JULY 2018 – JUNE 2019

Koinonia Homes For Teens
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www.kfh.org
CRISIS RESOLUTION CENTER

CRC BROCHURE, BUSINESS CARD AND MEDIA INFORMATION

Program Description

The Crisis Resolution Center (CRC) is a long-term solution to ending family and child abuse through counseling, planned and unplanned services and family reunification when possible. The center offers a variety of services including individual, group and family counseling. The center also offers programming through the Children’s Advocacy Center (CAC) located in the same building as the Crisis Resolution Center.

CRC offers programs that are designed to help children and adolescents who are dealing with the emotional, physical and sexual abuse. These programs include individual and group counseling, short-term and long-term therapy, and family reunification services.

CRC also offers resources to help families and individuals affected by abuse, including information on legal resources, medical treatment, and support groups.

For more information, please contact the Crisis Resolution Center at 650-231-7584 or visit their website at www.crisisresolutioncenter.com.
PREVENTATIVE MEASURES

JULY 2018 – JUNE 2019
In response to Chief Hopper's challenge last year for all recipients of the JJCPA grant to focus upon positive outcomes for youth and families of Placer County, the Crisis Resolution Center is excited to present the 2018–19 fiscal year outcome statistics. In this reporting period, the CRC evaluated and assessed the proactive and preventative systems and services in place for their effectiveness and efficiency.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Setting</td>
<td>92 youth</td>
<td>74 youth</td>
<td>86 youth</td>
</tr>
<tr>
<td>Crisis Intervention Calls</td>
<td>155.25 hrs.</td>
<td>107.25 hrs.</td>
<td>113.25 hrs.</td>
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<td>Family Counseling</td>
<td>75.50 hrs.</td>
<td>140.25 hrs.</td>
<td>132.75 hrs.</td>
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<tr>
<td>Parent Education</td>
<td>56.25 hrs.</td>
<td>98.00 hrs.</td>
<td>100.50 hrs.</td>
</tr>
<tr>
<td>Follow Up Meeting / Assessment</td>
<td>2.00 hrs.</td>
<td>58.50 hrs.</td>
<td>75.50 hrs.</td>
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<tr>
<td>Totals</td>
<td>303.50 hrs.</td>
<td>404.00 hrs.</td>
<td>420.75 hrs.</td>
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</table>
The following comments were made by the parents/guardians and the youth served at the CRC. These comments were directly transcribed from our Youth Transition forms, parent/youth surveys, notes, letters and cards.

Our family met with Daryl several times over the last couple of months. The services provided were very helpful. The staff was friendly, warm, respectful, and knowledgeable. We were treated with a level of urgency required at the time of our referral from Kaiser-Roseville, following a ER visit. The information and interactions got us through a difficult time with effectiveness and helped us move on toward a more reasonable level of inter-personal interactions, following the pre-and post-ER drama. The subsequent visits built on the initial assessment and guided us to improve our ability to manage a workable family plan of expectations, boundaries, and behavior for all members of our family. We continue using the ideas/suggestions Daryl provided, and have updated the family plan several times, while using it as the basis for ongoing priorities and behaviors. We are grateful for CRC's assistance during our family crisis.

Parent FR – Loomis 11/18

We feel truly blessed by the CRC. This was by far the hardest parenting decision we have ever had to make, but had the greatest results. We have already recommended the CRC two times for different family issues.

Parent CS - Lincoln, 8/18

We are grateful for the time our daughter spent at the CRC. She has learned so much and is trying hard to put what she learned into practice. We have recently seen a glimpse of our happy girl who has been missing for quite some time. I now have hope that there is a way out of this dark time.

Parent SC - Roseville 12/18

Everyone at the CRC was exceptional! The entire family learned so many things. We appreciate the “real life” examples and showing us how to make things better.

Parent SH – Auburn 8/18

You guys have been AMAZING! Never in my son's life have I seen this type of change.

