

Prestera Center for Mental Health Services – West Virginia

Introduction

This case study of Prestera Center for Mental Health Services is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has given my staff and coworkers the confidence they need to do their jobs in the behavioral health field and to keep a professional look about them.”

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

“The Nonviolent Crisis Intervention® program course work is simple and easy to teach. CPI’s customer service is excellent.”

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Organization Profile

Organization:
Prestera Center for Mental Health Services

Industry:
Non-profit

Environment

- Categorizes their mental health organization as a comprehensive center that serves multiple programs.

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](#)

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% since implementing CPI training.
- Reduced worker compensation claims by up to 20% 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:
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing liability
 - Improving staff skills and confidence