



July 2012 – June 2013

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  
 ☎ 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.

**Bringing Hope to a New Generation**

**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 behavioral 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 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 remain the unwavering mission of the Crisis Resolution Center.

**CRISIS LINE: (866) 251-7584**

**CRISIS RESOLUTION CENTER**

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 2012 – June 2013

# 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,

Being at the CRC has meant a lot to me. It's been a life changing experience, and I'm glad I had the opportunity to come here. In the time I've been here, the staff and fellow residents have become family and have given me a home away from home. It's also given me a chance to really think about my choices and about why I made those choices.

If I was not taken here by my sister I really believe that I would have taken the wrong path in life. I love the people here with all my heart and I will never forget the people I met here or the lessons I have learned while I was here. I am going to miss you guys. You all really are the best friends I've ever had and I promise I will come visit.

Sincerely,

Letter from Resident, J.W.

10/12-Roseville

Dear Dad,

*I love you a lot and I am glad and thankful that I have been taken to the CRC. I have been provided the tools to become successful in my family life and be the person that I want to be. I love it here so much, it is a fun learning environment and the world has been put on pause. I am able to sit and just think and be myself. I don't have to worry about other people influencing me in a negative way. I am very thankful that I am here.*

*I have made the members of my family look bad and I regret doing this because it all reflects back on me. I was always making situations appear worse than what they really were. I am very sorry and I own everything that I did wrong like saying untrue things about both parents, telling partial truths, manipulating words and conversations and sentences, and much more. I am very sorry and I hope that you are able to accept my apology.*

*I am going to stick to journaling all of my thoughts, then sorting them out after I can see them all on paper. I plan on having a daily goal that I have to achieve and sharing this with my mom and having a constant routine that is personal for me so that I can stay on track.*

*I miss you a lot and I am very grateful that I was given this chance to better myself and all my relationships. And I even want to go to counseling with my boyfriend to better our relationship as well.*

Thank you again,

Letter from Resident to Father, H.O.

11/12, Roseville

Dear Jeff and the CRC,

Thank you for all your help with my daughter Sierra and our family. Sierra stayed at the CRC from about February 19, 2013 to the first week of March. She's turning 18 in April and has been suffering from depression and anxiety for a few years and getting worse over time. She reached a boiling point in mid February and ran away. That was her second time doing so in a short period of time. Add that to the fact recently before that she was picked up by the police while walking along the side of the freeway at night, not knowing how she got there, and it was clear she was in need of immediate help. She made it clear she was not going to stay at home and didn't know where she was going to go. In short, she was acting out and not thinking with any amount of logic, and clearly not making good decisions while in that state of mind. My wife brought her to the CRC. There Sierra found peace and was able to take a needed "time out" of her life to get group and individual therapy. It made a world of difference. Though she still has work to do in her life, that time at the CRC was a critical turn-around point for her which helped her change direction to a much better one she's on now.

We want to thank everyone at the CRC for all their help and support. Everyone there truly cares and it made a big difference. We especially want to thank Jeff, who by any measure is an incredible therapist and human being who shows great wisdom and compassion and senses just what to say and how to guide when needed. In the short period of time Sierra was there Jeff guided her through a major turnaround in the direction of her life. Some of what Sierra learned from Jeff was taking personal responsibility in her life and for her decisions and to think before acting on a decision. Thank you Jeff!!! It wouldn't have happened without you.

I also want to put in my two cents worth to anyone who reads this letter that the CRC may well have saved my daughter's life and I'm sure countless other young people as well. I believe it performs a needed function in our society to help young people (and their families) in a time of crisis and in so doing saves them, their families, and society too since every person has value and deserves a chance. And it is way better for everyone that people get help when they need it most than when it may be too late. Even society benefits with a proactive approach helping people at critical times than compared to a reactive approach punishing them after they've made a bad judgment call.

Thank you CRC and Jeff!

Sincerely,  
Parent, J. J.

3/13 - Lincoln

Thank you for the help, I am grateful and indebted to you for assisting in getting my son and I reconnected.  
- Parent

*Thank you for accepting me and taking me in for a short time.*  
- Resident

*This is an amazing place to help families.*  
Parent, A. N.  
5/13 – Rocklin

The best thing about staying at the CRC was that the staff and the residents were amazing people. They were all kind, respectful and friendly.  
- Resident

*I want to take the time Jeff, to express mine and Gary's deep heartfelt appreciation for all that you and the CRC gave to our child and our family. It is comforting to know there is a safe place to go when issues with teenagers are at the point of no return.*

*Words cannot express our gratitude for the CRC being there. I pray it remains forever a safe place for other teenagers whose parents are unable to financially provide the assistance and counseling their teenagers need. What the CRC, you and your staff provide are without a doubt a very needed and invaluable service to our community. God bless all of you!*

*Respectfully,  
Letter from Parent, S.M.  
11-12- Lincoln*

*To Whom It May Concern:*

*Our family was in an unsustainable crisis situation with our teenage son, and then we found out about your center from our son's psychologist. Our son, who has Asperger's Syndrome, has had counseling and psychiatric care since he was five years old; he is now 17 and the issues he has have been growing until the issues reached an unsustainable and unlivable conditions. We were considering sending our son away to a center in Los Angeles for one to three months. This action would have had a detrimental effect on our son's success in school, the one bright spot of success in his life. So finding CRC was a wonderful alternative that allowed him to continue to stay near home, get outings to home over the holidays and give respite to our family. This respite has allowed healing time for the family.*

*The calm and pleasant demeanor of the staff at CRC helped us to feel comfortable at a time of great discomfort and psychological pain. The main counselor, Jeff, has helped us to consider the roots of our family's issues and develop a viable course of action to take to repair relationships and build family harmony. All of us, including our son, have come away with a more determined attitude to finding ways to make the relationships in our family work.*

*Our family is especially thankful for how we came to the CRC; we had so little hope and came away with a plan and a renewed sense of hope for family harmony and success for the future for our son. Thank you.*

*Sincerely,  
Letter from Parents, R.S. and J.S.  
1 / 13- Rocklin*

Dear Mr. Adorador,

I wanted to take a minute here to say thank you for your assistance to our family in our recent time of crisis. We can't express enough how valuable a resource the CRC is to families in need of help with their troubled teenage sons and daughters.

You and the staff at the CRC were courteous, professional and understanding of our situation with Alison. The work you folks did to provide her a safe environment and better understanding of the behavior that brought turmoil into our lives should be commended.

We also now realize as a family that there are more tasks in front of us to all properly function in a normal manor as a family unit.

Without the help of the CRC and its staff our options were limited to none, to say the least.

