

CQL's Personal Outcomes Facilitators

Until now, CQL's Certified Trainers were required to have an affiliation with a service provider organization. **For the first time, CQL is offering certification in CQL's Personal Outcome Measures® to independent trainers and consultants.**

Once qualified, Personal Outcomes Facilitators are eligible to:

- Market and conduct Personal Outcome Measures® workshops
- Use CQL marketing materials
- Develop their own customer relationships
- Set their own fee structure
- Schedule workshops
- Get CQL training materials at a discounted rate
- Access electronic versions of selected training materials

"There are many systems out there for measuring quality. CQL is the finest framework I have come across for measuring quality outcomes from the person's point of view first, using a positive approaches value base.

This is particularly relevant in my work in organizations with diffuse power structures as it offers leaders a functional process for holding to a person-directed compass in all organisational arrangements, targets and reforms. *Julia Wolfson, International Consultant, Founder and Principal of 'Turning Forward', and Personal Outcomes Facilitator*

Personal Outcomes Facilitators complete a rigorous 14-day training and coaching process over a 3 to 6 month period. The program takes place onsite at organizations that serve people with disabilities and requires trainer candidates to travel. Each step of the Personal Outcome certification process builds upon the skills mastered in the previous step. The steps allow you to tailor your expertise in the Personal Outcome Measures®.

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: Observation

Observe the CQL trainer to become familiar with the logistics and skills required to coach other participants through the assessment process.

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.

Step Four: Conduct the Training for Certification

Train the Assessment Workshop with CQL staff providing coaching, monitoring and evaluation for certification.

To maintain qualified status, trainers are required to:

- Maintain reliability
- Deliver a minimum number of workshops annually
- Provide quarterly reports to CQL on their activities
- Pay CQL a percentage of income
- Refer accreditation interest to CQL



For additional information, please contact:
The Council on Quality and Leadership (CQL)
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CQL's Assessment Workshop

"Personal Outcome Measures are not just a training tool; they are a listening tool."

CQL believes that knowledge about people is the foundation for delivering quality services. With a clear understanding of what people want and need from the services and supports they receive — their Personal Outcomes — staff can marshal the organization's resources toward that end. The Assessment Workshop offers the tools and hands-on experience you need to conduct a baseline assessment and measure progress over time.

"Quality will be measured differently by individuals. How well quality is achieved will depend on how service providers listen and act to the identified wants and needs of individuals with disabilities and their families. One good question to ask is if I became disabled, would I want to receive services from this agency?"

A four-day workshop that covers how to conduct the Personal Outcome Interview, synthesize interview data from people served, analyze findings, and identify organizational needs for change.

Day One: Introduction to the Personal Outcome Measures® and Quality Measures 2005®

Prepare for a Personal Outcome interview and then go out and meet with a person receiving services. You will practice active listening and Personal Outcome interviewing techniques.

Day Two: Decision-Making with the Personal Outcomes

Gather additional information about the person from other sources. Based on your Day One interview, determine the number of Personal Outcomes and Organizational Supports present for the person.

Day Three: More Practice with Interviews

Conduct additional interviews and follow-up activities, including interviews the person's family, friends and staff, and making determinations of outcomes and supports present.

Day Four: Data Analysis and Wrap-Up

Plan for quality improvement based on the needs and wants of the people interviewed.

Who Should Participate

■ Direct Support Professionals, Board Members, Managers, Clinical Staff



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