



KOINONIA

HOMES FOR TEENS

Bringing Hope to a New Generation



July 2014 – June 2015

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 Koimonia Family Services
 ☎ 16) 652-2749 | Toll Free (866) 251-7584 | CRC@KFH.org

Program Description

Koimonia 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 Koimonia. 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 Koimonia 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 2014 – June 2015

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.

Dear Jeff & Koinonia Staff,

Our family would like to express our heartfelt gratitude to you and all of the staff at Koinonia Crisis Resolution Center, for the care and treatment you provided for our daughter during her thirty day stay at your facility. The truth is that you were all a miraculous answer to prayer.

Fortunately, our family therapist had mentioned your facility as a possible placement for our daughter. On our first visit to CRC, we met Sarah who explained the program to us. She was so pleasant, warm, caring and reassuring, that we knew that God had led us to the right place. A few days later, when we brought our daughter to be admitted, we met with Evan. Just like Sarah, he was friendly, caring and reassuring. A couple of days later we met with Jeff and, once again, we felt that God had provided your center for our daughter and family. Every interaction with your staff has been positive and uplifting. We could sense that your staff really cared for the children and were committed to their safety and well-being. It did not feel as if our daughter was at some sort of institution, but rather in a nurturing home with extended family members. From the safety net, that you all provided, our family was slowly able to move past the crisis stage and get to interact with our daughter in a safe environment. This led to eventual outings outside of your facility and even overnight passes for our daughter to come home. We just cannot thank you enough.

In closing, we would like to say that when it was time to transfer our daughter out of Koinonia we felt the sadness that is experienced when you say goodbye to dear and trusted friends.

With Gratitude and Blessings,

E & M M

November 2014, Roseville

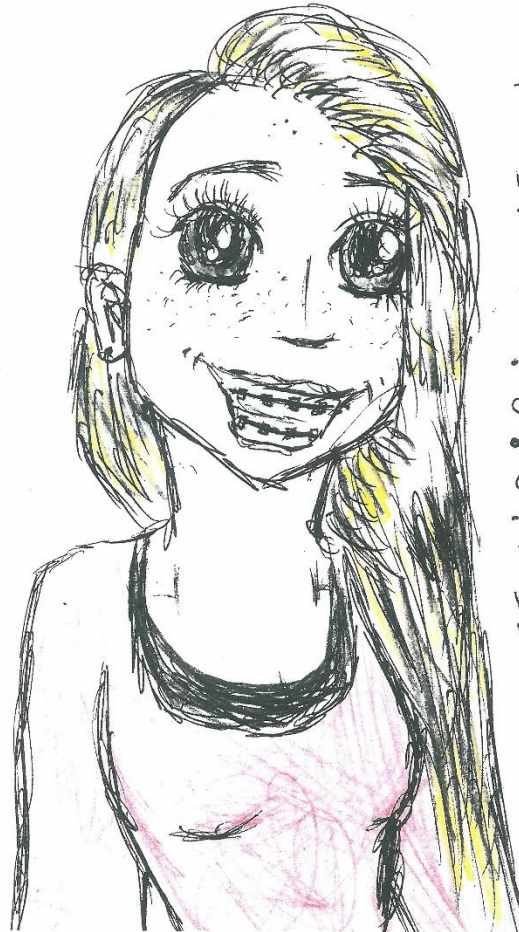
Thank you guys for being chill and not bitchy (most of the time). I'm sorry for messing up the house, I didn't expect you guys to forgive me and if I ever offended anyone here, I'm sorry. I'm working on that though. Just letting you know I'm trying my best at home to not come back here, ha ha. I hope you guys enjoy your time there.

*Resident
Rocklin*

Dear Everyone at the CRC!

. . . I'm doing really well now. I've been clean for over 2 months, am super close and open with my family, have really good grades, and I am graduating and getting my diploma!

*Resident Kayla
April 2015, Rocklin*



To All The Staff
at CRC...

Thank you ♥
• for taking me on an unforgettable journey.
• for helping me discover myself.
• for helping me through my problems.
• for taking me in during a time of need.
• for never giving up on me.
• for teaching me how to be a polite, respectful, obedient, honest, and honorable young woman.

I love you all,

-T
C 

9/17/14 - 10/8/14

Rocklin

Thank you for all your support and kind efforts. I see that (my son) has changed in such a short time. The staff here are very professional and personal. The time I spent observing and meeting with Jeff was better than any therapy session I've ever had. I would like to stay in touch because you all do such positive things for all. You are appreciated!!!

Parent TS
March 2015, Roseville

I thought the entire program was very good. My son appears to have made changes that will bring him and our family much happiness. Thank you!

*Parent GR
June 2015, Colfax*



We love your program! Thank you so much!!
Excellent counselor!!!

Parent SL
June 2015, Auburn

Dear CRC Staff,

We are very thankful for your program. The counseling was excellent and helped us find better ways at resolution of chronic issues. I think Jeff was fantastic at addressing all of our concerns and showing genuine interest in helping our family. When we brought our daughter, our home issues had gotten pretty intense and everyone was angry with each other. Having this program allowed us to have some space and learn ways to help de-escalate and give our daughter some healthier coping strategies and allow her to work on self-esteem issues. It took us from a very stressful situation to a much more manageable situation. I really feel this helped us avoid further conflict.

I would not hesitate to recommend this program as it really was a blessing for our family.

Sincerely,
Parent SW
December 2014, Lincoln

This program has been so helpful to our family. The counseling was very practical and Jeff was awesome, as was the rest of the staff. I am very grateful for the CRC.

*Resident MW
February 2015, Lincoln*

Koinonia gave us time as a family to better determine the next steps in resolving conflicts. This a great organization, run by some wonderful people.

*Parent JC
October 2014, Rocklin*

This has been a truly life changing event for our family. We are so thankful the CRC is here. The staff has been fantastic.

*Parent ST
February 2015, Granite Bay*

Thank you everyone! You were all fantastic. God bless you all.

*Parent MM
November 2014, Roseville*

This program was great – staff was very attentive – we felt supervision was excellent. It really helped de-escalate issues at home with our family. Jeff was great with practical family counseling.

*Parent SW
December 2014, Lincoln*

Excellent program. Allowed our son to speak without prejudice about difficult issues that caused anger. He has learned some coping skills & applied them at home.

*Parent DB
July 2014, Roseville*

I liked how they managed the situation and helped not only our child but our family with the advice.

*Parent MA
September 2014, Rocklin*

How did you hear about the CRC?

As reported on initial contact

- Friend
- Family
- Law Enforcement
- Placer County's Diversion
- Private Family/Teen Counselor
- Family & Children's Services
- Placer County Probation
- Parent Project
- RAFT
- Emergency Shelter
- Hospital
- Christian Life Center
- Yellow Pages
- Placer County CSOC
- Family Resource Center
- School
- Youth Resource Center
- Online @ www.kfh.org
- CRC Hotline
- Church
- Social Worker
- Christian Endeavor
- Peace for Families
- PCMH
- Sierra Vista
- Medical Provider
- CRC Brochure/Card
- And More . . .



