

Washington Youth Academy

Introduction

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



“The health, welfare, and safety of all the kids in our care is very important in the positive development of our youth. CPI shares this vision and assists people employed in this area.”

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

“CPI has trained our staff to understand that the teenagers in our care have circumstances that we have no control of. Understanding these precipitating factors helped them to not take acting-out behaviors personally and has made them seek other positive methods and approaches to dealing with negative behaviors.”

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 youth challenge.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Improving staff skills and confidence

Organization Profile

Organization:
**Washington Youth
Academy**

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](#)