

Central Intermediate Unit 10 (Pennsylvania) and the Prepare Training® Program – Jeffrey Holter

Introduction

This case study of Central Intermediate Unit 10 is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The services that CPI offers are excellent!”

“After implementing CPI training, we noticed that our staff does not overreact to incidents as much anymore.”

“CPI training increased our staff confidence in de-escalating challenging behaviors.”

“CPI trainers and consultants are always responsive to our needs as Certified Instructors.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors
 - Meet regulatory compliance

Environment

- Categorizes their organization as public school education

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques
- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Improving staff skills and confidence
 - Meeting regulatory compliance

Organization Profile

Organization:
Central Intermediate Unit 10

Industry:
Educational Institution

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](#)