

**HOMELESS YOUTH**  
Capacity Building Project

# California Youth Crisis Line

**August 18th at 10:00 a.m.**

**Presented by the**

**John Burton Foundation & California Coalition for Youth**

Call-in phone number for live audio: 213-286-1201

Access code: 432-988-980

# Webinar Technical Details

- Call-in phone number for live audio:  
213-286-1201
- Access code: 432-988-980
- To submit live questions, click on the “Questions” panel on your screen, type your question, and click “Send”



# Homeless Youth Capacity Building Project

- Seeks to reduce homelessness among transition age youth, ages 16-24 in California by:
  - organizing homeless youth providers to advocate for better policies, and
  - expanding the organizational capacity of nonprofit providers serving homeless youth through technical assistance and training
- Joint project of the John Burton Foundation and California Coalition for Youth

# Outline of Presentation

- Overview of California Youth Crisis Line
- CYCL Call Model
- How the CYCL Can Enhance Your Services
- Service Provider and Community Partner Experiences
- Q and A

# Today's Presenters

- Heather Dearing, California Coalition for Youth
- Nicki Mehta, California Coalition for Youth
- Mike Martin, Diogenes Youth Services
- Katie Anderson, Los Angeles Youth Network
- Linda Mack-Burch, County of Sacramento, Department of Health and Human Services - Adolescent Health Program

Using the  
**California Youth Crisis Line**  
to Enhance Services





California

# Coalition for Youth

- 30+ year old statewide grassroots advocacy organization
- Created to represent youth as a viable constituency at a statewide level
- Mission: to improve and empower the lives of California's youth
- Program Areas: Public Policy & Advocacy, Education, and California Youth Crisis Line



# California Youth Crisis Line History

- **1984:** California State Legislature and Governor legislatively mandated the creation of telephone referral network
- **1986:** CCY began operating the California Runaway Hotline, providing resource referral and a safe, anonymous number to call for all runaway and homeless youth ages 12-24.
- **1999:** changed name to California Youth Crisis Line



# California Youth Crisis Line

- Highly **trained** staff and volunteer counselors
- Respond to calls **24 hours a day**, 7 days a week
- Confidential and anonymous
- Provide **non-judgmental** crisis intervention counseling and referrals
- Resource database of over **5,500 programs** throughout the state



# California Youth Crisis Line Services

- Crisis intervention counseling
- Resource referrals
- Patch callers through to service providers
- Connect youth callers to parents/guardians
- Message relay
- Text relay (for hearing impaired callers)

