



July 2013 – June 2014

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



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 and accurate 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 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

CRISIS RESOLUTION CENTER

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

Serving Placer County
 Contracted through Koinonia Family Services

Crisis Resolution Center
 P.O. Box 1403 Loomis, CA 95650
1-866-251-7584 (toll free)
 24-hour-a-day response



Community Response

July 2013 – June 2014

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

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*

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

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 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 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 . . .



Intake / Resident Information

July 2013 – June 2014

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

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.

How Friendly was the staff?

Residents: Poor – 0 Fair – 3 Good – 3 Great – 18 Exceptional – 33

How helpful were the family meetings?

Residents: Poor – 3 Fair – 5 Good – 11 Great – 20 Exceptional – 17

How helpful was the staff?

Residents: Poor – 0 Fair – 1 Good – 9 Great – 6 Exceptional – 41

How helpful was the program material?

Residents: Poor – 1 Fair – 8 Good – 4 Great – 22 Exceptional – 21

How fun was the program material?

Residents: Poor – 4 Fair – 6 Good – 13 Great – 16 Exceptional – 15

Was the situation resolved?

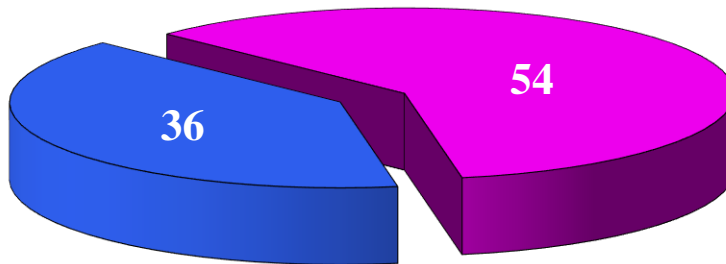
Residents: No – 7 Yes – 44 Still in Process – 6

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

Residents: No – 6 Yes – 47 Still in Process – 4

Crisis Resolution Center Residents

Totals by Gender



Total CRC Residents – 90

Total Male Residents – 36

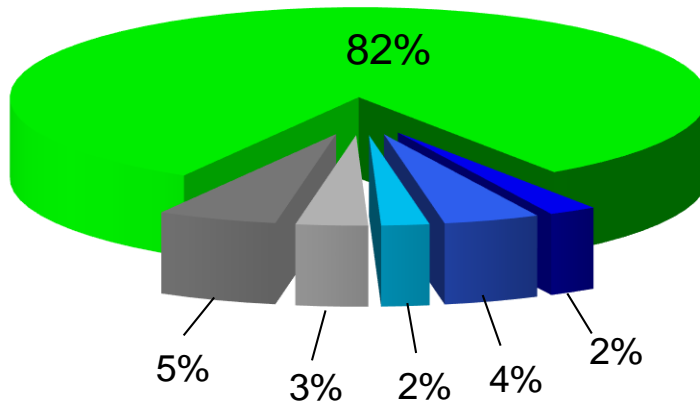
Total Female Residents – 54

- 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

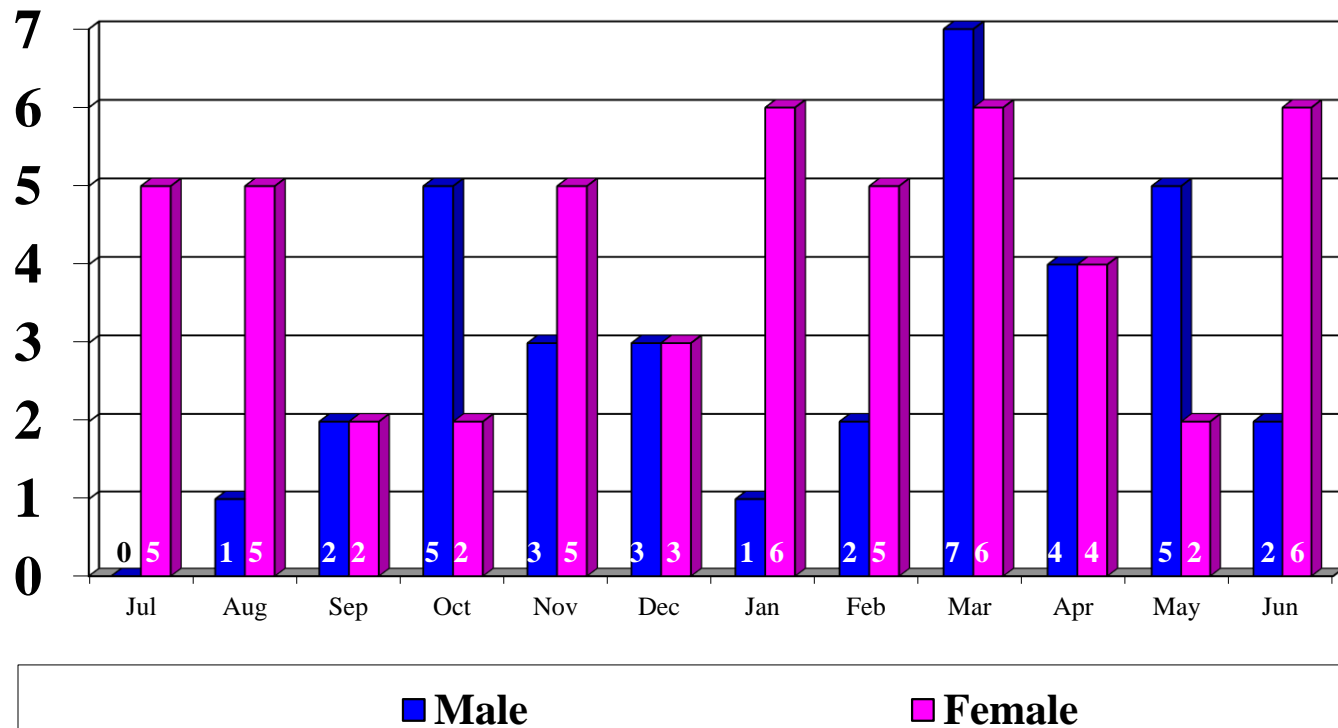
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 86 (+ 4 Existing Clients)

