

The Essentials Of Certification



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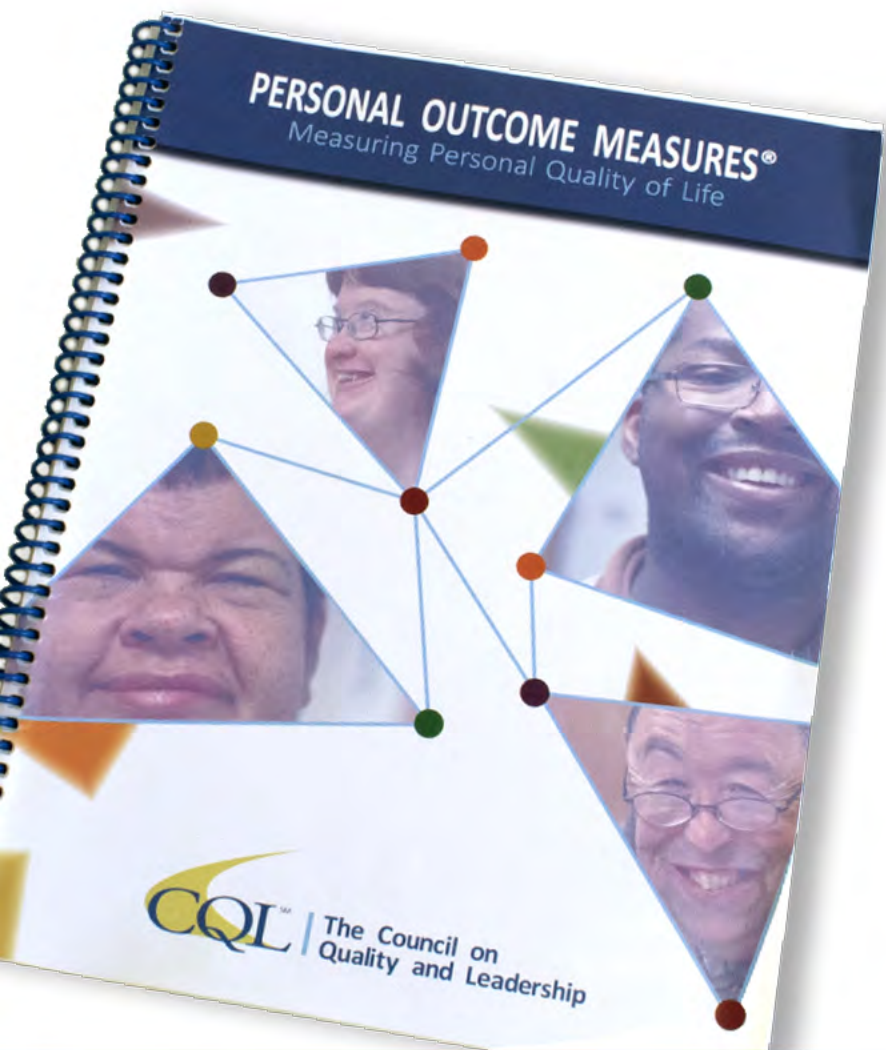


Vision

A world of dignity, opportunity, and community for **all** people

Mission

CQL is dedicated to the definition, measurement, and improvement of **personal** quality of life



Increases **validity** and **reliability** of information gathering and data collection

The value and usefulness of person-centered discovery is enhanced through reliable implementation of Personal Outcome Measures[®] (POM) interviews, providing for valid conclusions reached and subsequent actions taken, based upon that information-gathering process.





