



## Person-Centered Excellence

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# ACCREDITATION REPORT

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## The Institute of Professional Practice, Inc

538 Preston Ave

Meriden, CT 06756

PL Keene, State Director-CT

### **Accreditation Team:**

Michael Clausen and Barney Hubert

### **Accreditation Visit Dates:**

6/11/19-6/14/19

## OVERVIEW OF CQL PERSON-CENTERED EXCELLENCE ACCREDITATION

CQL Accreditation promotes excellence in person-centered services and supports that lead to increased quality of life. It's about continuous improvement. CQL Accreditation facilitates organizational improvement in person-centered services and supports and personal quality of life outcomes.

CQL's Person-Centered Excellence Accreditation is grounded in over 45 years of CQL leadership and peer-reviewed research. We focus on the critical elements that lead to increased quality of life for people.

CQL Accreditation promotes and facilitates excellence in person-centered supports and services that lead to increased quality of life.

This first onsite accreditation visit focused on:

- Health, Safety, and Human Security as evidenced by your organization's alignment with, and monitoring of, the *Basic Assurances*<sup>®</sup>. Alignment with, and monitoring of, the *Basic Assurances*<sup>®</sup> ensure accountabilities for the fundamental and non-negotiable requirements for all human service providers. The visit focused on your systems and practices and their effectiveness, from the perspective of those who are supported by the organization.
- Supporting personal quality of life as measured by the *Personal Outcome Measures*<sup>®</sup>. *Personal Outcome Measures*<sup>®</sup> interviews demonstrate the linkage between personally defined quality of life and excellence in person-centered services, highlighting the importance of gathering and utilizing this data in planning and making change at both the individual and organizational level.

This accreditation process focuses on:

- Implementation and commitment to *Shared Values*<sup>®</sup>
- Maintaining and monitoring *Basic Assurances*<sup>®</sup>
- Continuous improvement towards *Person-Centered Excellence*<sup>®</sup>
- Supporting personal quality of life as measured by the *Personal Outcome Measures*<sup>®</sup>

For additional information please refer to the following attachments and manuals:

- *Basic Assurances*<sup>®</sup> Manual
- *Basic Assurances*<sup>®</sup> assessment results
- *Shared Values*<sup>®</sup> Manual
- *Shared Values*<sup>®</sup> assessment results
- Person-Centered Excellence Manual
- Person-Centered Excellence Results Data
- Person-Centered Excellence Short Term Plan
- Person-Centered Excellence Long Term Plan
- *Personal Outcome Measures*<sup>®</sup> Manual
- *Personal Outcome Measures*<sup>®</sup> Summary Report (if applicable)

## ORGANIZATIONAL PROFILE

Prior to accreditation, The Institute of Professional Practice, Inc. provided CQL with the following information regarding its mission and vision and a brief organizational profile of the services and supports provided by the organization.

**Mission:** We build strong communities by empowering individuals.

**Vision:** IPPI is the provider of choice enriching individual lives and strengthening families and communities every day.

**Core Values:** People deserve methods that work; a commitment to teamwork and partnership; respect for human rights; creating opportunities through innovation; service with compassion; to lead with integrity

### Our History

The Institute evolved in response to the social policies of the 70's and 80's, when thousands of people with developmental and psychiatric disabilities left institutions and returned to their local communities. Once there, however, they found that neighborhoods were ill-equipped to provide the specialized services they needed. Beginning in 1980, the founding professionals of The Institute stepped in to fill that service void. This uniquely qualified group of colleagues had experience providing community-based programs for adults and children with behavioral challenges and learning needs. In fact, their programs in Vermont received national recognition for service excellence from the U.S. Departments of Education and Labor.

At first, we offered technical assistance and consultation. However, our tenure as exclusively a consulting agency was short-lived. The Institute soon answered the appeals of parent groups and governmental agencies to become a direct service provider. The chronicle of the Institute's work within Vermont, New Hampshire, Connecticut, Massachusetts and Maryland from 1985 forward reflects the changing demands and interests of those we support, who first sought individualized residential services, and then meaningful participation in the work, leisure, and civic activities of their communities. Their success, and our diverse activities, breadth of experience and reputation for quality have made us a leader in the effort to support people with disabilities in the community.