We have also discovered that other families in our area may be experiencing similar problems and have highly recommended your program if they should feel the need for assistance. We know we did and it has helped us greatly.

Thank you,  
Letter from Parent, J. B.  
3/13 – Roseville



*The availability and immediate services for my daughter was greatly appreciated.*

- Parent

Thank you all at CRC. Greatly appreciate all your help, there is no price to paying you for the great help you give all these families, including ours of course.

Parent, F. G.  
4/13 - Lincoln

*The CRC & staff turned one of the worst experiences into one of the best. We have a starting place & tools to build a new & better foundation for our relationship.*

*Thank you.*  
- Parent

I feel that the CRC is one of the best things for Andrew, thank you. The staff is awesome and caring. It is great to see the changes in Andrew and we look forward to continuing to support him with his progress.

Parent, C. B.  
7/12 – Roseville

The staff were involved in such a good way that I was able to talk to all of them about anything that my mind stumbled across.

- Resident

*The best thing about staying at the CRC was the staff!! They made you feel welcomed.*

- Resident

*I am so thankful for this program. What a transformation in our daughter and our family.*

- Parent

*I think this is a wonderful program! Hailey probably would have been in Juvenile Hall (and angrier) if it weren't for the CRC. This was truly a blessing.*

Parent, J. W.

12/12 - Loomis

*To everyone at CRC,*

*My wife and I are thankful for your program and in helping us with our son. We can't thank you guys enough; you are all great. Each person at the CRC is caring, respectful, and professional. You have helped my wife and I with a difficult situation that we were going through. We didn't know what else we could do to help our son; we tried everything but nothing else worked. He got suspended at school and that was the last straw.*

*We reached out to the school and they referred us to the CRC. We made an appointment and luckily there was a spot for him. They treated my son wonderfully. They fed him and even had homemade dinners. They had programs for him throughout the day and even had P.E. where they could play basketball and other outdoor activities. My son has been doing great now. He spends more time with the family and this experience has opened his eyes on life. I am grateful for the CRC and the people there.*

*Sincerely,*

*Letter from Parents, C.S. and Y.S.*

*11/12- Auburn*

# *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 2012 – June 2013

# A Day in Residence at the Crisis Resolution Center

## **Formal Individual & Family Counseling**

*With Master's level counselor*

## **Family Sit-Down Style 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 . . .*

### **Teen to Teen**

*Foster youth in substance abuse treatment program offer face-to-face encouragement to CRC teens*

### **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 – 1 Great – 16 Exceptional – 48

*How helpful were the family meetings?*

Parent: Poor – 0 Fair – 2 Good – 9 Great – 22 Exceptional – 32

*How helpful was the staff?*

Parent: Poor – 0 Fair – 0 Good – 4 Great – 19 Exceptional – 43

*How professional was the staff?*

Parent: Poor – 0 Fair – 0 Good – 1 Great – 18 Exceptional – 49

*Was the crisis situation resolved?*

Parent: No – 5 Yes – 46 Still in Process - 11

*Would you recommend this facility to a friend?*

Parent: No – 1 Yes – 62

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

Parent: No – 6 Yes – 44 Still in Process - 13

# 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 – 1 Fair – 1 Good – 7 Great – 19 Exceptional – 34

*How helpful were the family meetings?*

Residents: Poor – 1 Fair – 2 Good – 17 Great – 26 Exceptional – 17

*How helpful was the staff?*

Residents: Poor – 0 Fair – 1 Good – 10 Great – 20 Exceptional – 34

*How helpful was the program material?*

Residents: Poor – 2 Fair – 6 Good – 9 Great – 29 Exceptional – 16

*How fun was the program material?*

Residents: Poor – 1 Fair – 11 Good – 17 Great – 22 Exceptional – 13

*Was the situation resolved?*

Residents: No – 5 Yes – 55 Still in Process – 4

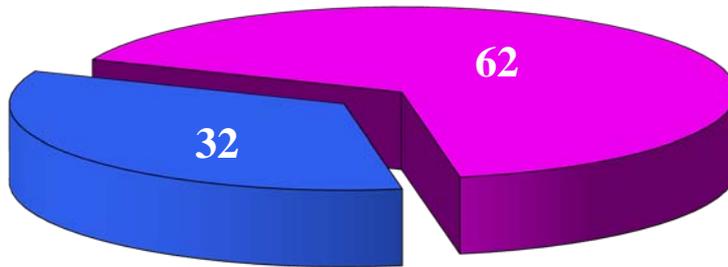
*Do you think your family now has the skills to work things out?*

Residents: No – 4 Yes – 56 Still in Process – 4

# Crisis Resolution Center Residents

## *Totals by Gender*

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Total CRC Residents – 94

*Total Male Residents – 32*

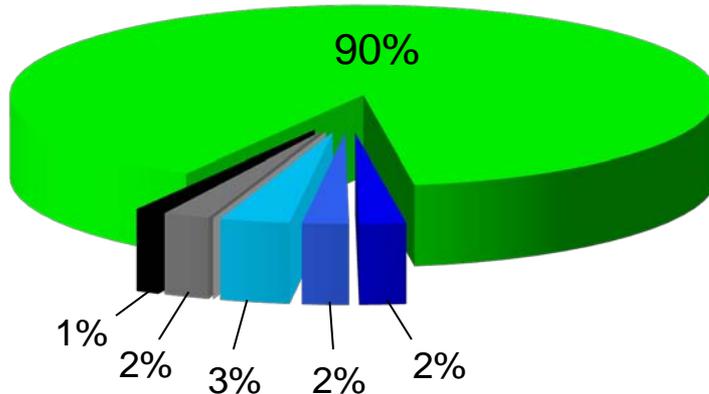
*Total Female Residents – 62*

- This year, the CRC experienced a significant jump in female intakes compared to male. Females represented 66% of the teens served while the males 34%. Over the previous two years male and female referrals have been near equal.
- The CRC has identified more drug & alcohol issues than in previous years.
- 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 groups with a certified substance abuse counselor.

