

# PERSONAL OUTCOME MEASURES® 2017

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Measuring Outcomes  
Now and Into the Future



# PERSONAL OUTCOME MEASURES® 2017: DRIVEN BY DATA

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CQL | The Council on Quality and Leadership is dedicated to the definition, measurement, and improvement of personal quality of life. However, we believe collecting data is only valuable if you do something meaningful with it. *Personal Outcome Measures*® data can guide individual plans, provide agencies with information to make data-based decisions, and give states the information they need to demonstrate compliance, set priorities and focus limited resources.

Through more than two decades of administration, the *Personal Outcome Measures*® have been constantly revised through focus groups with people with disabilities, their families and other key stakeholders, along with pilot testing, a Delphi survey and feedback from advisory groups. Based on these findings, CQL introduced a revised edition of the *Personal Outcome Measures*® in 2005, which was organized into three factors: My Self, My World, and My Dreams. In 2009, the *Personal Outcome Measures*® was updated again to include new decision-making questions that characterize excellence in person-centered supports and promote quality of life.

The *Personal Outcome Measures*® database which was established in 1993 now contains data from over 10,000 interviews. As a data-driven organization, we continuously strive to maximize the reliability and validity of our tools to reflect the real-world changes in quality of life for people who receive human services and supports, as well as ever-changing service systems.

This report serves as an update to the reliability and validity of the *Personal Outcome Measures*®. Based on advanced statistical analyses, our newly revised edition of the *Personal Outcome Measures*® (2017) contains 21 Personal Outcome indicators organized into the following five factors:



**My Human Security**



**My Community**



**My Relationships**



**My Choices**



**My Goals**

# STATISTICAL ANALYSES

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## Inter-Rater Reliability

Reliability is a system which determines how consistent the data is – the degree to which the measure is reliable over many administrations. Reliability of a measure is crucial to ensure accuracy of the tool.

The *Personal Outcome Measures*<sup>®</sup> has strict reliability testing to ensure the quality and integrity of the decision-making process used to determine outcomes and supports; CQL utilizes inter-rater reliability in particular, to ensure the integrity of the *Personal Outcome Measures*<sup>®</sup>.

To be considered certified, all interviewers must complete the inter-rater reliability process at least once a year<sup>1</sup>. During these reviews, an expert rater – CQL certified staff member - observes the *Personal Outcome Measures*<sup>®</sup> interview conducted by the candidate without intervening. After the *Personal Outcome Measures*<sup>®</sup> interview is complete, the interviewer's decisions are compared to the expert's decisions. A score is created based on how many times the pair agreed out of the total possible score. To be certified, interviewers must all score 0.85 or higher – they must correctly agree with the expert at least 85% of the time. In addition, the expert rater also provides guidance where there were differences between the rater and interviewer.

## Construct Validity

Construct validation is a systematic analysis aimed at determining if a test measures what it purports to measure – it examines unobservable constructs (variables) which are theoretically expected to associate with the measure.

To demonstrate the construct validity of *Personal Outcomes Measures*<sup>®</sup>, *Personal Outcome Measures*<sup>®</sup> data from 2015 and 2016 were collected from approximately 1,450 interviews. The *Personal Outcome Measures*<sup>®</sup> data from these interviews were entered into the database and analyzed using SPSS 23. The data was screened for administrative errors and missing data. The minimum amount of data for factor analysis was satisfied, providing a ratio of over 67 cases per variable.

