



July 2011 – June 2012

Koinonia Homes for Teens

PO Box 1403

Loomis, CA 95650

916.652.0171

[teens.kfh.org](http://teens.kfh.org)

[www.kfh.org](http://www.kfh.org)

# Crisis Resolution Center

## Brochure & Info Card



**CRISIS RESOLUTION CENTER**

*Bringing Hope to a New Generation*



Services contracted through Koinonia Family Services  
 @ (65) 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 and appropriate evaluations 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 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 remain 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 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*

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

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

*Resident, C. S.*

3/12 – Auburn

*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

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



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

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

**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

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

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*

*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

# *How did you hear about the CRC?*

*As reported on initial contact*

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- 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](http://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*

## **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 Voluntary Questionnaire*

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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*

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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

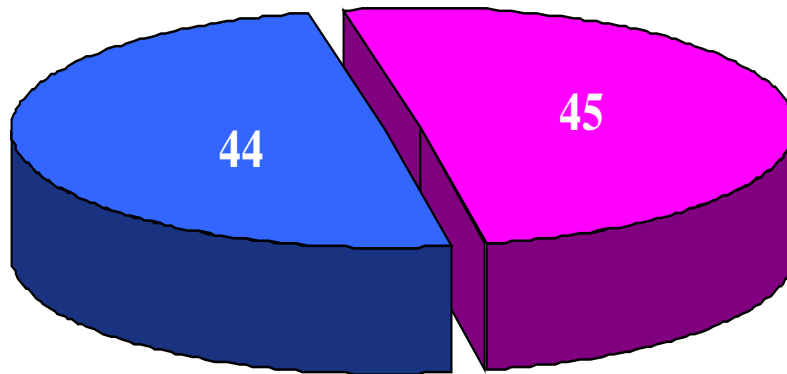
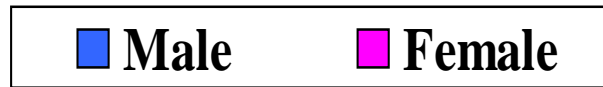
*Do you think your family now has the skills to work things out?*