# Crisis Resolution Center Residents *Placement Outcomes*

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**97% of CRC Outcomes were  
Considered Successful**



84 - ■ **Return to Home - Successful**

2 - ■ **Pre-Determined Transition - Successful**

2 - ■ **Relative Care - Successful**

3 - ■ **Out of Home - Successful**

0 - ■ **Out of Home - Unsuccessful**

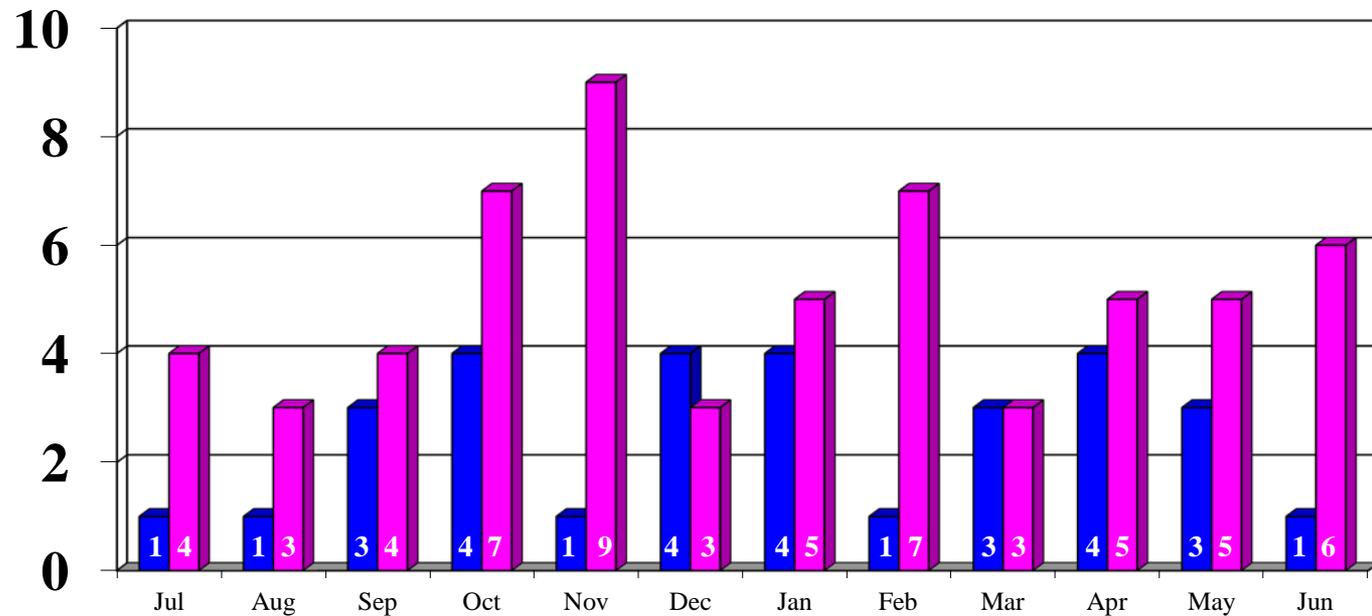
2 - ■ **Runaway - Unsuccessful**

1 - ■ **To Be Determined**

# Crisis Resolution Center Residents

## *Monthly Intake Totals by Gender*

Total Intakes – 91 (+3 Existing Clients)    Total Male – 30    Total Female – 61

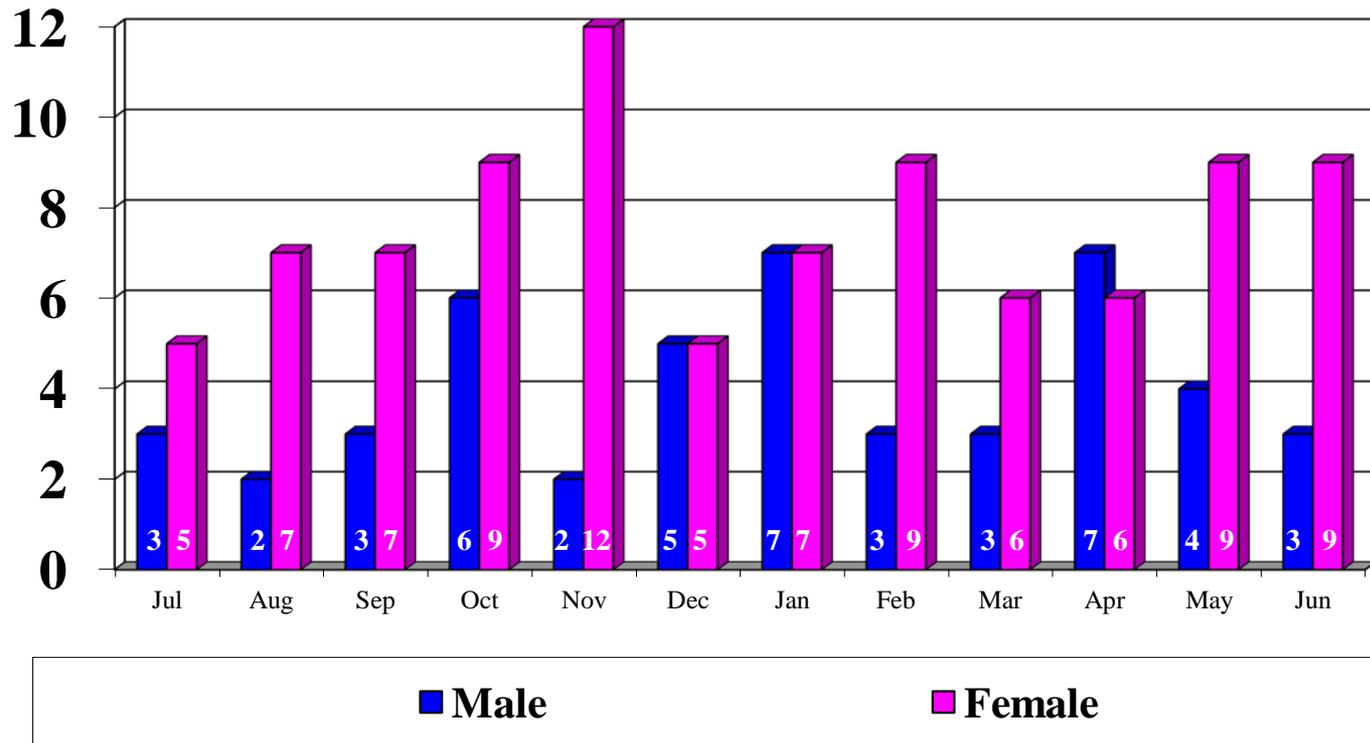


■ Male

■ Female

# Crisis Resolution Center Residents

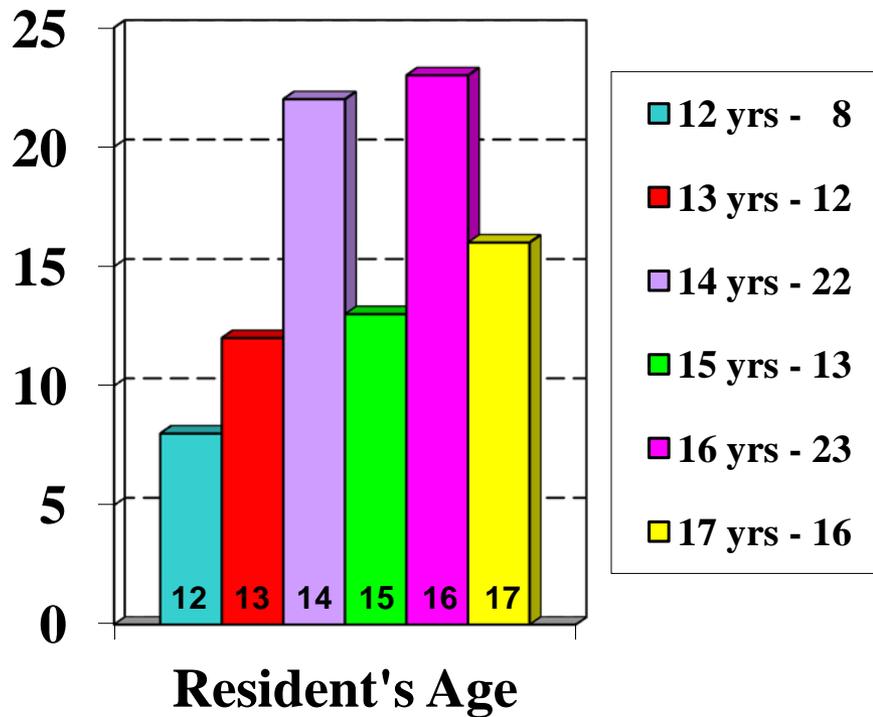
## *Monthly Resident Totals by Gender*



# Crisis Resolution Center Residents

## *According to Age*

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- This year, the age group that made up the largest set of those seeking services were 16 year olds. This has been the trend for the last several years. 