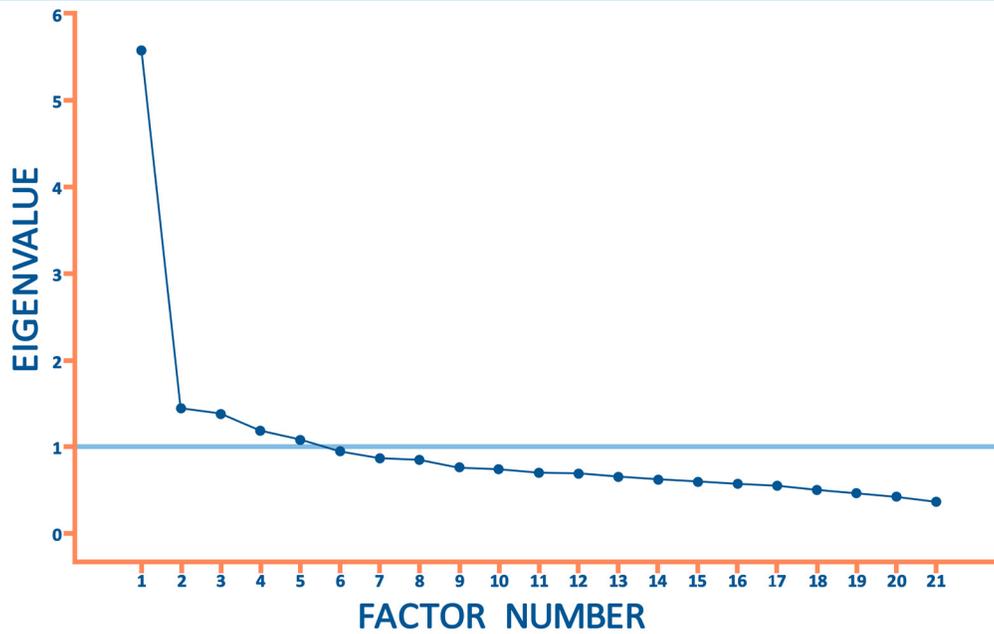
A Principal Components Analysis using an oblique (varimax) rotation was utilized for the purpose of identifying and computing composite scores for the factors underlying the *Personal Outcome Measures*<sup>®</sup>. Initial eigenvalues indicated that the first factor explained 26.5% of the variance. The second, third, fourth and fifth factors had eigenvalues just over one and explained 6.9%, 6.6%, 5.6% and 5.2% of the variance respectively. The five-factor solution explained a cumulative variance of 50.8%. The Factor Scree Plot shows the eigenvalues (Figure 1).

A minimum factor loading of 0.30 was required for a variable's interpretation on a factor. All 21 indicators loaded on the five factors (Table 1). Labels for these factors are: 1) **My Human Security**; 2) **My Community**; 3) **My Relationships**; 4) **My Choices**; 5) **My Goals**. The newest edition of the *Personal Outcome Measures*<sup>®</sup> will be based on these 21 indicators clustered into these 5 factors.

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<sup>1</sup> CQL will be shifting toward two-year certification terms in 2017.

**FIGURE 1**



**TABLE 1 - FACTOR LOADINGS & COMMUNALITIES**

ITEM	My Human Security	My Community	My Relationships	My Choices	My Goals	Communality (h <sup>2</sup> )
Are Safe	0.73					0.45
Free from Abuse and Neglect	0.64					0.38
Best Possible Health	0.63					0.40
Treated Fairly	0.49					0.52
Are Respected	0.43					0.51
Continuity and Security	0.42					0.41
Exercise Rights	0.35					0.55
Interact with Others in Community		0.75				0.57
Integrated Environments		0.70				0.57
Participate in Community Life		0.66				0.63
Use Environments		0.63				0.48
Intimate Relationships			0.66			0.53
Have Friends			0.61			0.54
Natural Supports			0.61			0.44
Decide When to Share Personal Information			0.40			0.47
Perform Social Roles			0.33			0.44
Choose Where and With Whom to Live				0.84		0.66
Choose Services				0.78		0.64
Choose Where to Work				0.48		0.42
Realize Personal Goals					0.84	0.56
Choose Personal Goals					0.70	0.49

# PERSONAL OUTCOME MEASURES® 2017: THE FIVE FACTORS

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## My Human Security

*Human Security* encompasses essential non-negotiable human and civil rights. While this includes a wide range of rights, from the right to access one's possessions to the right to privacy, there is also a requirement of freedom from physical or mental harm, including abuse, neglect and mistreatment. People who receive services must be treated the same as people who do not; they must have dignity and respect, social stability, continuity and security. People must have sufficient resources to meet their basic needs as well as have person-centered services.