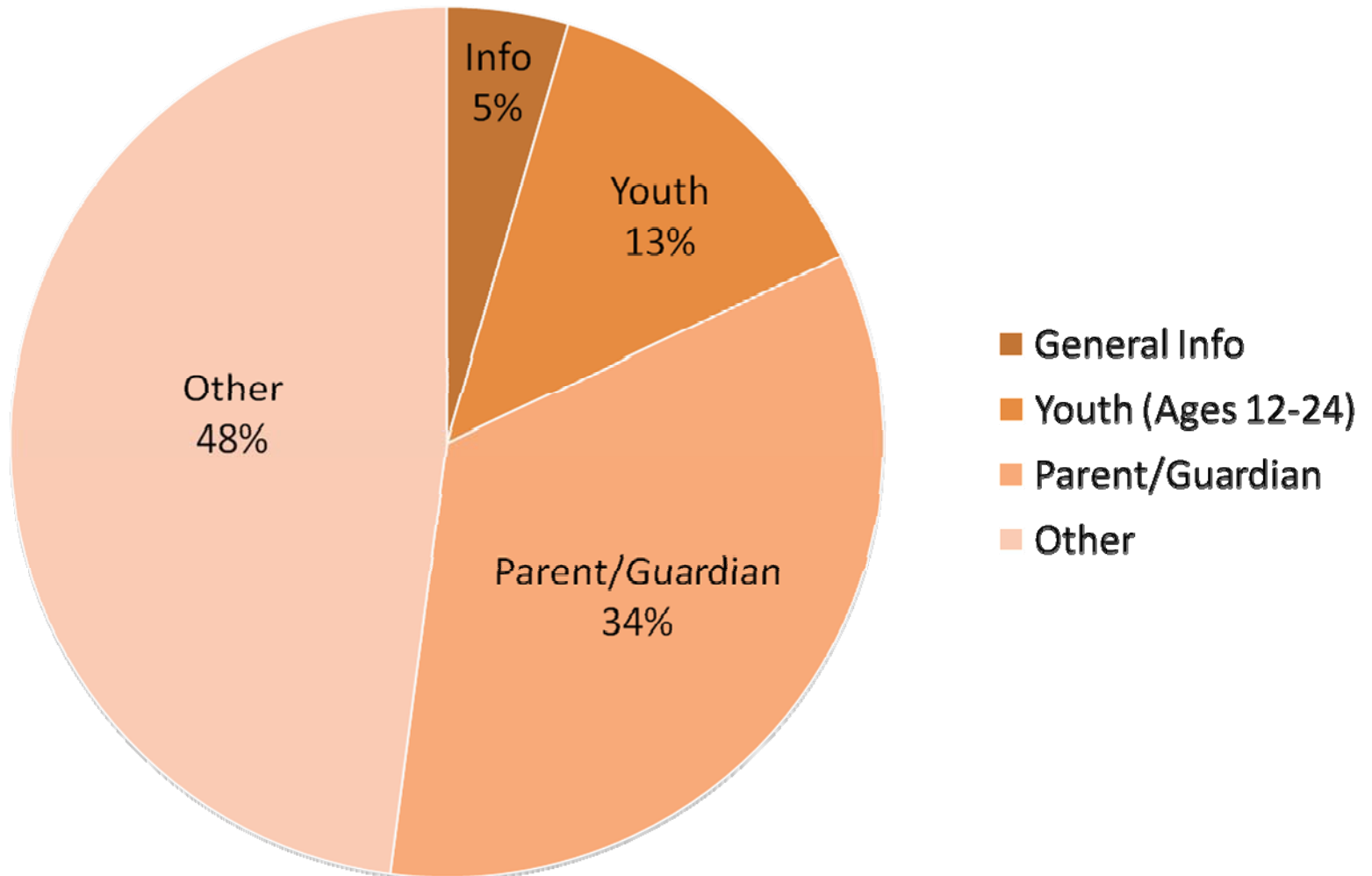


# California Youth Crisis Line Call Data

**2009-2010**

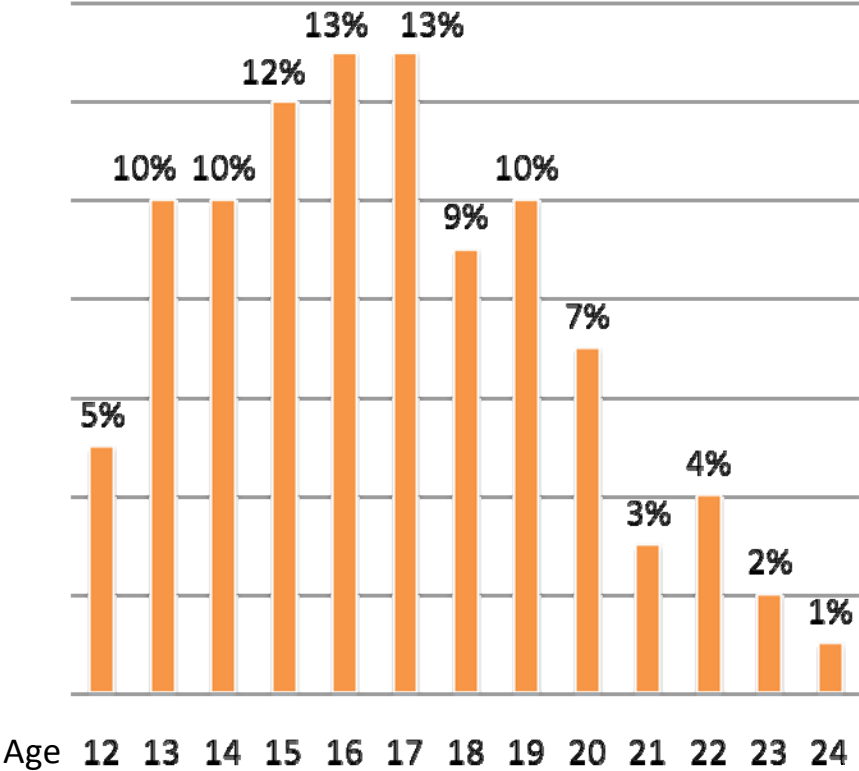
# Total Call Data

**Total Calls = 19,945**

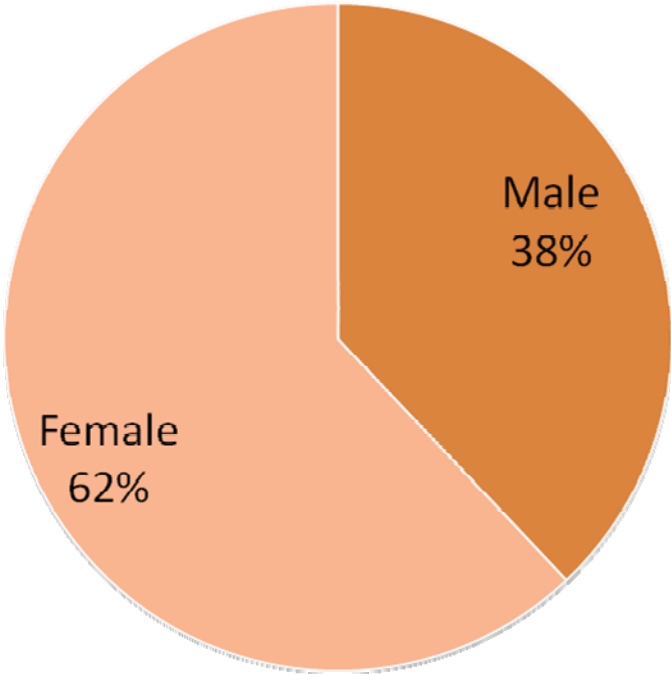


# Youth Callers

### Identified Age

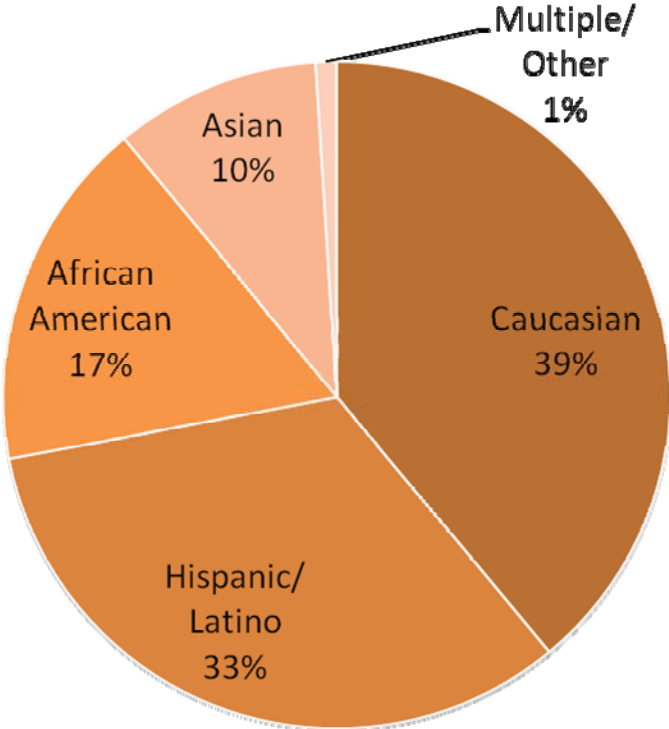


### Identified Gender

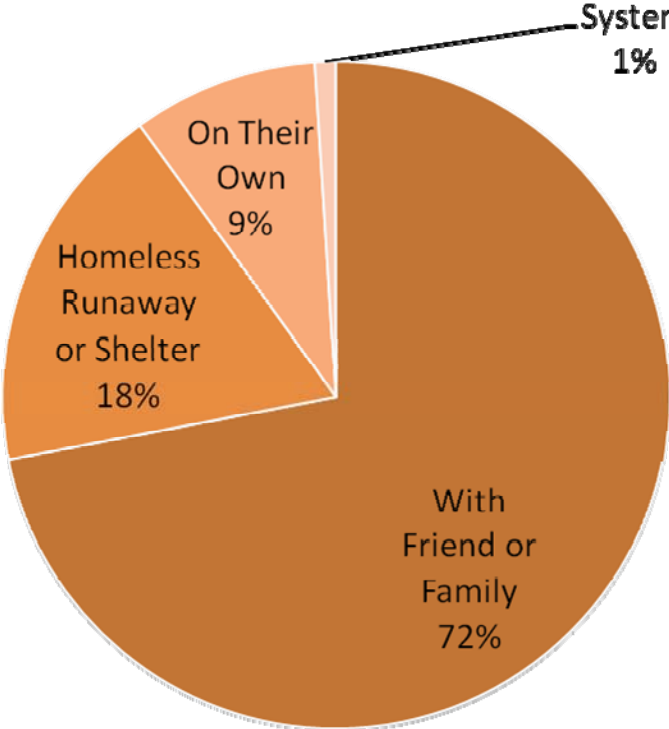


