

Community Options, Inc – Tennessee

Introduction

This case study of Community Options, Inc is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The Crisis Prevention Institute provides solid skills for staff who work in fields where they’re sometimes faced with violent situations. CPI also keeps all Certified Instructors informed of enhancements and additions to training.”

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

“Our staff are more confident with handling crisis situations and individuals respond well to interaction during a crisis.”

Challenges

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

Environment

- Categorizes their mental health organization as supported living services.

Results

- Reduced challenging/disruptive behaviors by 20–29% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75–99% 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:
 - Reducing injuries
 - Reducing worker compensation claims
 - Improving staff skills and confidence

Organization Profile

Organization:
Community Options, Inc

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](#)