

Case Study: Milwaukee Public Schools

Introduction

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



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

“Because of an increase in direct CPI training instruction time, we’ve experienced an improvement in student outcomes (test scores, student grades, graduation rates, etc.).”

“The services and support that CPI has provided has truly given me confidence that I am a well-informed instructor and has enhanced my ability to instruct others.”

“Our staff feel more confident in handling situations through the CPI training.”

“The training really helps us learn how to deal with very frustrating situations.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Reduce workplace violence rate
- Reduce workers’ compensation claims
- Improve staff confidence in working with challenging student behaviors
- Improve staff skills in managing behaviors

Environment

Categorizes their school as:

- An urban school
- Provides refresher training to their staff every 12 months

Results

- Reduced challenging / disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Agrees that with the enhanced training content:
 - Their trainings are more relevant for more staff
 - They can train more staff, such as general education staff, now that the content is relevant for more roles
 - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
 - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk
 - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

Company Profile

Company:
Milwaukee Public Schools

Company Size:
Small Business

Industry:
Professional Services

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](#)