# Youth Callers

### Identified Ethnicity



### Identified Living Status



# Caller Locations

- Los Angeles County 28%
- Sacramento Region 22%
- Bay Area 18%
- Riverside & San Bernardino 10%
- San Diego & Imperial Counties 7%
- Orange County 5%
- Central Valley 5%
- Monterey, Santa Clara & Santa Cruz 4%
- Northern Counties >1%
- San Louis Obispo, Santa Barbara & Ventura >1%



# Youth Call Topics



**Interpersonal  
& Family  
Dynamics,  
Relationship  
Struggles**

**29%**



**Mental  
Health,  
Suicide,  
Substance  
Abuse,  
Depression**

**28%**



**Health &  
Wellness, Teen  
Pregnancy,  
AIDS/HIV/STI**

**14%**



**Violence and  
Abuse, Child  
Abuse,  
Domestic and  
Dating  
Violence**

**13%**



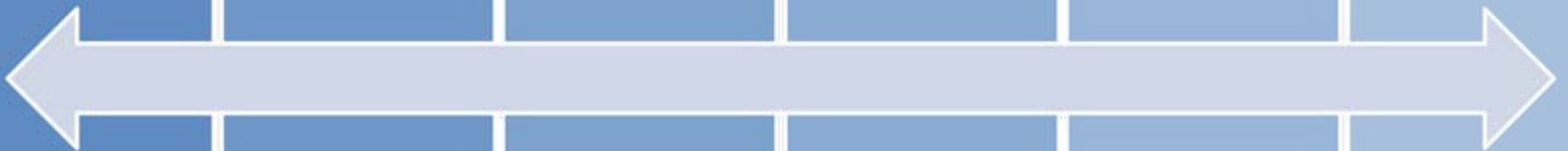
**Homeless &  
Financial,  
Runaway,  
Basic Needs**

