

Lafayette Parish School Board – Louisiana: Carleen Doucet

Introduction

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



“Nonviolent Crisis Intervention® training is a fantastic program.”

“Support from CPI is given at every level.”

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

“CPI training has given our staff more confidence in handling behavior. It has also created a network among staff all speaking the same language of Care, Welfare, Safety, and Security.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their work environment as crisis intervention in schools.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Reduced worker compensation claims by 40–49% 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 injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Lafayette Parish School Board

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:

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