

KOINONIA

HOMES FOR TEENS

Bringing Hope to a New Generation



July 2015 – June 2016

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
 ☎ (66) 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 2015 – June 2016

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.

Nothing short of a miracle!

With both daughters slipping away towards drugs and truancy, we were at a loss after so many attempts through counseling and intervention. We were in shock that this could happen to our family. Drugs do not discriminate.

The "reset" the CRC provided was the process we all needed to take a better look at the situation. Our daughters went one at a time unexpectedly and returned with a grateful heart, an attitude of service to others, goals for their future and present. Also a desire to right wrongs. We have our children back!

Thank you!

The M-A Family
10/15, Roseville

The relationship of the staff with the clients is impressive. The respect the staff gives the clients encourages a good healthy & healing environment.

Parent MB
Lincoln, 1/16

During our family sessions, my son & I had a wonderful breakthrough. I realized my parenting needed a major overhaul. I feel more confident with communicating appropriately with him.

Parent WL
Rocklin, 11/15

Your staff is very helpful and caring and that really helps when you are in crisis. Staff handled an extraordinary incident with our daughter with care. We are very appreciative of everyone's help.

Parent NP
Roseville, 10/15

The best things about staying at the CRC were the staff and the programs. They really help me a lot and will help me with real world situations and problems.

*Resident LP
Loomis, 5/16*

The tools I will take away are the beautiful results your structure has provided. I feel empowered to implement more structure in our home & am very hopeful about the change that this will help us make from here on out.

*Parent S & DR
Roseville, 3/16*

I am truly grateful that this opportunity was given to my daughter. I would recommend this program to friends or family members.

*Parent CC
Loomis, 11/15*

Everything we hope for happened. Thank you.

Parent MW
Rocklin, 3/16

Dear Koinonia Crisis Resolution Center,

I would like to take the opportunity to say thank you for the services you provided for my family. Your facility and your staff were instrumental for getting my daughter and our family the help needed to get us back on track. I have a phenomenal family, and we just needed some t.l.c. We are working on our goals and skills that we learned, and that we are continuing to learn, and applying them every day. Offering this program to families in need of help is amazing, and I am really not sure what I would have done without it. We are continuing to grow and connect with each other. I am so very thankful for this help we received as I would do anything for my family, they mean the world to me.

Sincerely yours,
Parent JM

Our experience was more than what we ever hoped for! Thank you! Thank you! Thank you from the bottom of all our hearts!!

Parent JD
Rocklin, 2/16

Dear Jeff,

I would like to first off say thank you from the bottom of my heart. You and your staff are very beautiful people. When I called about your program, I was at the end of my rope with my 15 year old son. I was in a place where I felt I had let my son down and there was nothing left for me to do as a parent. I have never felt like this as a parent. At this point I am in front of the police as well as my son's high school counselor being told that no matter what my son does, that I will be responsible for his actions. Then with God's help (many prayers) my son's counselor at the high school gave me your brochure.

When my son first signed into your program, he was very angry and didn't want to be around his family. I knew that he was hurting for many different reasons. After a few days of him being in your program we had our first meeting, and he really wasn't letting his feelings out and dealing with things. By the second meeting I did see change and he was starting to open up with your team about his feelings and what was bothering him.

After 2 weeks in your program my son was not so angry. We still have things to work out but I am sure that most of his anger came from not knowing how his father had passed. I was very thankful for your help in coaching myself as well as my son during this time. I truly understand now when my grandmother would say that "it takes a village to raise one child." I am thankful that you and your staff are a part of the village.

I can't say thank you enough.

Sincerely,
Parent NJ
12/15

This was the best center to help my son to come back to a normal life. Thanks a lot!

*Parent BP
Roseville, 8/15*

Our experience w/all staff has been such a valuable resource. Our whole family has gained tools to cope w/future situations. The excitement, the hope we have gained while watching our son heal & learn & grow while being here is wonderful.

*Parent ND
Rocklin, 2/16*

Thank you. A wonderful, caring environment for my daughter. She was very settled and comfortable and it helped a lot. Thanks again.

*Parent SB
Roseville, 2/16*

The CRC is awesome, the staff are amazing & I love the support they gave us!!

*Parent TW
Foresthill, 11/15*

This place is a blessing to me and my family. It's nice to know there is help out there when you need it 😊 I am very grateful.

*Parent JK
Lincoln, 5/16*

Such an amazing program to reset and reevaluate our daughter's turmoil and the skills/tools to become stronger and to become a more successful student/communicator.

*Parent SM
Roseville, 11/15*

Surpassed my expectations and I wish all families had this resource. Our child has been able to reset, focus on skills, and has motivation and a smile again.

