



2019 ANNUAL REPORT

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SUMMARY OF 2019 ACTIVITIES

Accreditation

- We currently accredit over 370 organizations across the US, Canada, Ireland, and New Zealand.
- In 2019, we accredited 21 new organizations, and reaccredited 78 organizations.
- We conducted 137 mid cycle visits (both QA and PCE) during 2019.
- We continue to work with numerous states to advance person centered supports and quality services.

Certification

- CQL advanced best practices in the human services field by certifying over 200 people in the use of the Personal Outcome Measures® tool.

Training

- Over 100 days of training were provided by CQL Staff covering topics such as the Personal Outcome Measures®, Basic Assurances®, Supporting Rights & Self-Advocacy, Communication: The Art of Listening, Person-Centered Planning with Outcomes, Principles of Person-Centered Thinking, the HCBS Settings Rule, and various Customized Trainings.
- CQL has partnered with Relias to update e-Learning staff development options, including 8 courses about the power of Personal Outcome Measures®.
- CQL teamed up with the College of Direct Support to develop training modules on the Personal Outcome Measures®.
- CQL began to offer one day seminars across the country that people could register for by the seat.



Collaborations

CQL promoted best practices in 2019 through collaborations with universities, advocacy groups, and trade associations.

- CQL President and CEO, Mary Kay Rizzolo, holds an appointment as a Clinical Associate Professor at the University of Illinois at Chicago.
- CQL Director of Research, Carli Friedman, holds an affiliate faculty appointment in the Department of Rehabilitation Medicine 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, the College of Direct Support Advisory Board, 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 two think tanks on managed long-term services and supports and value-based models. The think tank includes approximately 30 thought leaders in the field and will continue to meet in 2020.
- CQL continued partnership agreements with The New York Alliance for Inclusion and Innovation, The Arc New York, and the American Network of Community Options & Resources (ANCOR), to enhance the quality of services provided by associations' member organizations.

SUMMARY OF 2019 ACTIVITIES

Research

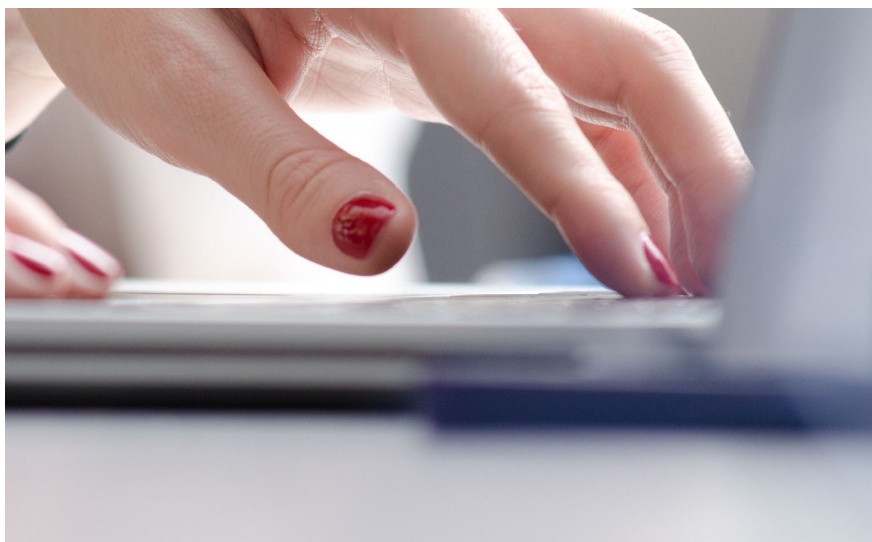
In 2019, CQL significantly expanded its profile as a research leader through dozens of publications in peer-reviewed journals, research collaboration, dissemination of research findings, marketing of data collection tools, and expanded data management systems.

The CQL PORTAL Data system:

- Is used by almost 900 organizations
- Is used by over 3,500 individual users
- Contains almost 15,000 Personal Outcome Measures® surveys online and an additional 10,000 offline
- Includes almost 500 Basic Assurances® assessments

Communications

- Capstone e-Newsletter
- Research Summaries
- PORTAL Alerts
- The Certification Network
- Our World e-Newsletter
- Targeted Emails
- Website Updates
- Various Print Materials
- Social Media Outreach:
 - Facebook
 - Twitter
 - YouTube
 - LinkedIn



“CQL asks us to raise that bar for each person.”

- Dori Leslie, CHI Friendship

2019 FINANCIAL STATEMENT

The following Statement of Financial Activities are for the year ending December 31, 2019.

Revenue

Accreditation	\$1,582,652
Certification/Training	\$499,383
Special Projects	\$614,574
Other Income	\$285,379
Travel Expenses - Pass Thru	\$378,660
Total Revenue	\$3,360,648

Expenses

Personnel Expense	\$2,203,707
Consultants	\$159,655
Travel	\$620,882
Professional Services	\$107,883
Administrative Expenses	\$165,700
Conference Expenses	\$105,729
Dues & Subscriptions	\$4,502
Marketing Expenses	\$28,592
Insurance - Liability, D&O	\$23,552
Banking Fees	\$41,443
Investment Mgmt Fees	\$31,156
Director's Expenses	\$28,834
Total Expenses	\$3,521,636

Operating Income/(Loss) **(160,988)**

Other Income/Expenses

Depreciation	\$104,684
Investment Income/(Loss)	\$115,406

Net Other Income/Expense **\$469,157**

Net Income/(Loss) **\$308,170**

BOARD OF DIRECTORS

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and Resources (ANCOR)*
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The Arc of Frederick County
Catherine Raggio
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
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Katherine Dunbar
V.P. of Accreditation
Angela Rapp Kennedy
V.P. of Systems Transformation

Staff Members

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Quality Enhancement Specialist
Michael Clausen
Quality Enhancement Specialist
Kendra Ellwanger
Quality Enhancement Specialist
Carli Friedman, PhD
Director of Research
Megan Harris
Bookkeeper/Administrative Assistant
Jen Papouchis
Support Systems Specialist
Seth Petre
Director of Marketing
Jennifer Quigley
Quality Enhancement Specialist
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.

“Our vision is driven by our ongoing partnership with CQL.”

- Maura O'Loughlin, Sunbeam House Services