### Organizational Structure and Leadership

Nestled in the hills of central-western Vermont, the corporate administrative headquarters of The Institute of Professional Practice, Inc. provides administrative oversight and logistical support for the multistate operations of the organization.

As a not-for-profit educational corporation, the Institute is governed by a volunteer Board of Directors, made up of community members, as well as the Chief Executive Officer. The commitment and energy of the Board of Directors guides the broader mission of the corporation, ensuring that its overall health is maintained. The board at this writing, has nine members; six new to the corporation, thru the course of the last twenty-four months. The board is forming and learning to team and perform.

Additional corporate positions include the Chief Human Resource Officer, Chief Finance Officer and Director of Quality Assurance, providing subject expertise, guidance and hands on assistance to the state operations.

Each state had always operated in the decentralized structure with its own State Director, Operations/Management team and Clinical, Administrative and Financial departments. In the last three years, under new CEO leadership, the corporation has begun to shift its operational paradigm. State Directors are part of the corporate leadership team and decision-making is captured at this level related to all issues affecting all state entities.

## ORGANIZATIONAL CERTIFICATION

In order to be eligible for accreditation, CQL requires certification of all local, state and federal regulations. Additionally, evidence of ongoing data collection and analysis of assurances of health, safety and human security is required. Prior the onsite accreditation activities, The Institute of Professional Practice, Inc. certified that is in compliance with all required local, state, and federal regulations relevant to the supports and services it provides and confirms that it is in full compliance with:

- Licensing and certification requirements
- Sanitation/fire and safety codes
- Reporting compliance for incidents, abuse, and/or neglect

The Institute of Professional Practice, Inc. affirmed that there are no current open or unresolved issues related to:

- Outstanding fiscal or legal sanctions
- Non-compliance with regulations
- Licensing exceptions
- Unfavorable third-party reviews
- Abuse, neglect, or other circumstances being investigated by local, state, or federal entities
- Any related circumstances that require a plan of correction in order to remain licensed, certified, or funded.

The Institute of Professional Practice, Inc. confirmed that the organization has:

- Current external monitoring reports and responses for all services and supports provided
- Current external monitoring reports and responses for all licensed buildings showing that all required safety/compliance standards are met
- Clear policies that state the procedures for meeting local, state, funding, and federal requirements
- Current plans of correction showing all outstanding issues have been (or are being) addressed

## PROCESS

A variety of activities were facilitated by CQL in collaboration with The Institute of Professional Practice, Inc. as part of this accreditation process, which include:

- **Organization Self-Assessment**  
The organization completed and submitted an in-depth self-assessment of organizational systems and practices related to *Basic Assurances*® and *Shared Values*® prior to the onsite accreditation.
- **Offsite Meetings**  
The organization's leadership team participated in two planning calls prior to the onsite accreditation.
- ***Basic Assurances*® and *Shared Values*® Validation**  
CQL facilitated a rigorous assessment of the organization's systems and practices related to *Basic Assurances*® and *Shared Values*® through a variety of onsite activities including but not limited to: document and policy review, targeted interviews, site visits, focus groups and *Personal Outcome Measures*® interviews.
- ***Personal Outcome Measures*® Focus**  
CQL focused on organizational implementation of *Personal Outcome Measures*® on an individual and systemic level. Interviews, focus groups, and data review were completed.
- **Person-Centered Excellence Focus**  
The organization invited key organizational stakeholders representing a wide variety of constituents to participate in an interactive process focused on enhanced organizational performance.  
CQL, organizational leadership members, and invited stakeholders worked collaboratively to develop an organizational plan focused on enhancing Person-Centered Excellence.
- **Plan Development**  
CQL presented findings outlining current *Basic Assurances*® and *Personal Outcome Measures*® alignment. The organization subsequently developed a plan to enhance these areas based on results. Accreditation is awarded based on the development of this plan, acceptance of the plan by the lead reviewer, and maintained based on the implementation of the plan.
- **Next Steps Discussion**  
CQL facilitated discussion of the integration of these plans into the organization's strategic plan and other organizational initiatives, additional resources needed, and ongoing reporting and collaboration for continued accreditation.