*Parent EA
Loomis, 10/15*

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 2015 – June 2016

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 . . .*

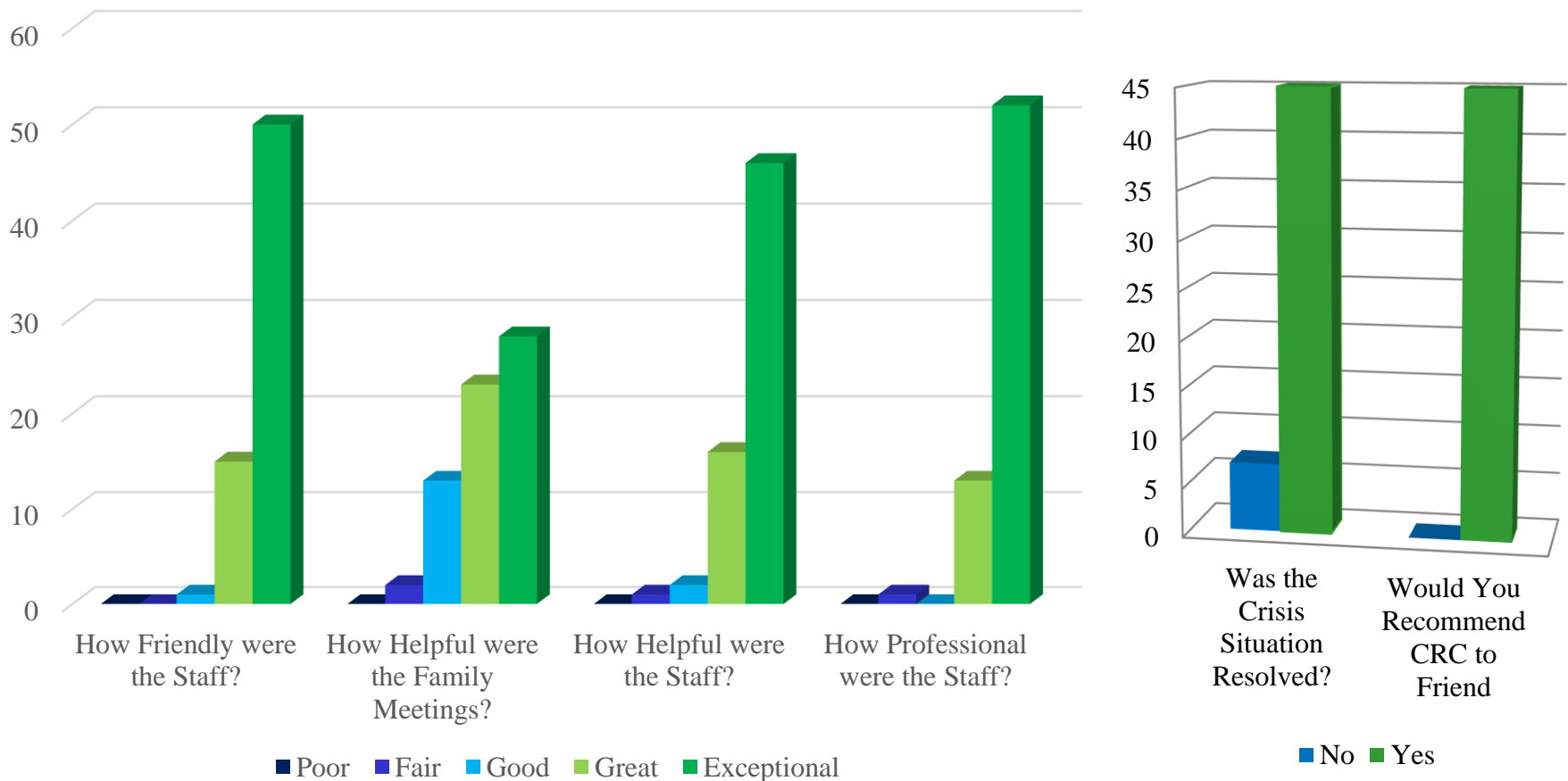
Physical Activities

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

Crisis Resolution Center Residents

Parent/Caregiver Voluntary Questionnaire

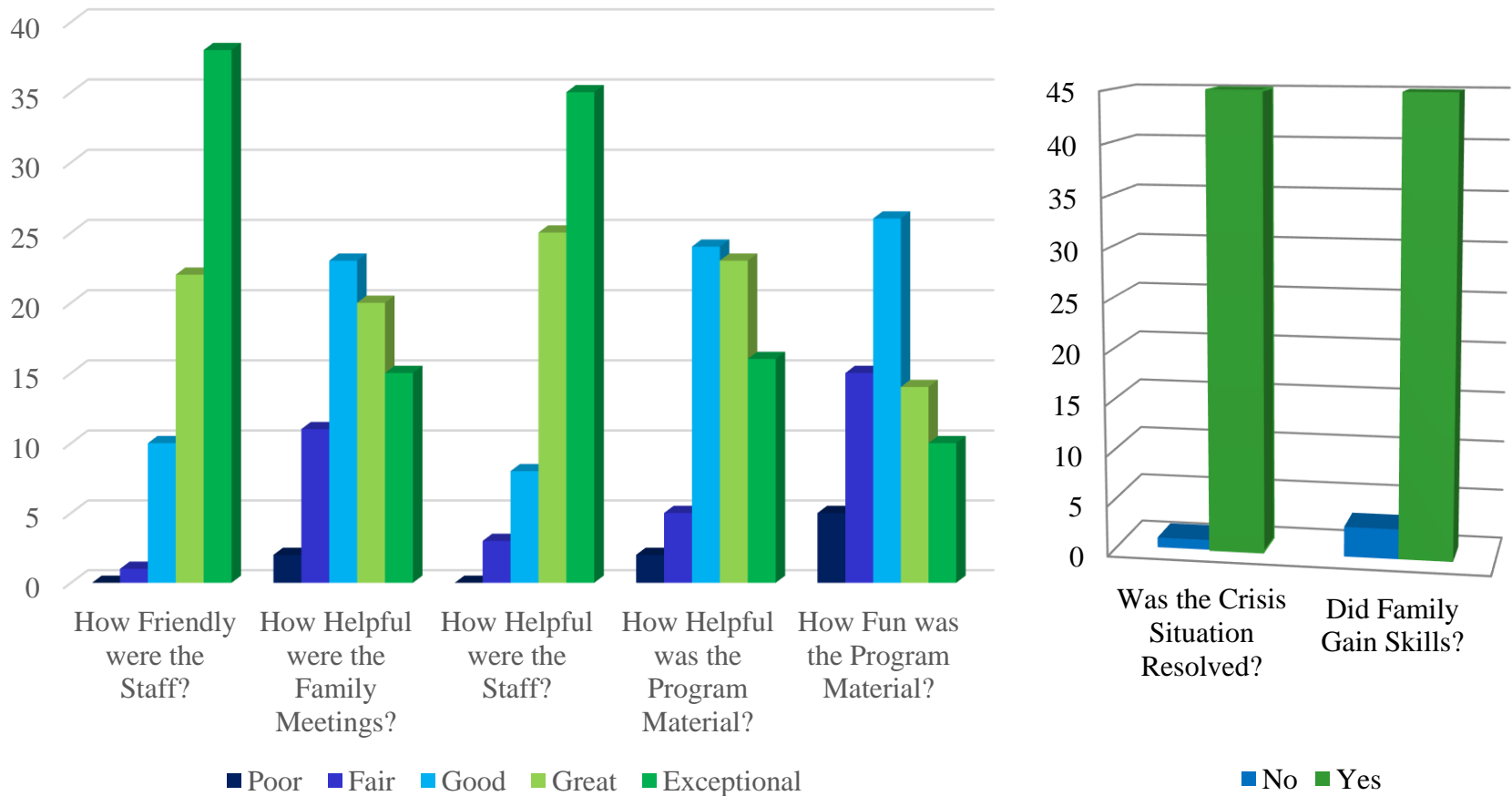
This questionnaire is offered to both residents (on next page) and their parents/caregivers. Here are those who responded.



Crisis Resolution Center Residents

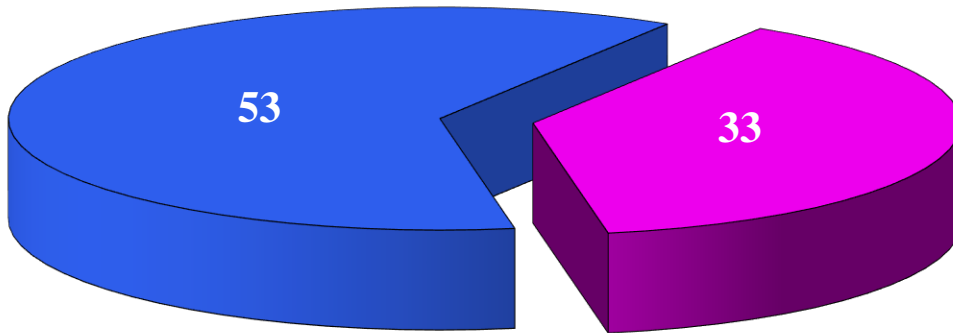
Resident Voluntary Questionnaire

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 – 86

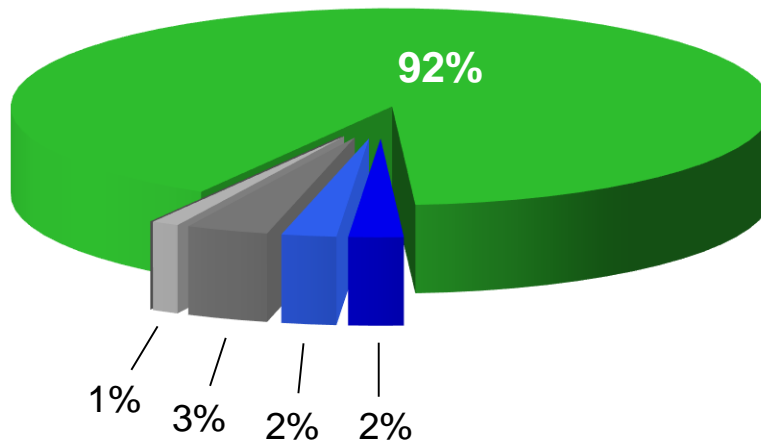
Total Male Residents – 53

Total Female Residents – 33

- For the first time in four years, the CRC experienced more males than female intakes. Males represented 61% of the teens served while the females represented 39%.
- The CRC adjusts the program topics to address issues that are gender specific. Exploring topics such as self-worth, family dynamics, trauma, and substance abuse.

