

# Koinonia Family Services – Nevada

## Introduction

This case study of Koinonia Family Services 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.”

“CPI gives staff the confidence to deal with escalating situations appropriately.”

## Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization / environment as treatment foster care.

## Results

- Decreased the use of physical restraints and seclusions by 75–99% since implementing CPI Training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Koinonia Family Services**

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:**

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