

Project Aware – SSTAR – Massachusetts

Introduction

This case study of Project Aware – SSTAR is based on a June 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.”

“It has increased confidence and skills staff need to deal with challenging clients and also had a great impact in reducing client’s acting out.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
 - Reduce workplace violence rate
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as Inpatient center, outpatient center, community health, and methadone clinic.

Results

- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Project Aware – SSTAR

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](#)