Crisis Resolution Center Residents *Placement Outcomes*

**96% of CRC Outcomes were
Considered Successful**



■ 78 - Return to Home - Successful

■ 2 - Relative Care - Successful

■ 2 - Out of Home - Successful

■ 3 - Return Home - Unsuccessful

■ 1 - Out of Home - Unsuccessful

■

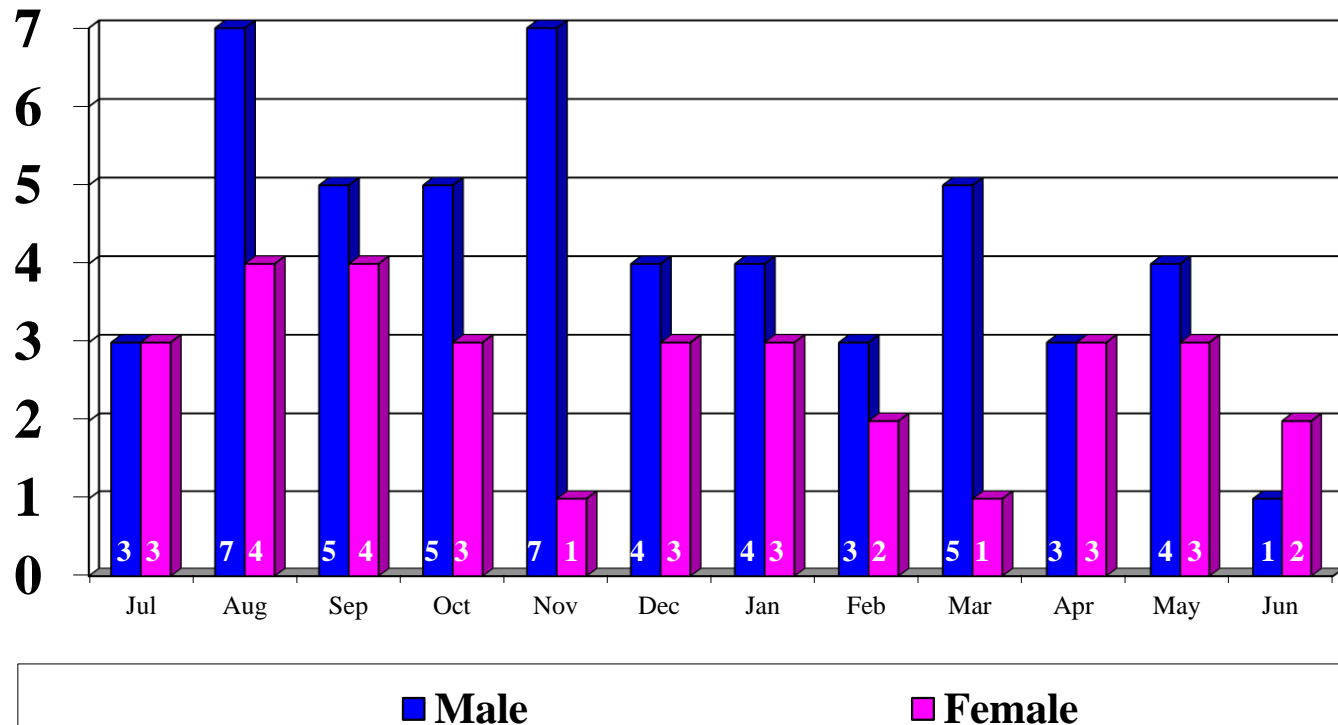
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 83 (+ 3 Existing Clients)