## RESULTS & FINDINGS

### **SHARED VALUES®**

Values, beliefs, and expectations about people determine the way we provide services, supports, and resources. A variety of activities including targeted interviews, document review, focus groups, site visits and *Personal Outcome Measures*® conversations were conducted by CQL to determine the alignment of the organization's values with CQL's *Shared Values* standards. The organization submitted a *Shared Values* Self-Assessment that was an updated version of the self-assessment submitted in 2016. Despite updated commentary, the organization's validation of this document remain unchanged from three years ago, and is not considered to be an accurate reflection of the progress made over this time. The CQL Team reviewed, but did not validate the submitted assessment, and will instead provide the following comments in relation to the *Shared Values*:

#### **Shared Values Around People:**

Over the last three years, the organization has worked to build a person-first culture. Progress in this area is reflected in both the language and actions of the organization. The language used by staff members and in both internal and external publications and marketing emphasizes the inherent value of people. The concept of person-first is viewed not as an effort to remain politically correct, rather, as a way to promote the status of each person supported by the organization. People are challenged and allowed to take risks in ways similar to all other people

#### **Shared Values in the Community:**

As reflected in their newly developed mission, the organization is committed to building communities in which people are valued and have full access. The organization has targeted this area as a priority. IPPI hopes to expand community-based housing and employment options for people receiving supports in congregate settings. The organization is encouraged to refrain from duplicating activities or resources that already exist in the community, and when serving people, think community-first.

#### **Shared Values of the Organization:**

The organization has forged several new valuable partnerships in the community, notably, with local universities. The organization recognizes the need to involve people in all aspects of organizational governance, including all committees and in strategic planning. IPPI hopes to increase the involvement of people in legislative advocacy, and is encouraged to support people to participate in local, state and national non disability-specific civic issues as well.

#### **Summary:**

The organization appears to be committed to learning about and implementing best practices throughout the organization. IPPI was found to promote these *Shared Values* throughout the organization.

### ***BASIC ASSURANCES***®

*Basic Assurances*® address the provision of safeguards put into action from the person's perspective. *Basic Assurances*® requires policies and procedures or systems, while the effectiveness of the system is determined in practice or the carrying out of the policy, person by person. These assurances are not statements of intent; rather, they are the essential, fundamental, and non-negotiable requirements.

CQL determined that 30/46 indicators for *Basic Assurances*® are currently present for The Institute of Professional Practice, Inc. See the full *Basic Assurances*® report for details.

#### **The following factors were found not present, either in system, practice or both:**

1c Staff recognize and honor people's rights.

1d The organization upholds due process requirements.

1e Decision-making supports are provided to people as needed.

2b The organization respects people's concerns and responds accordingly.

2e People have meaningful work and activity choices.

3a Policies and practices facilitate continuity of natural support systems.

3b The organization recognizes emerging support networks.

4b People are free from abuse, neglect, mistreatment and exploitation.

5a People have supports to manage their own health care.

7b The organization implements an ongoing staff development program.

7d The organization implements systems that promote continuity and consistency of direct support professionals.

7e The organization treats its employees with dignity, respect and fairness.

8a People's individual plans lead to person-centered and person-directed services and supports.

8c The organization provides positive behavioral supports to people.

8e People are free from unnecessary, intrusive interventions.

10a The organization monitors Basic Assurances®.

The Basic Assurances Plan is due by July 19, 2019.

**REVIEWER'S NOTE:** The Institute of Professional Practice is commended for their efforts to improve quality throughout the entire organization. The organization was found to be extremely well-prepared, open to new ideas, and completely transparent. Both reviewers have prior experience with the organization, and were able to evaluate the organization within this context. In the last three years, IPPI Connecticut has undergone a complete transformation across all programs, systems and people. The organization has overcome numerous challenges during this time, and remains committed to the implementation of best practices and providing the very best for people they support. IPPI Connecticut has also demonstrated leadership within the larger IPPI organization. Overall, this is an organization with tremendous talent and passion in terms of both staff and people receiving supports. While practice continues to catch up with the many new initiatives and systems put into place, the journey of continuous quality improvement carries on and IPPI Connecticut remains committed to moving forward.