Residents: No – 2 Yes – 29

# Crisis Resolution Center Residents

## *Totals by Gender*

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Total CRC Residents – 89

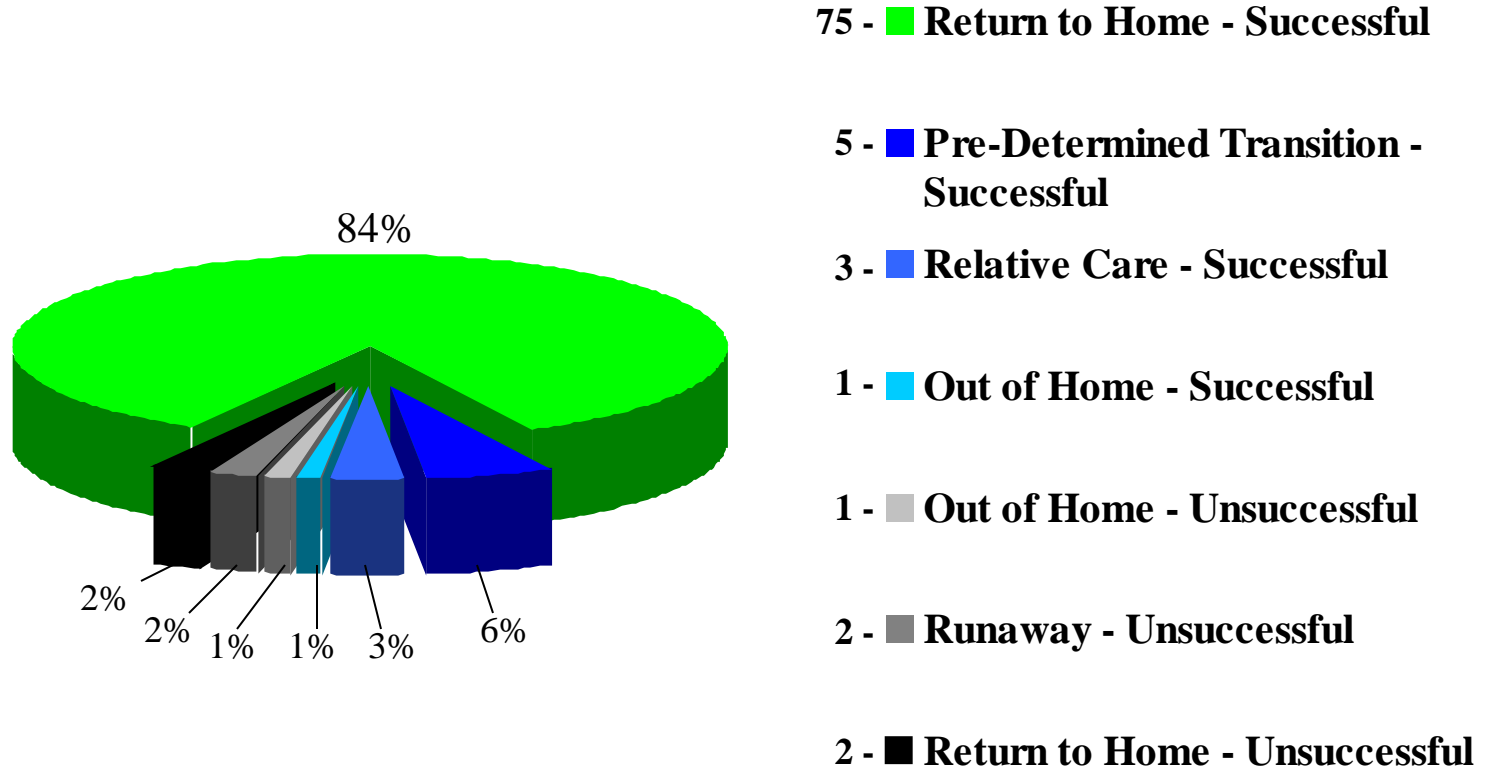
*Total Male Residents – 44*

*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*

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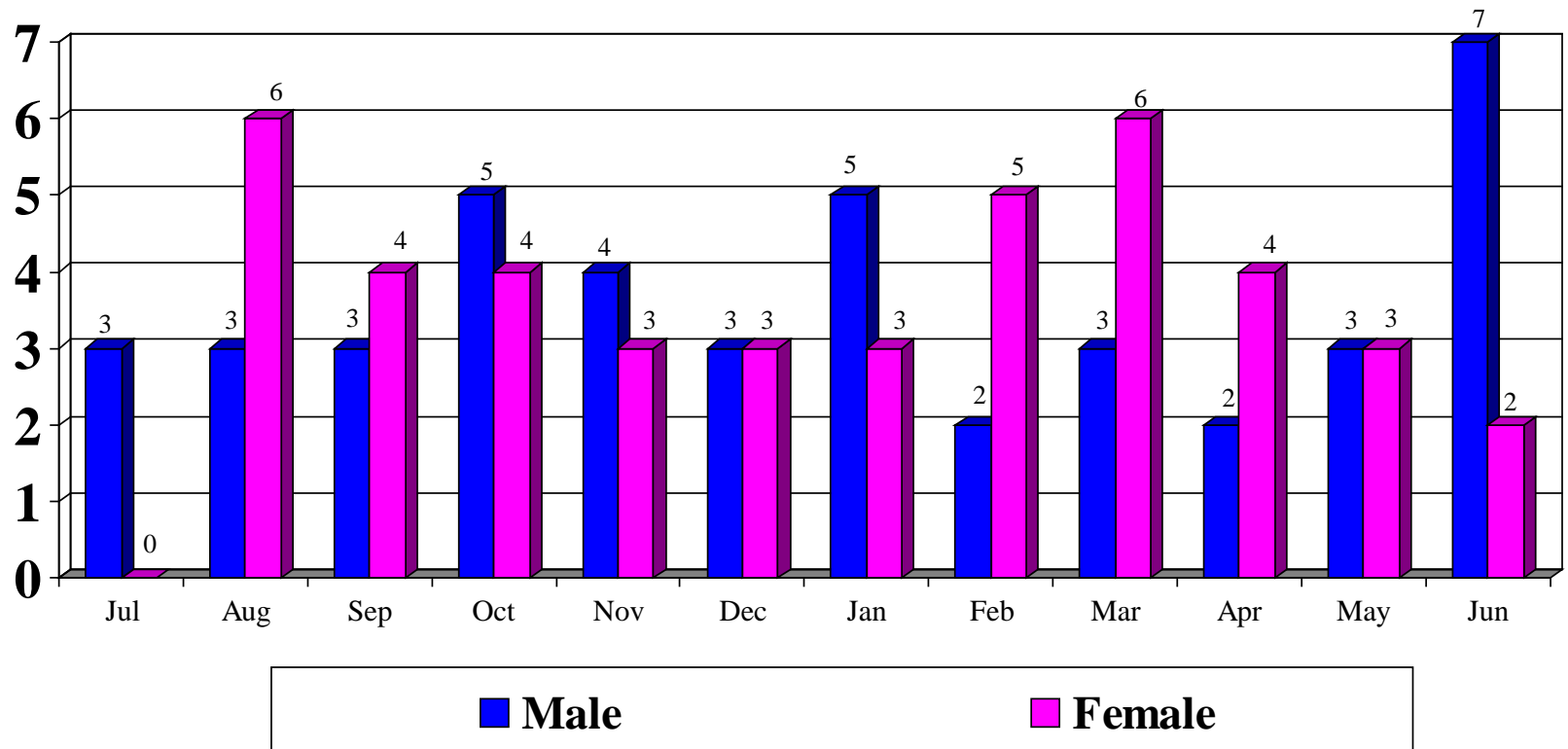