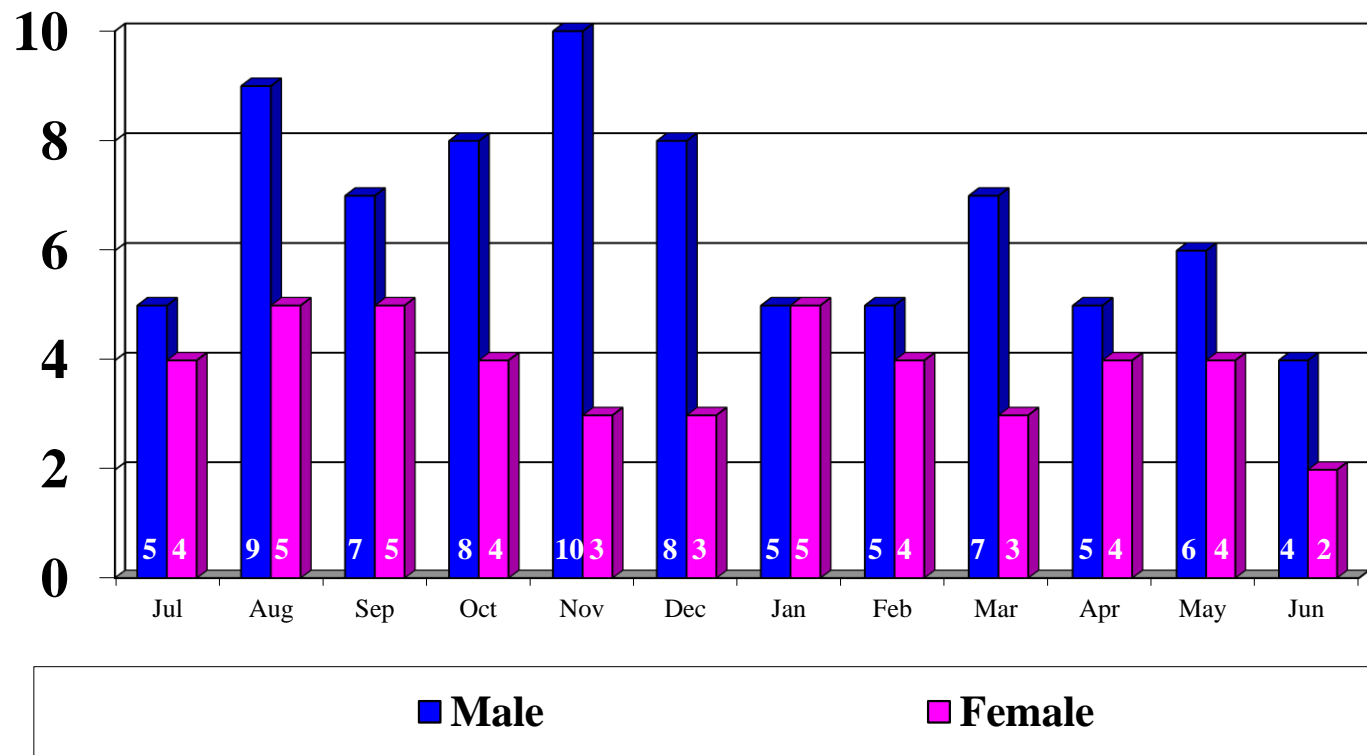
Total Male – 53

Total Female – 33



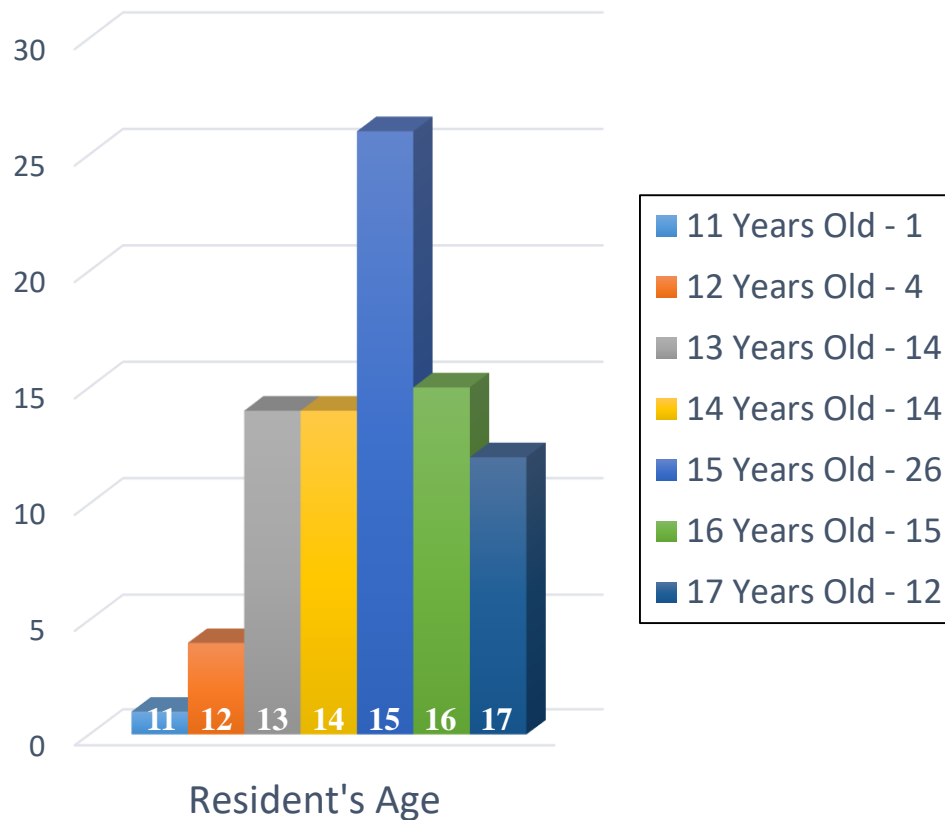
Crisis Resolution Center Residents

Monthly Resident Totals by Gender



Crisis Resolution Center Residents

According to Age

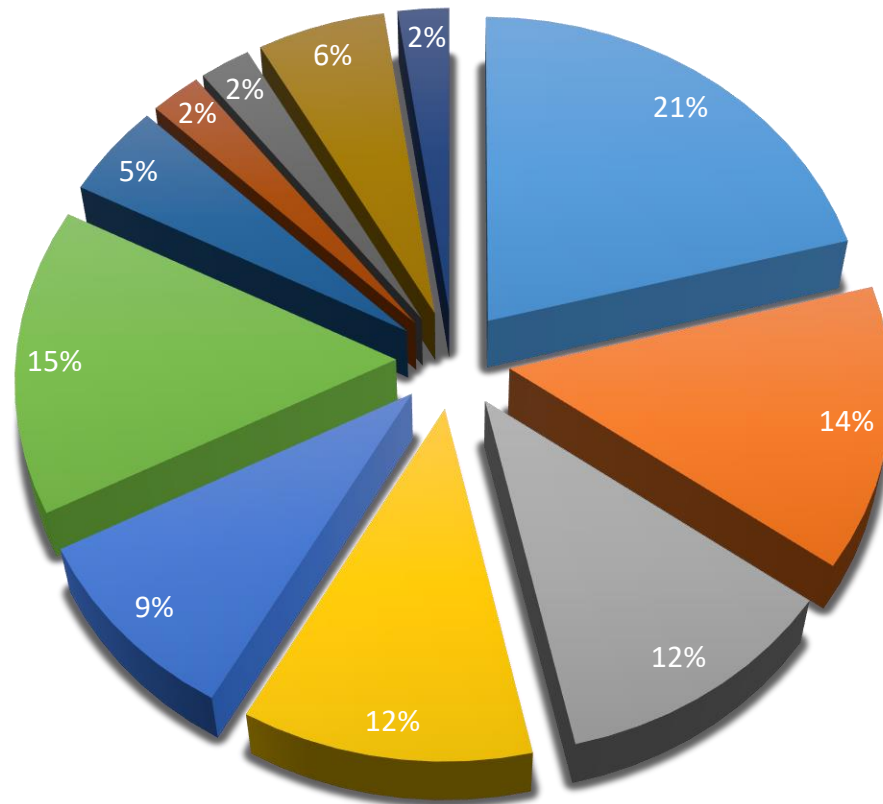


- This reporting period, the age group that made up the largest set of those seeking services were fifteen year olds. This age group typically struggles with power dynamics at school and with their family.
- Historically, fifteen and sixteen year olds have made up the largest population at the CRC.
- 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