Parent KW - Roseville 6/19
The best thing about staying at the CRC were all of the friendly people and kids here, and how I was able to talk things out. My communicating skills have also gotten better as well.
Youth JD - Loomis 4/19

Now my family and I can have conversations respectfully with no yelling. My parents have also showed me my limits with being fair.
Youth AE – Rocklin 8/18

The best thing about the CRC was getting to know other people and being able to work on myself. I have now started cutting unhealthy people out of my life and working on me. I haven’t made the best choices in the past, but I have gotten way better than I used to be and I made the best changes.
Youth AM – Foresthill 2/19

I know when to say, “No!” when the people I’m surrounded by are doing something I shouldn’t be doing.
Youth JW – Lincoln 9/18

I have changed in my communication with my family. I used to not be able to talk with them, now it is really good.
Youth RB – Roseville 7/18

Ever since I have been at the CRC my relationship with my parents has been more healthy and respectful. Most of the time, we speak in a low empathetic tone. I have started making better decisions since I have been here. Decisions that will benefit me, not hurt me.
Youth LK – Roseville 5/19
Deciding to put our 12 year old daughter in the CRC residential treatment was by far, the hardest decision we have had to make for any of our four children. We walked into Darryl’s office and we were all scared. We didn’t know what to expect, we didn’t know the right questions to ask, we weren’t even sure that this was the right place for our sweet, sweet daughter. She stayed at Koinonia as we walked out the front door and sobbed in the car for an hour. I could not get over the immense amount of guilt and self-doubt that I had about leaving my baby. For us, it was absolutely debilitating.

For her, she found some peace. She actually smiled and waved as we left, and she was calm. For the next three weeks, she was surrounded by adults who taught her new coping tools, skills and new hobbies. She smiled a little bit more and cried a little bit less. She found strength in her successes and learned how to pivot after failure, and the family also learned progress over perfection.

I wish I could say that was the end of our story, but CRC and Koinonia was, however, the entrance into a world of support and love for us as parents and the start to a long road to happiness for my kiddo. She left Koinonia and regressed, progressed and regressed again. And, now, as we approach her 13th birthday next week, I can honestly say, our sweet little girl has never been happier. We adapted, and grew and we all learned how to speak lots of different love languages. We still do not know what the future holds but I am positive that Koinonia opened that very first door that led us to our very happy present day. We will forever be grateful to Daryl and his team.

Parent BK – Roseville 1/19
We are both working on having appropriate and respectful discussions and knowing which tools to use for any incident that may arise.

Parent AM - Granite Bay 12/18

I can’t thank you all enough! I’m so grateful for the CRC. He’s now such a big hearted kid. I just know he is going to do great things through all of you! Thank you again for loving on our boy in his time of need!

Parent TM - Roseville 3/19

Our daughter is doing much better, she managed to get her grades all up to passing before the school year ended, she started her first job last week, and is set up to get her permit. We’ve had a few bumps in the road but she’s been able to handle the situations much better and talk through them. Thank you for all of your support!

Parent – Lincoln 6/19

We turned to the CRC when our daughter refused to follow rules, was becoming destructive to our home and herself. We were frustrated, felt little hope that she would change and that she was heading down a really bad path. After the first initial meeting that all changed, we finally felt like we had something that could support our family. We are so appreciative of the support the staff provided and the caring, nurturing environment that they provided our daughter.

Proud Parent KT – Rocklin 2/19

We are so proud of our daughter’s transition back home. She has done so well making the right, smart, honest and even hard decisions to stay positive and moving forward for herself and the family.

Parent JK – Auburn 5/19

I was referred to CRC by the Auburn Sheriffs Dept. We have been going through some trying times. I never knew that a facility like this existed. We went to counseling at CRC and he is a changed young man. I don’t know what I would have done. I thought my options were limited, instead a whole new world opened up for us. Thank you CRC for helping us!

Thankful Grandparent JF – Foresthill 7/18
Dear CRC,

I would like to take this opportunity to express my deepest gratitude to your program and staff for helping our family through a crisis with my two teenage sons. Before I reached out to CRC, I was managing my sons’ anger and rage alone. Anger was wreaking havoc and chaos in our home almost daily. I was reaching out to the police to help bring calm and order when I felt desperate.

When I called CRC, a staff member kindly answered and explained a simple process for assistance. I can not stress enough how having a resource and a plan of action relieved a tremendous amount of anxiety and fear in that moment.

When I arrived with my sons for their first meeting with CRC, the experience was professional. My sons and I felt at ease talking with the counselor and staff. During the initial meeting, my son’s were calm and articulate discussing the behavior plan. They opted to stay at the CRC and not come home, because they refused to sign the family plan. Since I believed my way of coping with my sons’ behavior was broken, I fully leaned on the CRC staff and trusted them to help guide my sons and family from the moment they chose to stay at CRC.