# Crisis Resolution Center Residents

## *Monthly Intake Totals by Gender*

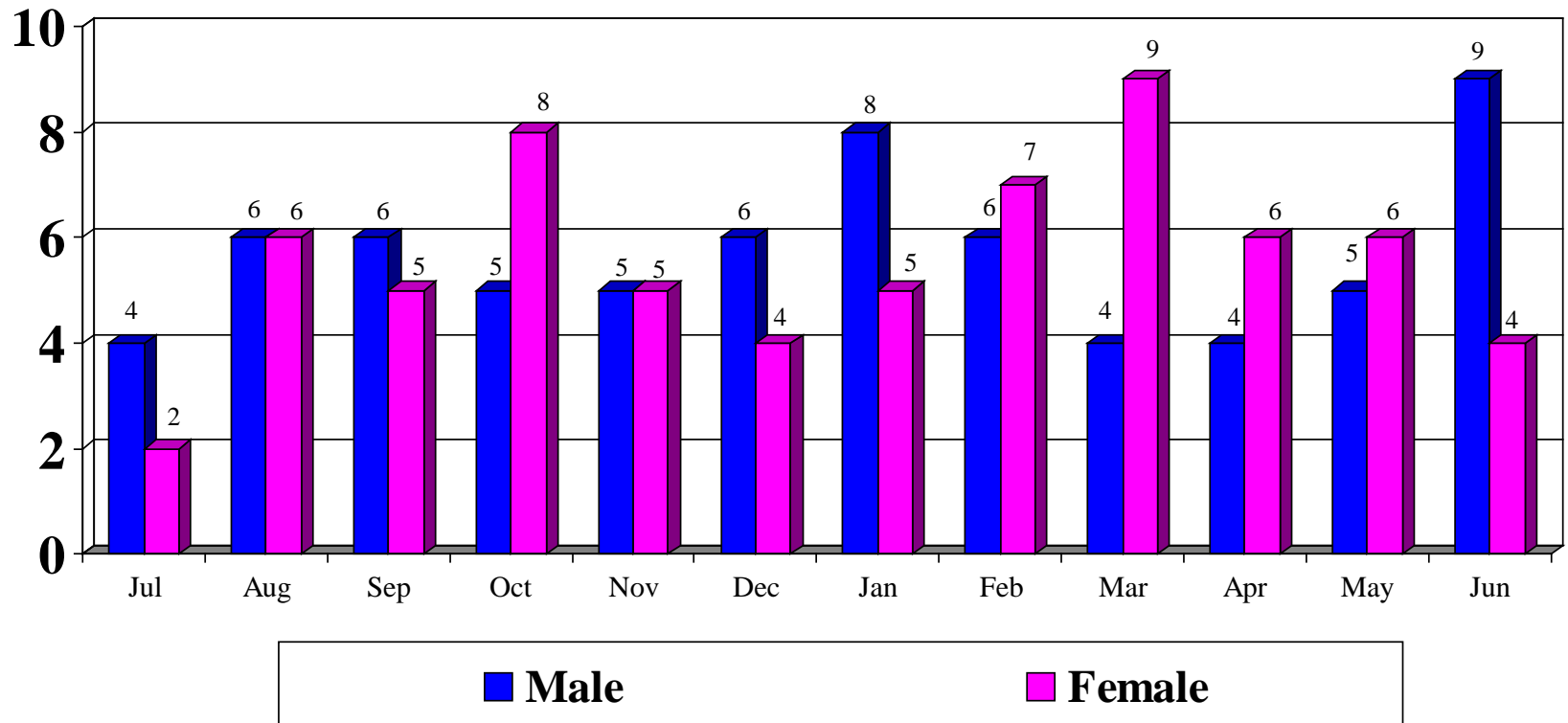
Total Intakes – 86 (+3 Existing Clients)    Total Male – 43    Total Female – 43



# Crisis Resolution Center Residents

## *Monthly Resident Totals by Gender*

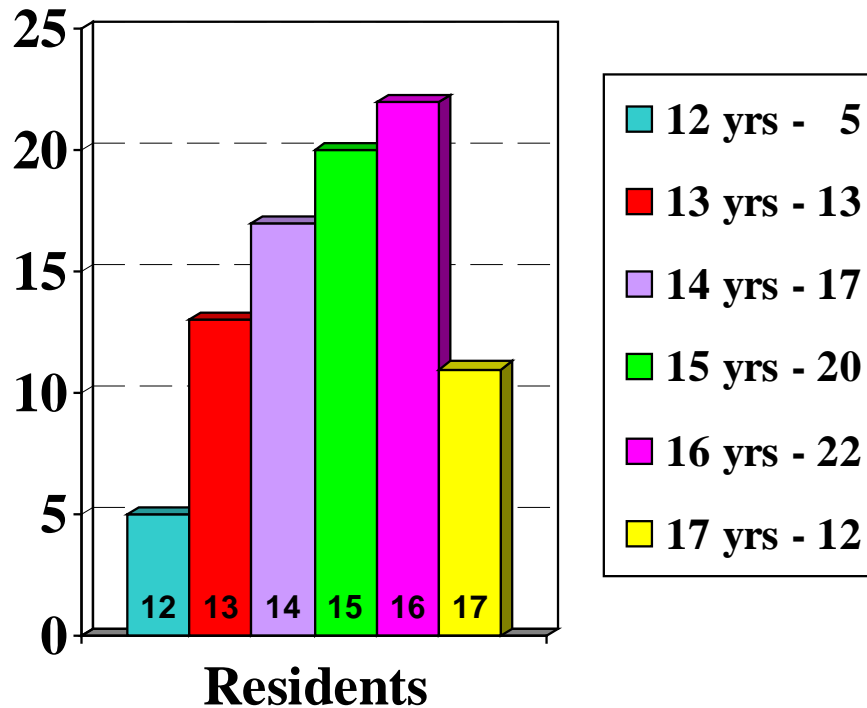
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# Crisis Resolution Center Residents

## *According to Age*

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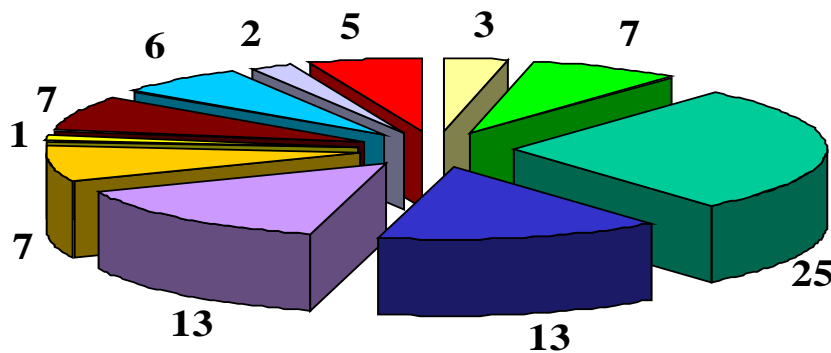


