

# Valley Vista – New Hampshire

## Introduction

This case study of Valley Vista 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, improved overall safety, and has become ingrained in our training.”

“CPI has empowered staff to manage challenging behaviors safely and effectively. It has given staff the opportunity to change the culture of the program.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Crisis Prevention Institute:

- Sought Nonviolent Crisis Intervention training because of the following:
  - Meet regulatory compliance
  - 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

- Agrees that the enhanced content has helped them, their staff, and their organization
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Improving staff skills and confidence

### Company Profile

Company:  
**Valley Vista**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

### 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](#)