

Crittenton Home and Services – West Virginia

Introduction

This case study of Crittenton Home And Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have been teaching for many years, and CPI is the only crisis prevention training my agency will use. It is effective and responsive to our needs.”

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

“CPI has provided our staff with the tools to increase proactive verbal skills that then translate into better de-escalation and better tools to provide healthy therapeutic rapport with clients and staff.”

Challenges

- Sought Nonviolent Crisis Intervention training because our state mandated training in the 1980s and CPI met our needs the best.

Environment

- Categorizes their organization as a residential level 2 facility.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced the use of force by 40–49% since implementing CPI techniques.
- Reduced worker compensation claims by 40–49% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Crittenton Home And Services

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](#)