**12%**

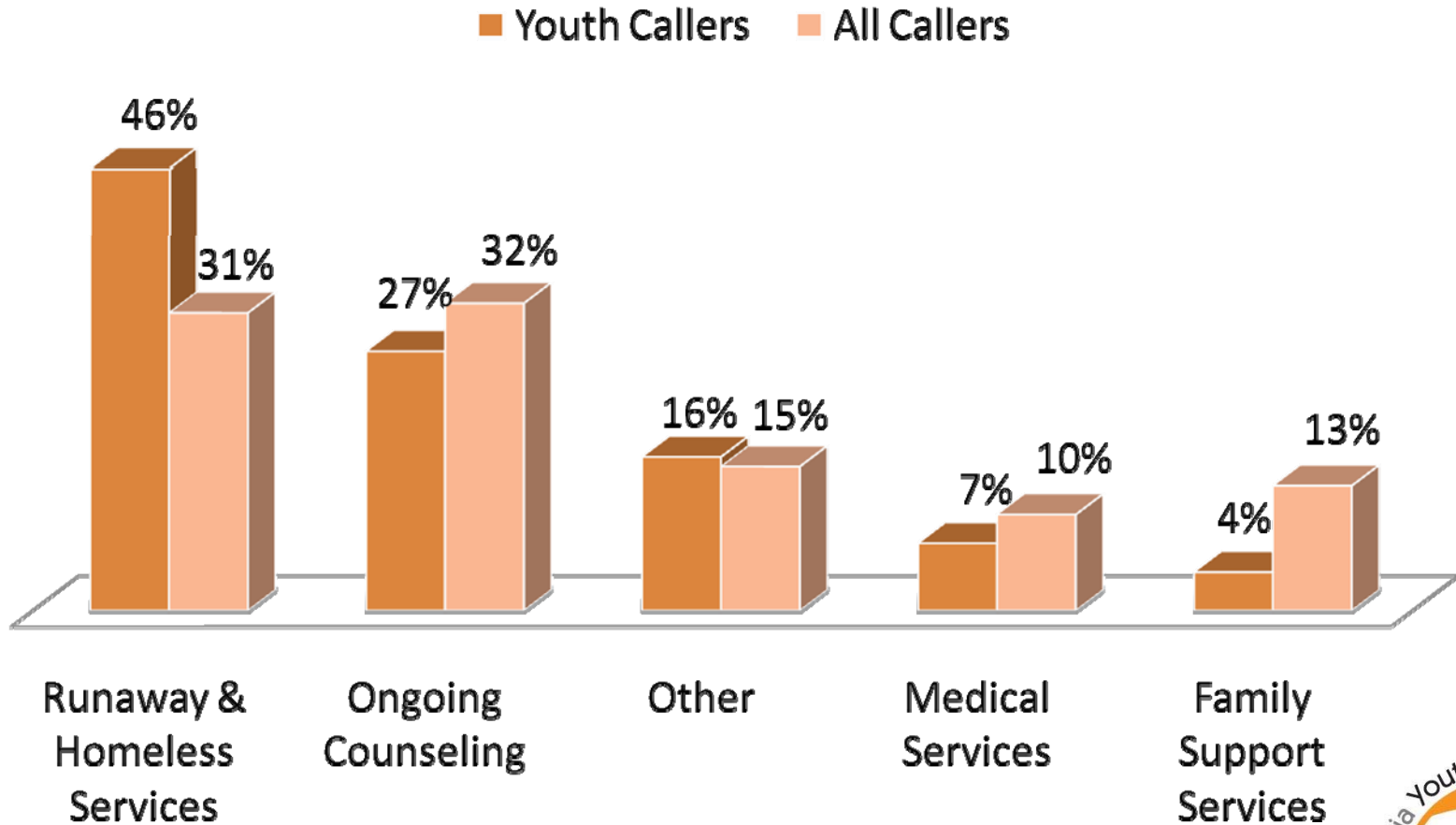


**School,  
Bullying,  
School-related  
Stress**

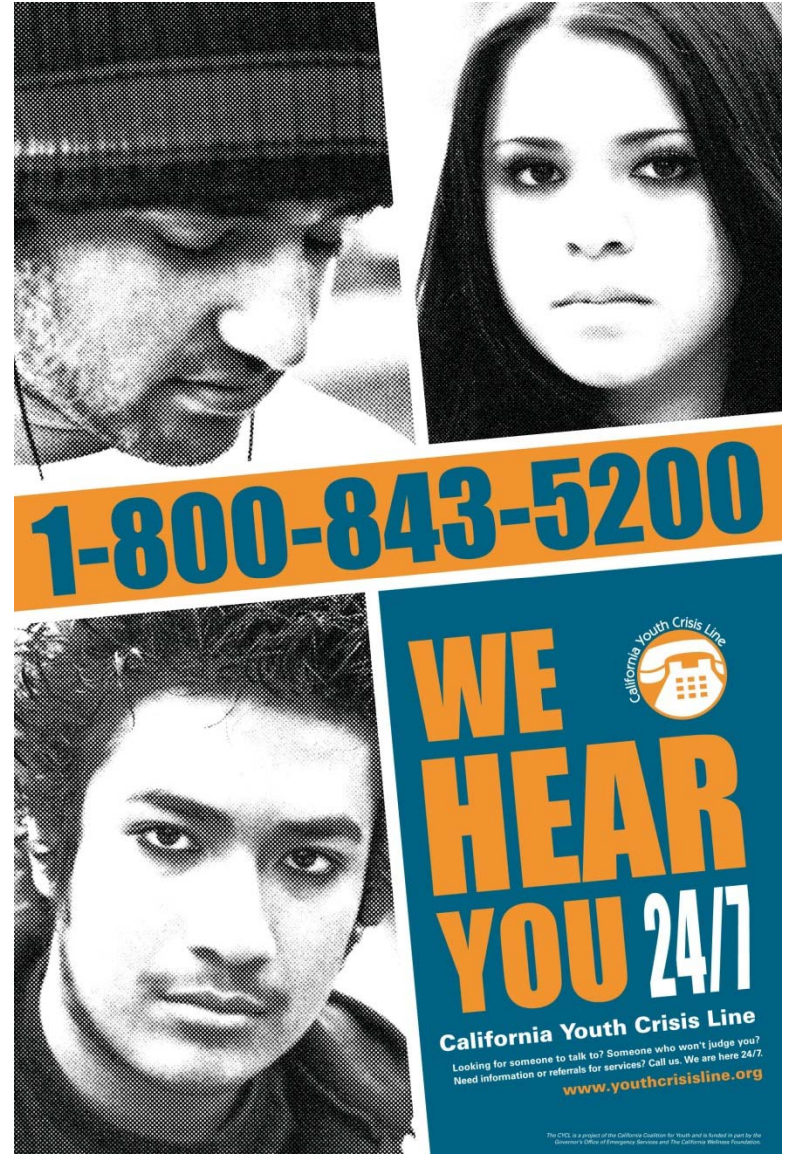
**4%**



# Resources & Referrals Provided



# CYCL Call Model & Crisis Response



**1-800-843-5200**

**WE HEAR YOU 24/7**

California Youth Crisis Line

Looking for someone to talk to? Someone who won't judge you?  
Need information or referrals for services? Call us. We are here 24/7.  
[www.youthcrisisline.org](http://www.youthcrisisline.org)

The CYCL is a project of the California Coalition for Youth and is funded in part by the Governor's Office of Emergency Services and The California Wellness Foundation.

# What does a crisis look like?

- Not predictable
- A person's perception greatly determines how serious the crisis will become
- People in crisis perceive loss or threatened loss
- It is a period of heightened psychological accessibility
- Crisis resolution can be bad or good— adaptive or maladaptive
- Not a sign of mental illness



# CYCL Crisis Response

- We provide emergency psychological care aimed to assist individuals in returning to normal levels of functioning and to prevent or alleviate potential negative psychological trauma
- We use a model of communication focused on helping people express their feelings and then focus on developing a plan to handle their problems
- Our crisis intervention goal is to increase stabilization



# CYCL Call Model



# Effective Crisis Intervention Strategies

- Establishing Rapport
- Exploring Facts & Feelings (including safety)
- Focusing on the Main Issue(s)
- Conducting Needs Assessment
- Exploring Options
- Establishing a Plan of Action



