



# Tanager

Inspire. Empower. Heal.

# Tanager

## About Tanager

Located in Cedar Rapids, Iowa, Tanager is Linn County's first children's human service agency. Their programs, focused on prevention, treatment, and outreach, serve more than 4,000 children, teens, and young adults each year.

## Challenges

Tanager was looking for change. Faced with a need to decrease injuries associated with holds, they searched for a trauma-informed alternative to be used within their inpatient program. This program serves youth age 8 to 18 who have a mental health diagnosis or intellectual disability.



The data speaks volumes. Restraints and seclusions are ineffective. When working on the floor, it's natural and less threatening to grab pads. You will see a decrease in aggression throughout your milieu by offering Ukeru. Just looking at the data, minimizing restraints and seclusions has a direct impact on client and staff injury.

**Jessica Kelly**

*Vice President of Operations  
Tanager*

# Working with Ukeru

Since their initial training in December of 2019, Tanager has conducted one training per month. In order to support their efforts to champion Ukeru, Tanager went to great lengths to generate excitement around Ukeru. They did this by adding Ukeru to their materials, communicating with clients and families, highlighting Ukeru in staff meetings and demonstrating how Ukeru can be used in crisis situations.

To ensure sustainability, Ukeru was embedded throughout the milieu, refresher trainings were provided, procedural changes were made and staff debriefed incidents to discuss where Ukeru could have been utilized. Staff quickly saw the benefits of Ukeru and found it to be supportive. Ukeru allows staff to safely intervene and effectively de-escalate.

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Staff love Ukeru and find it supportive. In the past, they would take direct contact from clients. This allows them to safely intervene and de-escalate without getting injured.

**Amelia Cervantes**  
*Ukeru Trainer  
Tanager*

## Results

Tanager has seen great success since implementing Ukeru in their programs. The staff and clients have both greatly benefited from Ukeru. Since implementing, Tanager has seen an increased sense of safety across the organization. Their impressive results show a substantial decrease in restraints, the complete elimination of seclusion, a reduction in staff injury, and less lost time related to injury. **A 64% reduction in serious staff injuries also yielded a reduction in the number of work days lost due to injury and a 62% reduction in workers' compensation claim amounts.**

The creation of safe environments has had a direct impact on staff and clients. "Staff love Ukeru and find it supportive. In the past, they would take direct contact from clients. This allows them to safely intervene and de-escalate without getting injured." said Amelia Cervantes, Ukeru Trainer at Tanager. Cervantes continued by sharing that **"Clients find comfort and seek the Ukeru pads out in the Milieu. Some clients have requested access to them as a coping mechanism when dysregulated."**

**64%**

**Restraint  
reduction**

**100%**

**Elimination  
of seclusion**

**60%**

**Increase in staff  
ability to return to  
work post-injury**

**31%**

**Client injury  
reduction**

**ukeru**