

# Family Solutions – Oregon

## Introduction

This case study of Family Solutions is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Crisis Prevention Institute training is the **ONLY** physical intervention/crisis de-escalation protocol approved in Oregon that is also an evidence-based practice.”

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

“Applied with fidelity, the CPI program has helped the number of interventions reduce over the years, and it has helped our agency culture change to using physical intervention **ONLY** when absolutely needed for a safety issue. For these last-resort cases, we have built using the CPI debriefing model into our Emergency Safety Intervention forms to ensure our fidelity to CPI as an evidence-based mental health practice.”

## 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
  - Reduce instances of need for physical restraint

## Environment

- Categorizes their mental health environment as psychiatric day treatment K-8th.

## 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 the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing staff turnover
  - Reducing liability
  - Improving staff skills and confidence
  - Supporting clients’ rights
  - Reducing instances of need for physical restraint

### Organization Profile

Organization:  
**Family Solutions**

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:

[Crisis Prevention Institute](#)