- The age groups that made up the largest sets this reporting period were fifteen and sixteen year olds. In 2010/11, fourteen year olds were the most prevalent.
- The older teens tend to have the greatest accountability to change as evidenced by their willingness to discuss problems with parents and 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*

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- Previous CRC Family
- Family & Children's Services
- Law Enforcement
- School
- Church
- Professional Counselor
- CBO
- Hospital
- CRC Brochures & Cards
- Other
- Not Specified

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

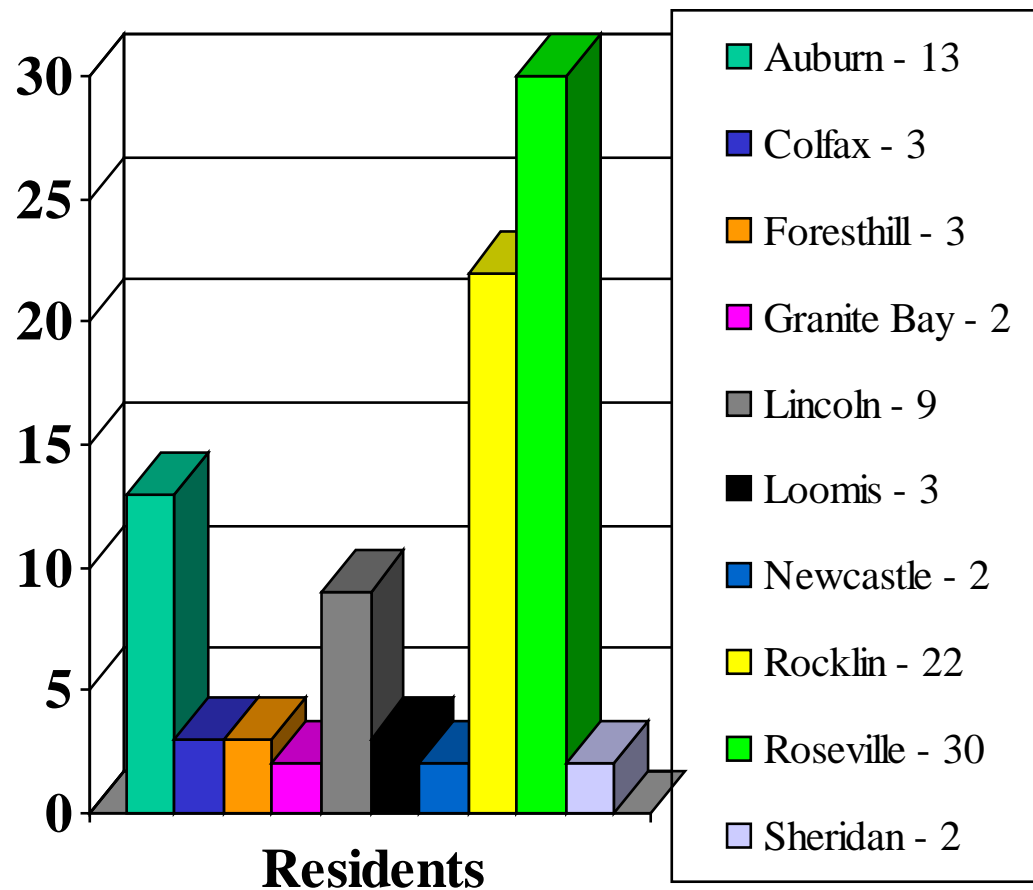
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- 25 – Previous CRC Family
- 13 – Family & Children's Services
- 13 – Law Enforcement (PC Sheriff, Auburn, Rocklin & Roseville PD's)
- 7 – School
- 1 – Church
- 7 – Professional Counselor
- 6 – CBO
- 2 – Hospital
- 5 – CRC Brochures & Cards
- 3 – Other
- 7 – Not Specified

# Crisis Resolution Center Residents

## *City of Origin*

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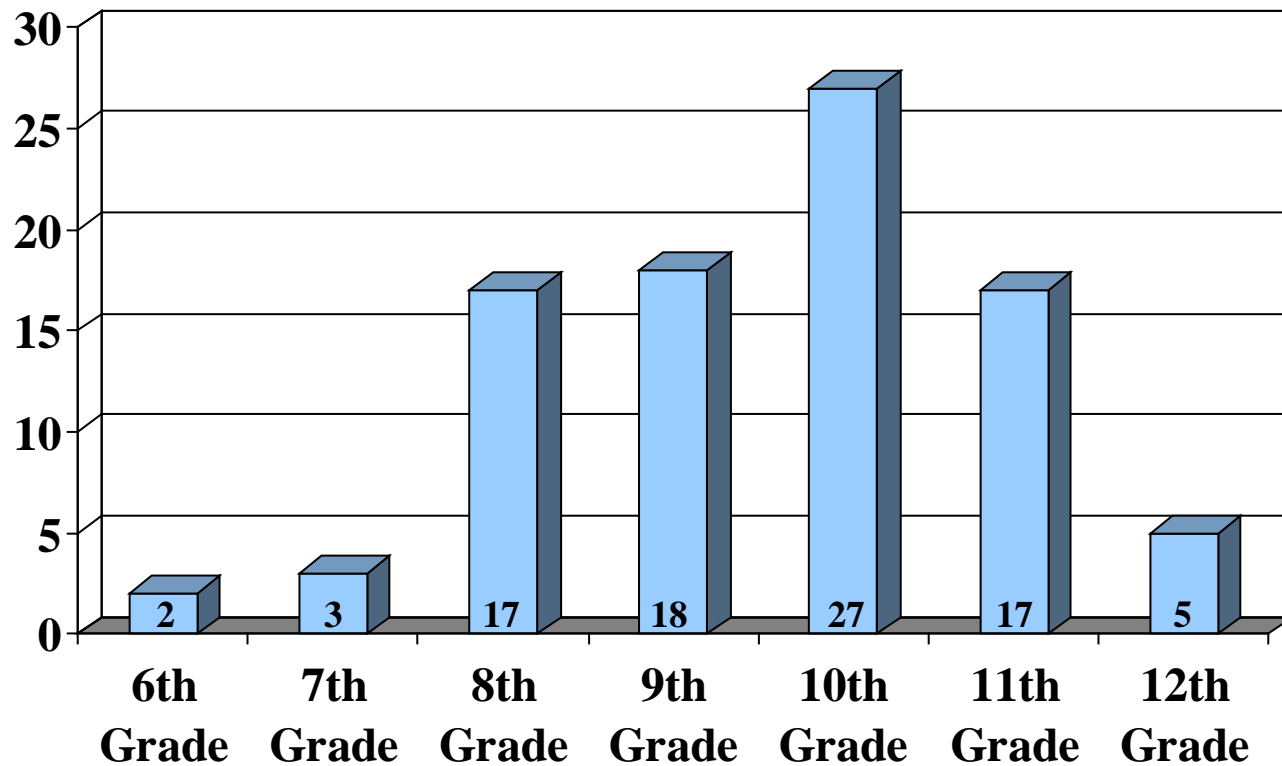


