

PARENT/TEEN CONFLICT RESOLUTION SERVICES

PHASE II COUNSELING SERVICES

Service Description: The Phase II program provides crisis intervention to families referred by DSHS Family Reconciliation Services (FRS). This program only services children ages 13 through 17 years old and their families. Phase II Crisis Counseling provides short-term, in-home counseling to families in conflict. It is the intent of Phase II to preserve and maintain the family unit. Phase II services focus on identifying the current crisis, needs assessment, providing communication skills development, conflict and resolution skills, parenting education and any other goals the teen or parents wish to work on. Counselors can also help the family access long term community referrals such as family/individual/couples counseling, drug and alcohol treatment, parenting teen classes or any other services needed to help maintain the family unit. The counselor will schedule family sessions at convenient times for the family including evenings and weekends. The program also includes a 24 hour, 7 day a week phone counselor for crisis situations that may arise during the counseling service period. Counselors provide each family with 12 hours of crisis intervention counseling within a 45 day period. There is a limit of only 2 referrals for this service during the lifetime of the family. This service is **voluntary** and **free**.

How to Access Service: Only the teen or custodial parent can request this service. The service cannot be requested by a third party. To request this free counseling service, call DSHS Intake at 363-3333. An FRS worker will then contact you to get this service started. The FRS social worker will confer with the Phase II counselor for assistance and case coordination.

CRISIS RESIDENTIAL CENTER (CRC)

Service Description: This is an 8 bed short term, temporary residential facility for teens ages 13 through 17 years old who are in serious conflict with their parents or legal guardians. There is a 5 day maximum length of stay. This is a **FREE** service to families. This is also a voluntary service so both teen and a parent must commit to participating in daily family sessions. The purpose of the program is early intervention to resolve current crisis to reunite the teen and his/her family.

How to Access Service: Placement for the CRC can only be accessed through the FRS worker if a case is already open to your family. If there is no open case, only the teen or parent can request placement by calling the DSHS Intake number at 363-3333. Intake will assign an FRS social worker to your case within 48 hours. This worker will then contact you to get services started.

Note: There are also 4 "Directions" beds at the CRC. These beds are available for up to 14 days. This is also a free and voluntary service. In order to meet the criteria for this program, there can be no previous state involvement or services for the family in the past 6 months. Directions beds can be accessed by the teen or parent calling the CRC directly at 624-2868. This is NOT a state or FRS program.