

Lee County Youth Development Center – Alabama

Introduction

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



“The agency that I work for has used CPI for many years. The Nonviolent Crisis Intervention® program is top-notch. The Global Professional Instructors as well as the CPI staff who support you after you become a trainer are very professional.”

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

“The staff is more confident on the job now. They have learned real skills that help them to interact with our clients. The Trauma-Informed Care component of the program has given them a better understanding of why our clients behave the way they do. It also shows them that as staff, we must have positive connections with our clients, offer them safety, and teach them impulse control.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors
 - Fit with our COA accreditation standards

Environment

- Categorizes their organization as social services, which include foster care, juvenile correction, family services, and community services.

Results

- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
**Lee County Youth
Development Center**

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](#)