- The CRC tracked services from 10 different Placer County communities.
- Referrals continue to reflect the population concentrations within the county.
- Lincoln referral climbed slightly from last year's five referrals.
- Auburn saw a decrease from twenty-one last year to thirteen.
- Rocklin has continued 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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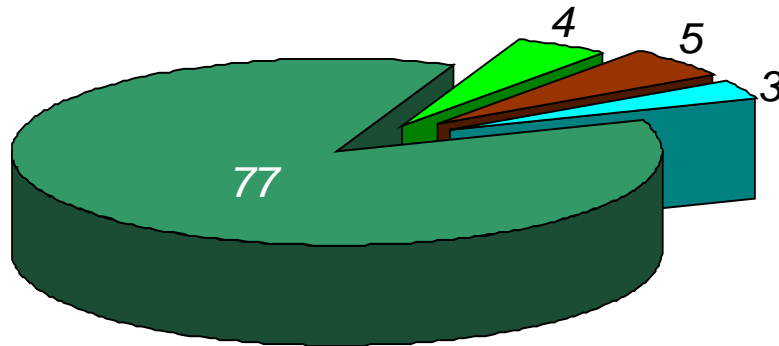




# Crisis Resolution Center Intakes

## *Means of Transport to CRC*

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

■ Parent	■ County Worker
■ Law Enforcement	■ Other

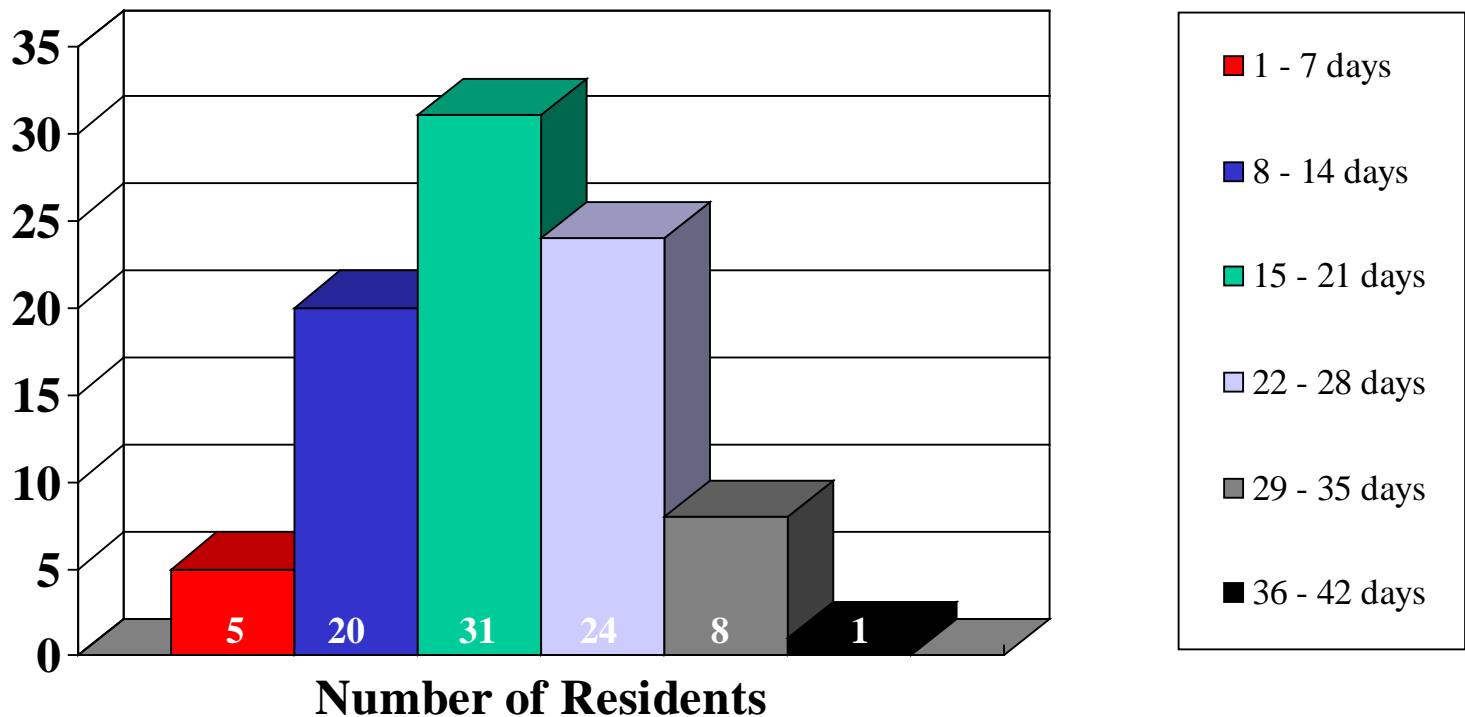
- Parent/Family Member 87%
- Law Enforcement 6%
- County Worker 4%
- Other 3%