14 year olds followed closely as the second most common age of intake this year, which was the demographic that had the most intakes two years ago. Generally, the most common age of intakes range from 14 years to 16 years old.
- This year both 12 and 14 year olds increased in referral numbers, 15 year olds decreased.
- 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.

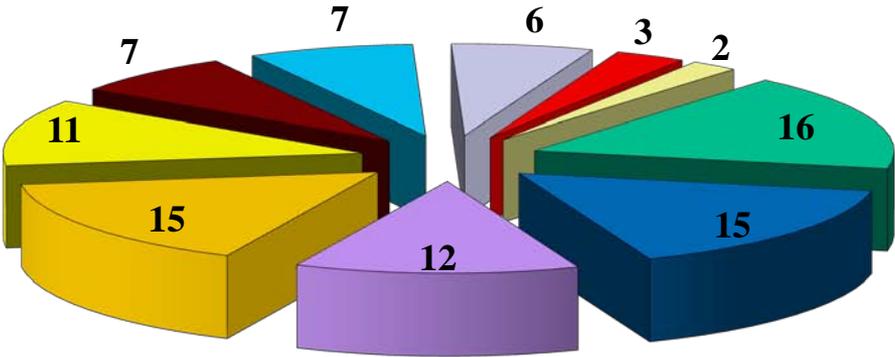
# Crisis Resolution Center Residents

## *Referral Source*

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

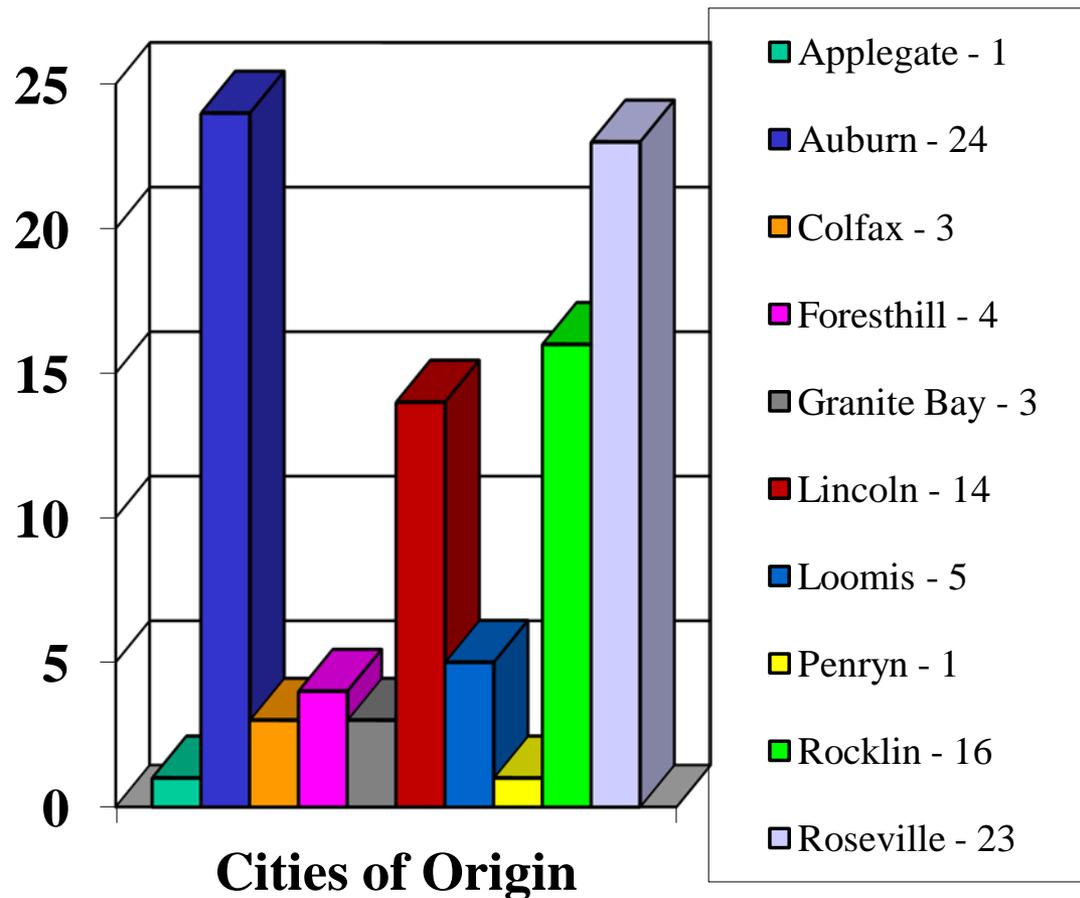
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- 16 - Previous CRC Family
- 15 - Family & Children's Services
- 12 - Law Enforcement
- 15 - School
- 11 - Professional Counselor
- 7 - CBO
- 7 - CRC Brochure & Cards
- 6 - Other
- 3 - Hospital
- 2 - Not Specified