Intake / Resident Information

July 2014 – June 2015

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 . . .*

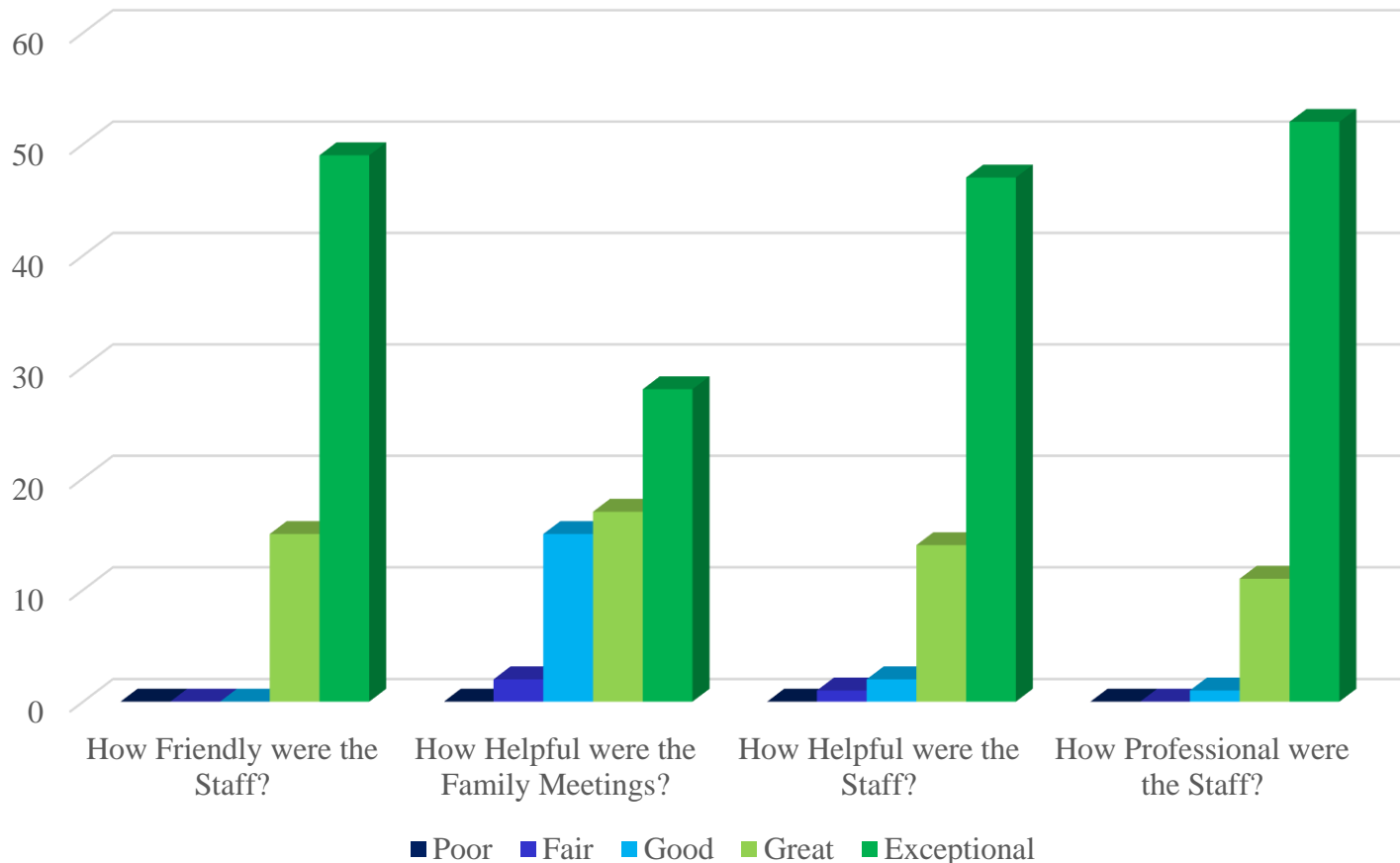
Physical Activities

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

Crisis Resolution Center Residents

Parent/Caregiver Voluntary Questionnaire

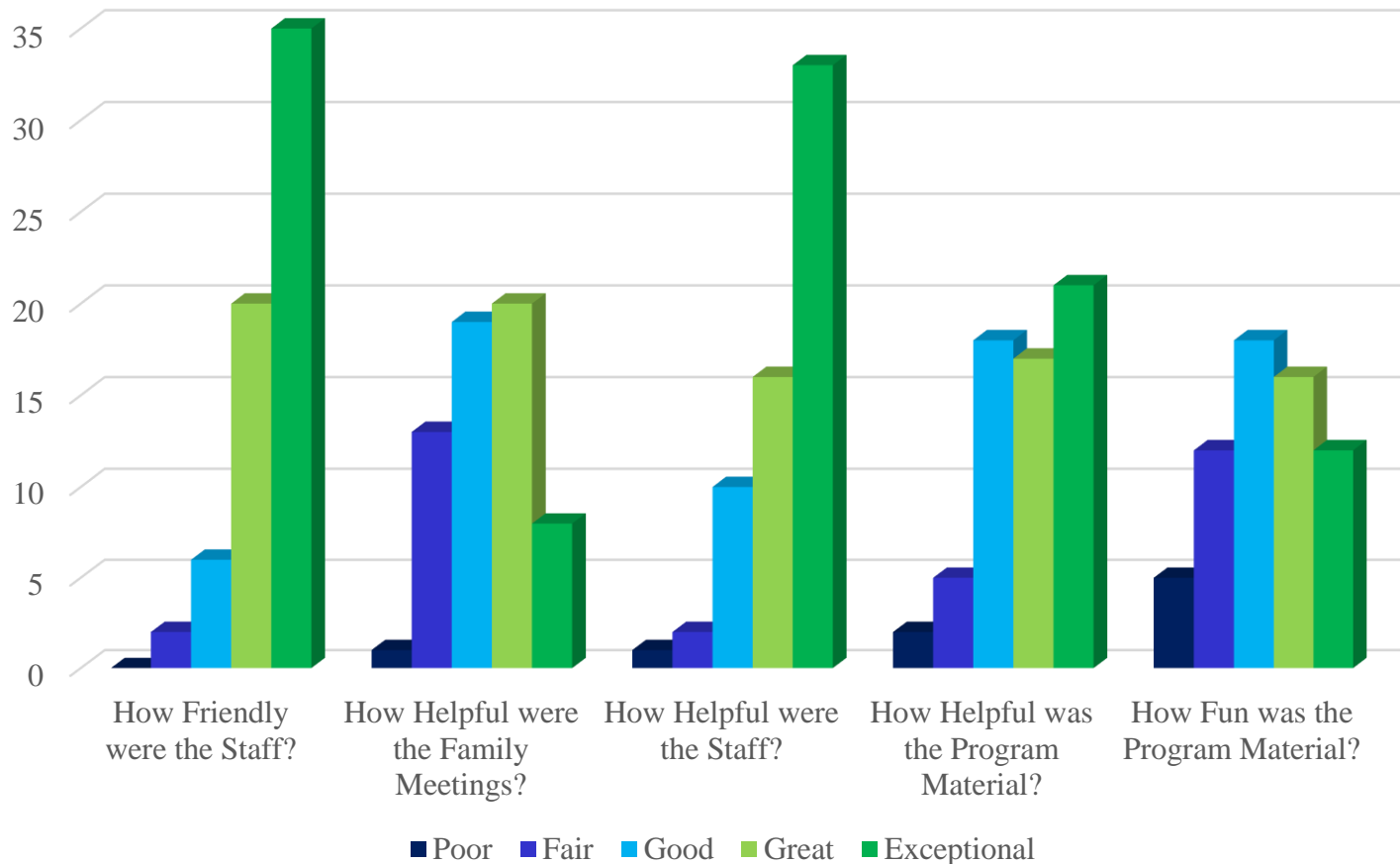
This questionnaire is offered to both residents (on next page) and their parents/caregivers. Here are those who responded.



