

Southern Maryland Community Network

Introduction

This case study of Southern Maryland Community Network is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The best part of CPI is learning how to de-escalate consumers and using the skills to prevent escalating situations from occurring.”

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

“CPI made a difference for us in that staff feel more confident and have gained a better understanding of the safety for not only themselves but for the consumers as well. CPI also teaches staff to pay closer attention to what the consumer is saying by listening better, and it teaches them how to react to a consumer’s statement. Staff are showing empathy and know how to redirect the consumer by staying calm and professional. Staff are listening to see if there’s an underlying message from the consumer. The staff learned how to read consumer’s’ body language, and they’ve learned how their own body language can escalate (or de-escalate) circumstances. My organization is thankful for CPI because we now feel safer working with the mental health population.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients

Environment

- Categorizes their mental health organization as an outpatient center.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by improving staff skills and confidence.

Organization Profile

Organization:
**Southern Maryland
Community Network**

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](#)