

Trillium Family Services – Oregon

TRAINING IMPACT

- > **Creates a safe, healing environment**
- > **Equips staff with a common language**
- > **Boosts staff confidence**

Situation

Trillium Family Services is Oregon's largest provider of mental health services to children and young adults. Many of the youth receiving treatment at Trillium have experienced severe trauma or adverse childhood experiences (ACEs). The staff at Trillium needed additional training to support the trauma-induced behavior their patients were exhibiting.

Kyle Dolmage, clinical program manager at Trillium, shared, "Patients often have early-attachment disruptions; they display behaviors that test whether the adults around them can keep them safe or the environment safe. Our staff need tools to keep themselves and the youth in our care safe."

Solution

CPI training was rolled out to all Trillium staff. Plus, every new staff member must attend a week-long training seminar called Academy Week, which includes CPI *Nonviolent Crisis Intervention*® Training.

Results

Today, all Trillium staff share a common language and a greater understanding of trauma-induced behaviors, allowing them to prevent situations from escalating when a patient is experiencing distress. Additional funding has also helped the organization develop a robust Certified Instructor program, consisting of eight instructors per region.

All of this has enabled Trillium to grow and expand their services to help more young people receive the healing they need.

“It's vital we have staff trained in *Nonviolent Crisis Intervention*® to create the safe environment necessary for healing.”

Kyle Dolmage
Clinical Program Manager, Trillium Family Services

> To see how CPI training can make a positive impact on your human services organization visit crisisprevention.com/HSLearnMore or call **800.558.8976**