

Case Study: County of Cascade

Introduction

This case study of County of Cascade is based on a December 2015 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 engrained in our training.”

“One of the benefits is providing skills in listening and patience. Youth just need to be heard and want someone to listen. Allowing staff the time (skill) in proper listening and the patience to take the time has eliminate a lot of turmoil with in the facility. Restatement of what the youth is saying has also been effective, interpretation is key.”

“Nonviolent Crisis Intervention® training has benefited us greatly and more companies should use the techniques. These techniques can be used not only in the work field, but in everyday life.”

Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their environment as a juvenile corrections facility.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Reduced the use of force by over 50% since implementing CPI techniques.

Organization Profile

Organization:
County of Cascade

Organization Size:
State & Local

Industry:
Government

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](#)