

## CQL SPOTLIGHT ON 2019

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CQL | The Council on Quality and Leadership had a milestone year in 2019, specifically related to the celebration of our 50th Anniversary. Since 1969, we've been working to improve supports in the human services field and empower people to achieve their individually-defined outcomes. But beyond this landmark occasion, we've had many moments throughout the year that are worth highlighting. From practical resources we've produced to fruitful partnerships we've strengthened; in this Capstone we're putting a spotlight on 2019!



## JANUARY – INTRODUCING THE SOCIAL DETERMINANTS OF HEALTH INDEX

In January 2019, CQL distributed the Social Determinants of Health Index, which allows organizations to examine the relationships between specific outcomes and social determinants of health. This tool provides valuable data about this relationship, including just some findings like:

- People who have friends have significantly higher social determinants of health index scores than people without friends (66.5% versus 38.9%)
- People who choose their services have significantly higher social determinants of health index scores than people who do not choose their services (71.2% versus 39.7%)
- People who receive more organizational supports, have significantly higher social determinants of health scores



## FEBRUARY – INSIGHT INTO THE DSP CRISIS

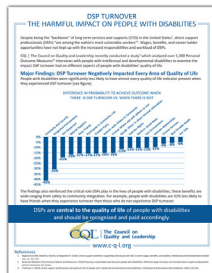
There are significant issues affecting the Direct Support Professional (DSP) workforce. To help provide additional insight into these issues, in February 2019, CQL released DSP research which explored how states value the important services DSPs provide.

CQL also created the following research and policy briefs to draw attention to DSP workforce issues, as well as advocate for changes:



## The Value of DSPs for People with Disabilities

Learn about the importance of DSPs in improving quality of life for people with disabilities and the crisis that DSPs face.



## DSP Turnover: The Impact on People with Disabilities

Find out how the high turnover rate of DSPs negatively affects quality of life for people with disabilities.



## DSP Turnover: Who Is Most At Risk?

Explore the factors that increase the likelihood that people with disabilities would experience DSP turnover.

# MARCH – KNOWLEDGE DISPARITIES ABOUT THE HCBS SETTINGS RULE

The revised deadline for compliance with the Home and Community Based Services (HCBS) Settings Rule is just three years away on March 17, 2022, yet there remains wide disparities in people's knowledge about the regulations. In March 2019, CQL and other partners shared various resources and videos to help confront these disparities.

# APRIL – FREE BEST PRACTICES, AT YOUR FINGERTIPS

CQL conducts many webinars every single year to anyone who wants to attend. In April 2019 specifically, CQL launched two different webinar series, one covering decision-making in using the Personal Outcome Measures® and the other sharing detailed guidance about each one of the Basic Assurances® factors. Throughout 2019, there were more than 6,400 registrants of CQL's nearly two dozen webinar presentations during the year.

# MAY – AN ENHANCED LEVEL OF DISTINCTION

"We will never stop evolving, we will never stop improving, and we will never stop raising the bar," says Dori Leslie, President of CHI Friendship. In May 2019, CQL profiled the accreditation experience of CHI Friendship, which was the first organization to achieve CQL Person-Centered Excellence Accreditation | With Distinction, under the new eligibility and accreditation criteria.

# JUNE – MORE STORIES OF ACCREDITATION SUCCESS!

Along with profiling CHI Friendship, CQL wrote articles about multiple organizations that achieved CQL Accreditation in 2019. Among those articles, two organizations achieved their accreditation in June 2019:

- IAHD Puts Mission Into Action Through CQL Accreditation
- Another CQL Accreditation Achievement For IPPI In Connecticut



## JULY – GUIDANCE IN THE MOVE TO MANAGED CARE

As Medicaid managed care starts to expand into the IDD LTSS system, evidenced-based quality standards and guidelines about managed care provision for people with IDD are more critical than ever. As part of recurring symposiums of thought leaders in the field, in July 2019 a new report was released titled ‘The Move to Managed Care for Intellectual and Developmental Disability Services: Guidance for State Medicaid and DD Directors, and Payers.’

## AUGUST – BOARD OF DIRECTOR DEVELOPMENTS

In August 2019, there were two developments related to different Board of Directors. CQL welcomed Laura Vegas to its Board of Directors. Vegas is the Director of National Core Indicators (NCI) for the National Association of State Directors of Developmental Disabilities Services (NASDDDS). Later that month, we were proud to share that CQL’s Vice President of Accreditation, Katherine Dunbar, was named to the Board of Directors for The National Alliance For Direct Support Professionals (NADSP).

## SEPTEMBER – RECOGNIZING EXCELLENCE IN DIRECT SUPPORT

CQL continued its annual campaign during National DSP Recognition Week, to share stories of excellence among Direct Support Professionals, in partnership with NADSP and ANCOR. Here are the stories CQL shared during 2019 DSP Recognition Week:

- Joshua Holland: A Cut Above The Rest
- Beth Triplett: A Positive Source of Support
- Diane Norby: Cooking Up Outcomes
- Barbara Kostecke-Horton: Empowering People
- Daniel Schertzer: A Meeting With The Mayor!
- Carla Garrison Greene: Outcomes On The Ballot
- Caroline Lass: The Life of the Community
- Deja Kendricks: Creativity In Person-Centered Discovery
- Chelcie Jacobs: Dancing Away Shyness



## OCTOBER – A CELEBRATION OF 50 YEARS

As we mentioned earlier, 2019 marked the 50th Anniversary of CQL | The Council on Quality and Leadership.

While we recognized this milestone throughout the year, it culminated at our 2019 CQL Conference: Dare To Dream, where more than 450 attendees gathered to celebrate with us and learn about best practices in supports for people with disabilities.



## NOVEMBER – KEEPING BUSY AT CONFERENCES

Aside from CQL's own biennial conference, we are also very active both presenting and exhibiting at conferences all across the United States, as well as in Canada. In November 2019, CQL sponsored The Arc New York's annual conference and our very own Michael Clausen was there to meet with current and future partners. Throughout the year, CQL was involved in more than two dozen conferences, including annual events from organizations in the United States like INARF, ANCOR, NADSP, APSE, and NY Alliance, as well as conferences in Canada including the Canadian Conference on Developmental Disabilities and Autism and The Learning Exchange.



## DECEMBER – EXPERTISE IN YOUR INBOX

In December 2019, CQL continued to share the very best approaches in supports and services through Capstone e-Newsletter, where we tackle critical topics in the human services field. Along with the edition earlier this month covering Rights In Someone's Home, we've written articles about a wide range of issues, some of which include:

- "Listening" When People Communicate Without Words
- Creative Approaches in Positive Behavior Supports
- The Realities of House Rules
- Self-Advocacy: It's a Movement, Not a Program

## SEE YOU IN 2020!

Thank you for your continued partnership with CQL | The Council on Quality and Leadership throughout 2019. We appreciate your commitment to a world of dignity, opportunity, and community for all people, and look forward to working with you in 2020!