Crisis Resolution Center Residents

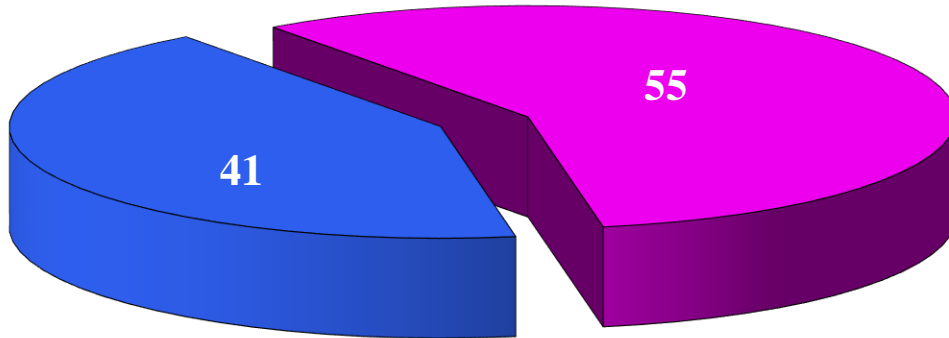
Resident Voluntary Questionnaire

This questionnaire is offered to both residents and their parents/caregivers (on previous page). Here are those who responded.



Crisis Resolution Center Residents

Totals by Gender



Total CRC Residents – 96

Total Male Residents – 41

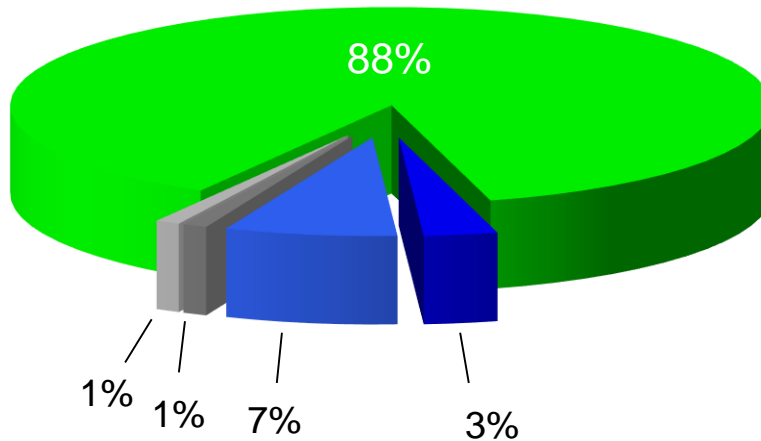
Total Female Residents – 55

- For the third year in a row, the CRC experienced more female than male intakes. Females represented 57% of the teens served while the males represented 43%.
- 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

**98% of CRC Outcomes were
Considered Successful**



■ 84 - Return to Home - Successful

■ 3 - Relative Care - Successful

■ 7 - Out of Home - Successful

■ 1 - Out of Home - Unsuccessful

■ 1 - Runaway - Unsuccessful

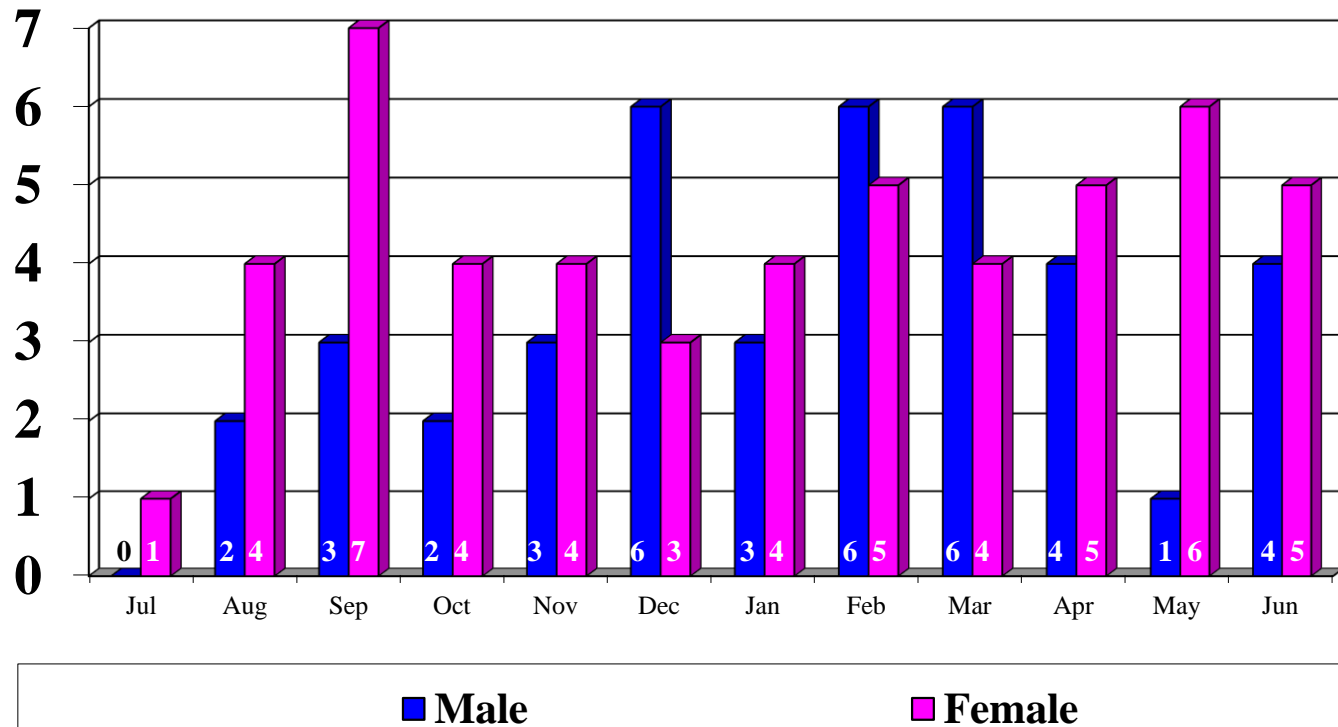
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 92 (+ 4 Existing Clients)