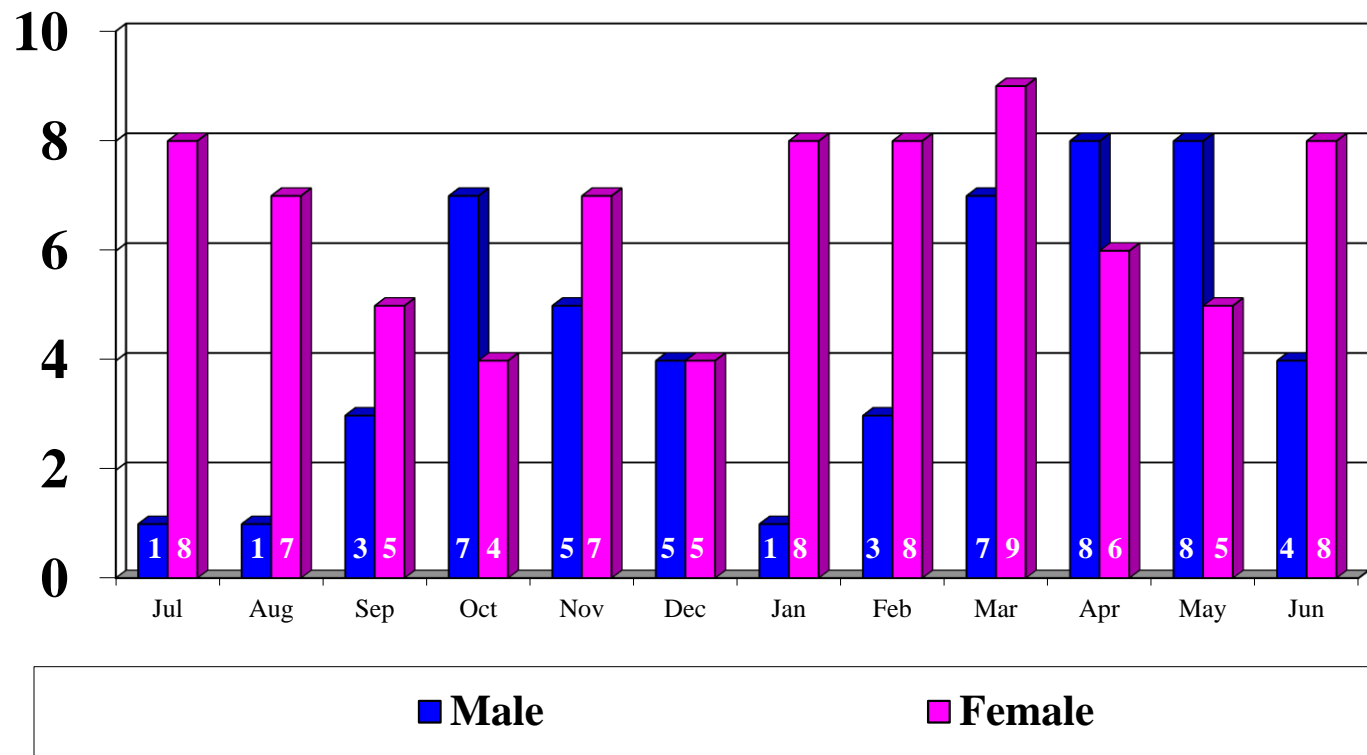
Total Male – 35

Total Female – 51



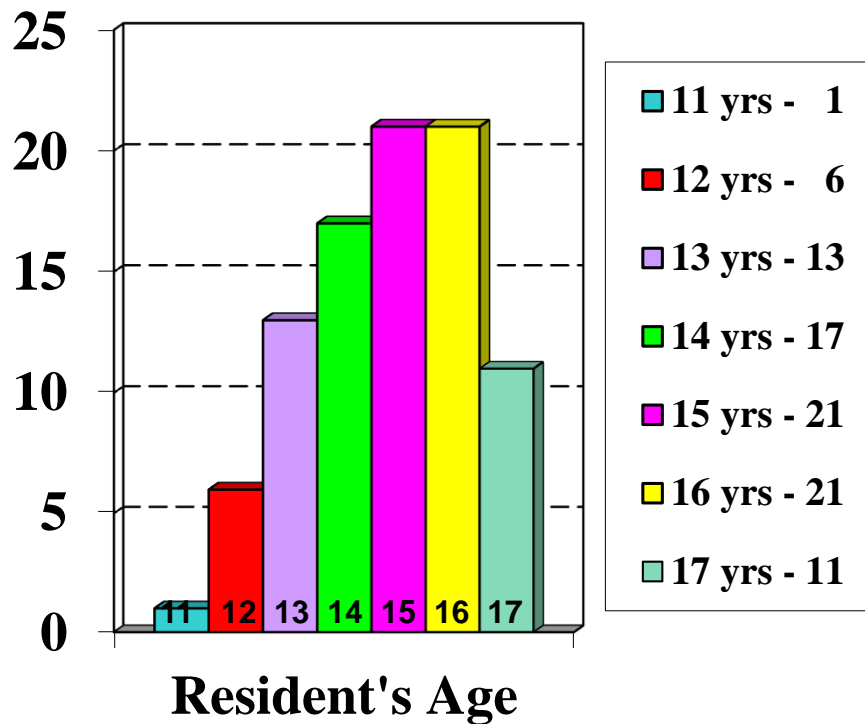
Crisis Resolution Center Residents

Monthly Resident Totals by Gender



Crisis Resolution Center Residents

According to Age

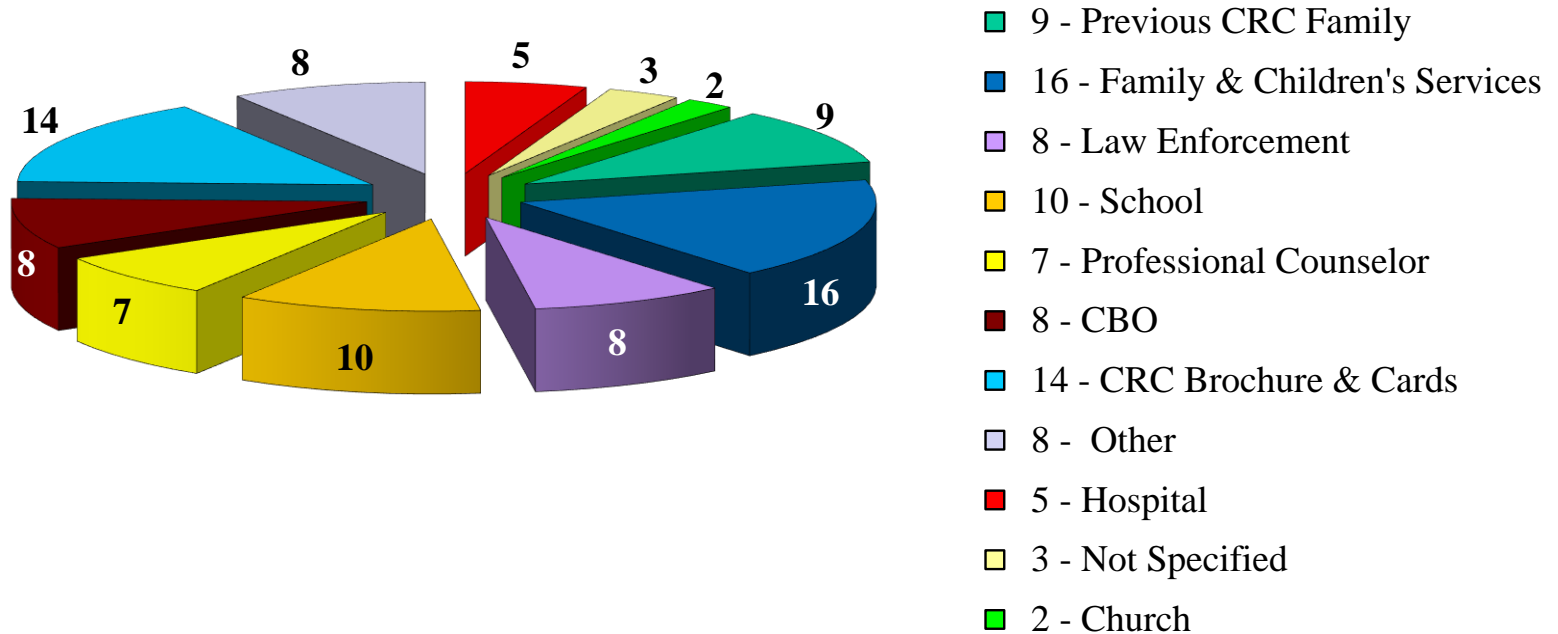


- This reporting period, the age group that made up the largest set of those seeking services were equally fifteen and sixteen year olds. For the last four years the trend has been that ages fourteen, fifteen and sixteen make up the largest population at the CRC.
- The age groups twelve and seventeen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