## My Community

People with disabilities have a right to be in the *community*, to access and interact with the world around them. Both the *Americans with Disabilities Act* (1990) and *Olmstead v. LC* (1999) require people receive services in the most integrated settings possible – people who are receiving human services and supports must have the same opportunities to access the *community* as other citizens. CQL recognizes the difference between *community* access and *community* integration, with the latter being the ultimate goal. While the characteristics of *community* may vary depending on personal preferences, as with all people, people who receive supports are integral *community* members and should be supported to fulfill multiple social roles in the *community*.



## My Relationships

*Relationships*, be they with biological or chosen family, friends, or romantic partners, produce a sense of belonging. *Relationships* are personally defined, ranging from who one chooses to share information with to a deep level of intimacy and familiarity. CQL believes *relationships* create links to the greater world that establish a blanket of security and help people who receive supports play social roles. Social capital, the impact of social ties and *relationships*, promotes personal outcomes.



## My Choices

*Choice* is the ability to make decisions that affect one's life and community. Central to *choice* are self-determination, participation and autonomy. Organizations must accommodate peoples' preferences so they can get what they want and need.



## My Goals

*Goals* reflect aims for the future, including direction, dreams and aspirations. While *goals* do not need to necessarily be realistic or achievable, they do need to be person-centered. Organizations need to support people who receive services to have experiences and opportunities that help them meet personal milestones.



## NATIONAL DATABASE ON PERSONAL OUTCOME MEASURES® 2016 (N = 1,001)

Percent Of Outcomes And Supports Present By Factor (2016)

	OUTCOMES	SUPPORTS
MY HUMAN SECURITY	52.6%	63.0%
MY COMMUNITY	53.5%	57.3%
MY RELATIONSHIPS	45.5%	50.2%
MY CHOICES	29.9%	33.5%
MY GOALS	51.5%	48.2%

# NATIONAL DATABASE ON PERSONAL OUTCOME MEASURES® 2016 (N = 1,001)

The CQL national database includes interview data from 1993 on allowing Personal Outcome Measures® trends to be compared over time. This table presents the percentage of outcomes present and supports in place for the Personal Outcome Measures® interviews conducted in 2016.

## Percent Of Personal Outcomes And Supports Present (2016)

	OUTCOMES	SUPPORTS
<b>MY HUMAN SECURITY</b>		
People are safe	78.5%	81.9%
People are free from abuse and neglect	61.8%	68.4%
People have the best possible health	69.7%	65.2%
People experience continuity and security	46.0%	61.0%
People exercise rights	41.9%	43.8%
People are treated fairly	54.8%	56.6%
People are respected	54.7%	60.6%
<b>MY COMMUNITY</b>		
People use their environments	64.0%	65.6%
People live in integrated environments	39.0%	42.7%
People interact with other members of the community	57.0%	60.0%
People participate in community life	49.6%	58.0%
<b>MY RELATIONSHIPS</b>		
People remain connected to natural support networks	46.0%	64.8%
People have friends	43.9%	48.3%
People have intimate relationships	45.3%	46.6%
People decide when to share personal information	51.3%	53.3%
People perform different social roles	38.6%	35.5%
<b>MY CHOICES</b>		
People choose where and with whom to live	25.5%	32.5%
People choose where to work	34.5%	36.6%
People choose services	29.3%	31.6%
<b>MY GOALS</b>		
People choose personal goals	46.1%	45.2%
People realize personal goals	56.8%	50.4%

## Rank Of Personal Outcomes Present (2016)

### MOST FREQUENTLY ACHIEVED

People are safe  
 People have the best possible health  
 People use their environments  
 People are free from abuse and neglect

