

# New York City Department of Health and Mental Hygiene and the Prepare Training® Program – Millicent Freeman

## Introduction

This case study of New York City Department of Health and Mental Hygiene is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have conducted this training for our NYC Department of Health and Mental Hygiene (DOHMH) Health Department Bureau of STD Prevention and Control (BSTDC) staff at 5 out of 8 of our clinics. The staff enjoy the training and were happy to discuss specific incidents where prior knowledge of CPI would have helped.”

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

“This training has made a difference for us with increased confidence.”

## Challenges

- Sought CPI training to:
  - Reduce disruptive incidents
  - Reduce workplace violence
  - Improve customer and employee interactions
  - Improve staff skills in managing behaviors

## Use Case

- Categorize their organization as government/public service.

## Results

- Improved staff skills and confidence by 75–99% since implementing CPI de-escalation techniques.
- Achieved return on investment with CPI by reducing disruptive incidents.

### Company Profile

Company:  
**New York City Department of Health and Mental Hygiene**

Company 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](#)