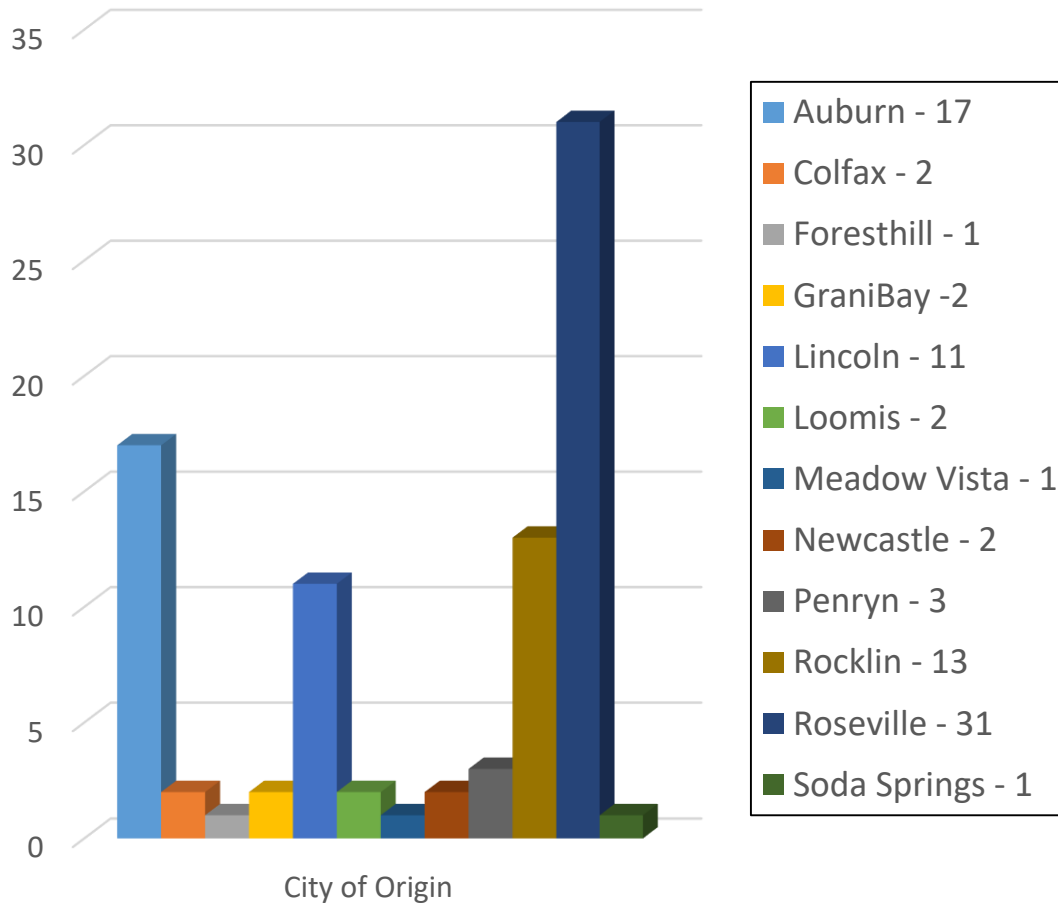
Where each family indicated they first heard of the CRC services:



- Previous CRC Family - 18
- Family & Children Services - 12
- Law Enforcement - 10
- School - 10
- Self Referred - 8
- Professional Counselors - 13
- CBO's - 4
- Churches - 2
- Hospitals - 2
- Other - 5
- Not Specified - 2

Crisis Resolution Center Residents

City of Origin

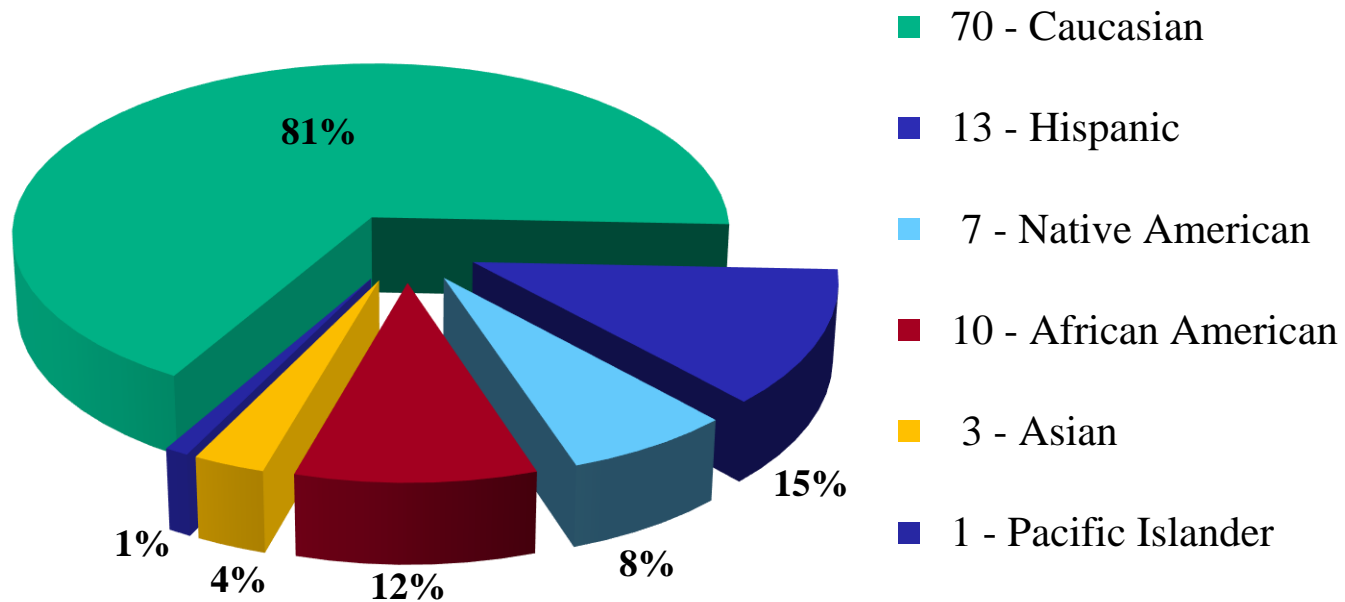


- The CRC tracked services from twelve different communities.
- Roseville continues to generate the most CRC referrals. This is not an unusual trend simply due to population in comparison to the rest of Placer County.
- Multi-Year Comparison:

	Aub	Lin	Rkln	Rvl
2015/16	17	11	13	31
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

