

# Consumer Services Inc. – Michigan

## Introduction

This case study of Consumer Services Inc is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

## Challenges

- Sought Nonviolent Crisis Intervention® training to improve organizational culture

## Environment

- Categorizes their mental health organization as community health

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques
- Agrees that the enhanced content has helped them, their staff, and their organization
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing liability
  - Improving staff skills and confidence

### Company Profile

Company:  
**Consumer Services Inc**

Company Size:  
**Medium Enterprise**

Industry:  
**Non-profit**

### 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](#)