

# The Providence Service Corporation – Pennsylvania

## Introduction

This case study of The Providence Service Corporation is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Our staff are now more confident in their own abilities to de-escalate crisis situations.”

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

“CPI trainings are adapted to my profession and CPI associates are always open and willing to help.”

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Meet regulatory compliance
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health environment as behavioral health wraparound.

## 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.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Improving staff skills and confidence

### Company Profile

Company:  
**The Providence Service Corporation**

Company Size:  
**Large Enterprise**

Industry:  
**Health Care**

### 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](#)