Certification Overview

Benefits

- Strengthen interview consistency
- Advance staff development
- Empower people supported
- Demonstrate commitment to quality
- Implement responsive services
- Direct strategic planning
- Embed best practices





Certification Overview

Benefits

- Spread person-centered approaches
- Improve information-gathering
- Inform person-centered planning
- Dive deeper into individual goals
- Identify priority outcomes





Certification Overview

Benefits

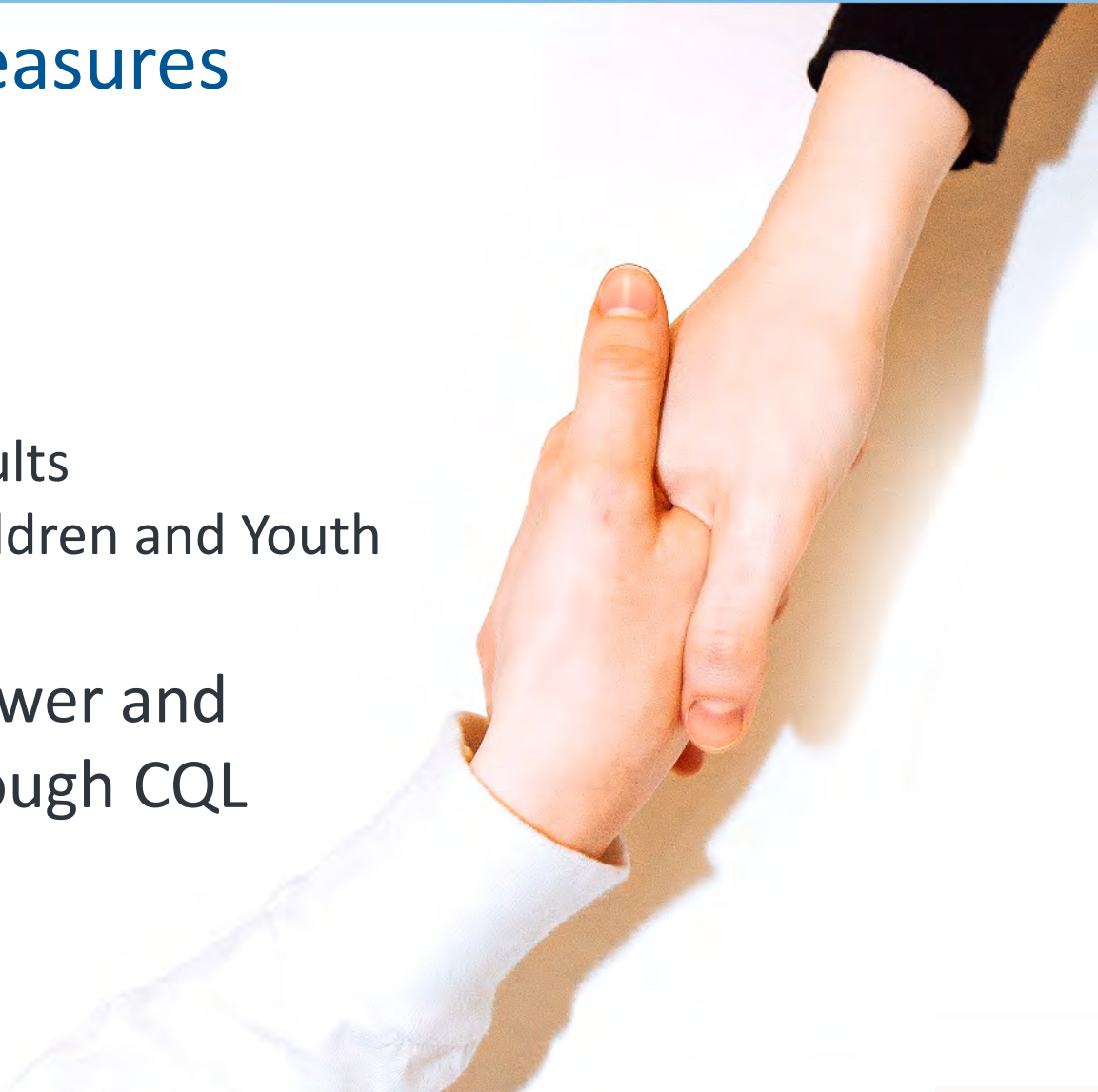
- Expand data collection
- Develop capacity for data analysis
- Make data-based decisions
- Prioritize organizational resources



