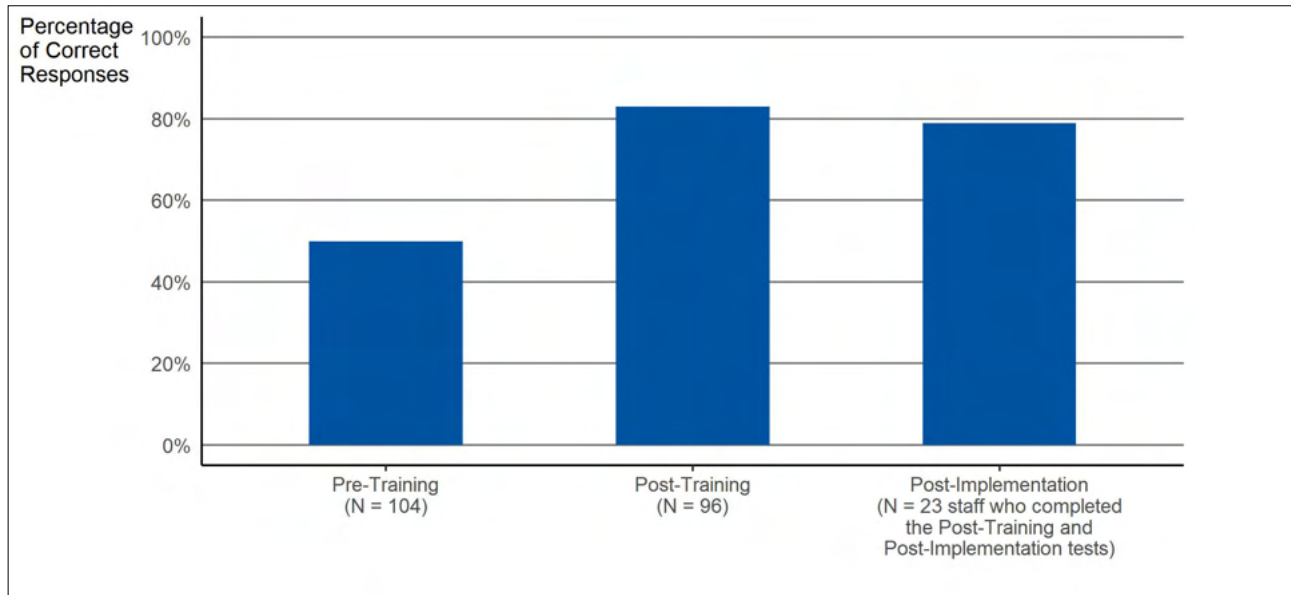




TCI increases staff crisis intervention knowledge



From October 1994 through March 1996, RCCP staff implemented and evaluated TCI in one medium size residential facility in the Northeastern United States. Three of four units participated in the study. Direct care staff completed a 30-item knowledge test before and immediately after participating in the 5-day TCI training program. Staff completed the knowledge test again nine months after training was completed.

Direct care staff increased their percentage of correct answers from pre-test scores of 50% to post-test scores of 83%. Staff who completed the knowledge test nine months later retained most of the knowledge with 79% of questions answered correctly.

Nunno, M. A., Holden, M. J., & Leidy, B. (2003). Evaluating and monitoring the impact of a crisis intervention system on a residential child care facility. *Children and Youth Services Review*, 25(4), 295-315. [https://doi.org/10.1016/S0190-7409\(03\)00013-6](https://doi.org/10.1016/S0190-7409(03)00013-6)