

AccessPoint RI and The Keystone Group RI

Introduction

This case study of AccessPoint RI and The Keystone Group RI is based on a May 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.”

“Yes, clients have more options / choices and the general environment is safer.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
- Meet regulatory compliance
- Reduce worker compensation claims
- 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 large organization that provides support to individuals with intellectual and developmental disabilities.

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 75–99% since implementing CPI Training.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
**AccessPoint RI and The
Keystone Group RI**

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](#)