

Epworth Village Inc. – Nebraska

Introduction

This case study of Epworth Village Inc is based on a December 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“CPI training has changed the way that our agency functions with youths’ behaviors. In years past, potentially harmful restraints and seclusion rooms were used. Now, due to the training, we’ve found that verbal de-escalation tactics are enough to calm the youth 98% of the time.”

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

“After implementing CPI training, our staff are finding it easier to handle the youths’ behaviors and can effectively use verbal de-escalation.”

“CPI’s support is amazing! Anytime I have a question it is answered quickly and with knowledge and care.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Provides refresher training to their staff every 6 months
- Categorizes their organization as group home care

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques
- Reduced the use of force by over 50% since implementing CPI techniques

Organization Profile

Organization:
Epworth Village Inc

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](#)