

Excelsior Youth Center – Colorado

Introduction

This case study of Excelsior Youth Center – Colorado is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training makes our staff more confident in both their verbal and physical intervention skill set. In addition, using real work and life examples helps staff identify one way to handle a situation. It keeps us all on the same page with the use of techniques as well.”

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

“CPI does a great job of incorporating the verbal de-escalation work as well as the physical components in a crisis situation.”

Challenges

- Sought Nonviolent Crisis Intervention® training to :
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors
 - Improve the safety of the clients we work with

Environment

Categorizes their healthcare environment as behavioral.

Results

- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence
 - Improving safety of clients

Organization Profile

Organization:
Excelsior Youth Center – Colorado

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](#)