It was the best decision I have made as a parent of teenagers. During the course of days and weeks following their stay at CRC, our family was gifted an opportunity to break a broken cycle of coping with intense emotions and conflict. My sons and I were gifted with simple coping strategies to connect with our emotions and self-control. There were learning moments, empathy and grace provided by every single CRC staff member during all interactions and communications, and the experience was nothing short of divine intervention.

My hope is that more families in crisis will know CRC exists as a resource and as an extension of their “village.” My sons, family and I are deeply grateful for CRC’s structured interventions that create a safe environment for teens and parents to choose a path of safe refuge and healing. Our family is in the process of continual healing and growth. The CRC was instrumental in guiding us away from the dark and into the light. We thank you from the bottom of our hearts.

Parent AB – Roseville 4/19
The CRC helped me so much to change and they talked with me a lot. Since I was at the CRC, the relationship with my parent is respectful.
Youth AC – Lincoln 12/18

It helped me to be at the CRC in getting to hear other youth’s stories and comparing it to my situation at home so that I can improve myself and the relationship with my family.
Youth MG – Roseville 1/19

I have learned what it truly means to respect my mom. I learned about myself, my family’s issues and being able to resolve them.
Youth CS – 2/19

I wanted to take a moment to extend my heartfelt thank you to the staff at the CRC. I feel that my son was saved from a life of poor decisions. Daryl and the CRC staff spent time teaching my sons ways to redirect his anger and frustration. As a direct result of being enrolled at the CRC, he is now stable and emotionally intelligent. I have been taught how to follow through and to discipline effectively. I am so grateful that my son got to bond with Daryl Morales. He is someone that Andrew will remember his whole life as the person who taught him to bridge into manhood. Thank you so much.
Parent SF – Auburn 3/19

What I liked about the CRC was that they always had a solution to my problems, and the staff were very helpful.
Youth ER – Lincoln 5/19

The new tools that I was trained in really helped me rethink what is important to me. I now view and can recognize my triggers and my disadvantages and will make the right decisions.
Youth IQ – Roseville 12/18
Dear Daryl,
My wife and I wanted to take a second to thank you and your staff for the services you have provided to our niece and to us as a family. As you know, we came to you as a family in crisis, and you and your awesome staff made our family feel at home and very comfortable while we worked on getting guardianship of our niece and into a safe environment. In the month since she stayed at the CRC and has been in our home, we have seen her emotional state improve greatly and she can’t stop talking about how wonderful and important you and your staff have been in this transition. Our niece is now talking about going to College and getting into a field where she can improve the lives of other kids in need. My wife and I also appreciate the support you are continuing to provide in counseling services to us all. I truly believe that God’s Angels are not just in heaven watching over us, but that they walk the earth every day and are here to support us, and you and your staff are all a perfect example of this. God Bless You All!

Rocklin Family TDS– 3/19
INTAKE & YOUTH INFORMATION
JULY 2018 – JUNE 2019
This intake/transition questionnaire is offered to both the youth served at the CRC and their parents/caregivers.
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CRISIS RESOLUTION CENTER
TRANSITION “YOUTH FEEDBACK” VOLUNTARY QUESTIONNAIRE

How friendly were the CRC staff?
- Exceptional: 45
- Good: 13
- Fair: 2
- Poor: 0

Were the family meetings helpful?
- Exceptional: 42
- Good: 27
- Fair: 29
- Poor: 0

How helpful were the CRC staff?
- Exceptional: 30
- Good: 23
- Fair: 10
- Poor: 0

How helpful was the program material?
- Exceptional: 30
- Good: 18
- Fair: 7
- Poor: 4

How fun was the program material?
- Exceptional: 18
- Good: 13
- Fair: 3
- Poor: 0

Was the crisis situation resolved?
- Yes: 52
- No: 6

Do you think your family has the skills to succeed?
- Yes: 57
- No: 1
CRISIS RESOLUTION CENTER
TRANSITION “PARENT FEEDBACK” VOLUNTARY QUESTIONNAIRE

How friendly were the CRC staff? 52
Were the family meetings helpful? 10
How helpful were the CRC staff? 8
How professional were the CRC staff? 61

Was the crisis situation resolved? 68
Would you recommend the CRC to a friend? 64
Do you think your family has the skills to succeed? 5

Exceptional | Good | Fair | Poor
---|---|---|---
0 | 0 | 0 | 0
8 | 10 | 2 | 1
60 | 60 | 8 | 7

YES | NO
---|---
58 | 10
68 | 1
64 | 5
In the 2018-2019 fiscal year, the CRC admitted more male youth than female, males represented 52% of the youth served at the CRC while the females represented 48%.

