Crisis Resolution Center
New Brochure & Info Card

Program Description

Korean Family Services, which is dedicated to providing family support services to Korean families, has recently developed a program for Korean elders at the Center. This program, called the Korean Elders Program, provides support and assistance to Korean elders who may be facing challenges such as isolation, lack of social support, or health issues. The program offers various services, including counseling, education, and support groups, to help Korean elders maintain their independence and quality of life.

Out-Client Services

- Website development
- Physical therapy counseling
- Family counseling

Short Term Residential Services

- Mastiff Residential School
- Crisis Resolution Center
- Short Term Residential Services

Are you in need of free and confidential help?
We provide services to all Korean and their families.
Community Response
July 2009 – June 2010
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 & cards.

Dear Jeff and Staff,

I just want to say thank you so much for taking good care of Zach, that I am so grateful to all of you. Even though, as his mother, it hurts to see him there but I at least know he’s safe and very well taken care of by all of you. That means the world to me. It’s nice to know there are good people out there like you to do this kind of job 😉.

Parent MS 01/10
Auburn

The CRC has provided us with a means to have a much needed cool-down period and positive tools for communication between one another as a family. We are still a work in progress but your guidance has been immeasurable in helping us see the light at the end of the tunnel. Hope and faith are abundant. We are eternally grateful to all of you.

Parent TH 09/09
Roseville

Thanks you so much for being a help & guide to parents and their children. CRC’s a fantastic environment for a child to thrive in an objective structure space.

Parent DB-D 12/10
Loomis

CRC,
Reflective listening . . . was extremely helpful with resolutions at home. This place has made my Michaela shine through; and that’s awesome!

God Bless CRC!

Parent CM 06/10
Roseville

The CRC has provided us with a means to have a much needed cool-down period and positive tools for communication between one another as a family. We are still a work in progress but your guidance has been immeasurable in helping us see the light at the end of the tunnel. Hope and faith are abundant. We are eternally grateful to all of you.

Parent TH 09/09
Roseville
My granddaughter had excellent care while she was here. Thank you so much for caring!!

*Grandparent* JW  06/10
Auburn

The food, it was HE**A good!!!

*Resident* JK 01/10
Granite Bay

The best thing about the CRC was the staff and all of the residents. I learned a lot of things to help with my relationship with my parents.

*Resident* MD 10/09
Auburn

Koinonia was very helpful to myself and my family. I would highly recommend this place to another family.

*Parent* RL 02/10
Loomis

Thank you to all the staff at CRC! God’s perfect timing brought Kayla into your open door and heart of understanding and compassion. We know she has new “tools” to work with and look forward to positive forward steps as a family.

*Parent* KJ 03/10
Antelope

All the staff here are wonderful. Thank you so much for the help with my son. I see a glimpse of who he really is – Thank You 😊

*Parent* AG 12/09
Rocklin

Thank you very much for the time, support & dedication you’ve shown us & our son. You do a terrific job here (all of you) ~ Thanks from the bottom of my heart.

*Parent* LS 09/09
Rocklin
Stacy & Jocelyn were always there if I needed to talk and helped me look inside myself to find what I needed to look at in life.

Resident  AS 10/09
Auburn

The CRC provided a safe place for my daughter with a very homey feeling. The staff was firm but very kind.

Parent  JC 07/09
Roseville

Thanks to the Program, we now have tools to guide us towards resolving our differences, & peace.

Parent  JL 12/09
Roseville

“I... I went looking for my ideals outside of myself and discovered it’s not what the world holds for you – it’s what you bring to it.”

Anne Shirley
Anne of Avonlea

The thing I liked about the CRC is that everything helped me and my mom get through this crisis and also the staff, they’re just great people 😊

Resident  K 04/10
Roseville

Thank you very, very much for your help and support in this difficult time.

Parent  CE 10/09
Loomis

This program was great. I learn a lot and my son learned communication skills.

Parent  JS 06/10
Lincoln
<table>
<thead>
<tr>
<th>How did you hear about the CRC?</th>
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</thead>
<tbody>
<tr>
<td>As reported on initial contact</td>
</tr>
</tbody>
</table>

- 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 Hot Line
- Church
- Social Worker
- Christian Endeavor
- Peace for Families
- PCMH
- Sierra Vista
- Medical Provider
- Golden Sierra Life Skills
- And More . . .
A Day in Residence at the Crisis Resolution Center

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

**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 . . .

**Family Sit-Down Styles Meals**
Good food and good conversation make dinnertime a favorite time.

**Highly Supervised Environment**

**Tutoring**
With PCOE Tutor & Staff

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

**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

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

**Informal Counseling**
Throughout the day with trained staff
Crisis Resolution Center Residents

Parent/Caregiver 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 – 2  Great – 10  Exceptional – 49

How helpful were the family Meetings?
Parent: Poor – 0  Fair – 2  Good – 11  Great – 16  Exceptional – 22

How helpful was the House Staff?
Parent: Poor – 0  Fair – 0  Good – 4  Great – 12  Exceptional – 37

How professional was the staff?
Parent: Poor – 0  Fair – 0  Good – 2  Great – 6  Exceptional – 44

Was the crisis situation resolved?
Parent: No – 8  Yes - 46

Would you recommend this facility to a friend?
Parent: No – 1  Yes - 55

Do you think your family now has the skills to succeed?
Parent: No – 5  Yes - 47
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 – 1 Fair – 0 Good – 4 Great – 22 Exceptional – 30