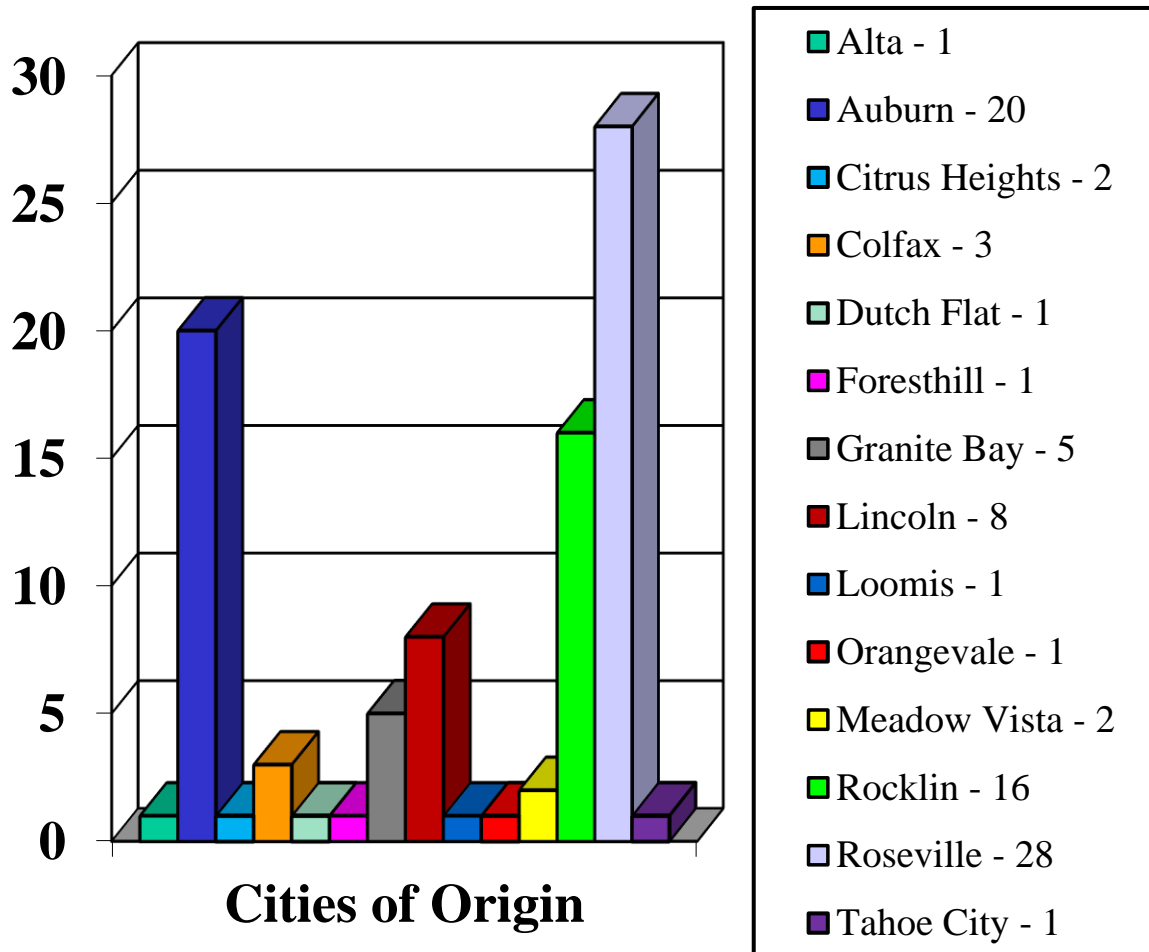
Referral Source

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



Crisis Resolution Center Residents

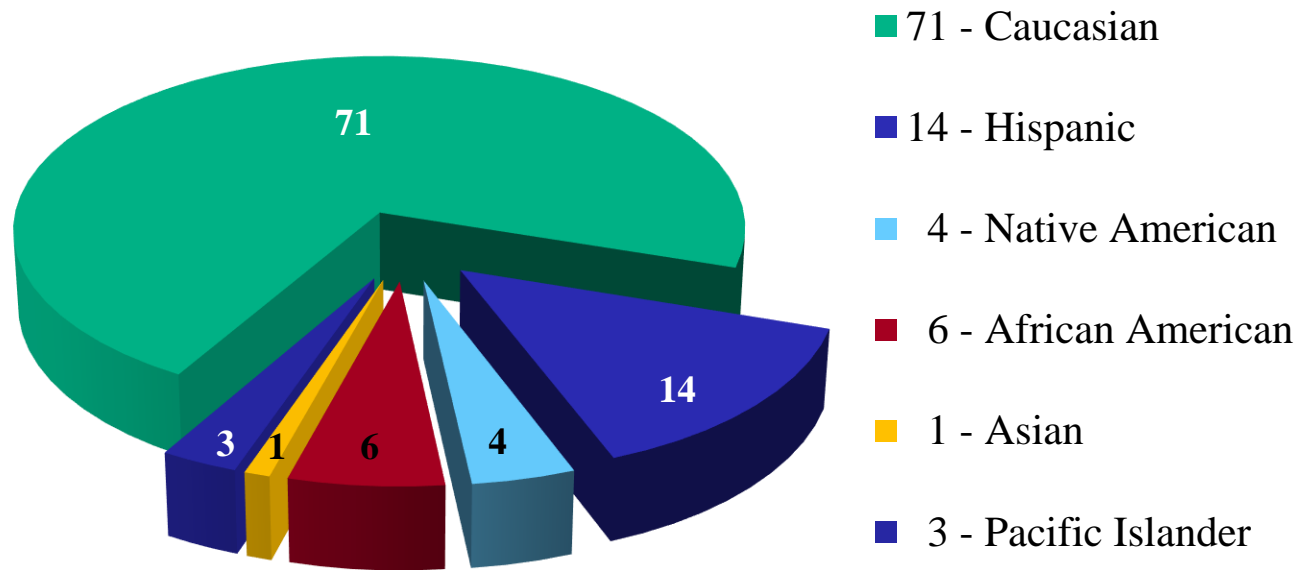
City of Origin



- 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

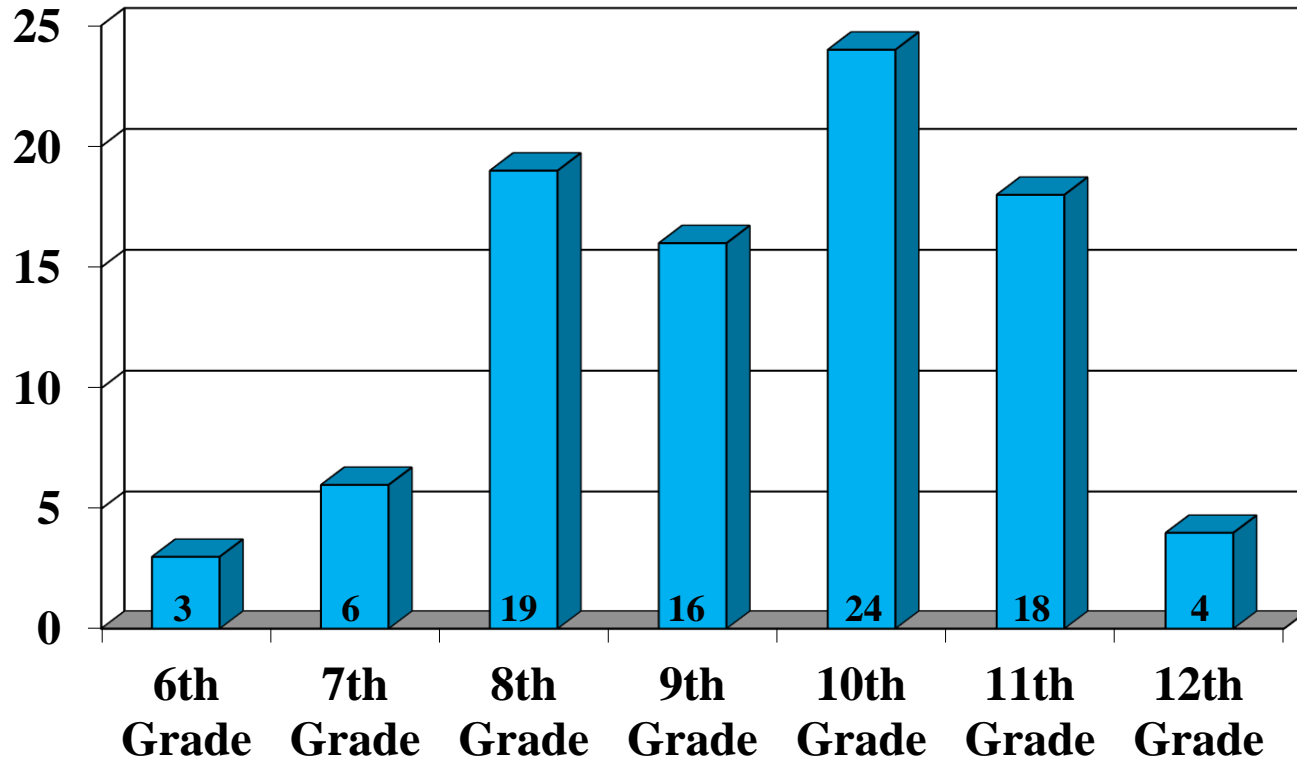