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## **SITE VISITS**

### **THE LEARNING ACADEMY:**

The Learning Academy is a school in Stratford, CT, serving 80+ students. A tour was conducted by school administrators on the afternoon of the last day of the regular school year. Students were engaged in a variety of educational activities. A heavy technological presence was observed at the school, with most students having either their own device, or access to one at the school. Students were also observed using devices for communication. The school graduated four students this year, with one of these students planning to attend a local Community College. Students attend the school via placement from a number of different school districts in the area. Many students are supported with 1:1 or shared aides, and have access to OT, PT, SLP and Nursing services.

### **MICHAEL'S PLACE DAY PROGRAM/FUNKY FINDS THRIFT STORE:**

The organization supports 33 people during the day at Michael's Place Day Program. Funky Finds Thrift Store is attached to this program. The building is set within a strip mall which also includes a grocery store, karate studio, and the organization's art studio. A tour was conducted by the Director of the program. While the tour occurred during regular operating hours, there were no people receiving services present, as they were all out of the building, engaged in activities at the art studio or in the community. The program is undergoing a period of transition and discovery. The program is making a concerted effort to expand choice and opportunity, and engage people in community activities of choice as often as possible. The program has supported several people in micro-enterprise initiatives: Making craft items or art to sell and earn money. The program hopes to expand this initiative to others, and has applied for a grant through Connecticut DDS. The organization is committed to supporting this initiative whether or not they are named as the grant recipient. The facility itself was found to be spacious in relation to the number of people attending, with multiple classrooms, and other areas where people can enjoy quiet or time alone. The kitchen and dining area is reminiscent of a diner, with several booths and retro décor. The program maintains sports equipment for indoor and outdoor recreation, including a side by side bicycle.

### **ART STUDIO:**

The organization maintains an art studio that supports various forms of expression, including painting, pottery, music production and recording. The tour was facilitated by the Program Director. People were using the studio during the tour. A drumming group was in session, led by a professional musician. People participating were dancing and playing along with maracas. The program also works with artists to support people to produce various types of art. The program has goals to support more people to produce and sell art at community-based settings. The facility also features a professional recording studio, and the program has partnered with interns from the University of New Haven to support music production and recording. A person supported also uses the equipment to record a podcast. The program hopes to continue expanding community collaborations, and there is tremendous potential to not only serve people supported in artistic expression, but to make this a space that serves the entire community.

**Once Upon A Farm:**

The organization operates a small organic farm. A tour was led by the Director of the Program. During the visit, people supported were busy tending to vegetable and flower gardens. The farm produces several types of flowers, vegetables and plants, and is home to several types of animals. The farm has been successful in selling plants to local businesses, and hopes to expand into local farmer's markets. Eggs produced by the farm are bought by organization staff. All people working at the farm earn at least a minimum wage. The farm also features a flexible event and classroom space, outdoor picnic and game areas, and a fire pit. In addition to utilization by people who receive services at IPPI for relaxation and enjoyment, the facilities are utilized by other community groups such as a church youth group, Connecticut Valley Hospital and a local DD service provider organization. The organization hopes to continue utilizing the farm as a vehicle to facilitate additional partnerships with people and organizations in the community.

**RESIDENTIAL:**

Three residential site visits were completed on June 11, 2019 during the on-site accreditation review for The Institute of Professional Practice, Inc. Locations visited included a home that is licensed as an Intermediate Care Facility for people with Intellectual Disabilities (ICF/ID) and two homes that are classified as Community Living Arrangements (CLAs). The number of people living in homes visited ranged from three people in the CLAs to six people in the ICF/ID.

All of the homes are designed in a way that makes it possible for each person to have a private bedroom. Some bedrooms were simple and sparsely decorated, while other bedrooms and living areas contained many personal items that reflect the interests of people who reside in them. Living, dining and porch or patio areas provide enough space for people to be alone if they wish to do so, and the CLA homes in particular have a great deal of space that makes it possible for people to have private time in areas other than their bedrooms. In one home, two of the people are able to spend time ranging from 2½ to 3 hours at home alone without staff supervision. One person is actively involved in self-administering his medication, and others have been assessed to determine steps that can be taken to increase their independence in this area. Homes generally fit into the neighborhoods in which they are located, and overall are in good repair.

Alarms were present on the doors in some of the homes, and this was reported to be due to the specific needs of one or more people who live in the home and had reportedly been reviewed and approved by the area Human Rights Committee. Personal information appeared to be kept in private locations. All of the homes contained smoke alarms and other safety equipment, and staff reported that people can exit promptly during emergency drills.