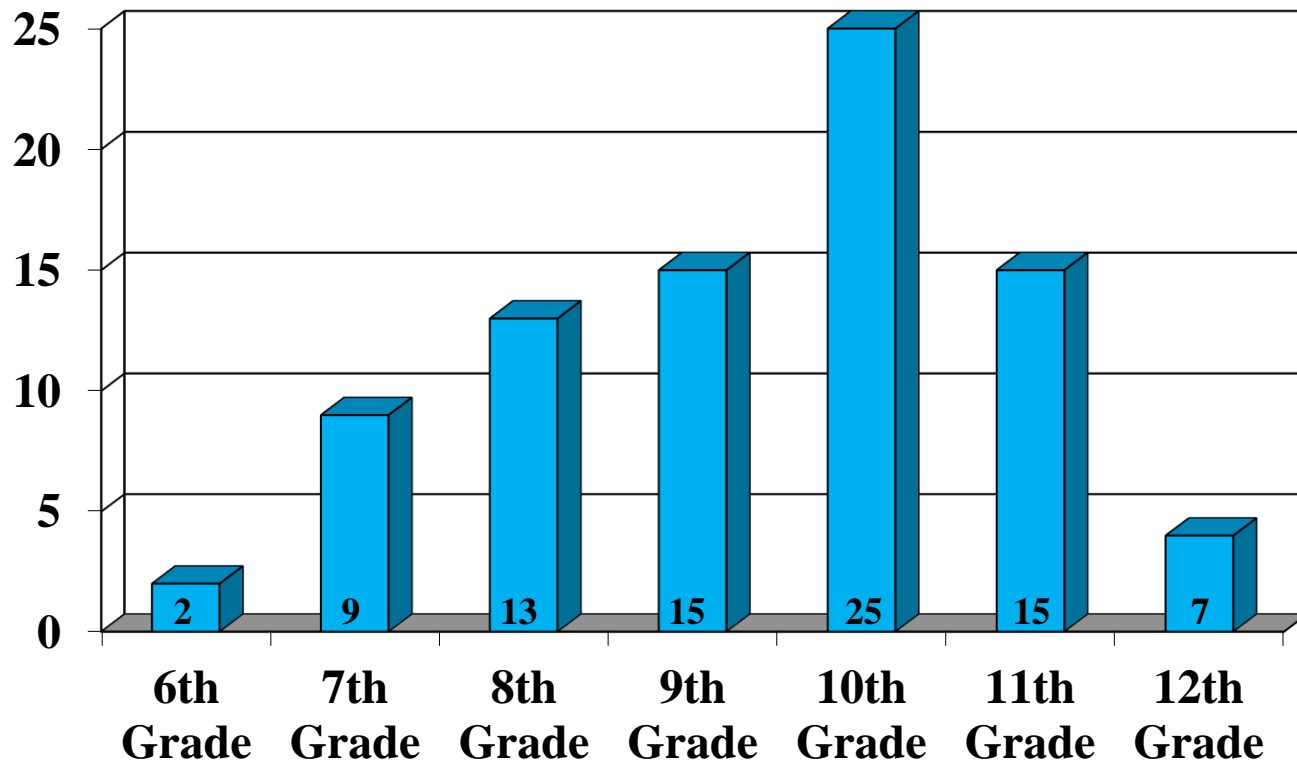
Racial/Ethnic Categories



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

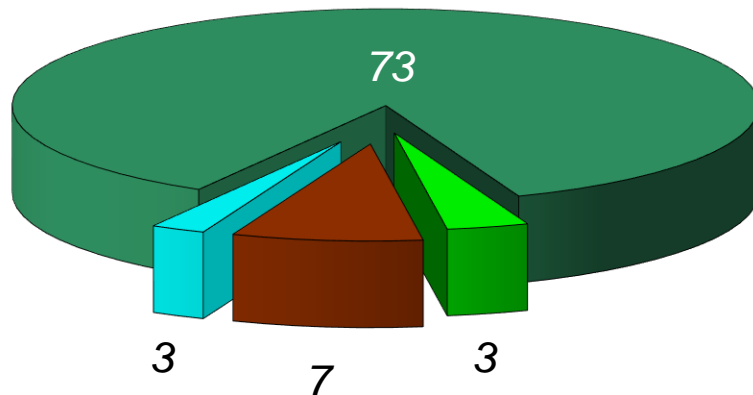
Crisis Resolution Center Residents

School Grade Level



Crisis Resolution Center Intakes

Means of Transport to CRC



Parents and family members continue to be the main means of transport regardless of referral source.

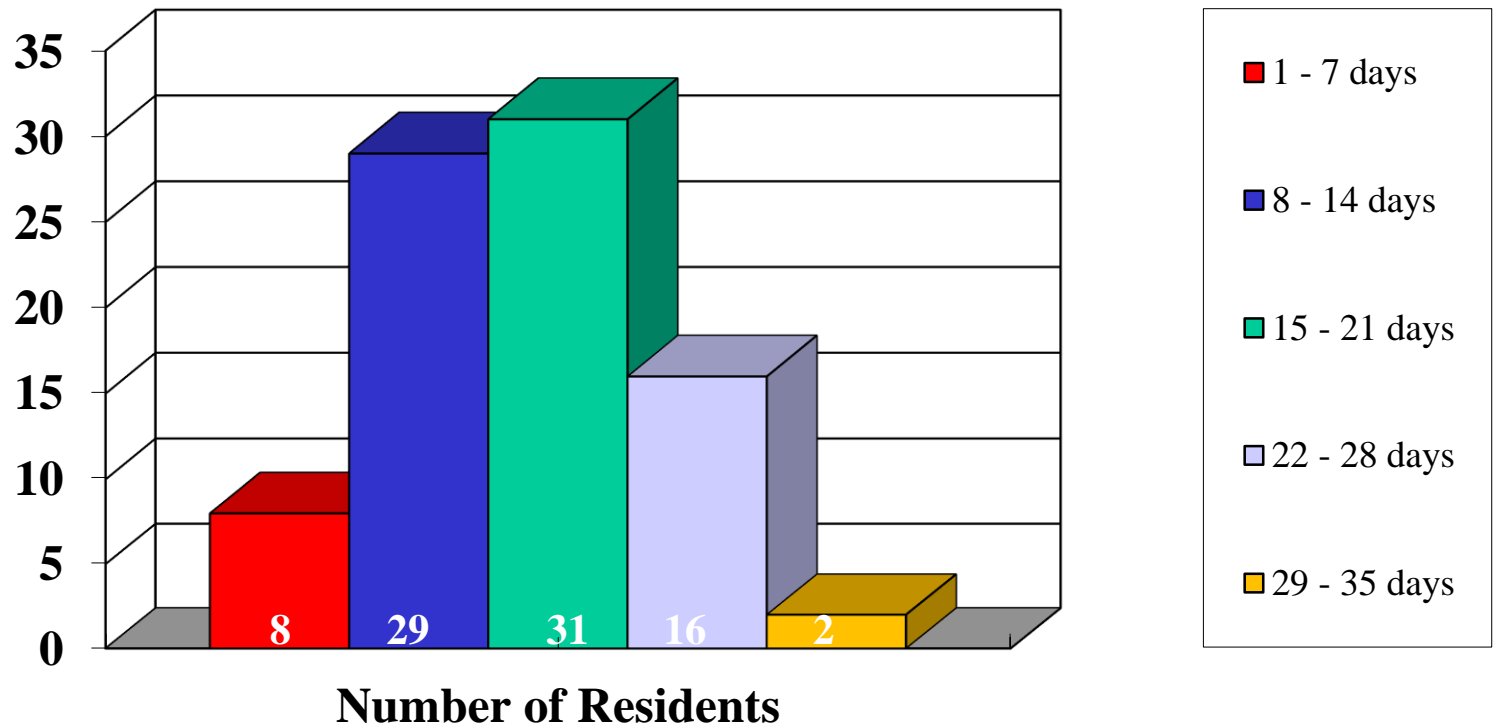
- Parent/Family Member 85%
- County Worker 2.5%
- Law Enforcement 8%
- Other 2.5%

Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 16 days

(Average in 2014/15 – 16 days,
average in 2013/14 – 17 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	0	1	0	1	3
8 Days	9 Days	10 Days	11 Days	12 Days	13 Days	14 Days
3	3	7	2	4	3	7
15 Days	16 Days	17 Days	18 Days	19 Days	20 Days	21 Days
4	7	6	8	0	5	1
22 Days	23 Days	24 Days	25 Days	26 Days	27 Days	28 Days
4	3	3	1	1	1	3
29 Days	30 Days	31 Days				
1	0	1				

