



# 2020 ANNUAL REPORT



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# SUMMARY OF 2020 ACTIVITIES

2020 was an unprecedented year. In response to the COVID-19 pandemic, CQL has successfully transitioned all on-site services to being conducted entirely online/virtually.

## Accreditation

- We currently accredit over 370 organizations across the US, Canada, Ireland, and New Zealand.
- In 2020, we accredited 24 new organizations and reaccredited 61 organizations.
- We conducted 158 mid-cycle reviews (both QA and PCE) during 2020.
- We continue to work with numerous states and systems to advance person-centered supports and quality services.
- In 2020 we expanded the Tennessee DIDD Network Accreditation to include Tennessee Early Intervention Services (TEIS)

## Certification

- CQL advanced best practices in the human services field by certifying 71 people in the use of the Personal Outcome Measures® (POM) tool, amounting to more than 200 human services professionals who are currently certified.

## Training

- CQL Staff provided in-person and virtual training on topics such as the Personal Outcome Measures®, Basic Assurances®, Supporting Rights & Self-Advocacy, Accreditation Preparation, and numerous Customized Trainings, including the pilot of Virtual POM Workshops to reach a broader audience.
- CQL has partnered with Relias to update e-Learning staff development options, including 8 courses about the power of the Personal Outcome Measures®.
- CQL teamed up with the College of Direct Support to develop training modules on the Personal Outcome Measures®.

## Collaborations

- CQL promoted best practices in 2020 through collaborations with universities, advocacy groups, and trade associations.
- CQL President and CEO, Mary Kay Rizzolo, holds an adjunct appointment as an Associate Professor at the University of Illinois at Chicago.
- CQL Director of Research, Carli Friedman, holds an affiliate appointment at the Disability Studies Program at the University of Washington.
- CQL currently serves on the advisory committee of The University of Minnesota RRTC on Community Living, the RRTC on HCBS Outcome Measurement at The University of Minnesota, the RRTC on HCBS Outcome Measurement at the Shirley Ryan AbilityLab, the College of Direct Support Advisory Board, the Institute for Exceptional Care (IEC) Advisory Council, the Autism Society National Programs Task Force, the Measurement Consortium Action Network (CAN) of the Rush University 'Partnering to Transform Health Outcomes with Persons with Intellectual and Developmental Disabilities' (PATH-PWIDD) Center, and the NADSP Board of Directors.
- CQL is a partner organization of The National Leadership Consortium on Developmental Disabilities
- CQL worked with the Institute on Public Policy and Mosaic to host a work group on managed long-term services and supports and value-based models. The work group includes approximately 40 thought leaders in the field and will continue to meet in 2021.
- CQL continued partnership agreements with The NY Alliance for Inclusion and Innovation, The Arc NY, ANCOR, and IARF, to enhance the quality of services provided by associations' member organizations.

# SUMMARY OF 2020 ACTIVITIES

## Research

In 2020, CQL continued to expand its profile as a research leader through dozens of publications in peer-reviewed journals, research collaboration, dissemination of research findings, marketing of data collection tools, and expanded data management systems.

In 2020, CQL completed a re-design of our PORTAL Data System.

### The CQL PORTAL Data System:

- Is used by 900 organizations
- Is used by over 3,000 individual users
- Contains almost 17,500 Personal Outcome Measures® surveys online and an additional 10,000 offline
- Includes approximately 850 Basic Assurances® assessments

CQL initiated the Disability Research Mentorship Program for Black Graduate Students and selected two top notch students to mentor.



## Communications

- Capstone Newsletter
- Accreditation Updates
- Certification Updates
- CQL News/Events Alerts
- PORTAL Alerts
- Research Alerts
- Targeted Emails
- Website Updates
- Various Print Materials
- Social Media Outreach:
  - Facebook
  - Twitter
  - YouTube
  - LinkedIn

## 2020 FINANCIAL STATEMENT

The following Statement of Financial Activities are for the year ending December 31, 2020.

