

Family Solutions

Introduction

This case study of Family Solutions is based on a December 2015 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“Reduction of physical restraint and workers’ comp claims ties in nicely with other EBMH practices like Collaborative Problem Solving and Positive Behavioral Supports, which we also use in our LTCT programs and community programs.”

“1. It is the only protocol that meets our agency needs that is also an Evidence-Based Mental Health Practice that we are required to use in a Medicaid-funded program.

2. It is more therapeutic than other interventions I have been trained in working with kids.

3. It has parallel programs to train our allied team (parents, bus drivers).

4. It is used in the vast majority of higher and lower levels of care as well as in the schools.

5. It is user-friendly and easy to retain information for the average staff member.”

“The concept that there is litigation support in the case of reportable incidents is nicely comforting and its research-based EBMH practice is a huge selling point.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Reduce workers’ compensation claims
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

- Provides refresher training to their staff every 12 months.
- Categorizes their organization as Long-Term Care and Treatment and community services programs for MH and Bx. youth.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced workers’ compensation claims by over 50% as a result of implementing CPI techniques.
- Reduced the use of force by over 50% since implementing CPI techniques.

Organization Profile

Organization:
Family Solutions

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](#)