

# Our Home – South Dakota

## Introduction

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



“CPI really drives home that you have so many options when working with someone who is escalating. You learn to look for a level of risk behavior. The program has improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“CPI provides our staff with more confidence in themselves and the ability to handle clients in a safer manner.”

## Challenges

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- Sought Nonviolent Crisis Intervention training to:
  - Meet regulatory compliance
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

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- Categorizes their organization as a juvenile corrections facility.

## Results

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- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Reduced the use of force by over 50% since implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Reducing liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Our Home**

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](#)