Certification Overview

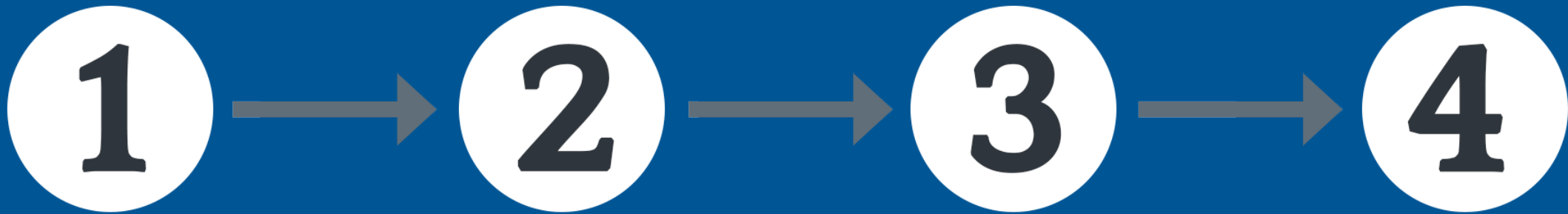
Terms and Measures

- Interviewer Certification
- Trainer Certification
- Certification available in:
 - Personal Outcome Measures® for Adults
 - Personal Outcome Measures® for Children and Youth
- 2-year certification term
- Personal Outcome Measures® Interviewer and Trainer Certification only available through CQL





Interviewer Certification Steps



STEP 1

Participation

Complete a POM Workshop taught by CQL or CQL Certified POM Trainer

STEP 2

Practice

Conduct practice interviews prior to IRR process to hone new skills

STEP 3

Coaching

Observation & Teaching

STEP 4

IRR

Completion of Inter-Rater Reliability assessment



Interviewer Re-Certification Requirements

One Measure

Minimum of 8 (eight) hours of CQL continuing education:

- CQL webinars
- CQL training
- CQL conference attendance
- CQL sessions at other conferences

AND a minimum of 20 POM interviews

AND successful completion of an Inter-Rater Reliability Assessment

- 85% decision-making agreement and gather sufficient information to make decisions for at least 40/42 of the outcomes and supports



Interviewer Re-Certification Requirements

Two Measures

Minimum of 8 (eight) hours of CQL continuing education:

- CQL webinars
- CQL training
- CQL conference attendance
- CQL sessions at other conferences

AND a minimum of 30 POM interviews with at least 15 in each measure

AND successful completion of a two Inter-Rater Reliability Assessments

- 85% decision-making agreement and gather sufficient information to make decisions for at least 40/42 of the outcomes and supports – one in each measure



Interviewer Certification Process and Paperwork If Applying For The First Time ...

Complete Certification Inquiry Form on website:
<https://www.c-q-l.org/certification/#quick-form>

- CQL will contact you to discuss the process
- Letter of Engagement is created
- We begin scheduling work





Interviewer Certification Process and Paperwork If Applying For Re-Certification ...

