Crisis Resolution Center

Brochure & Info Card

Program Description

Kidspace Family Services- a long history of providing quality services to areas of need. Helping children and families in need is our main focus. Our services include a Crisis Resolution Center, available to us in Placer County. This program is funded through a variety of commitments for the prevention and treatment of domestic violence and child abuse. The agency is committed to serving children, youth, and families, through family support services. This program is funded through a variety of commitments for the prevention and treatment of domestic violence and child abuse. The agency is committed to serving children, youth, and families, through family support services.

Out-Client Services

- Individual and family counseling
- School and community interventions
- Case management

Short Term Residential Services

- Short-term residential placement for children ages 8-17
- Easing the transition from foster care to permanent living arrangements
- Preparing for independence, including vocational training and job readiness

Bringing Hope to a New Generation

Crisis Resolution Center

Serving Placer County

Crisis Resolution Center

Are you in need of free and confidential help? We provide services to anyone in crisis and their families.
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, letters & cards.

Jeff,

I can’t thank you enough for all you've done for me and my family. Because of you, I can finally be happy and move in the right direction in my life. You are seriously the best and I was so blessed to be given the opportunity to come here and grow. This was one of the toughest times of my life and I got through it thanks to you and the rest of the CRC staff. I’ll never be able to tell you how much it really means to me. Merry Christmas!

P.S. I'm sorry if I've put a lot of stress on you because of my situation.

Resident HT
Dec 2013, Lincoln

We are very grateful that this program exists and that it was free. I don’t know what we would have done without the help from the crisis center.

Parent, AN
Nov 2013, Rocklin

The CRC gave me an outline on how I want my life to be, what kind of person I can be, and gave me an outlet to relieving stress. I feel like I got to express everything that I needed to get out.

Resident CC
March 2014, Lincoln

I am so thankful for this program and what it has done for my daughter and me! I am very hopeful that we can move forward in a positive and safe manner.

Parent TG
Jan 2014, Roseville
We really appreciate the CRC’s staff and efforts for this second visit to the center. Our son is in a much better place for his return to our home. We have learned much about co-parenting and ways to help him in the future. Thanks!

Parent EK
Jan 2014, Rocklin

Dear CRC,

Thank you for everything. I learned a lot from you guys. Now I know how to deal with problems, think before I say it, and not to fight with people. I’m glad that you guys were able to help me fix and get what happened in the past. Now I know how to respect, not be bad and also be calm. I enjoyed staying at the CRC, I will remember you guys that had helped me with the problems I had. And I will keep doing my Solo Times and I'm going to see if my dad will get me a bible. I will no longer have to think about what happened with my mother. I hope that my relationship will go good with my dad because of you guys helping me and learning how to treat people like family, and friends, or whoever. I am going to see old me in my dreams and know that is not who I am anymore. I'm a respectful, caring, beautiful, smart young lady. Thank you guys so, so much and I love all of you guys very much.

Resident MR
Nov 2013, Roseville

What did I get out of my time at the CRC...Wow, that is quite the question, I mean I learned so much while I was here, I learned how to be a better friend, a better listener, and many different things like that. I learned things like how some birds use echo location and what a camellia is. I learned about Dr. Amens A.N.T.S. and also sexual purity. I learned that having a half brother may not be so bad and that everyone makes mistakes including my mom and I. I learned I can pass the CHASEE and that if I'm upset I can read, I learned to let down my guard towers, and how to let in others. I learned that art and music may affect how you are feeling and to guard my eyes, ears, and tongue. I learned not to judge others, and to express myself in a more positive way and to forgive. I learned Rick had really been trying to change and that my life isn't that hard. Also I learned to better my reading, along with my guitar playing. So altogether I learned many skills and many things from the CRC. And I will be proud to be a former resident, and a survivor of the old disaster I called myself.