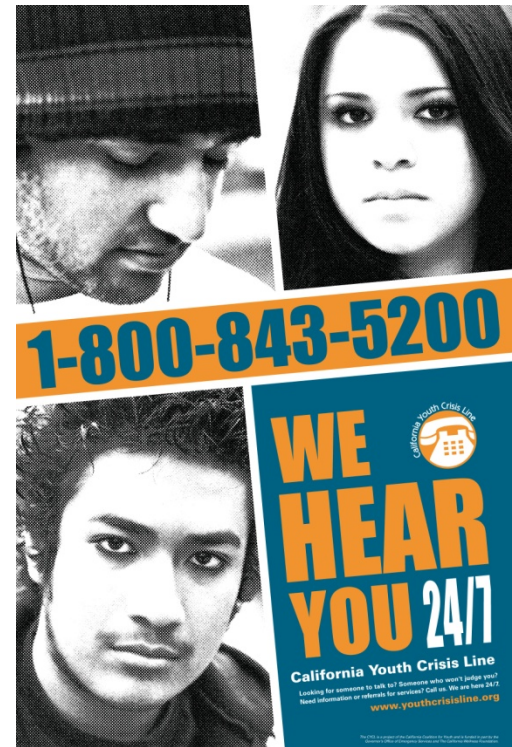
# Roadblocks to Effective Crisis Intervention

- Giving Advice
- Reassuring
- Analyzing the Problem
- Asking “Probing” Questions
- Logical Persuasion
- Preaching
- Commanding
- Threatening



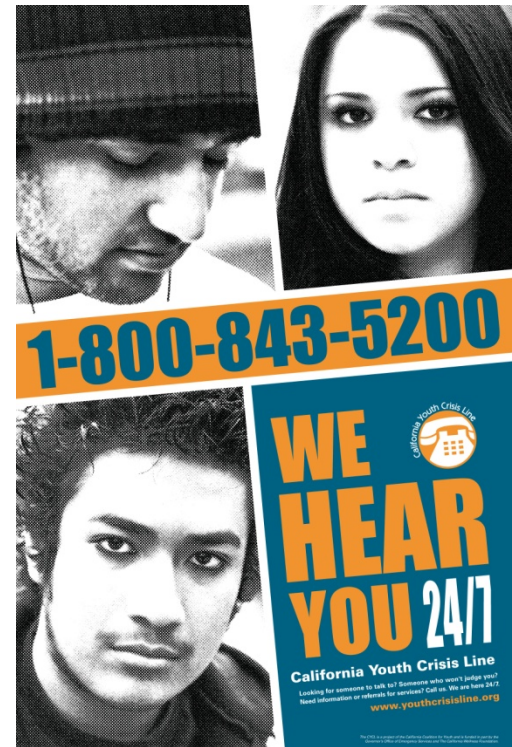
Caller Vignette #1

# YOUTH CALLER



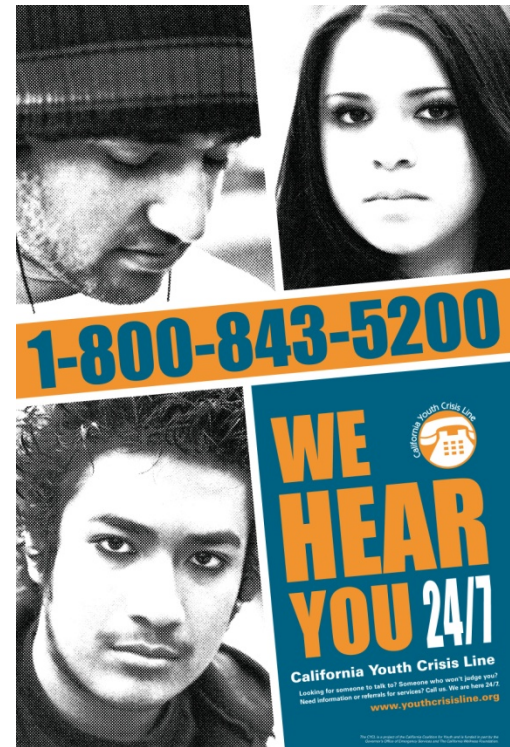
Caller Vignette #2

# SERVICE PROVIDER



Caller Vignette #3

# PARENT CALLER



# Feedback from a Young Caller

“I just want you to know that this was so helpful. It took me three days to even call in to you because I never do anything like this, but now that I went through it, you really helped me a lot.

