

# CHOICES – Maine

## Introduction

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



“My staff are now more likely to consider all parties involved in a crisis. They are better equipped and more practiced at de-escalation. They have more confidence and feel a real willingness to share their experiences with each other to gain understanding and to improve all involved.”

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

## Challenges

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- 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

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- Categorizes their organization / environment as an adult mental health provider / foster care.

## Results

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- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**CHOICES**

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](#)