# Crisis Resolution Center Residents

## *City of Origin*

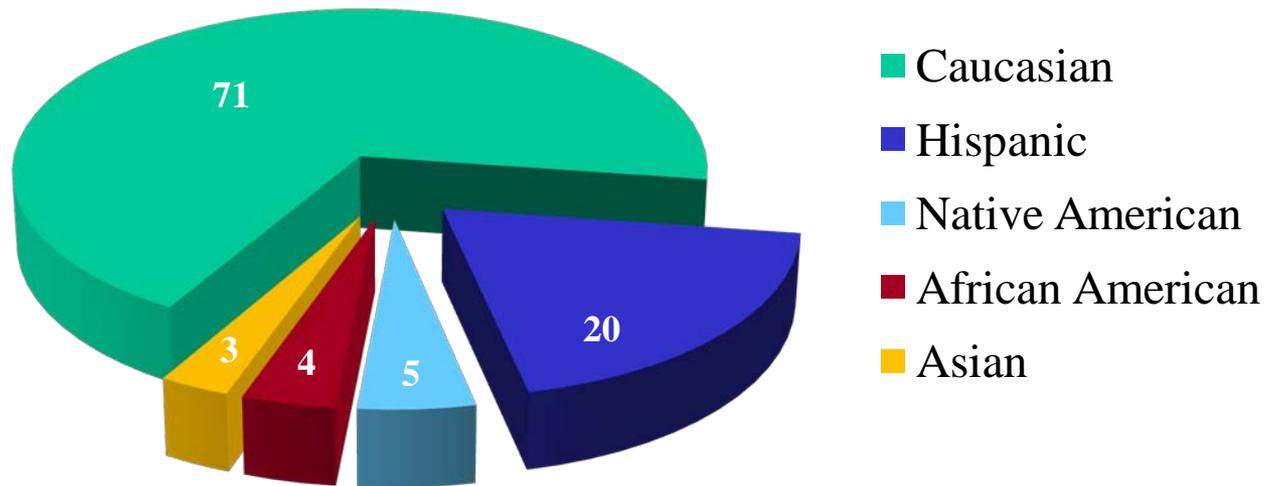


- The CRC tracked services from 10 different Placer County communities.
- Lincoln referrals have continued to climb over the last several years from 5 in 2011, to 9 in 2012, and 14 this year.
- Auburn's referrals almost doubled this year from 13 last year, although they were down from 21 in 2011.
- Rocklin and Roseville referrals have decreased over the last several years:
  - Rocklin - 21 in 2011  
22 in 2012
  - Roseville - 38 in 2011  
30 in 2012

# Crisis Resolution Center Residents

## *Ethnicity*

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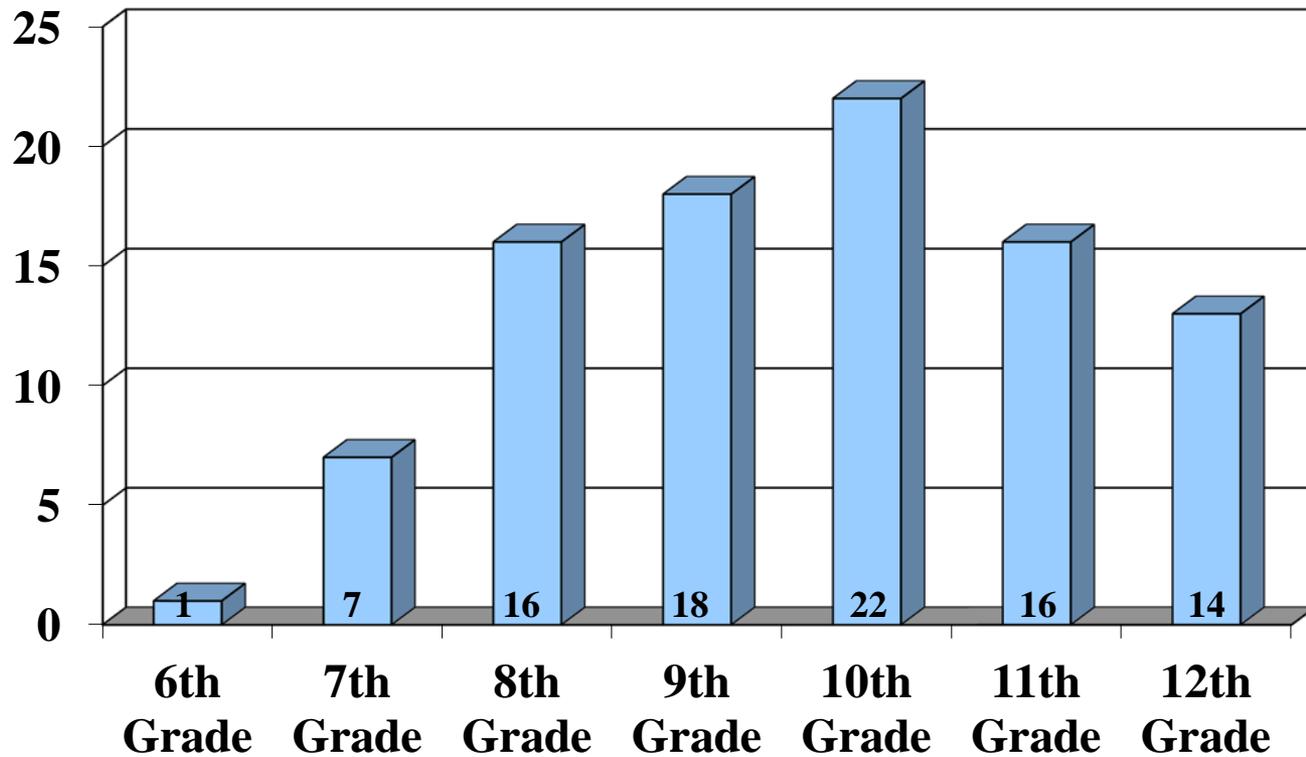


Note: Multiracial clients will count in each ethnicity category they designate.

