

# Residential and Community Support Services – Maine

## Introduction

This case study of Residential and Community Support Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“This training helps people understand the behavior of others.”

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

“CPI increased our staff confidence while making our clients feel safer.”

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - 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 as a group home.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Residential and Community  
Support Services**

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](#)