Several people living in the ICF/ID home use wheelchairs, and in some instances, hallways were narrow enough that they were somewhat difficult for people to navigate. A basement area used

primarily for storage was also not accessible to people. Otherwise, the rooms, bath areas and laundry facilities in this home appeared to be accessible to people.

## **FOCUS GROUPS**

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### **DIRECT SUPPORT PROFESSIONALS:**

A focus group was held with Direct Support Professionals from Rehab Services, Inc. on June 11, 2019. Seven people participated in the group. These people have been employed by the organization for periods of time ranging from about six months to twenty-three years. Five people were involved in providing residential support in Community Living Arrangements or Intermediate Care Facilities, and two were involved in providing support to children and families involved in receiving or providing Foster Care services. Following is a summary of feedback provided by this group:

#### **What is one thing you value about this organization—that you hope will never change?**

- This is a very person-centered organization.
- IPPI cares about each person’s wants and needs and advocates for them.
- IPPI values employees more than any other place I’ve worked.
- They value the relationship between people supported and staff by doing things like organizing events that provide opportunities for people supported and staff to celebrate together.
- I value the longevity of staff. There are lots of staff members who have lots of experience.
- The support and openness of supervisory staff. Supervisors are always available.
- The open-door policy. Managers and supervisors work together and help each other out.

#### **If you could make one change to make this a better organization, what would you do?**

- The turnover rate is high in places. This seems to come in waves.
- Communication is better, but there is still room for improvement. Sometimes information doesn’t flow from administration to managers in an effective or timely manner.
- Opportunities are present for Direct Support Professionals to give more input at a level above their immediate supervisors.
- There are limited opportunities for advancement in the division in which some of us work.
- Frontline supervisors could use more help. Having one manager for multiple homes is difficult. This might be addressed by having one manager per home, or assistant managers in each home.
- In hiring, trying to do a better job of matching prospective employees to their interest and skill set.

#### **What are some of the strengths or opportunities for improvement in the training that is provided to direct support professionals?**

- Recent initial training was “excellent” and was applicable to the work experience.
  - Training with Dr. Moss is very good.
  - All have received some training in Trauma Informed Practice and have found this to be helpful.
  - We have access to clinicians when we have concerns about behavioral issues.
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- There is quite a bit of training, and overall it has been helpful.
- Some of the retraining is repetitive, but some of this is mandated training.
- Training is good, but some training (e.g., physical intervention training) doesn't apply to every home.
- More home specific training and opportunities for shadowing would be beneficial.
- Possibly integrating a week of shadow training into the initial training would be valuable.
- Figuring out a better way to give people a realistic job preview would be good.

**What training to you receive in helping people you support understand and exercise their rights?**

- This is addressed in pre-service training and in ongoing training.
- Additional training in supporting people who don't use words to communicate to understand and exercise their rights would be valuable.
- We do rights assessments and receive training that's aimed both at our role in promoting and protecting rights and at supporting people to understand and exercise their rights.

**Are you involved in the planning meetings of the people you support?**

- Most people have participated or know other Direct Support Professionals participate, but there are instances in which this doesn't occur.

**Are you recognized for the work you do as a Direct Support Professional in this organization?**

- People agreed that their direct supervisors provide recognition on an ongoing basis.
- Some types of recognition occur within the homes where people work.
- Some more generalized recognition is provided, like an annual breakfast and an annual picnic.
- All agreed there is room for improvement in this area—that more recognition would be beneficial, particularly from senior managers.

**Areas in which all attending agreed the organization has strong systems and practices in place:**

- Promoting best possible health.
- Ensuring the safety of people supported through individualized safety assessments.
- Addressing maintenance issues promptly.
- Providing information to people about their right to be free from abuse, neglect, mistreatment and exploitation, and/or providing support to people who are known to need support in this area; knowing their role as mandated reporters.

**If you were in charge of this organization what would you do?**

- Increase communication and provide more opportunities for Direct Support staff to give input. **(This was a theme agreed upon by all present.)**
- Plan more events to provide recognition to staff.
- Provide opportunities for staff from different departments/divisions to talk to each other and learn about the work others do.
- I would make sure staff are safe and comfortable and that the needs of people supported are being met.
- A raise would be nice.
- I would encourage senior managers to be more involved, to interact with staff, and to stay in touch with us more frequently.

