

# Correctional Health Services Corp. – Puerto Rico

## Introduction

This case study of Correctional Health Services Corp. is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“Excellent tools for work.”

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

“The Crisis Prevention Institute has made a difference in the lives of our staff and clients by helping us maintain a safe environment.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients

## Environment

- Categorizes their mental health environment as forensic.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of 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 worker compensation claims
  - Reducing liability

### Organization Profile

Organization:  
**Correctional Health  
Services Corp.**

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](#)