

CASE STUDY

Milwaukee Public Schools – Wisconsin

Challenges

Sought *Nonviolent Crisis Intervention*® training in order to:

- Reduce workplace violence rate.
- Reduce workers' compensation claims.
- Improve staff confidence in working with challenging student behaviors.
- Improve staff skills in managing behaviors.

Environment

Categorizes their school as an urban school.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Agrees that with the enhanced training content:
 - » Their trainings are more relevant for more staff.
 - » They can train more staff, such as general education staff, now that the content is relevant for more roles.
 - » The *Decision-Making Matrix*™ helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior.
 - » The *RESPONSE Continuum*™ helps their staff consider how they can best help an individual decelerate when behaviors have potential risk.
 - » The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention.



Because of an increase in direct CPI training instruction time, we've experienced an improvement in student outcomes (test scores, student grades, graduation rates, etc.).

- CELESTE ALLEN, SECURITY,
MILWAUKEE PUBLIC SCHOOLS

> Contact us for more information at [crisisprevention.com](https://www.crisisprevention.com) or call **800.558.8976**.

Based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.