

City of Austin (Texas) and the Prepare Training® Program – Katrina Townsend

Introduction

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



“CPI saved my job and possibly my life. My library branch was overrun with people conducting criminal activity. They were stealing, fighting, performing sex acts, you name it and they were doing it. CPI gave my organization and me as an individual a framework to start from.”

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

“After implementing CPI training, everyone feels safer.”

Challenges

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

Environment

- Categorizes their organization as a library

Results

- Reduced challenging/disruptive behaviors by over 50% 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 CPI by:
 - Reducing disruptive incidents
 - Reducing workplace violence
 - Reducing injuries and liability
 - Improving customer and employee interactions
 - Improving staff skills and confidence

Organization Profile

Organization:
City of Austin

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:

[Crisis Prevention Institute](#)