The CRC has added new program materials utilizing the Mind Matters curriculum. Exploring topics such as self-regulation, self-reflection, and relaxation techniques.

The CRC continues to proactively amend program materials for the youth served that address issues that are developmentally and age appropriate regarding gender sensitive topics such as anger management, self-regulation and pro-social tools and skills, trauma informed care mindsets and substance abuse indicators/measures.

The CRC continues to collaborate with local Placer County Community Based Organizations to present and offer residing CRC youth information on health and hygiene, CSEC population supports, teen dating/violence, smoking prevention/cessation, teen abstinence, bullying, social media responsibilities & consequences.
94% of CRC outcomes were considered successful

- 68 - Return Home - Successful
- 2 - County Placement - Successful
- 1 - Relative Care - Successful
- 1 - Out of Home - Successful
- 3 - Return Home - Unsuccessful
- 1 - Runaway - Unsuccessful
CRISIS RESOLUTION CENTER
MONTHLY RESIDENTIAL SERVICE INTAKE BY GENDER

<table>
<thead>
<tr>
<th>Month</th>
<th>Female</th>
<th>Male</th>
</tr>
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<tbody>
<tr>
<td>JULY</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>AUGUST</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OCTOBER</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>NOVEMBER</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>DECEMBER</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>JANUARY</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>FEBRUARY</td>
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<td>4</td>
</tr>
<tr>
<td>MARCH</td>
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<td>6</td>
</tr>
<tr>
<td>APRIL</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>MAY</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>JUNE</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

Total Intakes – 86
Total Female – 40
Total Male – 46
CRISIS RESOLUTION CENTER
MONTHLY RESIDENTIAL SERVICES BY GENDER
In the 2018-2019 fiscal year, the fifteen year old age population continues to make up the majority of referrals for the residential setting at the CRC of the families seeking and engaging in CRC supportive services.

This age group addressed issues dealing with understanding cause and effect of their disruptive behaviors. They learned the coping tool of Self-Regulation Action Plans to identify, address and reduce disruptive behaviors such as anger management, trauma, mental health and substance abuse concerns.

The CRC supported Placer County families to empower, address and hold accountable their youth to make healthy and safe choices by increasing residential intakes, follow up meetings, and parent education services in the 2018-2019 fiscal year.
How each family was referred:

- 22% - School
- 19% - Law Enforcement
- 12% - Professional Counselors
- 10% - Previous CRC Family
- 6% - Self-Referral
- 5% - Family & Children's Services
- 5% - CBO's
- 3% - Hospitals
- 3% - Other
During the 2018-2019 fiscal reporting period, the CRC tracked CRC service engagement from eight (8) different cities and communities in Placer County.

Once again, the Roseville community continues to generate, access and utilize the most CRC residential services. In this reporting period, the CRC committed to conducting outreach and having a stronger presence in the Lincoln community which has shown significant growth to last year’s numbers. The Rocklin and Auburn communities also continue to benefit from the proactive engagement of CRC residential services.

**Multi-Year Comparison:**

<table>
<thead>
<tr>
<th></th>
<th>Auburn</th>
<th>Lincoln</th>
<th>Rocklin</th>
<th>Roseville</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19</td>
<td>9</td>
<td>12</td>
<td>14</td>
<td>35</td>
</tr>
<tr>
<td>2017/18</td>
<td>10</td>
<td>1</td>
<td>12</td>
<td>36</td>
</tr>
<tr>
<td>2016/17</td>
<td>11</td>
<td>18</td>
<td>17</td>
<td>31</td>
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<tr>
<td>2015/16</td>
<td>17</td>
<td>11</td>
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<tr>
<td>2014/15</td>
<td>15</td>
<td>14</td>
<td>15</td>
<td>32</td>
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</table>
Note: Multiracial clients will count in each ethnicity category they designate.
CRISIS RESOLUTION CENTER
YOUTH SCHOOL GRADE LEVELS

- 6th Grade: 4
- 7th Grade: 6
- 8th Grade: 16
- 9th Grade: 22
- 10th Grade: 27
- 11th Grade: 6
- 12th Grade: 5
In the 2018-2019 fiscal year, the 86 youth and families served at the CRC were primarily transported to the CRC via their parents/guardians, law enforcement and/or county workers.

