

# Missouri Department of Elementary and Secondary Education

## Introduction

This case study of Missouri Department of Elementary and Secondary Education is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“With CPI, our staff feels like they have the skills necessary to work with students safely.”

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

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Reduce worker compensation claims
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their environment as a school.

## 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.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing worker compensation claims
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Missouri Department of Elementary and Secondary Education**

Organization 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](#)