*How helpful were the family Meetings?*

*How helpful was the House Staff?*
- Residents: Poor – 1 Fair – 1 Good – 10 Great – 27 Exceptional – 23

*How helpful was the program material?*
- Residents: Poor – 5 Fair – 12 Good – 17 Great – 14 Exceptional – 14

*How fun was the program material?*
- Residents: Poor – 13 Fair – 13 Good – 12 Great – 15 Exceptional – 8

*Was the situation resolved?*
- Residents: No – 14 Yes – 42

*Do you think your family now has the skills to work things out?*
- Residents: No – 12 Yes – 46
Crisis Resolution Center Residents

**Totals by Gender**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>57</td>
</tr>
<tr>
<td>Female</td>
<td>37</td>
</tr>
</tbody>
</table>

Total CRC Residents – 94

- Total Male Residents – 57
- Total Female Residents – 37

- This year, females represent 39% and the males 61% of the teens served. Males superseded female placement for only the second time since the CRC’s opening in 2002.
- The CRC saw a significant jump in the acuity of behavior and in the severity of familial issues this year.
- The number of additional therapeutic program elements added to the CRC daily schedule have been adjusted as the severity of issues increases. This reporting year we added on-site substance abuse treatment with a certified substance abuse counselor.
Crisis Resolution Center Residents

Placement Outcomes
Crisis Resolution Center Residents

Monthly Intake Totals by Gender

Total Intakes – 91  (3 Existing Clients) Total Male – 57  Total Female – 34
Crisis Resolution Center Residents

Monthly Totals by Gender

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
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<tbody>
<tr>
<td>Jul</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Aug</td>
<td>10</td>
<td>1</td>
</tr>
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<td>Sep</td>
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<td>May</td>
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<td>4</td>
</tr>
<tr>
<td>Jun</td>
<td>4</td>
<td>4</td>
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</table>
Crisis Resolution Center Residents

According to Age

- 15 & 16 years old age group continues to make up the largest group of those seeking services.
- The 13/14/15 years old age group tends to present with the greatest amount of resistance to therapeutic intervention. Typically, they are less accountable to making changes in their behavior.
- The 16 & 17 year olds tend to make the most progress working on their family dynamics through the CRC program. This age group tends to take the process more seriously.
- Non-residential services continue to reflect similar trends.
Crisis Resolution Center Residents

**Referral Source**

- 14 – Parent/Guardian referrals
- 14 – Family & Children’s Services referrals
- 23 – Law Enforcement referrals (PC Sheriff, Auburn, Rocklin & Roseville PD’s)
- 15 – Professional Counselor
- 11 – School referrals
- 13 – Other referral sources
- 2 – Church referrals
- 1 – CBO referral
- 1 – Hospital referral
The CRC serviced 13 different Placer County communities.

Referrals continue to reflect the population concentrations within the County.

The city of Lincoln continues to generate an increased number of referrals for a second year.

Some of the smaller communities saw an increase in referrals this year, such as Loomis (from 2 to 9) and Newcastle (from 1 to 3).

No referrals from the Truckee/Tahoe area this year compared to 3 in 2008/09.
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 81%
- Law Enforcement 7%
- County Worker 2%
- Other 4%
Crisis Resolution Center Residents

Length of Stay

Average Stay at CRC – 18 days
(Average in 2008/09 – 14 days)

The increased Average Stay in 2009/10 is a direct reflection of the higher acuity of family issues encountered.
## Crisis Resolution Center Residents

### Length of Stay

*Number of youth length of stay per day*

<table>
<thead>
<tr>
<th>Length of Stay</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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<tbody>
<tr>
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<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>2</td>
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<td>1</td>
<td>6</td>
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<td>4</td>
<td>4</td>
<td>7</td>
<td>3</td>
<td>0</td>
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<td>7</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
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<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Total Number of Residential “Days of Care” – 1,650

Compared to 1,567 in 2008/09
Crisis Resolution Center Residents

Not Admitted Due to Capacity

Total – 59  
Average per month – 4.92

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 best serve the potential clients. All potential residential clients were referred to CRC’s Ancillary/Out-Patient or other services.
Ancillary Services
(Out-Patient Counseling Services)

July 2009 – June 2010
Ancillary Services
Out-Patient Counseling
Total Number of Hours Served by Gender

Total Hours – 411.75

- The CRC’s Out-Patient Counseling services has experienced an increase in the severity and intensity of familial issues and in turn, the teens issues.

- In the past several years we have seen male treatment hours equal female, this year male hours surpassed females significantly.
Ancillary Services
Out-Patient Counseling
Offered Per Hour, Per Category

- A total 411.75 hours of Ancillary Services were performed in six 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 follow-up & aftercare services not listed here were provided by Placer County’s Diversion Program.
Ancillary Services
Out-Patient Counseling
Offered Per Hour, Per Community

Hours

Antelope - 3.50
Applegate - 4.50
Auburn - 49.50
Colfax - 9.75
Folsom - 12.50
Foresthill - 15
Granite Bay - 18.50
Lincoln - 41.25
Loomis - 18
Meadow Vista - 1.50
Newcastle - 15
Penryn - 3
Rocklin - 77.75
Roseville - 142
Call Center

July 2008 – June 2009
3,724 calls came into the CRC
Compared to 3,489 calls in 2008/09
Compared to 2,863 calls in 2007/08