- I would get out more to see what we do—visit the group homes and the different departments more often.

**FOCUS GROUP FOR PEOPLE RECEIVING SERVICES:**

A focus group was conducted with 10 people receiving services from the organization. Services received include Foster Care Supports, Case Management, Residential, Day Supports and Host Family Supports. The group included adults and youth, and provided the following feedback:

**What are the best things about The Institute of Professional Practice?**

- Lots of opportunities for activities
- Going to Washington DC
- Opportunities to earn money
- My friends
- The opportunity to learn
- Self-advocacy

**What rights are most important to you?**

- Voting
- Helping people out
- Advocating for myself
- Being able to express myself
- Respecting one another
- Note: Some of the adults in the group were not sure about their rights

**How do you learn about your rights?**

- I learned at IPPI
- Speak up for one another
- Staff teach me
- Nobody teaches me about my rights

**What choices do you have about work and day programs?**

- I come here (art center) during the day but did not have a choice
- I go to Cromwell but someone else chose it
- Note: The youth in the group were attending school, and one person was graduating this year. All of the youth present were looking forward to some type of summer job

**Conversation regarding privacy...**

- I have privacy most of the time
- My roommate will just walk right into my room so I keep my door locked
- Note: Overall, the group largely expressed that they did have privacy. Everyone in the group had their own bedroom

**What clubs, groups or sports teams are you a part of?**

- I play high school football
- Special Olympics
- Bowling league
- Self-advocacy group
- Note: Some people reported that they were not part of any clubs, groups or sports teams

**How do you stay healthy?**

- Eating healthy
- Getting off the couch
- Diet
- Playing sports
- Riding my bike
- Keeping clean

**How do you stay safe?**

- Locking my bedroom
- Locking my door when I'm home alone
- Not sure
- Stay in my house
- My staff help me to stay safe
- Fire drills

**Who chooses your staff?**

- I don't know
- Not sure
- My Manager
- My staff just magically appeared
- IPPI

**What are some of the qualities of a good staff member:**

- Listening
- Communication
- Someone who helps us
- Respect

**Who chooses your goals:**

- I do (most people, including all of the youth, reported that they chose their own goals)
- My Supervisor
- My Mother

**What is in your book/record/file?**

- Stuff about us
- Our records
- Not sure

**Have you ever looked at your book/record/file?**

- I don't think I can look at my book
- Staff will tell us what is in our book
- Sometimes
- I have looked at my book and know what is in there

**If you were the boss at IPPI, what would you change?**

- Nothing
- I would keep everything the same
- The Nurse at the hospital (I don't like needles)
- Higher pay for staff
- Cleaner cars at the Children's Center
- When you get older, like 18, they should be more lenient
- Change the President

**FOCUS GROUP FOR FOSTER FAMILIES:**

A focus group was conducted with 7 people providing Foster Care supports through the organization. Length of tenure ranged from 2 years to 16 years, with some members of the group serving from 1-3 foster children:

**What do you like best about working with IPPI?**

- The Support: There are teams of Social Workers and Case Managers. They are all great and responsive
- Flexibility
- Support Groups
- A consistent Case Manager who is culturally competent
- Keeping us involved with one another. There is an entire network of support
- Appreciation luncheon
- Training
- The organization will provide specialized trainings when requested

**How does the organization support you to be successful?**

- Training
- Respite
- In-home supports
- 24 emergency contact
- The location of the organization

**What do you do if you have a problem or a complaint?**

- I've never had a complaint
- Not sure how to file a formal complaint
- I can talk to Kristy or Martha. Maybe there should be one point-person for this

**How do you support people to have relationships with their biological family?**

- We sometime allow parents or family to come over
- Many times parental rights are terminated. Otherwise we would let them come over
- Sometimes we help to locate other relatives
- This is handled case by case

**How do you support people to overcome trauma associated with past abuse and neglect?**

- We need to be mindful not to re-traumatize
- Sometimes people act the way they do because of past trauma
- We encourage people to stay in counseling even when they are old enough to decide that they do not want to go