- Parent / Guardian: 72%
- Law Enforcement: 12%
- County Worker: 9%
- Family Member: 5%
- Other: 2%
Youth Average Residential “Days of Care” = 14 days in 2018/19
Compared to 13 Days of Care in 2017/18
Compared to 14 Days of Care in 2016/17
Compared to 15 Days of Care in 2015/16
## Number of Youth / Length of Stay per Day

<table>
<thead>
<tr>
<th>Days of Care</th>
<th>1 Day</th>
<th>2 Days</th>
<th>3 Days</th>
<th>4 Days</th>
<th>5 Days</th>
<th>6 Days</th>
<th>7 Days</th>
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</thead>
<tbody>
<tr>
<td>1 Day</td>
<td>4</td>
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<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>8 Days</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>15 Days</td>
<td>6</td>
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<td>3</td>
<td>6</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>22 Days</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>29 Days</td>
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<td>1</td>
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</tbody>
</table>

**Total Number of Residential “Days of Care” – 1,223 Days**

- Compared to 993 in 2017/18
- Compared to 1,341 in 2016/17
- Compared to 1,352 in 2015/16
ANCILLARY SERVICES
(OUT-PATIENT COUNSELING)

JULY 2018 – JUNE 2019
In the 2018-2019 fiscal year, the male youth’s families accounted for 61% of the CRC’s Ancillary and Outpatient Services versus 39% of the female youth’s families.

The male youth’s families have participated in logging the greater number of Ancillary Out-Patient services including parent education, family counseling and follow up assessments.

In addition, families also received referrals for Family Functioning Therapy (FFT), Community Recovery Resources (CORR), Wraparound Services, Kaleidoscope Employment Youth Services (KEYS) and to local community based organizations.

There is no determining factor or trends that give clear indicators as to why the male population continues log more Outpatient Service hours. Males also utilized the CRC’s short-term residential services more in this same reporting period.
In the 2018-19 reporting period, the CRC reported an increase of Ancillary Services for 420.75 hours. Services were rendered to youth and families in four identified areas of Conflict Assessment, Family Counseling, Parent Education and Follow-Up Assessments.

The CRC has made a shift in the CRC service approach, implementing new Trauma Informed Care (TIC) practices to address inform and educate parents and youth to identify dysregulation indicators with effective self-regulation coping skills/tools. This TIC approach to educate and empower CRC families dynamics of prevention, intervention and postvention of a family crisis. Koinonia and the CRC have also implemented the new evidence based Trauma Informed Care – Love & Logic parenting curriculum.

The CRC Case Manager meets weekly with a Placer County multi-disciplined collaborative treatment team consisting of Placer County Juvenile Probation, Children System of Care (CSOC), Office of Education (PCOE) and Family & Children’s Services (FACS).
Ancillary Service Hours Totals Per Community

- Auburn: 35.50
- Colfax: 4.75
- Foresthill: 15.25
- Granite Bay: 22.25
- Lincoln: 52.75
- Loomis: 37.00
- Meadow Vista: 1.50
- Newcastle: 5.25
- Rocklin: 87.75
- Roseville: 158.25
CALL CENTER

JULY 2018 – JUNE 2019
This year in 2018-19, the CRC increased the logged 1,821 phone calls

In 2017-18, the CRC logged 1,586 phone calls
In 2016-17, the CRC logged 2,450 phone calls
In 2015-16, the CRC logged 2,366 phone calls
CRISIS RESOLUTION CENTER
CALLS BY CATEGORY PER MONTH

- 667 - Family Related Calls
- 104 - CRC Information Inquiries
- 164 - Potential Intake/Screening
- 47 - Phone Counseling/Service Rendered
- 23 - Beyond CRC Services/Referral Offered
- 20 - Repeat Service Request