Ethnicity



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

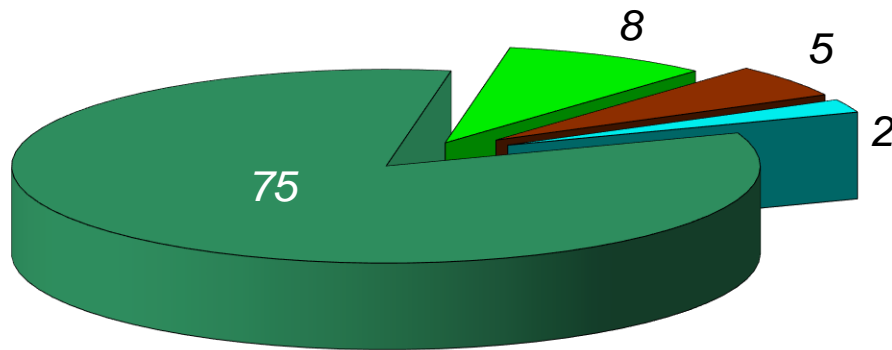
Crisis Resolution Center Residents

School Grade Level



Crisis Resolution Center Intakes

Means of Transport to CRC



■ 75 - Parent/Family Members
■ 8 - County Worker
■ 5 - Law Enforcement
■ 2 - Other

