

# Life Force Services – Washington

## Introduction

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



“After implementing CPI training, our staff are more confident in defusing a crisis situation.”

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

## Challenges

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- Sought Nonviolent Crisis Intervention® training to improve staff skills in managing behaviors.

## Environment

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- Categorizes their mental health organization as a group home.

## Results

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- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by improving staff skills and confidence.

### Company Profile

Company:  
**Life Force Services**

Company Size:  
**Medium 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](#)