

# Case Study: R.J. Blackley Alcohol and Drug Abuse Treatment Center

## Introduction

This case study of R.J. Blackley Center is based on a December 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“Our staff have become more confident after using CPI and have a greater understanding of clients and their needs.”

“The CPI training is very informative and works if applied correctly.”

“Our staff are more alert to arising situations and more confident in their ability to handle a situation.”

## Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

## Environment

- Has gone through the following CPI advanced training programs:
  - Trauma Informed Care
  - Enhanced Verbal Skills
  - Applied Physical Training
  - Breaking Up Fights
- Provides refresher training to their staff every 12 months.
- Categorizes their mental health environment as acute care.

## Results

- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Reduced challenging / disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 100% since implementing CPI training.

### Organization Profile

Organization:  
**R.J. Blackley Center**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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:**

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