

# Children's Bureau – California

## Introduction

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



“In our highly volatile client atmosphere, this training works.”

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

“CPI helps our staff safely recognize and de-escalate clients' risky behaviors before they can reach the next level, which reduces the possibility of physical restraint.”

## Challenges

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

## Environment

- Categorizes their mental health organization as an outpatient center.

## 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.
- 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 liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Children's Bureau**

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](#)