### Revenue

Accreditation	\$1,553,915
Certification/Training	\$131,020
Special Projects	\$181,958
Other Income	\$74,967
Travel Expenses - Pass Thru	\$65,487
<b>Total Revenue</b>	<b>\$2,007,347</b>

### Expenses

Personnel Expense	\$2,017,451
Consultants	\$71,963
Travel	\$96,044
Professional Services	\$110,673
Administrative Expenses	\$137,207
Dues & Subscriptions	\$8,110
Marketing Expenses	\$12,267
Insurance - Liability, D&O	\$17,740
Investment Management Fees	\$33,447
Director's Expenses	\$1,161
<b>Total Expenses</b>	<b>\$2,506,063</b>

**Operating Income/(Loss) (\$498,716)**

### Other Income/Expenses

Depreciation	\$86,677
Investment Income/(Loss)	\$169,739

**Net Other Income/Expense \$83,062**

**Net Income/(Loss) (\$415,654)**

## BOARD OF DIRECTORS

### Officers

Jennifer Becher, Immediate Past Chairperson  
*Inspiritus*  
Trina Seiling, Chairperson  
*Trinity Services, Inc.*  
Laura Vegas, Vice-Chairperson  
*NASDDDS*  
Linda Timmons, Treasurer  
*Mosaic*  
Tia Nelis, Secretary  
*SABE*

### Directors

John Butterworth, PhD  
*Institute for Community Inclusion, University of Massachusetts Boston (ICI)*  
Celia Feinstein  
*Institute on Disability, Temple University*  
Desiree Loucks Baer  
*The National Alliance for Direct Support Professionals (NADSP)*  
Ron Manderscheid, PhD  
*National Association of County Behavioral Health and Developmental Disability Directors (NACBHDD)*  
Barbara Merrill  
*The American Network of Community Options and Resources (ANCOR)*  
Margaret Miller  
*Autism Society*  
Patricia Nobbie, PhD  
*Anthem Inc., Federal Affairs Team*  
Joanna Pierson, PhD  
*The Arc of Frederick County*  
Donald Redden  
*Developmental Services of Dickson County (DSDC)*  
Sheryl White-Scott, MD  
*Metro DDSO/NYSOPWDD*

## CQL TEAM

### Executive Leadership

Mary Kay Rizzolo, PhD, FAAIDD  
President and Chief Executive Officer  
Trina Meeth  
V.P. of Finance and Administration  
Katherine Dunbar  
V.P. of Accreditation  
Angela Rapp Kennedy  
V.P. of Systems Transformation

### Staff Members

Gretchen Block  
Manager of Partner Engagement  
Betsy Burns  
Quality Enhancement Specialist  
Michael Clausen  
Quality Enhancement Specialist  
Kendra Julius  
Quality Enhancement Specialist  
Carli Friedman, PhD  
Director of Research  
Megan Harris  
Bookkeeper/Administrative Assistant  
Jen Papouchis  
Support Systems Specialist  
Seth Petre  
Director of Marketing  
Elizabeth Sites  
Quality Enhancement Specialist  
Jill Westring  
Quality Enhancement Specialist

## ORGANIZATIONAL GOALS

The CQL accreditation process becomes known and respected across multiple long-term service and support providers as the industry leader in:

- Providing an outcomes-based, data driven and results oriented assessment of both organizational systems and practices
- Meeting the changing needs of long-term supports and services, while maintaining the focus on outcomes vs. outputs
- Facilitating organizational and systems transformation

Develop training and technical assistance strategies that attract new markets, including new state system partners, while strengthening existing ones

Expand CQL's profile as a research institution through publication in peer-reviewed journals, research collaboration, dissemination of research findings, marketing of data collection tools, and expanded data management systems.

Increase efficiency and effectiveness of CQL's virtual office environment.

“CQL's outcomes-based approach is at the heart of why we do what we do.”

- Kristen Salkas, *New Star*