

Southwest Key Programs – Arizona

Introduction

This case study of Southwest Key Programs is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI helps us in so many ways. It’s not only an institution, it’s the staff who works there.”

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

“Working with minors (ages 0-17) from different cultures is always a challenge for staff, but CPI not only taught physical holding techniques, it prioritized Integrated Experience and the Verbal Escalation Continuum. My staff mentions that it’s been helping them not just at work, but in their personal lives too.”

Challenges

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

Organization Profile

Organization:
Southwest Key Programs

Industry:
Non-profit

Environment

- Categorizes their organization / environment as nonprofit, social service, educational and community development

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](#)

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced the use of force by over 50% since 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
 - Improving staff skills and confidence