

Delaware – Dept. Health & Human Services

Introduction

This case study of Delaware – Dept. Health & Human Services is based on a March 2016 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 ingrained in our training.”

“The support provided by CPI has allowed my organization to continuously modify implementation in real time – priceless.”

“The CPI Training has allowed staff and clients to create an environment where both parties feel respected; which enhances the therapeutic process.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
 - Meet regulatory compliance
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as community health.
- Provides refresher training to their staff every 6 months.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI training.

Organization Profile

Organization:
Delaware – Dept. Health & Human Services

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](#)