

New Directions for Children Youth and Families – Manitoba

Introduction

This case study of New Directions for Children Youth and Families is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“Staff and foster parents have increased confidence. They are more certain about their role when dealing with crisis situations and in how to prevent a crisis from occurring, and they have a clear understanding and acceptance of the organizational policy.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
 - Reduce workplace violence rate
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as Foster Homes.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI Training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Improving staff skills and confidence

Company Profile

Company:
New Directions for Children Youth and Families

Company Size:
Medium Enterprise

Industry:
Non-profit

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)