# Crisis Resolution Center Residents

## *Length of Stay*

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**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*

1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days
2	0	1	0	1	1	0
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
0	3	0	6	1	5	5
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
7	5	3	1	8	6	1
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
7	4	5	3	2	2	1
29 Days	30 Days	31 Days	32 Days		34 Days	42 Days
4	1	0	2		1	1

Total Number of Residential “Days of Care” – 1,664  
Compared to 1,650 in 2009/10 & 1,684 in 2010/11

# Crisis Resolution Center Residents

## *Not Admitted Due to Capacity*

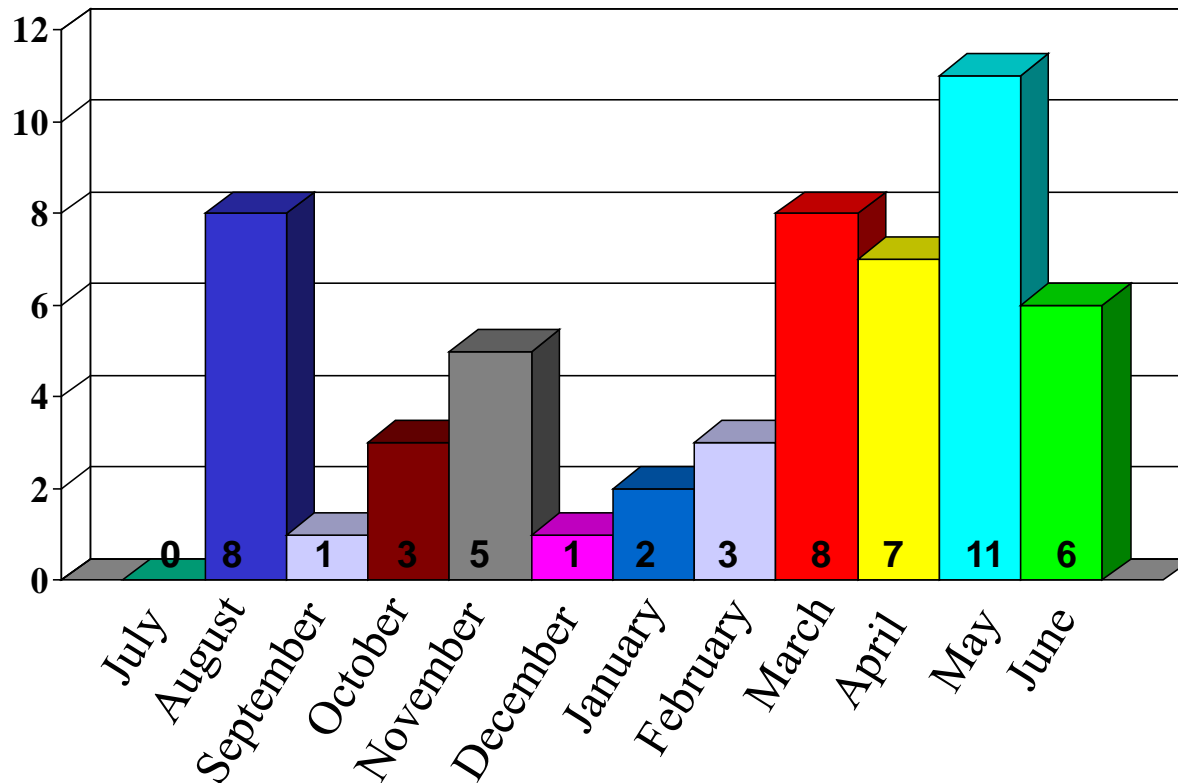
Total – 55

Average per Month – 4.58

Last Year's Total – 93 Last Year's Average per Month – 7.75

2009/10 Total – 59

2009/10 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 2011 – June 2012

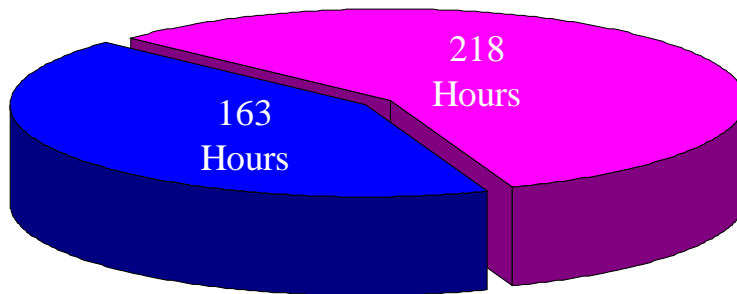
# Ancillary Services

## Out-Patient Counseling

### *Total Number of Hours Served by Gender*

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Total Hours – 381



■ Male Teens    ■ Female Teens

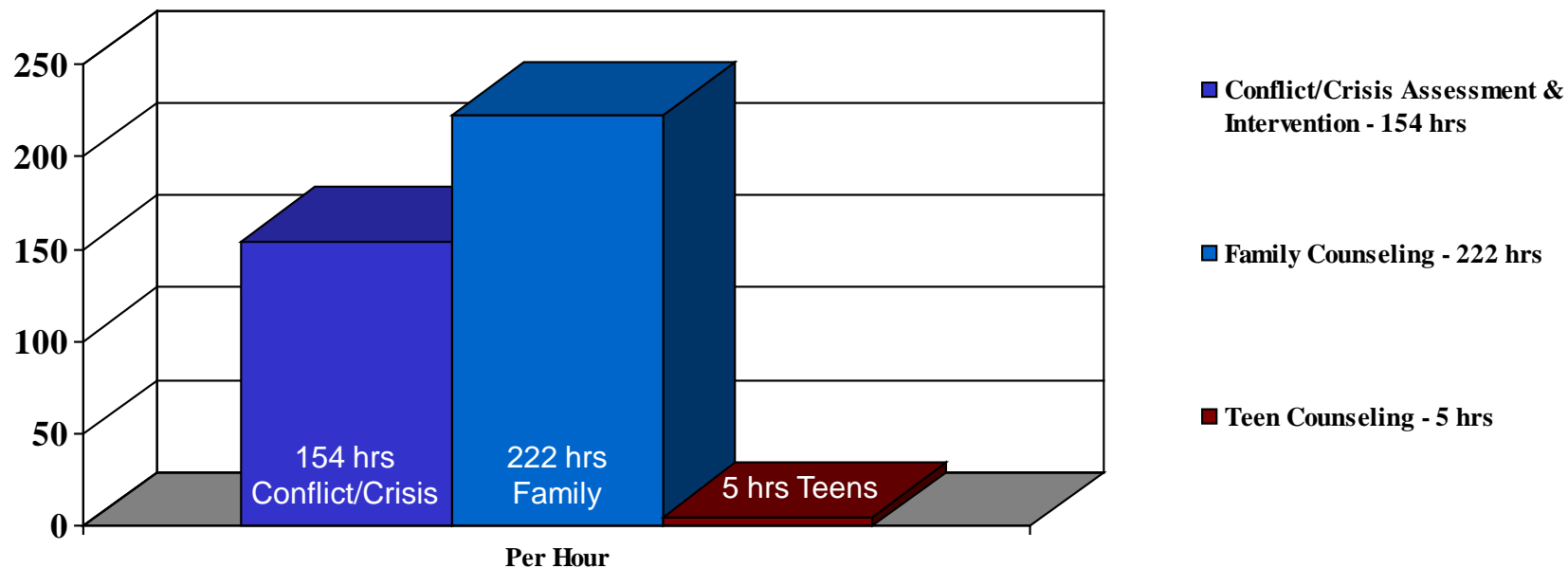
- In 2009/10, males significantly outweighed females in Ancillary Services.
- In 2010/11, Ancillary Services evened out between genders.
- In this 2011/12 reporting period females requested more services.
- There continues to be no clear indication for these shifts.