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

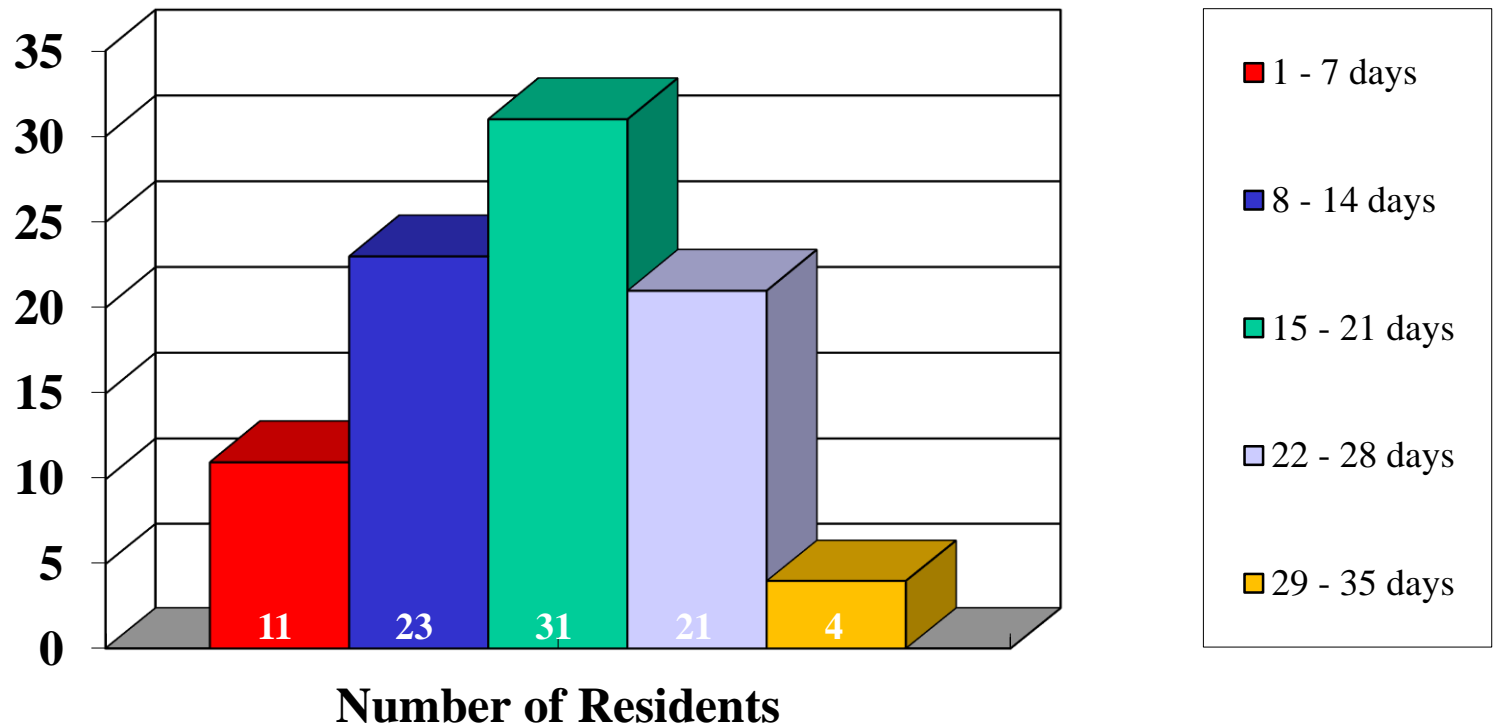
- Parent/Family Member 83%
- County Worker 9%
- Law Enforcement 6%
- Other 2%

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

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

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

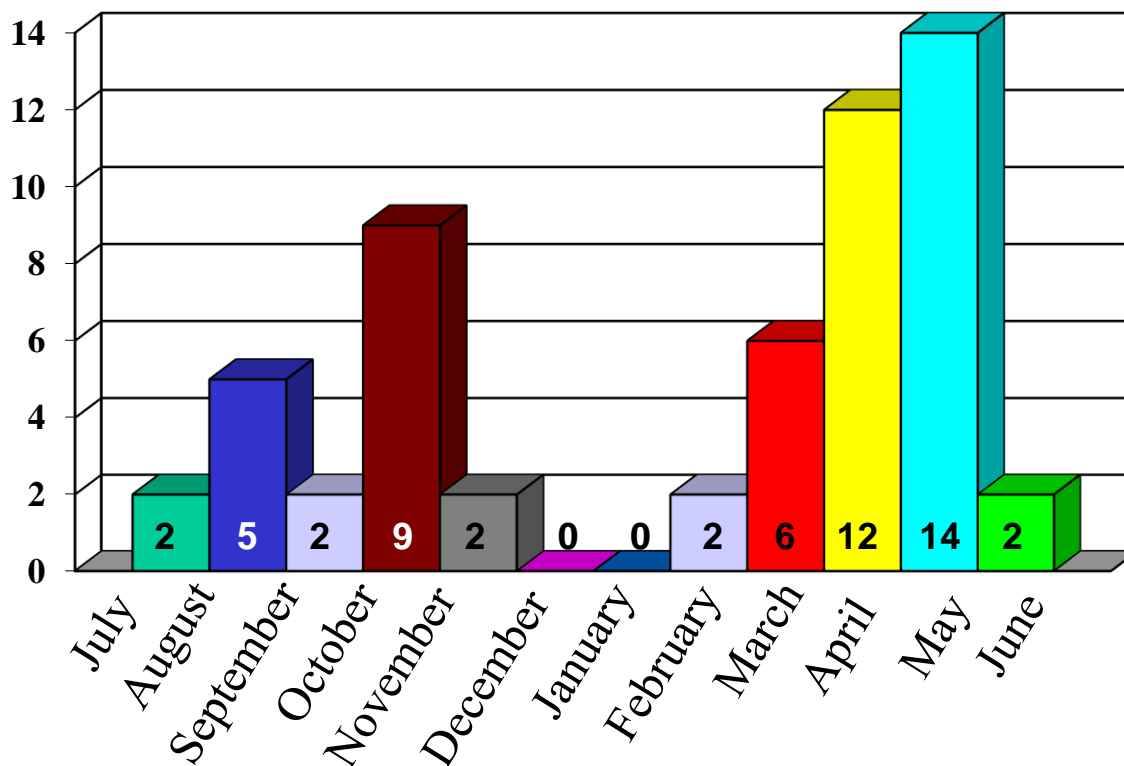
2010/11 Total – 93

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)