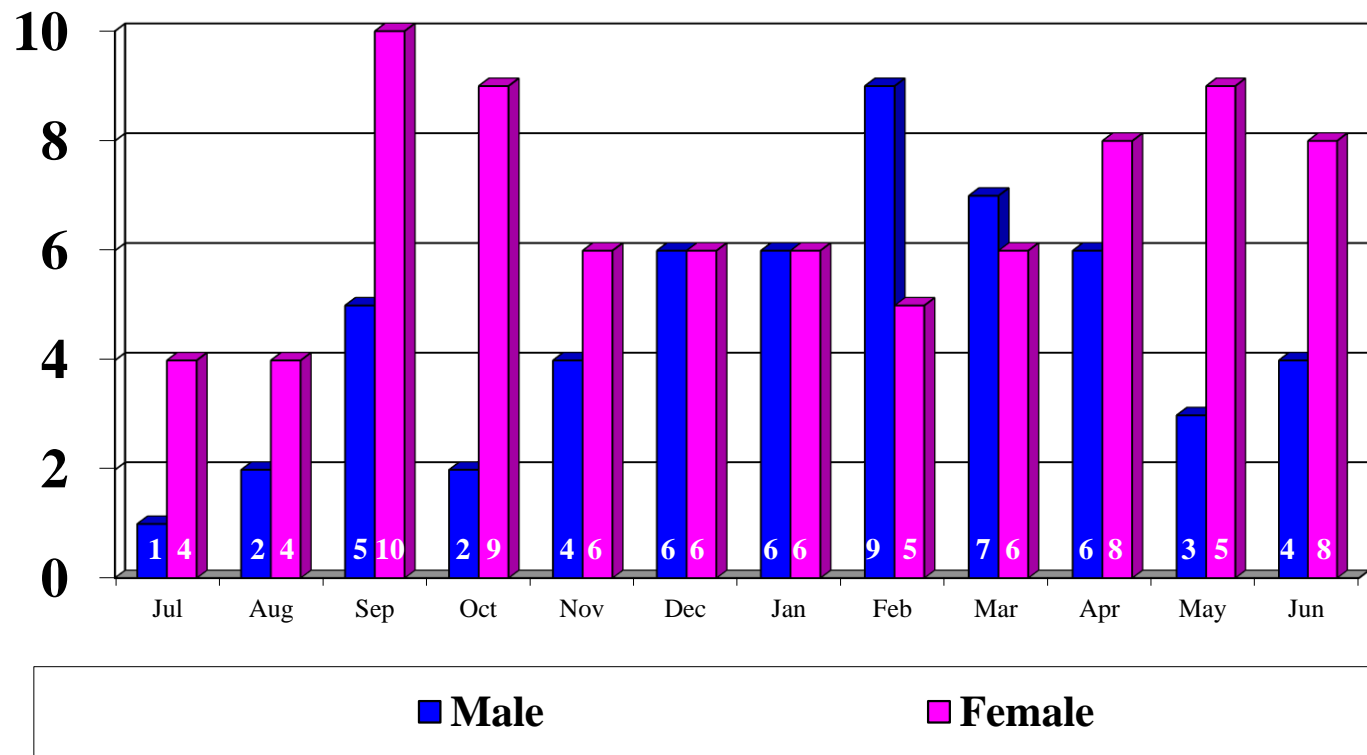
Total Male – 40

Total Female – 52



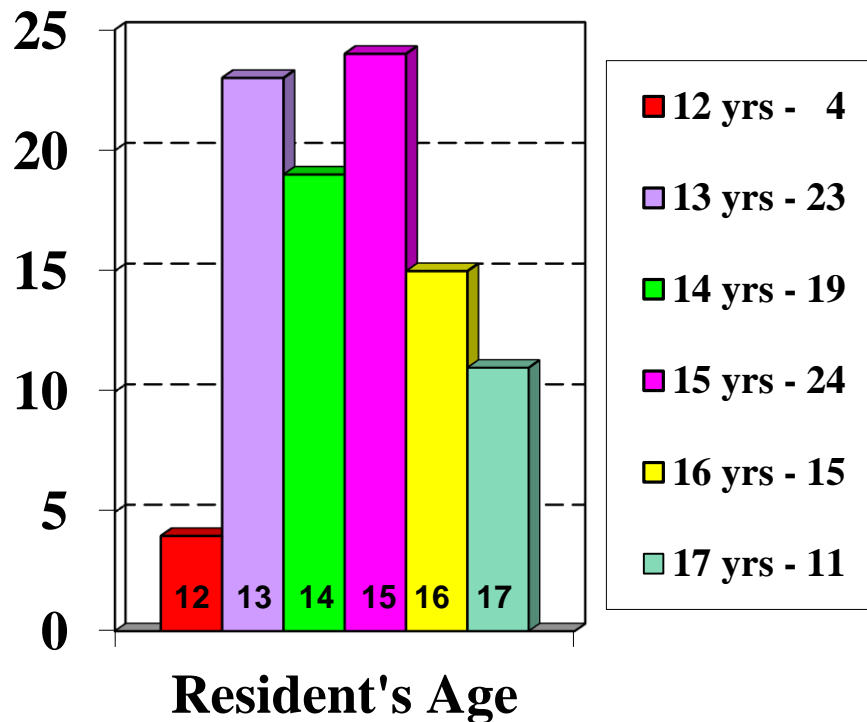
Crisis Resolution Center Residents

Monthly Resident Totals by Gender



Crisis Resolution Center Residents

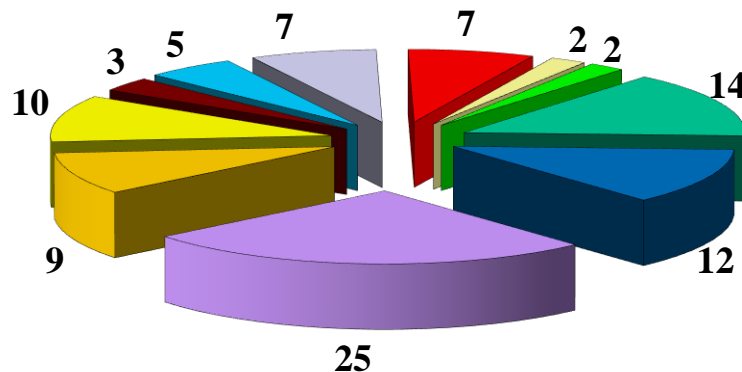
According to Age



- This reporting period, the age group that made up the largest set of those seeking services were fifteen year olds, followed closely by thirteen year olds. Our largest increase this year were fourteen year olds while our biggest decrease were sixteen year olds.
- Historically, fifteen and sixteen year olds have made up the largest population at the CRC.
- The challenge with raising 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

