

## Small Business Government Company – Utah



Staff is more empathetic, more proactive in recognizing when clients are getting anxious and upset, and step in to de-escalate situations sooner.

They are more confident in setting boundaries and working with the youth, and youth are modelling healthy and positive behavior with one another and families, etc.

CPI de-escalation techniques have much reduced challenging and disruptive behaviors and the use of force by over 50%.

— Administrator, Small Business Government Company

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Source: Administrator, Small Business Government Company



Validated

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