Total Number of Residential “Days of Care” – 1,352

Compared to 1,488 in 2014/15

Compared to 1,498 in 2013/14

Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 81

2014/15 Total – 61

2013/14 Total – 56

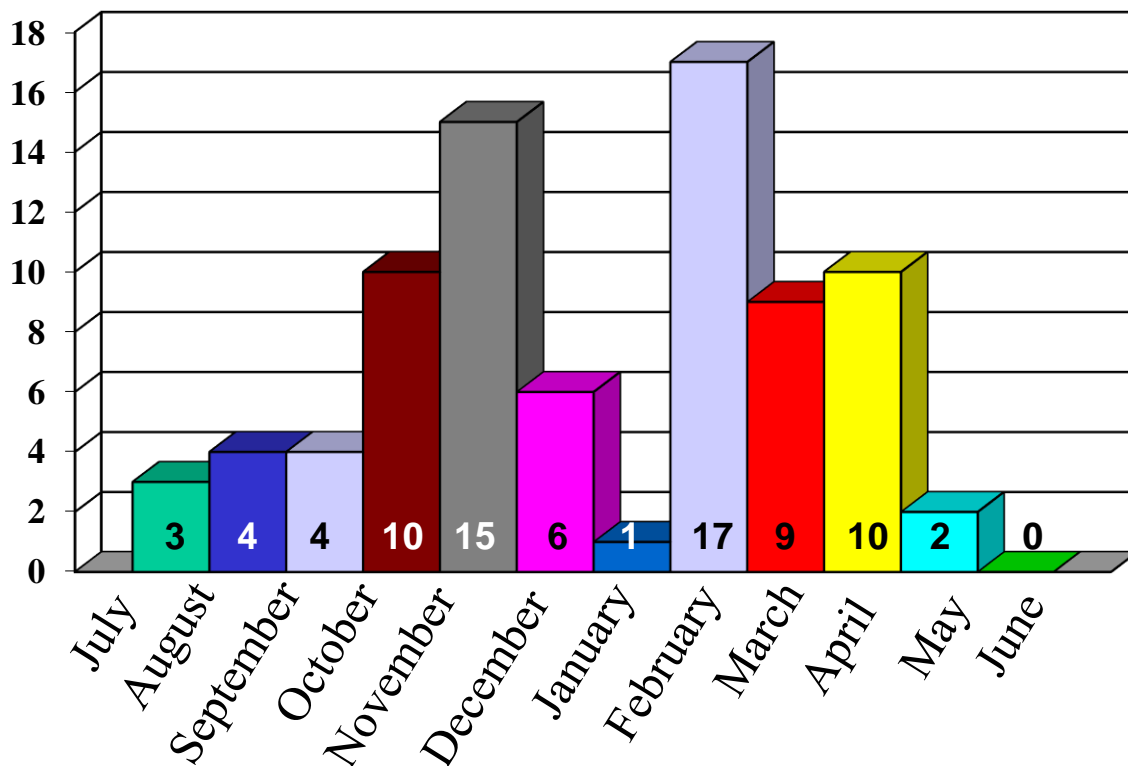
2012/13 Total – 46

Average per Month – 6.75

2014/15 Average per Month – 5.08

2013/14 Average per Month – 4.67

2012/13 Average per Month – 3.83



In February of this reporting period, a male resident did damage to a bedroom including several holes through the lathe & plaster, broken windows and frames, destroyed furniture and all mirrors broken. The room was unavailable for several weeks resulting in a decrease in available beds. 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)

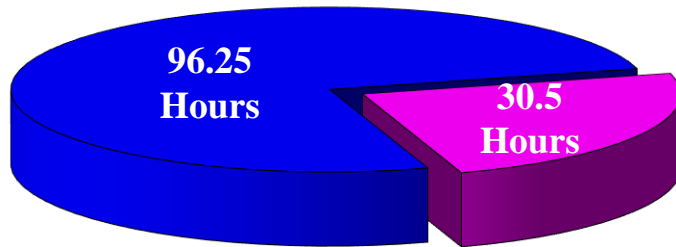
July 2015 – June 2016

Ancillary Services

Out-Patient Counseling

Total Number of Hours Served by Gender

Total Hours – 126.75



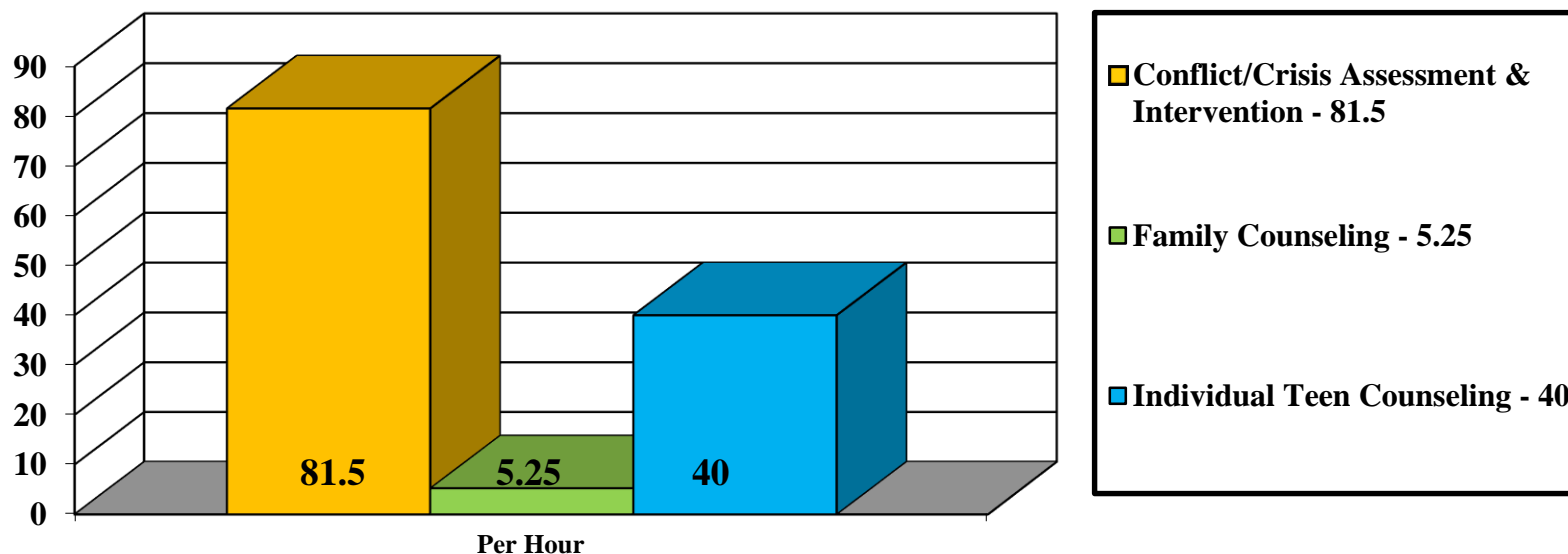
■ Male Teens ■ Female Teens

- After a three year trend of females consuming more Ancillary/Out Patient services, males have logged the greater number of out-patient counseling hours for two years in a row.
- There is no clear indication for the cause of these shifts as more males utilized the CRC's short-term residential service in this same reporting period.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Category