# Ancillary Services

## Out-Patient Counseling

### *Offered Per Hour, Per Category*

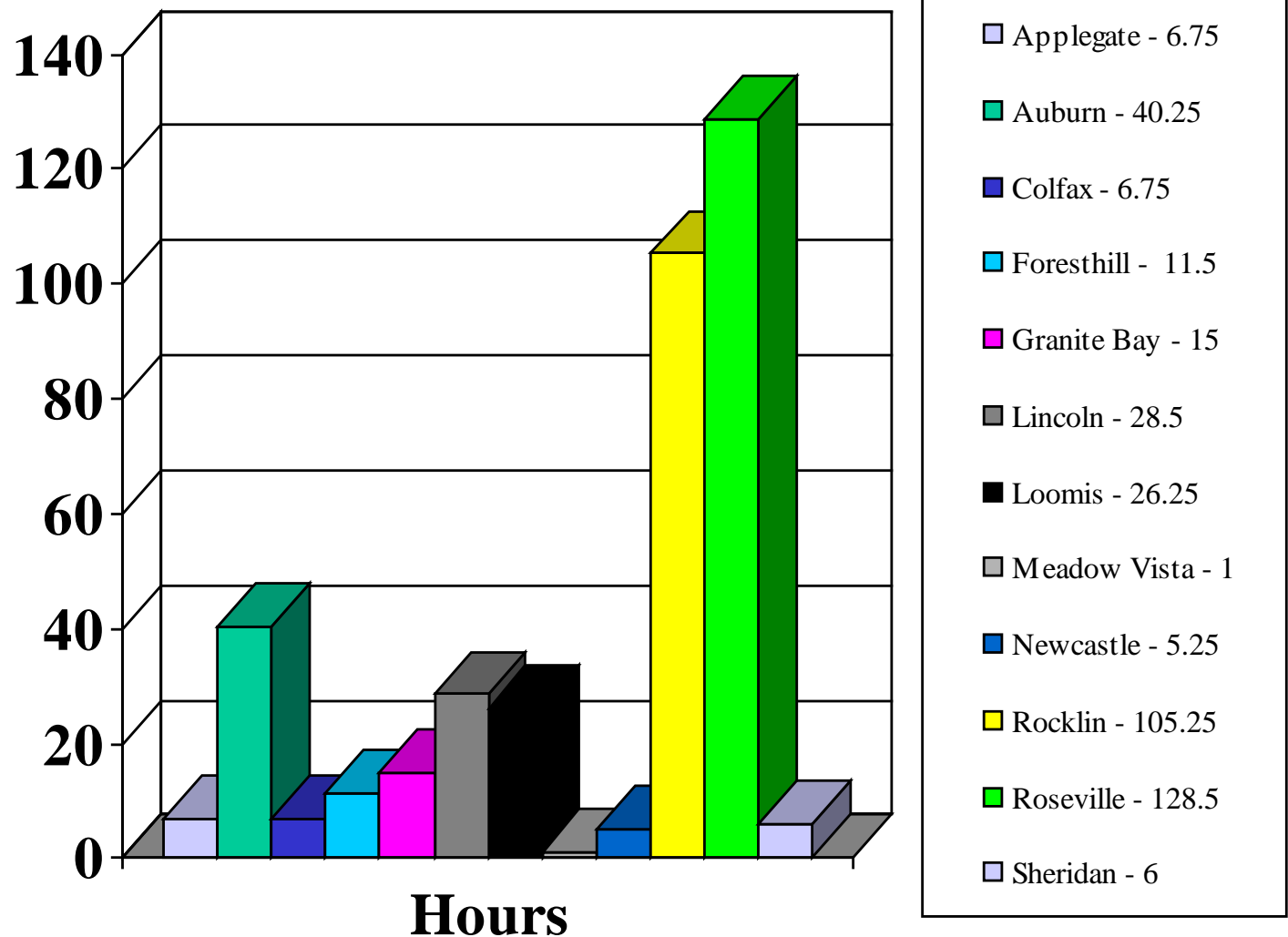


- A total of 381 hours of Ancillary Services were performed in three areas of need.
- Focusing on the family dynamic *as a whole* through Family Counseling has proven to be the most beneficial in the *solution focus crisis intervention* offered by the CRC.
