CRISIS PREVENTION INSTITUTE CASE STUDY

Black Hills Works

Introduction

This case study of Black Hills Works is based on a March 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."

> "There are fewer accident reports, as well as fewer behavior incident reports, and staff has better interaction skills with those with challenging behaviors."

> "Staff has more tools to work with the clients, which has reduced staff turnover. Staff has stated how much they appreciate the information."

> "Crisis Prevention Institute has great tools to equip staff to work in high stress and low-stress environments, and in a variety of places. The staff is friendly, attentive, and very helpful."

Challenges

- Sought Nonviolent Crisis Intervention® training to :
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health environment as a group home.

Results

Black Hills Works achieved the following results with Crisis Prevention Institute:

- Agree that the enhanced content has helped with the following:
  - Their trainings are more relevant for more staff
  - They can train more staff now that the content is relevant for more staff
  - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
  - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk
  - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

Company Profile

Company:
Black Hills Works

Company Size:
Global 500

Industry:
Transportation Services

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

Source: Alecia Apa, Behavior Support Specialist, Black Hills Works

Research by **TechValidate** by SurveyMonkey