I’m definitely going to recommend your line to any of my friends that might need it, because I can’t believe how much better I feel.

I never let my tears come out like this, I always shut it out and just sit in my room alone, but talking with you now I feel really relieved. Thank you so, so much.”

– 13 year old male caller



How can the CYCL  
enhance your services?



# How can the CYCL enhance services?

We can help address the immediate needs of youth you serve through local referrals to:

- Emergency shelter programs
- Transitional and supportive housing programs
- Mental health services
- Domestic violence services
- Life skills programs
- Job/employment programs



# How can the CYCL enhance services?

We can accept/answer rollover calls from your organization

- If your organization receives crisis calls during business hours or after hours, your overflow calls could be routed to the California Youth Crisis Line

We can be a primary resource your staff can use when looking for resources for youth



# How can the CYCL enhance services?

Provide your organization with free or low-cost training in the following areas:

- Crisis intervention
- Active listening
- Communicating with parents
- Customer service
- Cultural competency
- Nonviolent communication
- Client dependency
- Positive youth development



# How can the CYCL enhance services?

Provide your organization with:

- Outreach materials for distribution
- Area-specific call data (to assist with proposal writing and/or service alignment)
- Listing in our referral database (if your program/agency is not currently listed)
- Shared links to the CYCL website and your services
- Trainings to program staff



# Service Provider Partner Experience

**Mike Martin**

**Executive Director**

**Diogenes Youth Services**

**Sacramento, CA**

- Partnering with CYCL to handle crisis calls
- Utilizing the CYCL to assist with referrals
- Using CYCL materials during street outreach



# Service Provider Partner Experience

**Katie Anderson**

**Residential Program Director**

**Los Angeles Youth Network**

**Hollywood, CA**

- How staff use the CYCL to assist youth clients
- How youth in programs use the CYCL



# Community Partner Experience

**Linda Mack-Burch**

**Health Educator**

**Department of Health & Human Services**

**Sacramento, CA**

- Partnership with the CYCL
- How the CYCL positively impacts the community
- Long-term benefits to youth and families



# Summary & Final Thoughts

- 24/7
- We **listen**
- Confidential, nonjudgmental
- Free resource for **anyone**
- We support the work you do locally
- Ever-changing technology



# Outreach Materials Available

- Wallet Cards (English & Spanish)
- Posters
- Brochures
- Pens
- Magnets



Contact [cycl@calyouth.org](mailto:cycl@calyouth.org) or call  
**1-800-843-5200** to place an order!

# For More Information

**Heather M. Dearing, MSW**

Executive Director

California Coalition for  
Youth

[heather@calyouth.org](mailto:heather@calyouth.org)

(916) 340-0505

[www.calyouth.org](http://www.calyouth.org)



California  
**Coalition for Youth**

**Nicki Mehta**

Program Coordinator

California Youth Crisis Line

[nicki@calyouth.org](mailto:nicki@calyouth.org)

(916) 340-0505

[www.youthcrisisline.org](http://www.youthcrisisline.org)



# Upcoming Trainings



## Web Seminars

- **September 8<sup>th</sup>, 10:00 - 11:00:** THP-Plus in FY 2009-10: Serving Youth in Uncertain Times
- **September 15<sup>th</sup>, 10:00 – 11:30:** Working With Your Local Housing Authority—FUP Vouchers and More

## Regional Training

- **September 21<sup>st</sup>, 9:30 – 4:00:** Better Supervision: A Smart Response to Tough Economic Times  
The California Endowment, Oakland

**Don't Forget to Fill Out Our Survey!!!**

# **HOMELESS YOUTH**

## Capacity Building Project

## **Questions or comments?**

**Enter questions on your screen now by clicking the “Questions” panel, typing your question, and clicking “Send.”**

Or direct later questions or comments to:

**Debbie Raucher  
John Burton Foundation  
(510) 593-8382**

**[debbie@johnburtonfoundation.org](mailto:debbie@johnburtonfoundation.org)**

**[www.cahomelessyouth.org](http://www.cahomelessyouth.org)**