

Lake County Health Department and Community Health Center (Illinois) and the Prepare Training® Program – Kerrie Nace

Introduction

This case study of Lake County Health Department and Community Health Center is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“After implementing CPI training, our staff are better equipped to handle difficult situations, and able to comply with regulations.”

“CPI training increased our staff confidence with skills and abilities.”

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

“I find the resources that CPI training proves to be outstanding and relevant on a day-to-day basis.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Reduce injuries and liability
 - Improve customer and employee interactions
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors
 - Meet regulatory compliance

Environment

- Categorizes their organization as government/public service

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques
- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with by meeting regulatory compliance

Organization Profile

Organization:
**Lake County Health
Department and
Community Health Center**

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:

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