

CQL's Interviewer Certification

Consultants don't come cheap, and face it — we can't be there everyday. **CQL Certification is the next best thing to having a CQL consultant on your own staff.**

The **Interviewer Certification** program offers a process for organizations to increase the value and reliability of internal data collection on Personal Outcomes. Interviewer preparation includes the achievement of inter-rater reliability between interviewer candidates and CQL staff.

"We've earned a new level of respect from our providers now that we have CQL's stamp of approval. They identify us as experts. Our providers no longer just see us as state overseers — now they see us as partners."

Each step of the Interviewer Certification process builds upon the skills mastered in the previous step.

Step One: Introduction to the Personal Outcome Measures®

Participate in a four-day assessment workshop — an introduction to the process of meeting with people with disabilities using the Personal Outcome Measures®.

Step Two: Coaching

Observe the CQL staff conduct an interview and follow-up with the Personal Outcome Measures®, followed by a debriefing and decision-making session. These steps are then repeated, but it's your turn to interview with coaching and support from the CQL staff.

Step Three: Reliability Assessment

Conduct an interview and follow-up while CQL staff observes so that each of you can make determinations about the outcomes independently. The criteria for certification is an 85% agreement with the CQL staff's outcomes decisions.



For additional information, please contact:
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