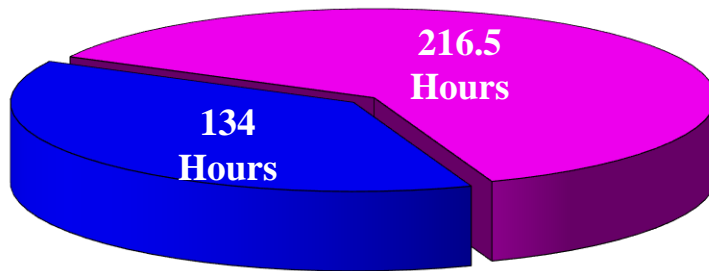
July 2013 – June 2014

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 350.5



■ Male Teens

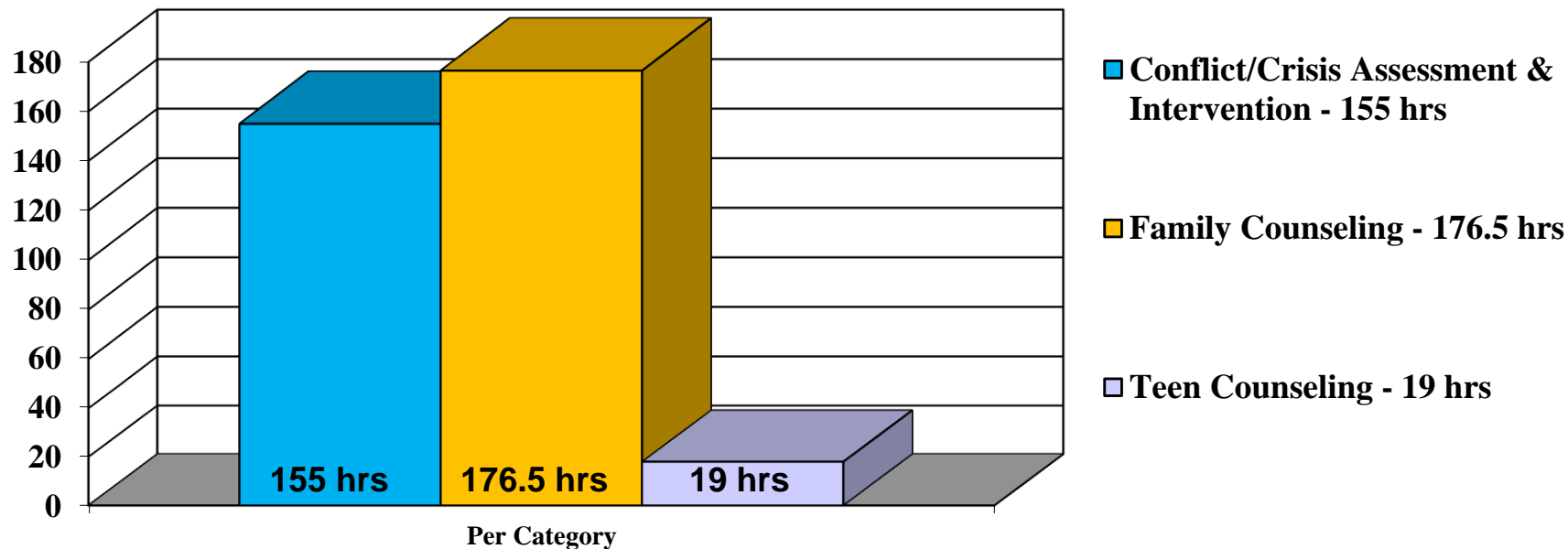
■ Female Teens

- 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.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

