

# CQL's Trainer 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.**

**Trainer Certification** helps your organization develop a culture of person-centeredness. Not only do you benefit by having in-house “experts” available for year round training, other members of your staff receive hands-on training with CQL consultants. And the 15 days of on-site training and consultation are just the beginning of the support provided by CQL staff.

**“Our greatest challenge was including the person in the process. I became a Certified Trainer so that through the Personal Outcomes I can teach others to focus on the people we are serving — not the programs. Promoting Personal Outcomes has afforded me the opportunity to expand our organization's mission to ‘...help people with disabilities lead self determined lives...’ across the state.”**

Each step of the Trainer 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.



For additional information, please contact:  
The Council on Quality and Leadership (CQL)  
100 West Road, Suite 406, Towson, Maryland 21204  
410.583.0060 info@thecouncil.org  
www.c-q-l.org

# 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:  
The Council on Quality and Leadership (CQL)  
100 West Road, Suite 406, Towson, Maryland 21204  
410.583.0060 info@thecouncil.org  
www.c-q-l.org

# CQL's Overview of Personal Outcomes Workshop

Often, organizations find themselves "stuck" in a compliance mode of thinking. Without a doubt, safety, health and general practice procedures are essential, and you've met those requirements. Now it's time to go beyond the basics to the real quality of life issues and develop a culture of person-centeredness.

CQL's Personal Outcome Measures® form the foundation for organizational quality enhancement. Personal Outcome Measures® are short, clear and written in plain English. They are easy to explain to families, friends, elected officials, and government representatives. And they apply to everyone – not just people with disabilities. Personal Outcomes are important because they put listening to and learning from the person at the center of organizational life.

CQL is committed to helping your organization's leadership, management and staff use person-directed principles and proven strategies in all aspects of your service delivery. We'll bring our skilled trainers to your organization to begin the learning process.

## An Overview of Personal Outcomes

A one-day workshop that presents an orientation to CQL's Personal Outcome Measures® and person-directed principles.

## Topics Covered

- What's so different about CQL's Personal Outcomes?
- Principles of the Personal Outcome Measures®
- What is a Personal Outcome interview?
- Learning from people

## Format

- Presentation and group exercises
- Can be offered in conjunction with the Introduction to Personal Outcomes Workshop

## Who Should Participate

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



The Council on Quality and Leadership  
*Partners in Excellence; Leadership for the Journey.*

For additional information, please contact:  
The Council on Quality and Leadership (CQL)  
100 West Road, Suite 406, Towson, Maryland 21204  
410.583.0060 info@thecouncil.org  
www.c-q-l.org

# 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



For additional information, please contact:  
The Council on Quality and Leadership (CQL)  
100 West Road, Suite 406, Towson, Maryland 21204  
410.583.0060 info@thecouncil.org  
www.c-q-l.org