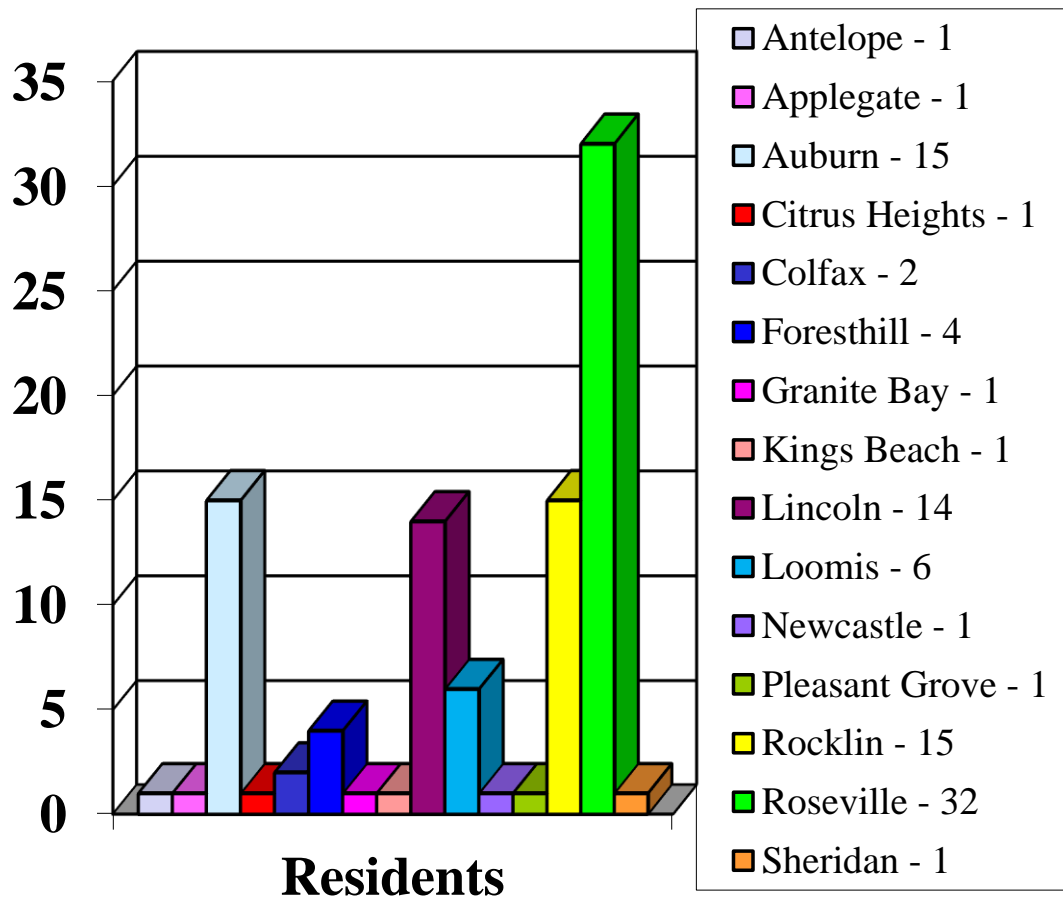


Where each family indicated they first heard of the CRC services:

- 14 - Previous CRC Family
- 12 - Family & Children's Services
- 25 - Law Enforcement
- 9 - School
- 10 - Professional Counselor
- 3 - CBO
- 5 - CRC Brochure & Cards
- 7 - Other
- 7 - Hospital
- 2 - Not Specified
- 2 - Church

Crisis Resolution Center Residents

City of Origin

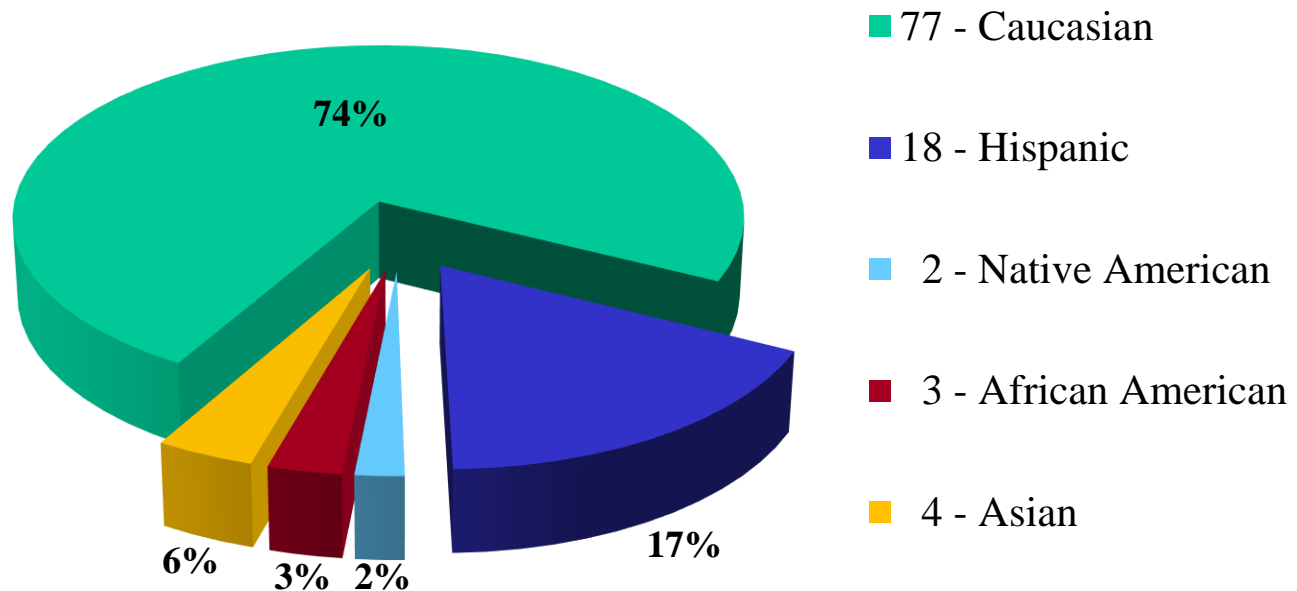


- The CRC tracked services from fifteen different communities.
- Roseville continues to generate the most CRC referrals again this year. This is not an unusual trend simply due to population in comparison to the rest of Placer County.
- Multi-Year Comparison:

	Aub	Lin	Rkln	Rvl
2014/15	15	14	15	32
2013/14	20	8	16	28
2012/13	24	14	16	23
2011/12	13	9	22	30
2010/11	21	5	21	38

