

New York City Early Intervention Program and the Prepare Training® Program – Maxine Wilson

Introduction

This case study of New York City Early Intervention Program is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training is an important training for both workers in the office and in the field.”

“Our staff are required to respond to ‘crisis’ situations, and this training provides clear examples of the responses required.”

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

“CPI training has provided our staff with new techniques and skills to deal with difficult people and situations. Supervisory staff can be reminded to use the techniques when they handle staff-to-staff situations and field staff can receive the same reminders for dealing with situations with the public.”

“CPI has given us a common language to address interactions and situations that affect us all.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization as government/public service

Results

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Improving customer and employee interactions
 - Improving staff skills and confidence

Company Profile

Company:
New York City Early Intervention Program

Company Size:
Small Business

Industry:
Professional Services

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](#)