

# New York City Department of Health and Mental Hygiene and the Prepare Training® Program – Karen Smith

## Introduction

This case study of New York City Department of Health and Mental Hygiene is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“This training is thorough and provides exercises that depict scenarios that often happen in the workplace.”

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

“By establishing a threshold of tolerance and control of emotional responses to controversy, CPI has supported a more cohesive workplace.”

## Challenges

- Sought CPI training to improve staff skills in managing behaviors.

## Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed company uses:

- Categorize their organization as the following:
  - Government/public service

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Achieved return on investment with CPI by improving customer and employee interactions.

### Company Profile

Company:  
**New York City Department of Health and Mental Hygiene**

Company 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](#)