Individual & Family Counseling
With Master’s level 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.

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 . . .

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.
   - Anger Bingo
   - Question Jenga
   - Consequences
   And Others . . .

Highly Supervised Environment

Therapeutic Arts & Crafts
Projects that stimulate the resident’s thoughts & understanding
   - The Collage
   - Draw Your Family
   - And Others . . .

Family Sit-Down Styles Meals
Good food and good conversation make dinnertime a favorite time.

Tutoring
With PCOE Tutor & Staff

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

Substance Abuse Treatment Group
With Certified Substance Abuse Counselor

Physical Activities
Basketball, ping-pong, long walks with staff & family chores
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 – 0 | Great – 9 | Exceptional – 25 |

### How helpful were the family Meetings?

| Parent: | Poor – 0 | Fair – 0 | Good – 3 | Great – 10 | Exceptional – 20 |

### How helpful was the House Staff?

| Parent: | Poor – 0 | Fair – 0 | Good – 1 | Great – 9 | Exceptional – 23 |

### How professional was the staff?

| Parent: | Poor – 0 | Fair – 0 | Good – 0 | Great – 7 | Exceptional – 26 |

### Was the crisis situation resolved?

| Parent: | No – 3 | Yes – 28 |

### Would you recommend this facility to a friend?

| Parent: | No – 0 | Yes – 33 |

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

| Parent: | No – 0 | Yes – 30 |
Crisis Resolution Center Residents

Resident Voluntary 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 – 1   Good – 2   Great – 13   Exceptional – 20

How helpful were the family Meetings?
Residents: Poor – 0   Fair – 3   Good – 8   Great – 15   Exceptional – 11

How helpful was the House Staff?
Residents: Poor – 0   Fair – 1   Good – 2   Great – 10   Exceptional – 21

How helpful was the program material?
Residents: Poor – 0   Fair – 1   Good – 4   Great – 14   Exceptional – 16

How fun was the program material?
Residents: Poor – 1   Fair – 2   Good – 13   Great – 9   Exceptional – 8

Was the situation resolved?
Residents: No – 5   Yes – 25

Do you think your family now has the skills to work things out?
Residents: No – 2   Yes – 29
Crisis Resolution Center Residents

Totals by Gender

- Total CRC Residents – 89
  - Total Male Residents – 44
  - Total Female Residents – 45

- This year, females represent 51% and the males 49% of the teens served. CRC referrals evened out between genders for the first time.

- The CRC continues to see a higher 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

- Return to Home - Successful
- Pre-Determined Transition - Successful
- Relative Care - Successful
- Out of Home - Successful
- Out of Home - Unsuccessful
- Runaway - Unsuccessful
- Return to Home - Unsuccessful

- 84% Return to Home - Successful
- 5% Pre-Determined Transition - Successful
- 3% Relative Care - Successful
- 2% Out of Home - Successful
- 1% Out of Home - Unsuccessful
- 1% Runaway - Unsuccessful
- 2% Return to Home - Unsuccessful
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 86  (+3 Existing Clients)  Total Male – 43  Total Female – 43
Crisis Resolution Center Residents

Monthly Resident Totals by Gender

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<th>Month</th>
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<th>Female</th>
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<tr>
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<td>Jun</td>
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Crisis Resolution Center Residents

According to Age

- The age groups that made up the largest sets this reporting period were fifteen and sixteen year olds. In 2010/11, fourteen year olds were the most prevalent.

- The older teens tend to have the greatest accountability to change as evidenced by their willingness to discuss problems with parents and to follow the program structure. They are more inclined to follow directives which results in less conflict with the CRC program and fellow residents.

- The challenge with 14, 15, & 16 year olds is redirecting risky behavior while reinforcing healthy boundaries and allowing appropriate exploration and growth - a tall order for many parents.
Crisis Resolution Center Residents

Referral Source

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

- 25 – Previous CRC Family
- 13 – Family & Children’s Services
- 13 – Law Enforcement (PC Sheriff, Auburn, Rocklin & Roseville PD’s)
- 7 – School
- 1 – Church
- 7 – Professional Counselor
- 6 – CBO
- 2 – Hospital
- 5 – CRC Brochures & Cards
- 3 – Other
- 7 – 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 climbed slightly from last year’s five referrals.
- Auburn saw a decrease from twenty-one last year to thirteen.
- Rocklin has continued to increase referrals as Roseville has decreased over the last several years, bringing the CRC referral totals closer from the two largest population hubs.
Crisis Resolution Center Residents

School Grade

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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: 87%
- Law Enforcement: 6%
- County Worker: 4%
- Other: 3%
Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 19 days
(Average in 2009/10 – 16 days)
### Crisis Resolution Center Residents

### Length of Stay

*Number of youth “length of stay” per day*

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**Total Number of Residential “Days of Care”** – 1,664

Compared to 1,650 in 2009/10 & 1,684 in 2010/11
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 2011 – June 2012
Ancillary Services
Out-Patient Counseling
Total Number of Hours Served by Gender

Total Hours – 381

- In 2009/10, males significantly outweighed females in Ancillary Services.
- In 2010/11, Ancillary Services evened out between genders.
- In this 2011/12 reporting period females requested more services.
- There continues to be no clear indication for these shifts.
A total of 381 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 referrals and services not listed here were provided by Placer County’s Diversion Program and other CBO Programs.
Call Center

July 2010 – June 2011
Crisis Resolution Center Phone Log

Calls Per Month

3,080 calls came into the CRC
Compared to 4,477 calls in 2010/11
Compared to 3,724 calls in 2009/10
Crisis Resolution Center Phone Log

Calls By Category

- 371 - Non CRC Services/Related Calls
- 1,095 - Family Related Calls
- 138 - CRC Information Inquiries
- 1,079 - General Information Calls
- 29 - General Counsel/Advice Calls
- 237 - Potential Intake Calls
- 48 - Beyond CRC Services/Referral Offered
- 27 - CRC Ancillary Services Rendered
- 56 - Denied Services Due to Capacity