# Crisis Resolution Center Residents

## *School Grade*

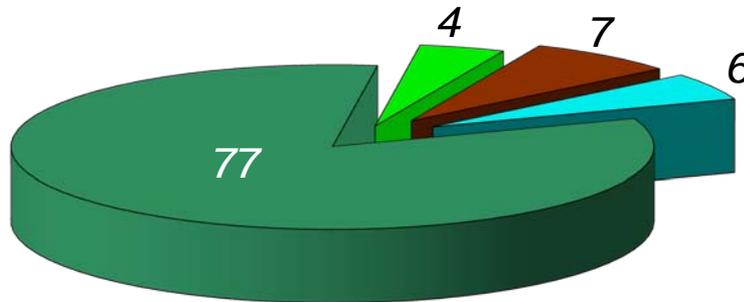
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# Crisis Resolution Center Intakes

## *Means of Transport to CRC*

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

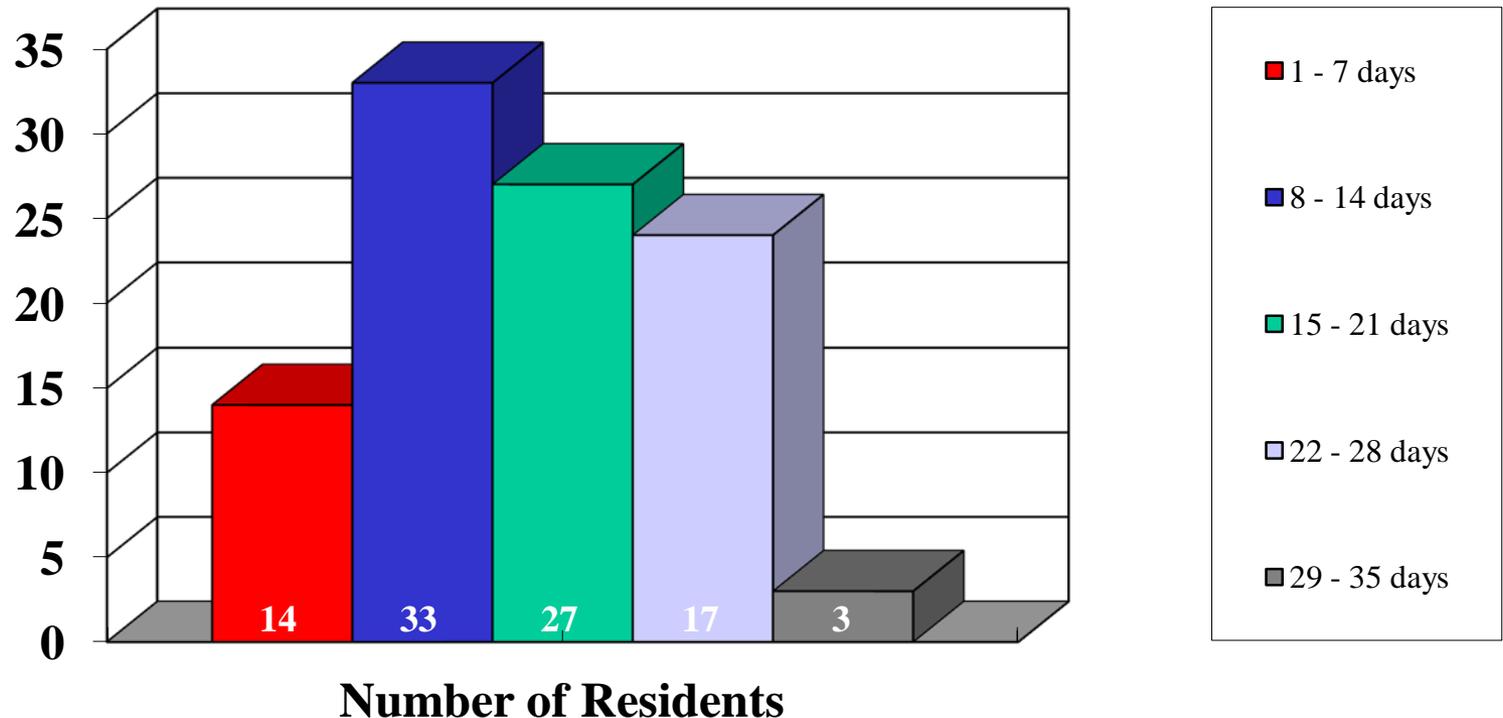
- Parent/Family Member 82%
- Law Enforcement 7%
- County Worker 4%
- Other 6%

# Crisis Resolution Center Residents

## *Length of Stay*

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**Average Stay at CRC – 15 days**  
(Average in 2010/11 – 19 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
1	1	1	1	2	2	6
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
1	3	4	3	7	13	2
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
3	4	1	5	5	5	4
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
5	3	5	2	0	2	0
29 Days	30 Days	31 Days		35 Days		
0	2	0		1		

Total Number of Residential “Days of Care” – 1,456  
 Compared to 1,664 in 2011/12