- Additional CRC referrals and services not listed here were provided by Placer County's Diversion Program and other CBO Programs.

# Ancillary Services

## Out-Patient Counseling

*Offered Per Hour, Per Community*



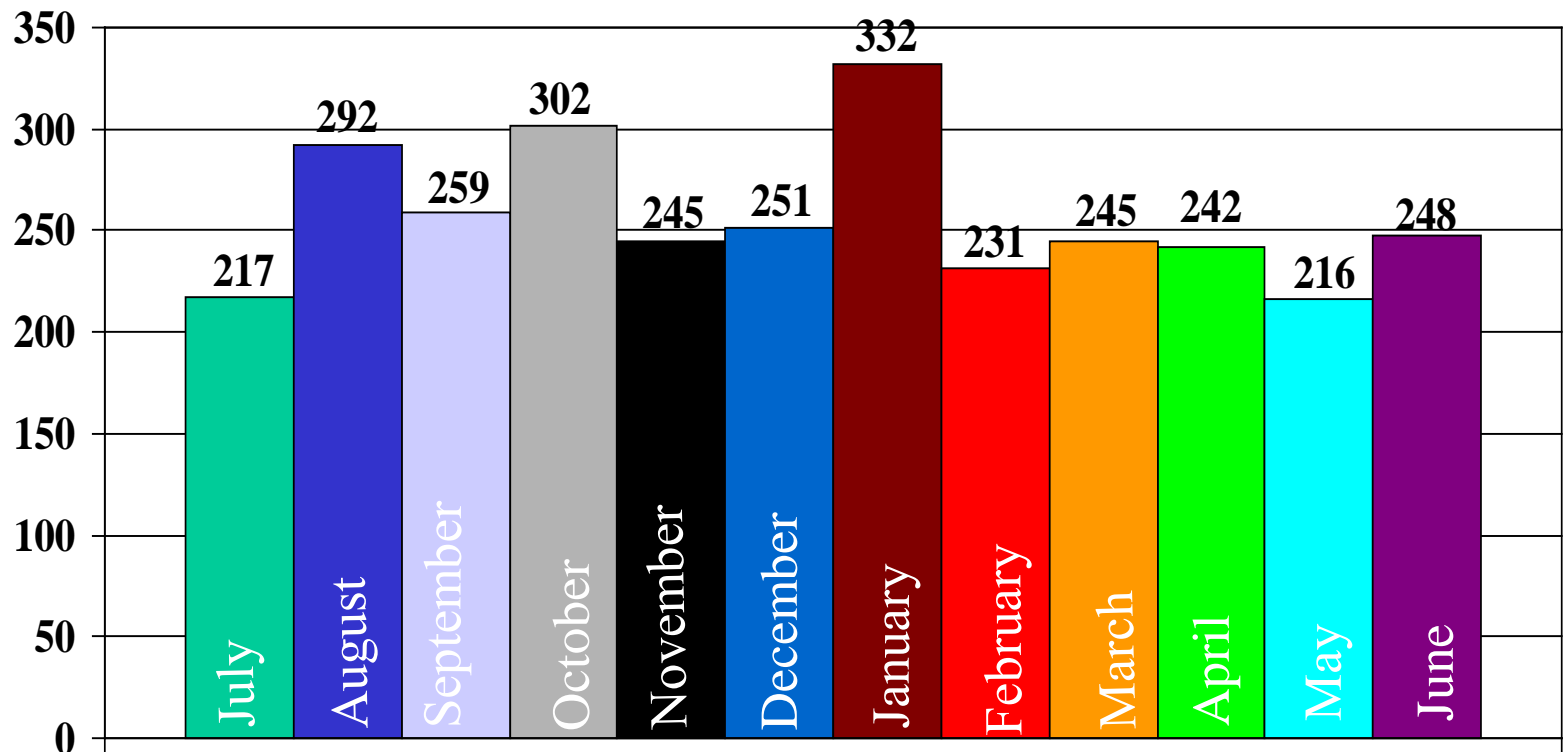


## *Call Center*

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*

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