

Akansas Division of Developmental Disabilities Services

SUCCESS STORY

TRAINING IMPACT

1,300

employees trained
across five centres

25

years successfully
implementing
NCI™ training

“One thing [that sets us apart] is our staff is trained using CPI. I think that CPI is a safety net too because of the techniques that the staff are using. Not only does it protect the client in the right way, but it's protecting the staff.”

Tammy Benbrook

Assistant Director
Arkansas Development
Disabilities Services -
Human Development Center

Situation

Arkansas Division of Developmental Disabilities Services (DDS) is one of seven divisions within the state's Department of Human Services (DHS) and is responsible for a wide range of services for individuals with intellectual and developmental disabilities. Central to its mission are five Human Development Centers (HDCs)—Intermediate Care Facilities that provide 24/7 support for individuals with developmental disabilities and behavioural health needs.

The focus is on active treatment and rehabilitation, helping residents develop the skills needed to transition back into the community whenever possible. The largest of the five HDCs serves over 450 residents, while the other four support approximately 400 total individuals.

As a dually diagnosed facility—serving clients with both mental illness and developmental disabilities—DDS staff find themselves navigating clients with complex needs each day.

Many state-funded organizations face the challenge of delivering high-quality care with limited resources. For DDS, the solution was a sustainable investment in staff safety and client well-being.

Solution

Since 1991, DHS has implemented *Nonviolent Crisis Intervention*® (NCI™) Training across its facilities. In 2000, the HDCs began integrating it into staff onboarding and ongoing development. Today, more than 1,300 employees across the five centres have received CPI training—including administrative staff, direct care workers, and behavioural health professionals.

DDS took a critical step forward in December 2024 by integrating two additional CPI programs: NCI™ With Advanced Physical Skills and the Mental Health Specialty Topic Program.

To deliver training across its HDCs, DDS has 13 active Certified Instructors. Beyond training, Instructors help to maintain program fidelity, promote staff well-being and to ensure both new and seasoned employees share a common framework for de-escalation and crisis intervention across all roles.

Results

For DDS, CPI has been a partner in protecting progress and preventing crises. Over 25 years of collaboration have produced not only safer environments, but a consistent training culture across a complex network of care facilities.

“It takes more than one person to efficiently train at the rate we do. That collaboration has been really beneficial. And it's helped improve our rapport with staff and residents. **We have caring people here, but CPI has built stronger relationships through better understanding,**” says Behavioral Health Aide and CPI Certified Instructor, Rusty Hester.

To see how CPI training can make a positive impact across your facility visit:

crisisprevention.com/HSLearnMore

or call **800.558.8976**