

# Florence County Disabilities And Special Needs Board – South Carolina

## Introduction

This case study of Florence County Disabilities and Special Needs Board is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“Improving staff skills and confidence, male and female staff.”

## Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
- Improve staff confidence in working with challenging clients

## Environment

- Categorizes their mental health organization / environment as community health.

## Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 75–99% since implementing CPI training.
- Reduced worker compensation claims by 30–39% as a result of implementing CPI techniques.
- 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

### Company Profile

Company:  
**Florence County Disabilities and Special Needs Board**

Company Size:  
**Medium Enterprise**

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](#)