Resident, NL
Nov. 2013, Auburn
I'd like to thank the people in CRC. Filled with staff that cared enough about lost souls in children to spend every day and night with us. For putting a roof over our heads and putting clothes on our backs. For only knowing us for a few days, for caring for us like a lifetime. I look to the people in this room, I see angels on earth. I'd like to thank you and wish for nothing but the best for you all. I wanted to let you know how grateful many lives you look after appreciate you. So here's to the CRC. Hopefully I'll see you again and it wouldn't be like this situation. I mean more in the future when the storm has past and we all found our little piece of happiness and live long and happy life knowing there are good people out there.

Love always,
Resident JA
June 2014, Roseville

Thank you for your services on helping our teens today. I really appreciate the help you all provided for our family. We will work the program steps you taught us at home.

Parent BN
Nov 2013, Meadow Vista

Thank you to all the staff for providing an amazing platform for change. God is truly using the many gifts on display here.

Parent SF
Aug 2013, Auburn

Very helpful, I am glad my son was here. We were able to make progress with the whole family.

Parent GC
Dec 2013, Auburn

It was very helpful talking with Jeff and the staff were very polite and easy to work with.

Parent TW
April 2014, Granite Bay

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Love always,
Resident JA
June 2014, Roseville
I feel that the staff were very supportive and understanding. Jeff has been amazing in helping us to learn how to communicate more effectively and new tools to work through problems. CPS referred us here and it really made all the difference.

Parent JM
Feb 2014, Roseville

I absolutely loved that I got to find out about myself and what I learned to help my relationship with my mom. Everyone here is really supportive, they are also really understanding. They just make it way easier to live here.

Resident PL
April 2014, Granite Bay

I feel that the staff were very supportive and understanding. Jeff has been amazing in helping us to learn how to communicate more effectively and new tools to work through problems. CPS referred us here and it really made all the difference.

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Feb 2014, Roseville

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Resident PL
April 2014, Granite Bay

I am so grateful to have my daughter back and happy, that she was able to benefit from the CRC.

Parent HT
Dec 2013, Colfax

I benefited from the CRC.

Resident PL
April 2014, Granite Bay

I gained the tools to work things out at home. The staff was awesome. I learned so much about myself while doing program and it was just an overall life changing experience.

Resident RA
Jan 2014, Roseville

The CRC gave me an outline on how I want my life to be, what kind of person I can be, and gave me an outlet to relieving stress. I feel like I got to express everything that I needed to get out.

Resident CC
March 2014, Lincoln

The CRC was a very beneficial experience. It was a safe environment for all to assess our own involvement in the crisis and come up with renewed commitment to find healthy communication to a resolution and stability for our daughter and family.

Parent AJ
Nov 2013, Rocklin

Thank you! You were so helpful and have given peace to our family. I am grateful for the CRC program and services.

Parent AG
July 2013, Auburn
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 Hotline
- Church
- Social Worker
- Christian Endeavor
- Peace for Families
- PCMH
- Sierra Vista
- Medical Provider
- CRC Brochure/Card
- And More . . .
A Day in Residence at the Crisis Resolution Center

**Formal Individual & Family Counseling**
With Master’s level counselor

**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 . . .

**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.

**Foster Sit-Down Style Meals**
Good food and good conversation make dinnertime a favorite 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 . . .

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

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

**Physical Activities**
Basketball, ping-pong, long walks with staff & family chores

**Informal Counseling**
Throughout the day with trained staff

**Substance Abuse Treatment Group**
With Certified Substance Abuse Counselor

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

**Highly Supervised Environment**
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 – 4  Great – 16  Exceptional – 39

How helpful were the family meetings?
- Parent: Poor – 1  Fair – 2  Good – 10  Great – 19  Exceptional – 26

How helpful was the staff?
- Parent: Poor – 0  Fair – 0  Good – 5  Great – 17  Exceptional – 36

How professional was the staff?
- Parent: Poor – 0  Fair – 0  Good – 6  Great – 16  Exceptional – 37

Was the crisis situation resolved?
- Parent: No – 11  Yes – 42  Still in Process – 7

Would you recommend this facility to a friend?
- Parent: No – 1  Yes – 56

Do you think your family now has the skills to succeed?
- Parent: No – 6  Yes – 43  Still in Process – 11
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.

