

# Wake County Public Schools – North Carolina

## Introduction

This case study of Wake County Public Schools is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have found value in the principles and techniques that are taught by CPI.”

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

“Using CPI training has led to improved student outcomes, because of an increase in direct instruction time. (For instance, test scores, student grades, graduation rates, etc.)”

“CPI has provided a nonviolent, supportive framework for addressing challenging behavior. The importance of verbal intervention strategies has been emphasized, and as a result, physical restraints have been reduced. Staff members have also seen the importance of acknowledging students’ feelings and thoughts, which supports the de-escalation process.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Improve staff confidence in working with challenging student behaviors
  - Improve staff skills in managing behaviors
  - Equip staff with a framework and techniques to intervene as a means of maintaining safety, support, and competence.

### Organization Profile

Organization:  
**Wake County Public Schools**

Industry:  
**Educational Institution**

## Environment

- Categorizes their school as a special education school.

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

### 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](#)