

Case Study: Nonprofit Organization for Youth and Families

Introduction

This case study of a non-profit is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



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

“The staff have stated that they feel more comfortable on shift while working with individuals with behavioral issues. This also helps the individuals feel safe when they’re in a crisis (and afterwards).”

“I feel it’s important to know how to de-escalate a situation early in order to prevent it from becoming a crisis situation. This is important in all aspects of life and daily routines, not only in a work setting.”

“I feel more confident in all areas of my life and feel I have the knowledge to use CPI in any crisis situation I come across. Where I am constantly talking and teaching CPI, I am more aware of my surroundings at work as well as outside of the workplace. I feel that at my organization CPI helps build a good relationship between staff and individuals.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization as an environment for individuals with Developmental Disabilities.

Results

- Reduced challenging / disruptive behaviors by 40—49% since implementing CPI de-escalation techniques
- Reduced the use of force by 30—39% since implementing CPI techniques

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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:

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