**How do you support people to stay safe (physically and emotionally)?**

- Not giving up
- Checking in with people on a regular basis
- We support safety in many different areas: Internet safety, physical safety
- Knowing people's triggers
- Staying flexible

**How does the organization solicit your feedback?**

- Surveys
- They (Case Managers, Social Workers) are in your house every week
- Like any other organization, it may depend on the worker you have

**How would you rate communication at the organization?**

- I have a good team now and we work well together
- Effectiveness of communication depends on the team you are working with

**What would you change about IPPI?**

- More diversity in leadership roles
- There was a time (about 1 year ago) when there was a lot of turnover. This seems to be better now
- Having stability makes things much easier
- Provide trainings such as unconscious bias, micro-aggression, and stereotype threat
- We do have support but they do not do enough to engage us
- An IPPI staff member should not be facilitating the focus group. This is stifling. It should be another parent in this role
- Ask us more about what we need

- Following back up with us when we provide feedback
- Start a parent committee
- They sometimes sugar coat things for new parents. They don't tell them how hard this is
- The kids themselves need more training
- They don't allow parents to vent. I know what I signed up for, but sometimes this is not an easy job
- If we take off work to come to a meeting, they should serve us a decent meal instead of pizza
- Better behavior supports within the home
- I had to call 911 because I was feeling unsafe, and they made me take additional training
- It has been a long time since we received an increase in our stipend

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**PERSONAL OUTCOME MEASURES®**

*Personal Outcome Measures®* focuses on the choices people have in their lives and serves as a powerful tool for evaluating the quality of life for people. The *Personal Outcome Measures®* enable us to learn about people in new and different ways and can also provide a guide for person-centered planning. In order to achieve Person-Centered Excellence accreditation with CQL, organizations must: 1. utilize the *Personal Outcome Measures®* on an individual level for planning and discovery, and 2. collect, aggregate, analyze and act on data collected as a result of *Personal Outcome Measures®* implementation.

CQL conducted 2 *Personal Outcome Measures®* interviews during this onsite visit. One interview was conducted utilizing the *Children and Youth Personal Outcome Measures®* with a person receiving foster care services. Another person was interviewed using the *Adult Personal Outcome Measures®*. Because these interviews were conducted with two separate versions of the manual, it is not possible to provide an aggregate report of outcomes present. Due to schedule limitations, it was not possible to conduct a full (reliable) interview with the person receiving foster care services and their support staff. A summary will be provided for the *Children and Youth Personal Outcome Measures®* interview. An Outcomes Present chart will be provided for the *Adult Personal Outcome Measures®* interview. Both documents can be found as attachments to this report.

The Institute of Professional Practice, Inc. has met these requirements as demonstrated by:

- The Institute of Professional Practice uses the POM's to learn about people supported
- The Institute of Professional Practice uses aggregate data as part of quality improvement
- The Institute of Professional Practice maintains Certified Trainers in both the Adult and Children and Youth Curriculums

Opportunities to strengthen this process further include:

- Expansion of the number of interviews conducted for adults, children and youth
- Interview a representative sample of people supported on an annual basis
- A more complete integration of POM data within the larger quality monitoring system

The Institute of Professional Practice, Inc. is not required to submit a POM Plan to maintain accreditation.

## PLAN DEVELOPMENT

The CQL Accreditation Team met with stakeholders brought together by The Institute of Professional Practice, Inc. Stakeholders included people receiving supports, direct support professionals, the organization's leadership team, and organizational partners. This group participated in an intensive process to discover, dream, and design a plan focused on enhancing organizational implementation Person-Centered Excellence over the course of the four-year accreditation term. An Appreciative Inquiry approach was used during this work by focusing on what the organization does best and capitalizing on these strengths.

The three priority areas selected by the large group include:

1. FACTOR 2: Person-Centered Assessment and Discovery
2. FACTOR 3: Supports and Services
3. FACTOR 4: Community Connections

These priority areas and planning around them form organizational accountabilities for accreditation. At the conclusion of the onsite consultation visit, CQL Accreditation is awarded based on the organization's commitment to implement its action plan and maintained based on the organization following through with implementation of the plan.

The full plan can be found as an attachment to this report.