# Crisis Resolution Center Residents

## *Not Admitted Due to Capacity*

Total – 46

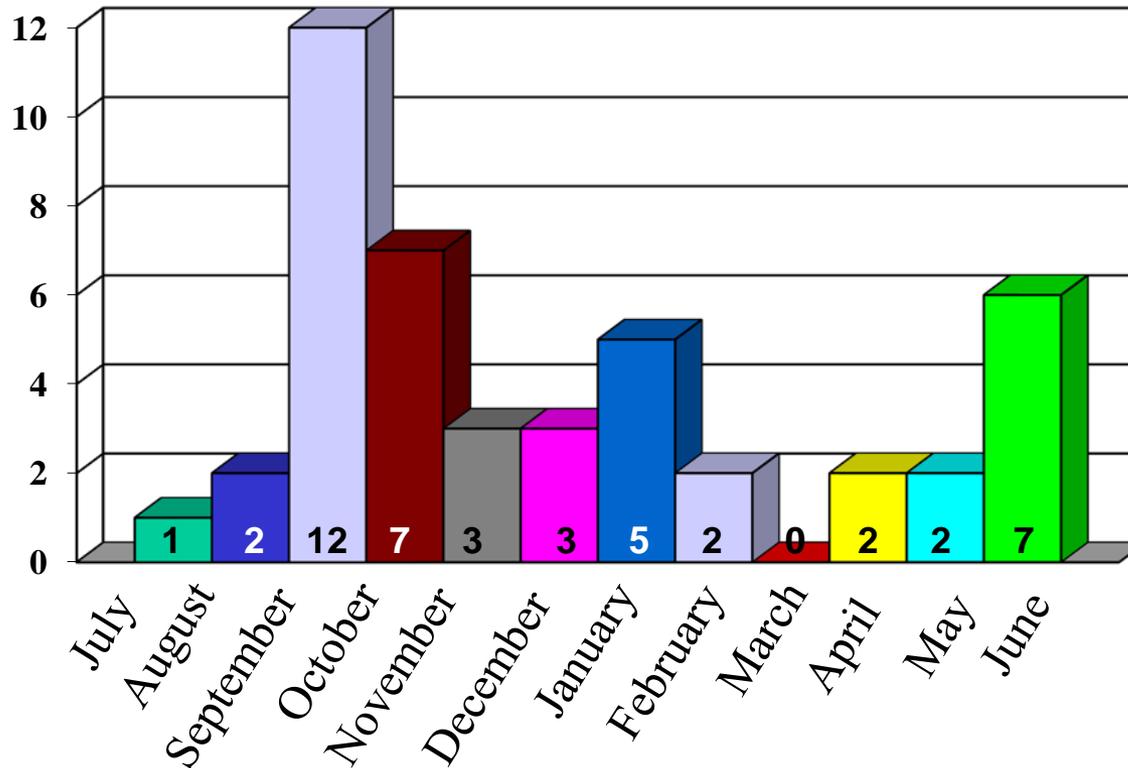
Average per Month – 3.83

2011/12 Total – 55

2011/12 Average per Month – 4.58

2010/11 Total – 93

2010/11 Average per Month – 7.75



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 2012 – June 2013

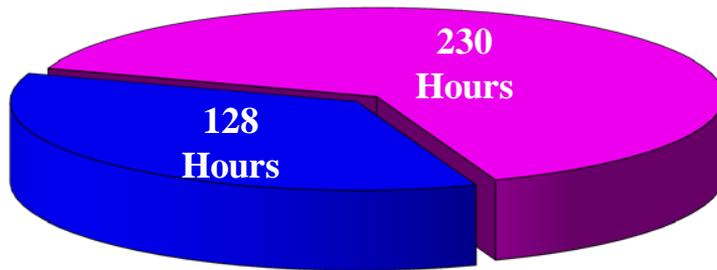
# Ancillary Services

## Out-Patient Counseling

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

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Total Hours – 358



■ Male Teens

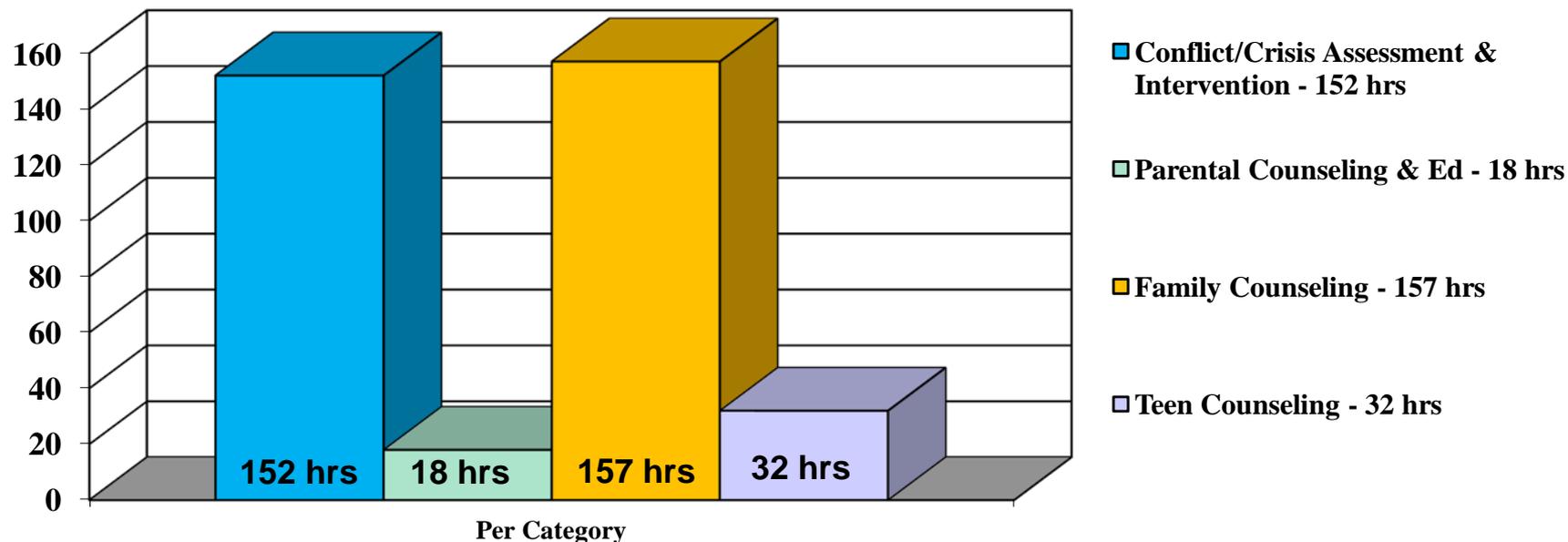
■ Female Teens

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

# Ancillary Services

## Out-Patient Counseling

### *Offered Per Hour, Per Category*

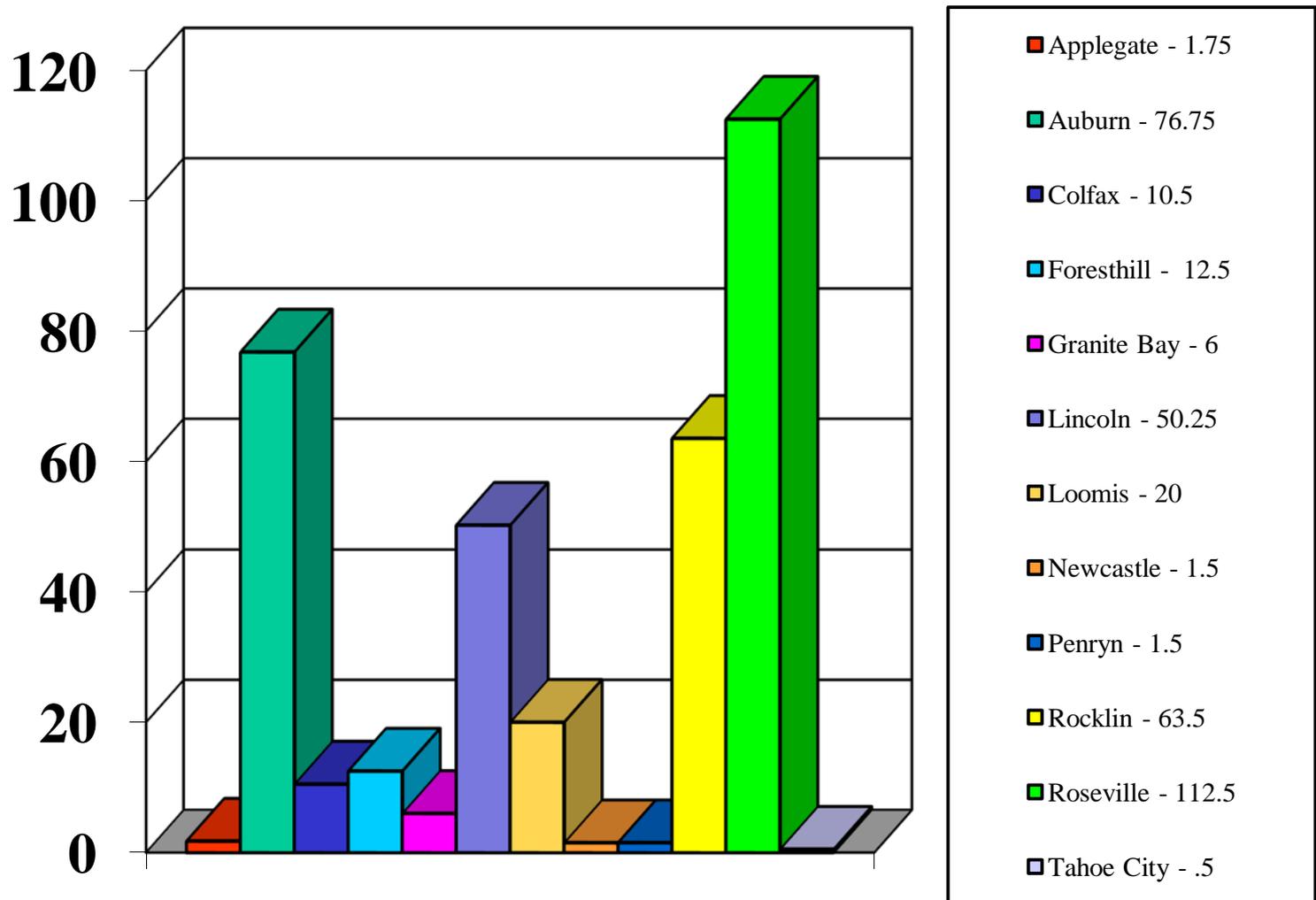