Crisis Resolution Center Residents

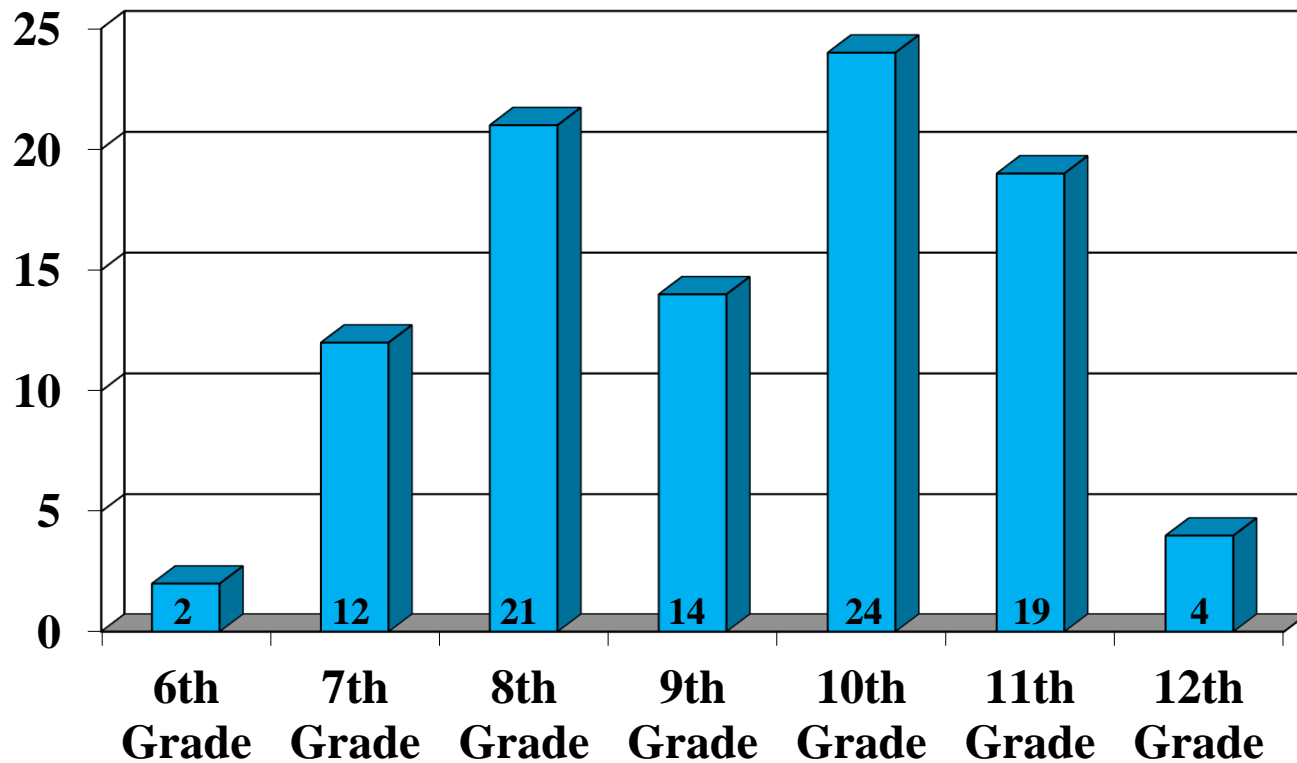
Racial/Ethnic Categories



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

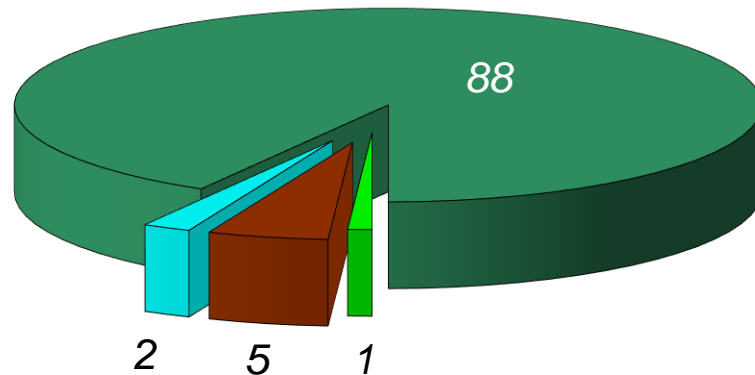
Crisis Resolution Center Residents

School Grade Level



Crisis Resolution Center Intakes

Means of Transport to CRC



88	- Parent/Family Members
1	- County Worker
5	- Law Enforcement
2	- Other

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

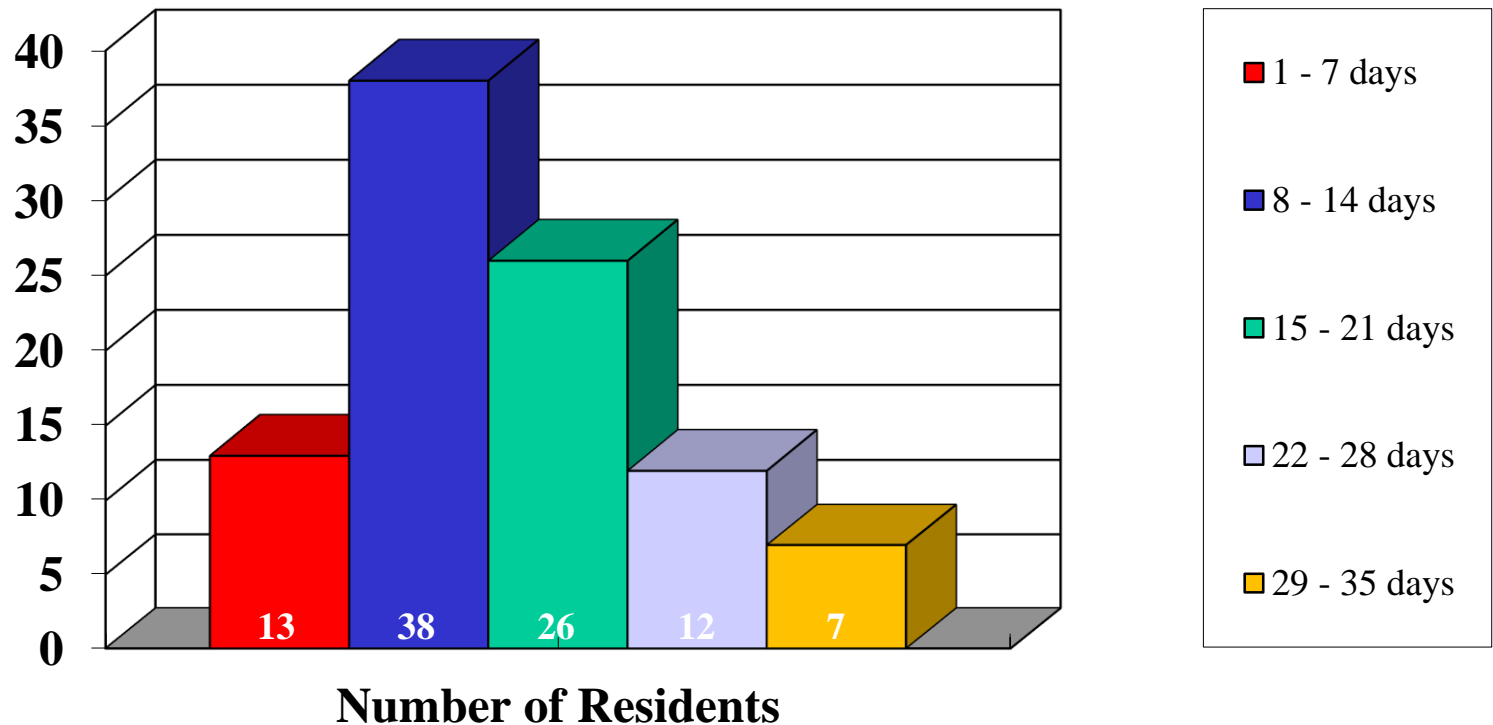
- Parent/Family Member 92%
- County Worker 1%
- Law Enforcement 5%
- Other 2%

Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 16 days

(Average in 2012/13 – 17 days,
average in 2011/12 – 15 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	3	1	1	1	4
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
0	6	1	5	5	6	15
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
4	5	5	1	3	5	3
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
3	2	3	0	1	0	3
29 Days	30 Days	31 Days				
2	4	1				

