



About Open Door Youth Services

Open Door Youth Services is a very special place. Located in New Albany, IN, Open Door **responds to the needs and promote the health development of vulnerable youth** ages ten to twenty-one. For the last thirty years, Open Door has provided residential and emergency placement, case management, therapy, medication and health assessment, school placement and independent living for those they serve.



Open Door institutes a hands-off approach to crisis management. Ukeru was appealing because it is an **evidence-based program, progressive in its philosophy and is restraint and seclusion free.** Ukeru complimented their existing approach to considering the social and structural challenges their kids often face.

"I believe the biggest impact Ukeru has made for us is understanding the science behind how trauma affects youth short and long term and applying that to understanding our kid's behavior."

SAM ROSENTHAL
*Independent Living
Coordinator,
Open Door Youth
Services*

Working with Ukeru

Open Door implemented Ukeru in 2017. They conduct multiple internal trainings throughout the year. **It is now a requirement that all their staff are trained in Ukeru.**

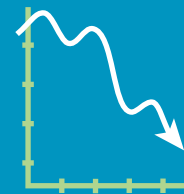
"Ukeru has given us multiple tools for creating a safe and comfortable environment," said Sam Rosenthal, Independent Living Coordinator at Open Door. "In the worst of scenarios, it has given us the ability to de-escalate incidents with safety being the top priority for staff and residents. **By using evidence-based strategies, we will continue to evolve our policies and procedures to better meet the needs of our kids.**"

Results

- Reduced **violent or aggressive incidents in half.**
- The staff have found the de-escalation strategies **extremely useful.**
- Staff and clients report **feeling safer and supported** with the Ukeru approach.
- Youth provide **positive feedback** on Ukeru.

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Youth and staff feel safer and supported