The PCE Plan is due to [mclausen@thecouncil.org](mailto:mclausen@thecouncil.org) no later than July 19, 2019.

**NEXT STEPS/ ONGOING ACCREDITATION**

The Institute of Professional Practice, Inc. is commended and congratulated for achieving accreditation with CQL's Person-centered Excellence Accreditation methodology and for its ongoing commitment and efforts to exemplify how a singular focus on the lives of people supported leads to making meaningful discoveries about *What Really Matters*.

**Basic Assurances® Plan**

In order to maintain CQL Accreditation, The Institute of Professional Practice, Inc. must submit a plan within 30 days of the onsite accreditation, to bring all *Basic Assurances®* indicators into full alignment for both systems and practice. Any *Basic Assurances®* indicators assessed as NOT PRESENT in either system or practice by CQL requires a plan of alignment. A template for this plan has been provided. Implementation of this plan will be assessed during the next accreditation checkpoint with CQL. Failure to complete, submit, or carry out the plan will jeopardize accreditation.

The Basic Assurances Plan is due to [mclausen@thecouncil.org](mailto:mclausen@thecouncil.org) no later than July 19, 2019.

In order to maintain CQL Accreditation, The Institute of Professional Practice, Inc. agrees to participate in two additional offsite visits with CQL over the course of the four-year accreditation partnership.

The next checkpoint with CQL will occur 12-18 months after the initial onsite visit and will focus on:

- Implementation of *Basic Assurances®* and *Personal Outcome Measures®* plans of alignment (if applicable)
- Progress attained in the short-term plan developed by the organization
- Stories that illustrate progress and success in people's lives
- *Personal Outcome Measures®* data analysis and learning
- *Basic Assurances®* Factor Ten Updates (integrated Quality management)
- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security

The second checkpoint with CQL will occur 36 months after the initial onsite visit and will focus on:

- Progress attained in the long-term plan developed by the organization
- Stories that illustrate progress and success in people's lives
- *Personal Outcome Measures®* data analysis and learning
- *Basic Assurances®* Factor Ten Updates (Integrated Quality Management)

- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security

CQL reserves the right to require an additional visit if progress cannot be validated.

DRAFT

**NEXT STEPS/ ONGOING ACCREDITATION**

Accredited organizations are required to notify CQL | The Council on Quality and Leadership of changes in the following circumstances and any other circumstance that could potentially put at risk the quality of supports to people:

- Change in executive director
- Change in ownership or management
- Potential loss of certification, license(s), or funding
- Receipt of citations of Immediate Jeopardy or Conditions of Participations in ICF funded services
- Receipt of any state-specific sanctions related to state licensure regulations
- Addition or deletion of program/service components
- Addition of new buildings and changes in the compliance of any building with the requirements of the Life Safety Code or other equivalent code
- Merger or acquisition of another organization in whole or in part

When notified of such changes, CQL will request additional information that provides evidence of the impact of the change(s) on people receiving services. CQL reserves the option of visiting any accredited organization, at the expense of the organization, if CQL determines that the:

- Change(s) significantly or negatively impacts people receiving services
- Information does not sufficiently address the impact;
- Organization failed to notify CQL of significant change(s)

CQL will give notice of any such visit/review to the organization's Chief Executive Officer/Executive Director. The onsite visit will be for the purpose of determining the impact of organizational change(s) on people receiving services.

CQL reserves the right to discontinue the award of accreditation if the onsite visit results in evidence that determines:

- The impact of organizational change has had a significant and negative impact on people receiving services
- The organization is no longer able to sustain the commitment to supporting basic health, safety, and human security for people over the cycle of accreditation
- The organization refuses to undergo the onsite visit

**STATEMENT & SIGNATURES**

We, the undersigned, have read the above Executive Summary/Accreditation Report and Accreditation Policies. The Institute of Professional Practice, Inc. and CQL | The Council on Quality and Leadership understand and agree to its contents and The Institute of Professional Practice, Inc. and CQL | The Council on Quality and Leadership hereby agree to the expectations and accountabilities outlined and detailed herein.

**For:** The Institute of Professional Practice, Inc.: (same as below)

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**Name, Title**

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**Date**

**For:** CQL | The Council on Quality and Leadership:

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Katherine Dunbar, Director of Accreditation

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**Date**