- A total of 359 hours of Ancillary Services were performed in three areas of need.
- Focusing on the family dynamic as a whole through Family Counseling has proven to be the most beneficial in the solution focus crisis intervention offered by the CRC.
- Additional CRC referrals and services not listed here were provided by Placer County's Diversion Program and other CBO Programs.

# Ancillary Services

## Out-Patient Counseling

*Offered Per Hour, Per Community*



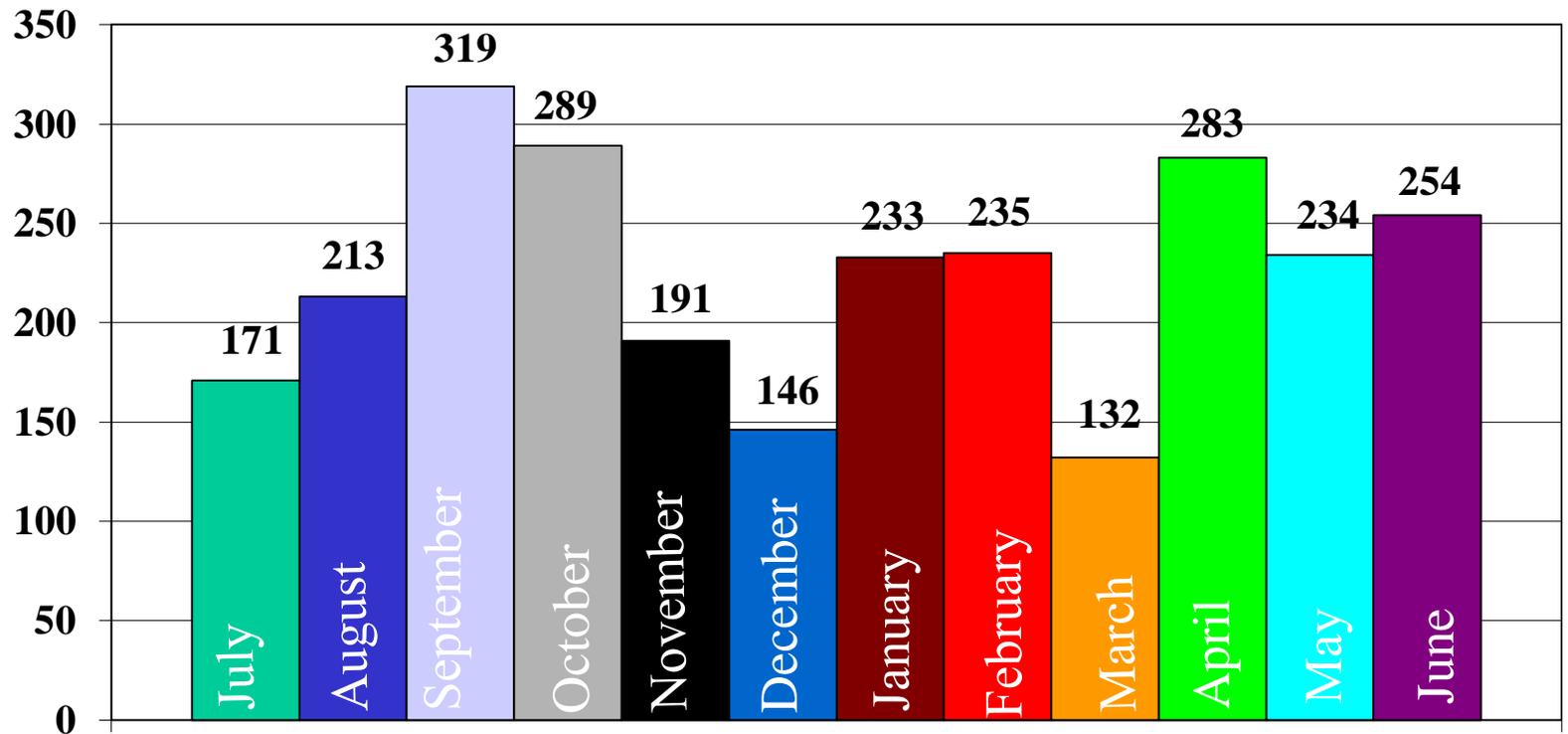


## *Call Center*

July 2012 – June 2013

# Crisis Resolution Center Phone Log

## *Calls Per Month*



◆ 2,701 calls came into the CRC  
In 2011-12, the CRC logged 3,080 phone calls

# Crisis Resolution Center Phone Log

## *Calls By Category*

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