Total Number of Residential “Days of Care” – 1,488

Compared to 1,498 in 2013/14

Compared to 1,456 in 2012/13

Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 61

2013/14 Total – 56

2012/13 Total – 46

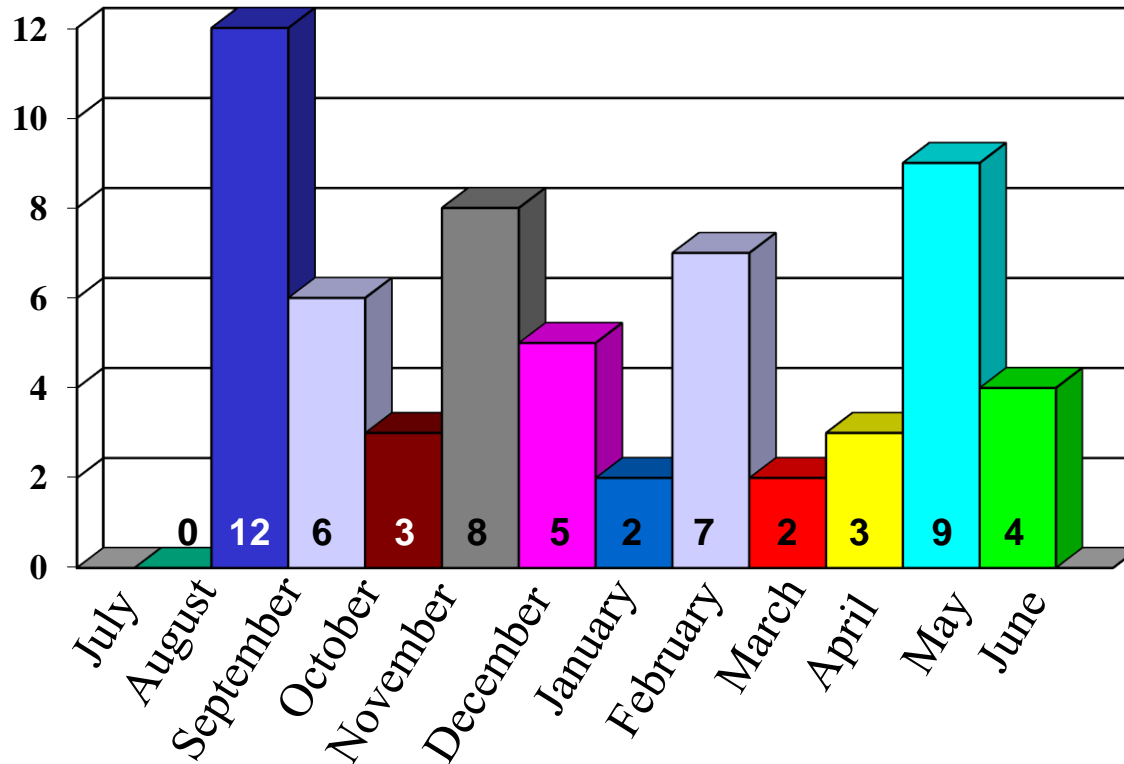
2011/12 Total – 55

Average per Month – 5.08

2013/14 Average per Month – 4.67

2012/13 Average per Month – 3.83

2011/12 Average per Month – 4.58



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)

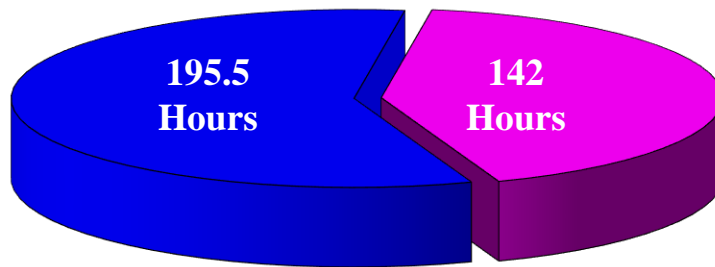
July 2014 – June 2015

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 337.5



■ Male Teens

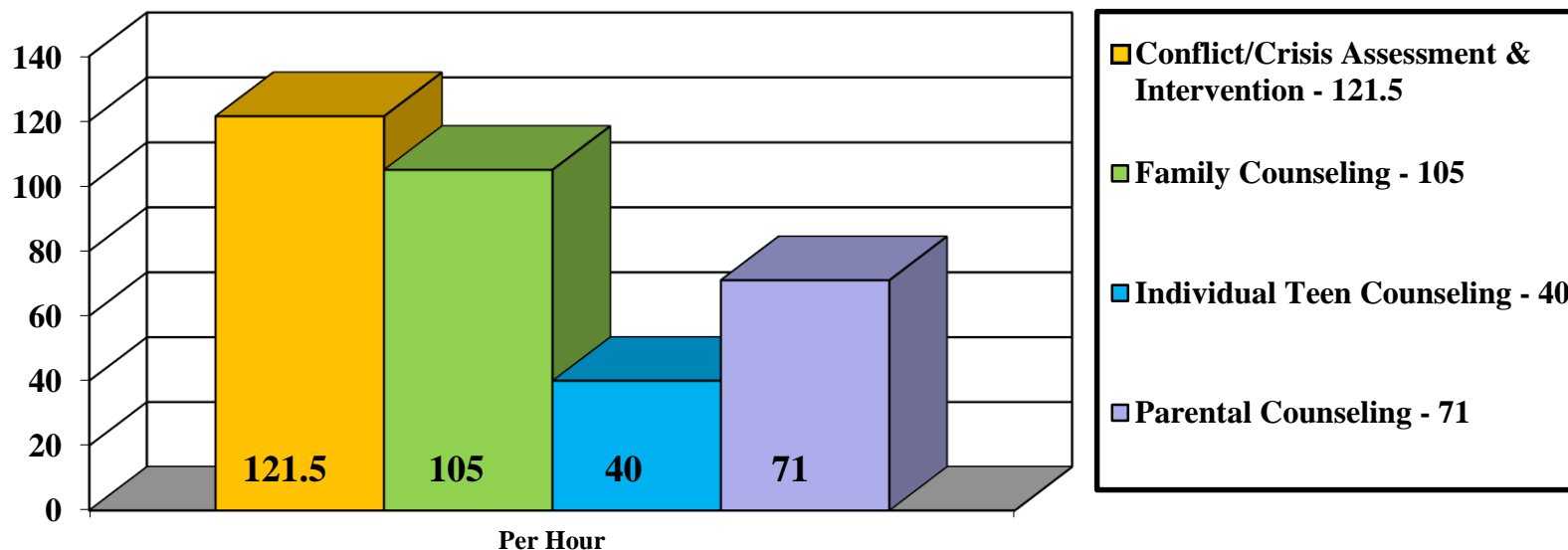
■ Female Teens

- Ancillary/Out-Patient counseling shifted this year. For the last several years, females have utilized this service in greater numbers. This year breaks a three year trend and males logged the greater number of out-patient counseling hours.
- There is no clear indication for the cause of this shift as more females utilized the CRC's short-term residential service in this same reporting period.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

