

# Mayors Youth Empowerment Program – Iowa

## Introduction

This case study of Mayors Youth Empowerment Program is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“CPI philosophies, techniques, and concepts are applicable to all abilities of human behavior, and we use these skills and ideas daily, whether we are conscious of it or not. All humans can benefit from the skill sets taught in Nonviolent Crisis Intervention® training to make others feel cared for, listened to, and supported.”

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

“CPI has given staff confidence in supporting individuals during varying levels of behavior and has also given them the skills to support a person BEFORE a situation has potential to rise to a crisis level. This has taught staff to listen to the people they are providing services to, to get to know them better, and to treat the people as they would want to be treated in an anxiety-causing situation. This has also encouraged the people we serve to de-escalate, feel supported, and to learn coping skills in times of anxiety or agitation.”

## 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

### Organization Profile

Organization:  
**Mayors Youth  
Empowerment Program**

Industry:  
**Non-profit**

## Environment

- Categorizes their organization / environment as a disability services provider.

### 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.

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[Crisis Prevention Institute](#)

## Results

- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing staff turnover
  - Reducing liability
  - Improving staff skills and confidence