

# Gateway Foundation – Delaware

## Introduction

This case study of Gateway Foundation is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“My staff understands that power struggles only engage the client to react more. CPI has assisted newer staff to understand how listening and keeping with setting limits help the client stay focused and encourages them to follow directions. Our agency does not allow for restraints so we use section 1-7 and 10. Postvention is very important to teach the team to come together and discuss a crisis.”

## Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization / environment as an inpatient center.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agree that the enhanced content has helped with the following:
  - 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

### Organization Profile

Organization:  
**Gateway Foundation**

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](#)