

# Case Study: Williamson County Juvenile Services

## Introduction

This case study of Williamson County Juvenile Services is based on a December 2015 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 engrained in our training.”

“Staff learn a higher level of communication with the clients which has improved over the years.”

“Helpful supports include webinars, updates, and new methods.”

“It works.”

## 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

## Environment

- Has gone through the following CPI advanced training programs:
  - Trauma Informed Care
  - Enhanced Verbal Skills
  - Applied Physical Training
- Provides refresher training to their staff every 6 months.
- Categorizes their environment as a juvenile corrections facility.

## 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:  
**Williamson County Juvenile Services**

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.

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