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Crisis Resolution Center Residents

Totals by Gender

- Total CRC Residents – 90
  - Total Male Residents – 36
  - Total Female Residents – 54

- For the second year in a row, the CRC experienced more female intakes compared to male. Females represented 60% of the teens served while the males 40%. For several years previously, male and female referrals have been near equal.

- The CRC adjusts the program topics to address issues that are gender specific. Exploring topics such as self-worth, identifying perpetrators, and releasing past trauma contribute to addressing the needs of female clients.
Crisis Resolution Center Residents
Placement Outcomes

89% of CRC Outcomes were Considered Successful

- 74% Return to Home - Successful
- 2% Relative Care - Successful
- 4% Out of Home - Successful
- 2% Out of Home - Unsuccessful
- 3% Runaway - Unsuccessful
- 5% Return to Home - Unsuccessful
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 86 ( + 4 Existing Clients)  Total Male – 35  Total Female – 51
Crisis Resolution Center Residents

Monthly Resident Totals by Gender

15
This reporting period, the age group that made up the largest set of those seeking services were equally fifteen and sixteen year olds. For the last four years the trend has been that ages fourteen, fifteen and sixteen make up the largest population at the CRC.

- The age groups twelve and seventeen slightly dropped.

- The challenge with fourteen, fifteen and sixteen year olds is redirecting risky behavior while reinforcing healthy boundaries and allowing appropriate exploration, growth and maturation - a tall order for many parents.
Crisis Resolution Center Residents

Referral Source

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

- 9 - Previous CRC Family
- 16 - Family & Children's Services
- 8 - Law Enforcement
- 10 - School
- 7 - Professional Counselor
- 8 - CBO
- 14 - CRC Brochure & Cards
- 8 - Other
- 5 - Hospital
- 3 - Not Specified
- 2 - Church
The CRC tracked services from fourteen different Placer County communities.

Roseville generated the most CRC referrals again this year. This is not an unusual trend simply due to population in comparison to the rest of Placer County.

Auburn came in second with referrals this year. Auburn’s referral have grown steadily the last two years.

Lincoln and Loomis referrals slightly decreased this year.

Rocklin referrals stayed the same as last year.
Crisis Resolution Center Residents

*Ethnicity*

Note: Multiracial clients will count in each ethnicity category they designate.
Crisis Resolution Center Residents

School Grade Level

- 6th Grade: 3
- 7th Grade: 6
- 8th Grade: 19
- 9th Grade: 16
- 10th Grade: 24
- 11th Grade: 18
- 12th Grade: 4
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 83%
- County Worker 9%
- Law Enforcement 6%
- Other 2%
Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 17 days
(Average in 2011/12 – 15 days,
average in 2010/11 – 19 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” – 1,498

Compared to 1,456 in 2012/13

Compared to 1,664 in 2011/12
Crisis Resolution Center Residents

*Not Admitted Due to Capacity*

Total – 56
2012/13 Total – 46
2011/12 Total – 55
2010/11 Total – 93

Average per Month – 4.67
2012/13 Average per Month – 3.83
2011/12 Average per Month – 4.58
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 2013 – June 2014
Ancillary Services
Out-Patient Counseling
Total Number of Hours Served by Gender

Total Hours – 350.5

- Ancillary/Out-Patient counseling continues to reflect the same gender trends as those seeking residential services. Females have sought more counseling services in this and the previous reporting period following several years of services split evenly between male and female.

- There continues to be no clear indication for these shifts.
A total of 350.5 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 2013 – June 2014
Crisis Resolution Center Phone Log

**Calls Per Month**

- 3,016 calls came into the CRC
- In 2012-13, the CRC logged 2,701 phone calls
- In 2011-12, the CRC logged 3,080 phone calls

Graph showing monthly calls from July to June with numbers for each month.
Crisis Resolution Center Phone Log

Calls By Category

- 645 - Non CRC Services/Related Calls
- 1,553 - Family Related Calls
- 429 - CRC Information Inquiries
- 279 - Potential Intake / Screening
- 16 - Phone Counseling/Ancillary Srv. Rendered
- 38 - Beyond CRC Services/Referral Offered
- 56 - Denied Intake Due to Capacity