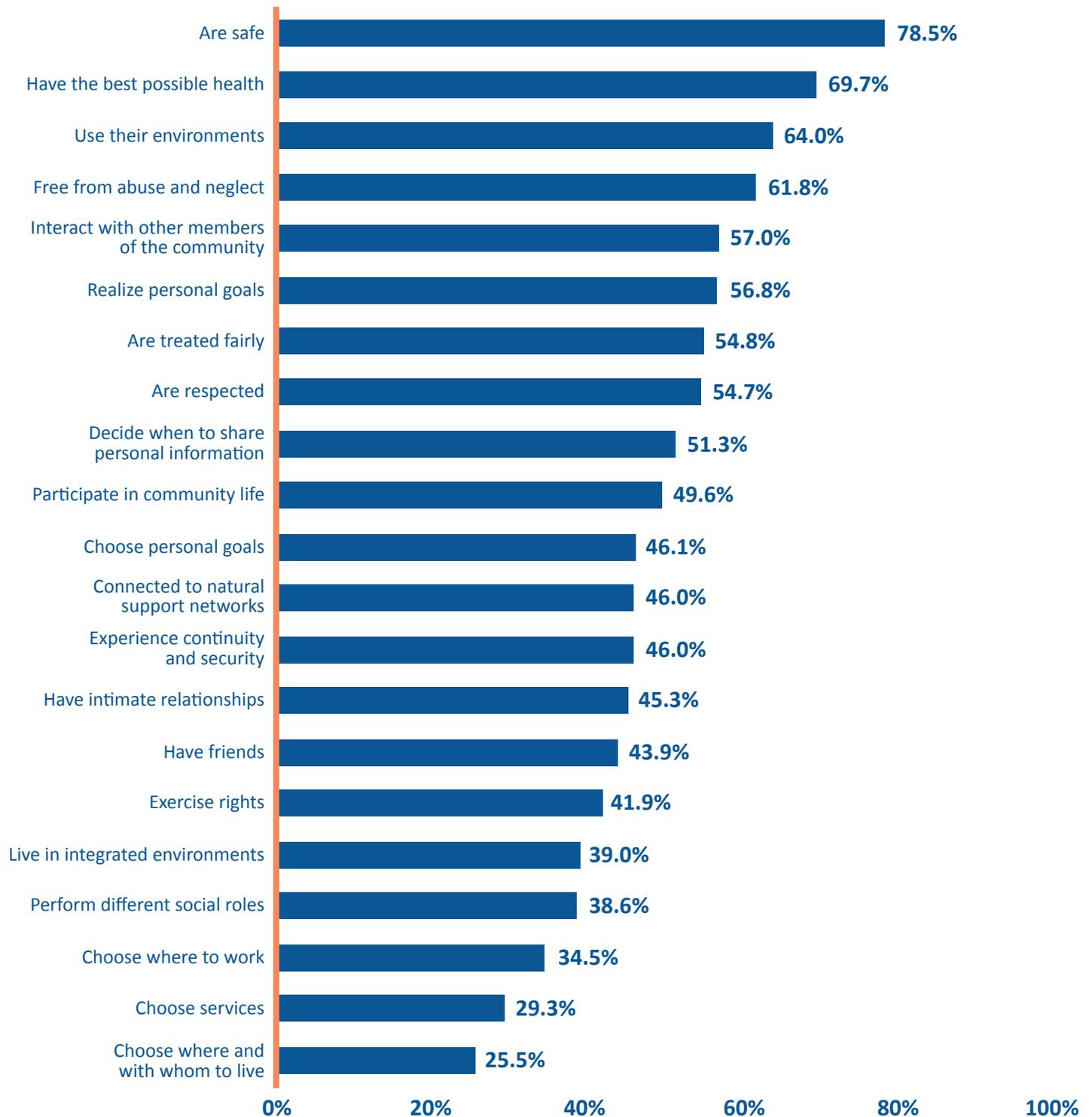
### LEAST FREQUENTLY ACHIEVED

People choose where and with whom to live  
 People choose services  
 People choose where to work  
 People perform different social roles

# CQL PERSONAL OUTCOME MEASURES® NATIONAL DATA 2016 (N = 1,001)

## OUTCOMES AND SUPPORTS ORGANIZED BY PERCENTAGE PRESENT

### Outcomes Present (2016)



# CQL PERSONAL OUTCOME MEASURES® NATIONAL DATA 2016 (N = 1,001)

## OUTCOMES AND SUPPORTS ORGANIZED BY PERCENTAGE PRESENT

### Supports In Place (2016)