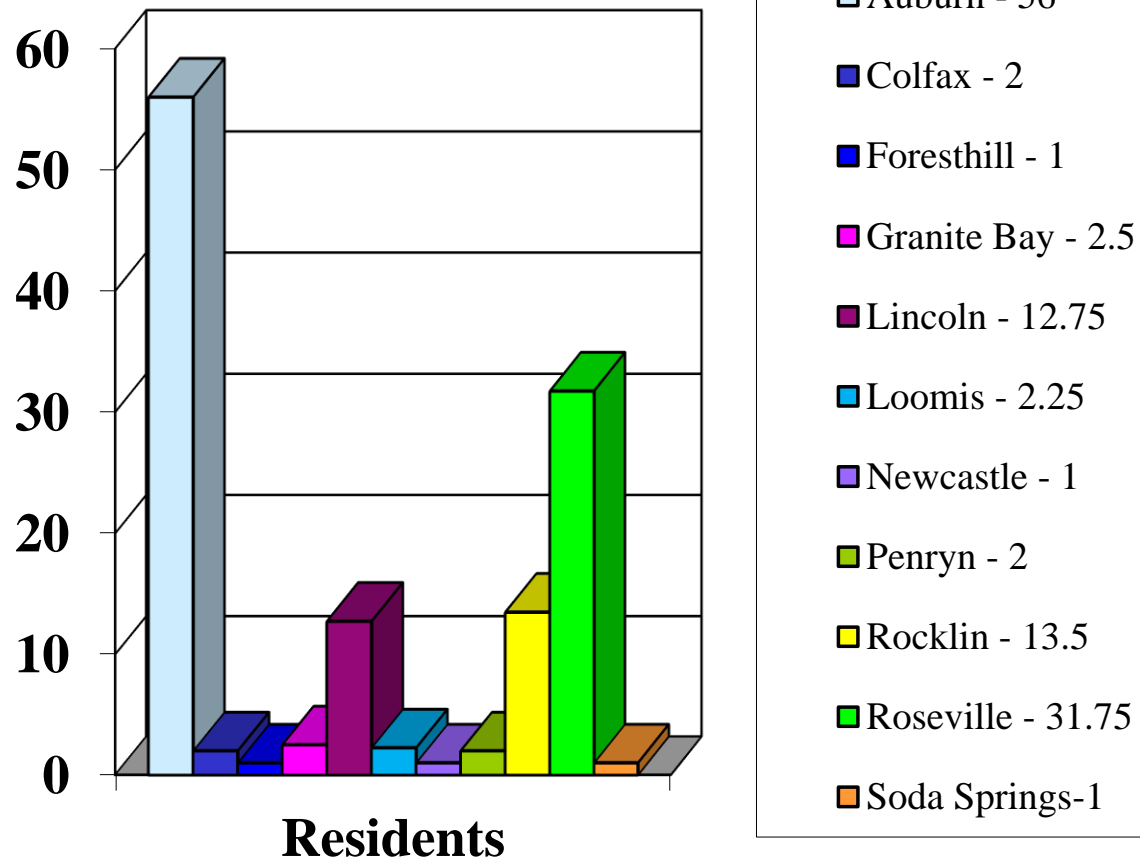


- A total of 126.75 hours of Ancillary Services were performed in three areas of need.
- Focusing on the family dynamic as a whole through Family Counseling has proven to be the most beneficial in the solution focused crisis intervention offered by the CRC.
- Additional CRC referrals and services not listed here were provided by Placer County's Diversion Program and other CBO Programs.

Ancillary Services

Out-Patient Counseling

Offered Per Hour, Per Community



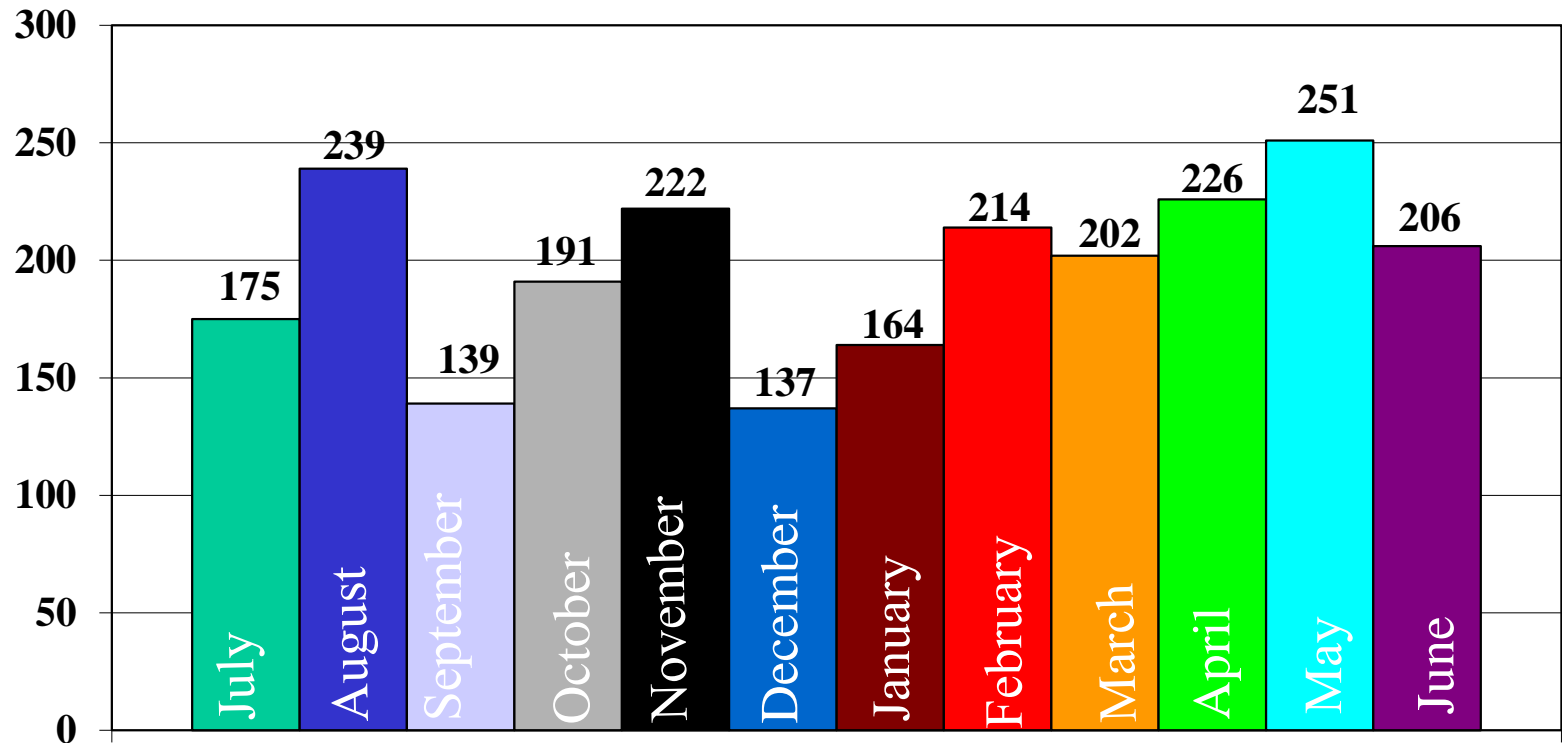


Call Center

July 2015 – June 2016

Crisis Resolution Center Phone Log

Calls Per Month



This year, 2015-16, the CRC logged 2,366 phone calls

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

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

Crisis Resolution Center Phone Log

Calls By Category