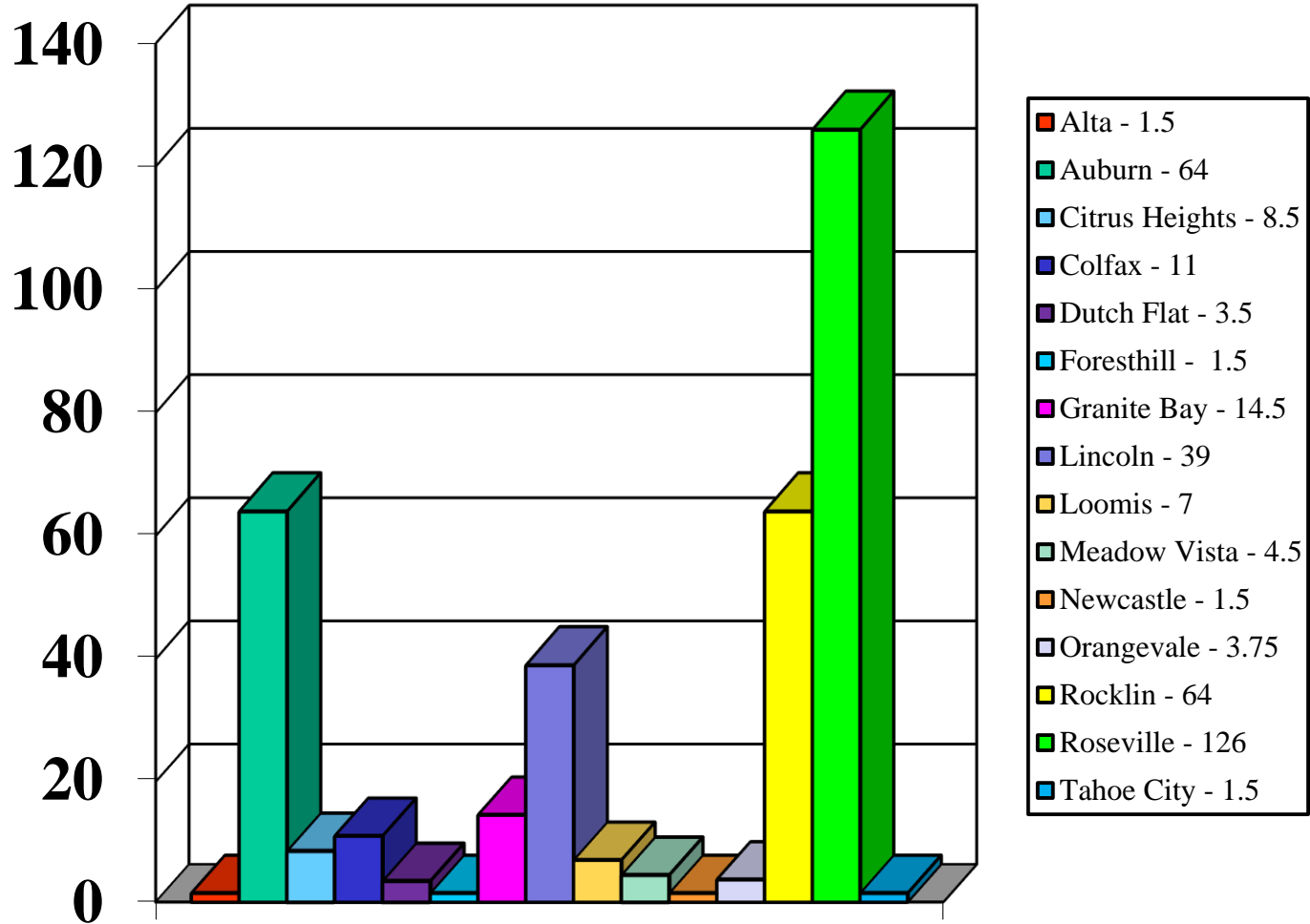


- A total of 350.5 hours of Ancillary Services were performed in three areas of need.
- Focusing on the family dynamic as a whole through Family Counseling has proven to be the most beneficial in the solution focus crisis intervention offered by the CRC.
- Additional CRC referrals and services not listed here were provided by Placer County's Diversion Program and other CBO Programs.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community



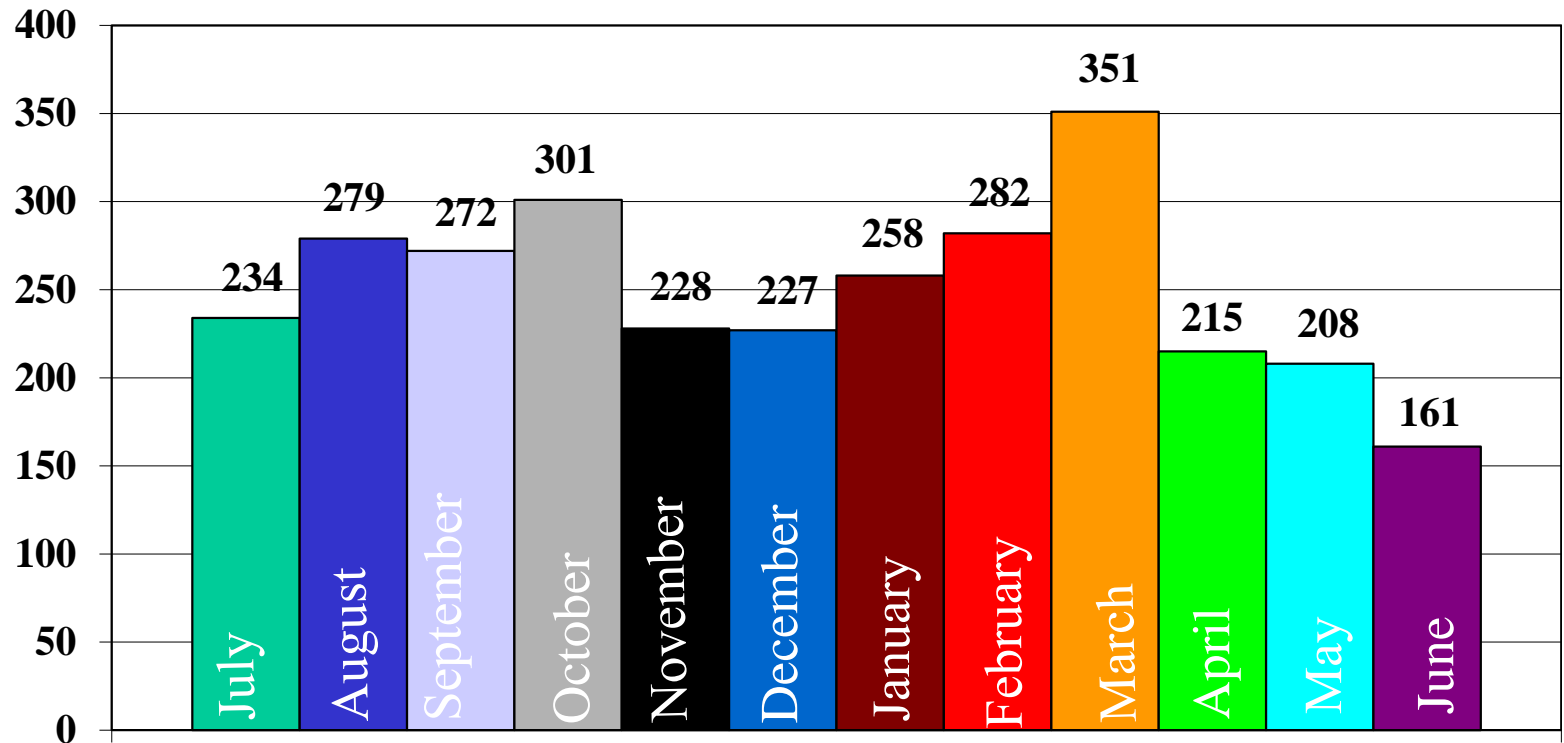


Call Center

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

Crisis Resolution Center Phone Log

Calls By Category

