

# Case Study: Riverside County Department of Mental Health

## Introduction

This case study of Riverside County Department of Mental Health is based on a August 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“I have called CPI’s service and support line a few times and received fast and good help. I enjoy having different trainers when I re-certify, as I learn new techniques and training tools from each of them.”

“I think staff feel more competent to deal with crisis and it reduces their fear of managing assaultive behavior.”

## Challenges

Sought Nonviolent Crisis Intervention® training to:

- Meet regulatory compliance
- Improve staff skills in managing behaviors

## Environment

Has gone through the following CPI advanced training program:

- Enhancing Verbal Skills

Categorizes their mental health environment as community health.

## Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 100% since implementing CPI training.

### Organization Profile

Organization:  
**Riverside County  
Department of Mental  
Health**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)