



The Institute of Professional Practice, Inc.

July 10, 2019

Dear Stakeholder,

I am proud to inform you that The Institute of Professional Practice, Inc. (IPPI) has been awarded the four-year, Person-Centered Excellence Accreditation from CQL, The Council on Quality and Leadership. This award confirms that IPPI embraces person-centered solutions to improve the quality of life for people receiving supports and services.

Founded nearly 40 years ago, IPPI's mission, to *"build strong communities by empowering individuals"*, permeates throughout the work of the agency. It provides the creative and dynamic foundation upon which those supports and services are built.

The CQL Person Centered Excellence Accreditation is a great honor for this agency and was achieved because of the hardworking staff, stakeholders, and individuals served by the agency who dedicate themselves to a shared vision of transforming IPPI's supports and services. Through the CQL process, IPPI shone a light on what we do well and mapped a course towards improved service for everyone in our care.

When IPPI collaborated with CQL to pursue accreditation, we undertook a rigorous process to review and improve supports and services. Our efforts were focused on empowering the people who receive supports to pursue what really matters in their lives, and to achieve their personally defined outcomes.

IPPI has been awarded CQL accreditation because of demonstrated proficiency in the following areas:

- **Basic Assurances**®
Enduring fundamental safeguards related to health, safety, and human security
- **Personal Outcome Measures**®
Supporting and empowering people to achieve their goals and dreams
- **Person-Centered Excellence**
Demonstrating organizational commitment to continued enhancement of systems

We look forward to continued partnership with you as we work towards a shared vision for IPPI. If you have any thoughts or questions, please don't hesitate to be in touch with us.

With Gratitude,



Lou Giramma
CEO



Paul Keene
State Director, CT



Stephanie Esteves
Quality Enhancement