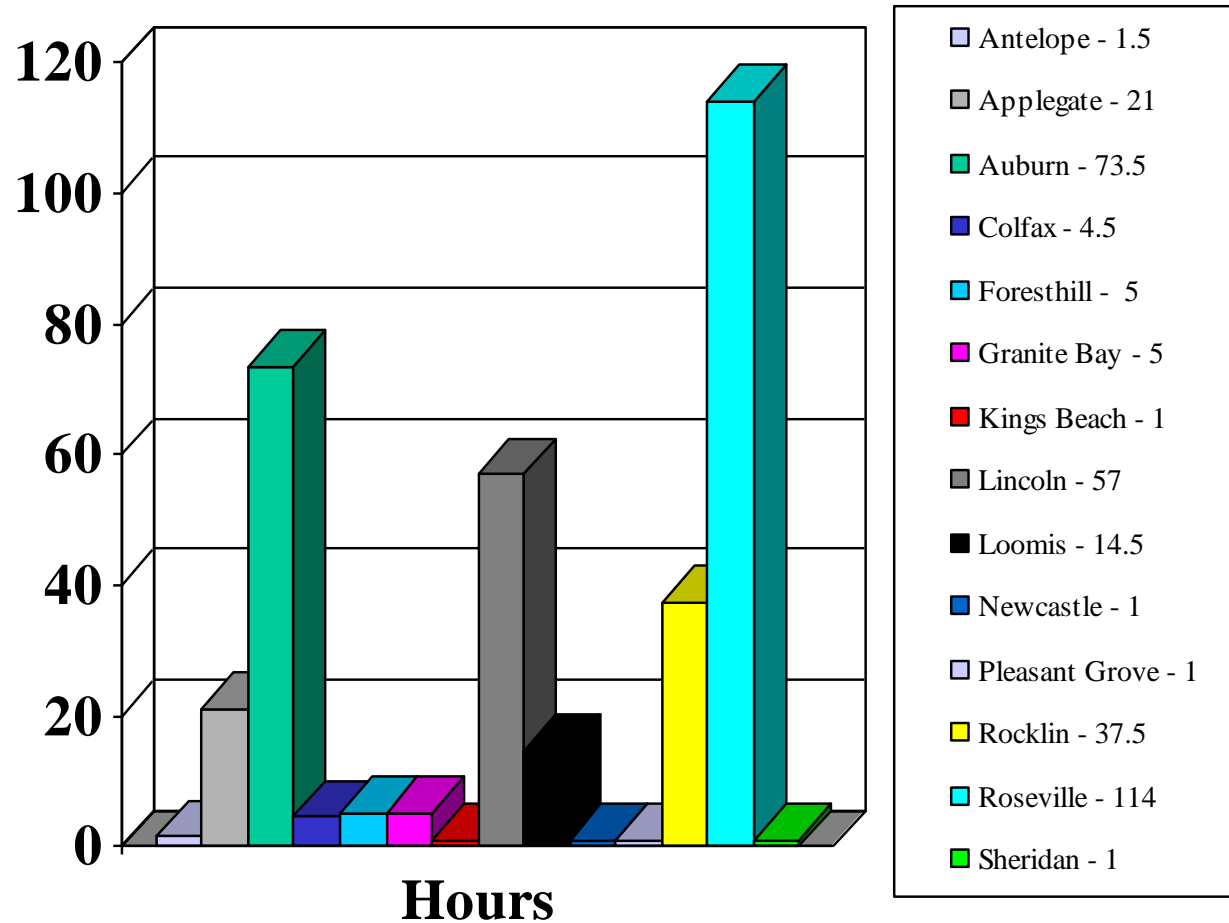


- A total of 337.5 hours of Ancillary Services were performed in four areas of need.
- Focusing on the family dynamic as a whole through Family Counseling has proven to be the most beneficial in the solution focused crisis intervention offered by the CRC.
- Additional CRC referrals and services not listed here were provided by Placer County's Diversion Program and other CBO Programs.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community



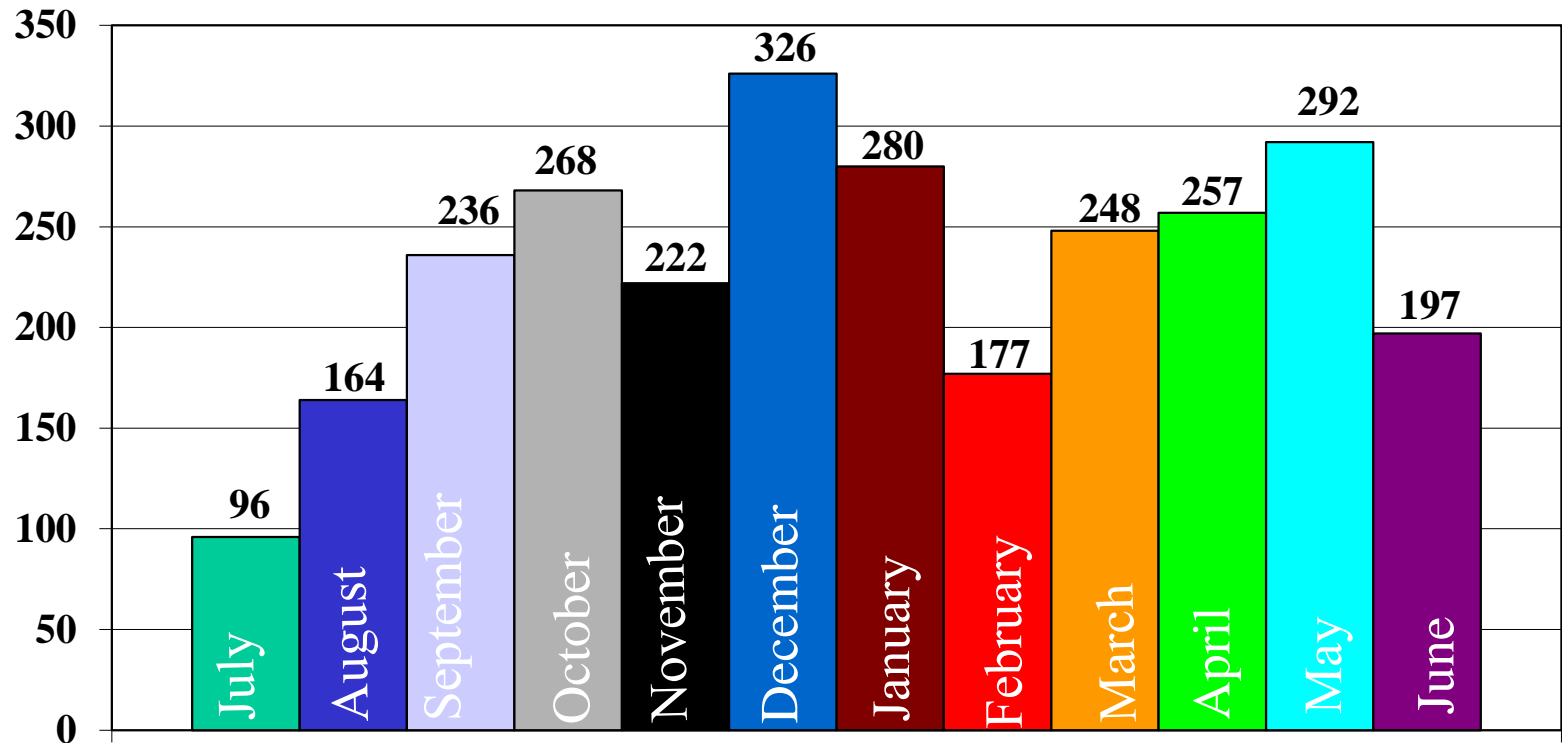


Call Center

July 2014 – June 2015

Crisis Resolution Center Phone Log

Calls Per Month



In 2014-15, the CRC logged 2,763 phone calls

In 2013-14, the CRC logged 3,016 phone calls

In 2012-13, the CRC logged 2,701 phone calls

Crisis Resolution Center Phone Log

Calls By Category

