

# Vermont Achievement Center

## Introduction

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



“I have been a trainer for CPI for a long time, as well as having experienced other trainings that are similar. I find CPI’s program to be the most balanced with effective strategies and meaningful approaches to challenging situations.”

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

“CPI training improved my organization’s HCAHPS score.”

“The information, techniques, and de-escalation concepts have helped our staff use a consistent framework for thinking about student behavior and applying the right kind of needed support. It has also enabled our staff to approach physical situations with clearer thinking, which is resulting in safer results for all.”

## Challenges

Sought Nonviolent Crisis Intervention® training to improve staff skills in managing behaviors.

## Environment

Categorizes their environment as behavioral.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75—99% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing liability
  - Improving staff skills and confidence
  - Creating better communication between staff and students

### Organization Profile

Organization:  
**Vermont Achievement Center**

Industry:  
**Educational Institution**

### 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](#)