

# State of South Carolina

## Introduction

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



“CPI training makes our staff more aware and alert to signals given by upset clients.”

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

## 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

## Environment

- Categorizes their mental health environment as a training center.
- Provides refresher training to their staff every 6 months.

## Results

- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Agrees that the enhanced content has helped with the following:
  - Their trainings are more relevant for more staff
  - They can train more staff now that the content is relevant for more staff
  - 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 Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
  - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention

### Organization Profile

Organization:  
**State of South Carolina**

Organization 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](#)