

# Heritage Schools Foundation – Utah

## Introduction

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



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

“CPI provides a consistent approach to de-escalating behaviors.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Meet regulatory compliance
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their school as a residential 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 the enhanced content has helped them, their staff, and their school.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Heritage Schools  
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](#)