Complete Interviewer Re-Certification Application

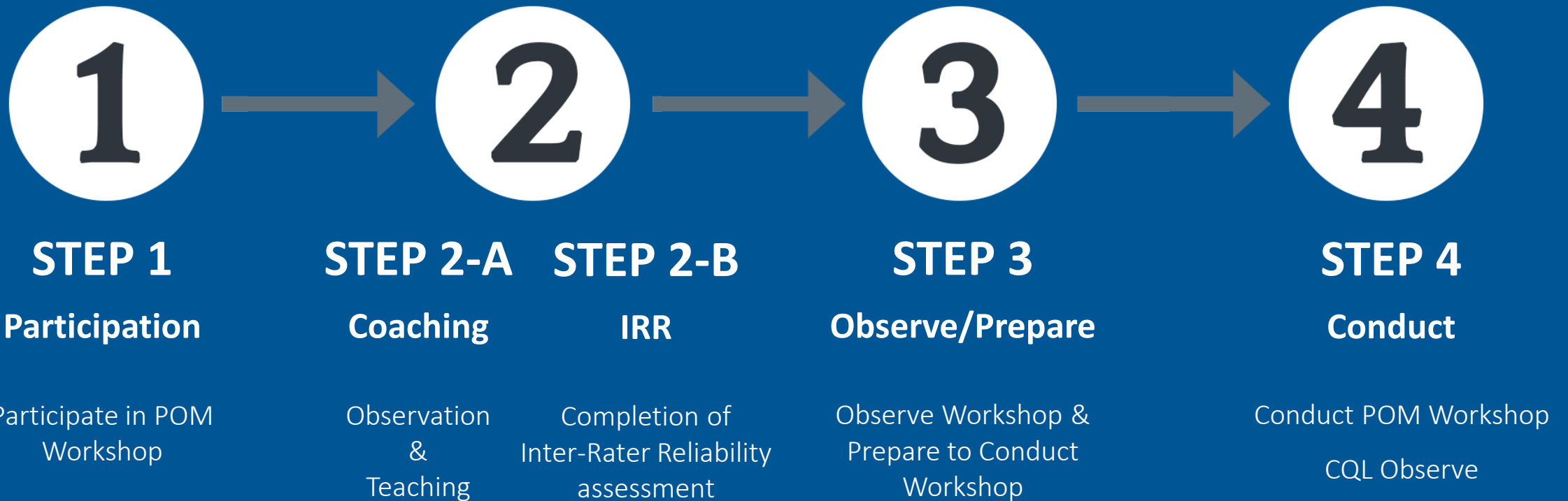
<https://www.c-q-l.org/certification/>

- Select Adult or Children & Youth
- Indicate in-person or virtual
- Indicate choices for dates
- Check minimum qualifications
- Enter # of hours CE & interviews
- Submit to training@thecouncil.org
- CQL will contact you to discuss the process
- Letter of Engagement is created
- We begin scheduling work

The form is titled "INTERVIEWER RECERTIFICATION" and includes the CQL logo and contact information: "The Council on Quality and Leadership", "100 West Road Suite 300", "Towson, MD 21204", and "www.c-q-l.org". The form fields include: Name (with a note: "(Full Name exactly as it should appear on your certificate)"), Title, Organization, Address, City, State, Zip, Phone, and Email. Below these fields is a section asking "Has your name or contact information changed since your last certification? If yes, provide us with your previous contact information:" with sub-fields for Previous Name, Previous Title, Previous Organization, and Previous Email. At the bottom, there is a field for "My certification expires on:" and a section for "I want to renew certification in the following measure(s):" with checkboxes for "Adult Personal Outcome Measures® (POM)" and "Children and Youth Personal Outcome Measures®". Finally, there is a section for "I am interested in:" with checkboxes for "Virtual Recertification" and "In Person Recertification".



Trainer Certification Steps



* Certified to provide POM training only within own organization or approved network



Trainer Re-Certification Requirements

One Measure

Minimum of 8 (eight) hours of CQL continuing education

AND the Certified Trainer must complete **one** of the following 3 options:

1. Present 8 POM Workshops to internal organizational employees
2. Present 4 internal POM Workshops and conduct 16 POM interviews
3. Present 4 internal POM Workshops, conduct 4 POM interviews, and present 12 days of customized internal POM training (CQL approved)

AND successful completion of an Inter-Rater Reliability Assessment

- 85% decision-making agreement and gather sufficient information to make decisions for at least 40/42 of the outcomes and supports



Trainer Re-Certification Requirements

Two Measures

Minimum of 8 (eight) hours of CQL continuing education

AND the Certified Trainer must complete **one** of the following 3 options:

1. Present 8 POM Workshops to internal organizational employees
2. Present 4 internal POM Workshops (at least 2 in each measure) and conduct 16 POM interviews (at least 8 in each measure)
3. Present 4 internal POM Workshops (at least 2 in each measure), conduct 4 POM interviews (at least 2 in each measure), and present 12 days of customized internal POM training (CQL approved)

AND successful completion of two Inter-Rater Reliability Assessments

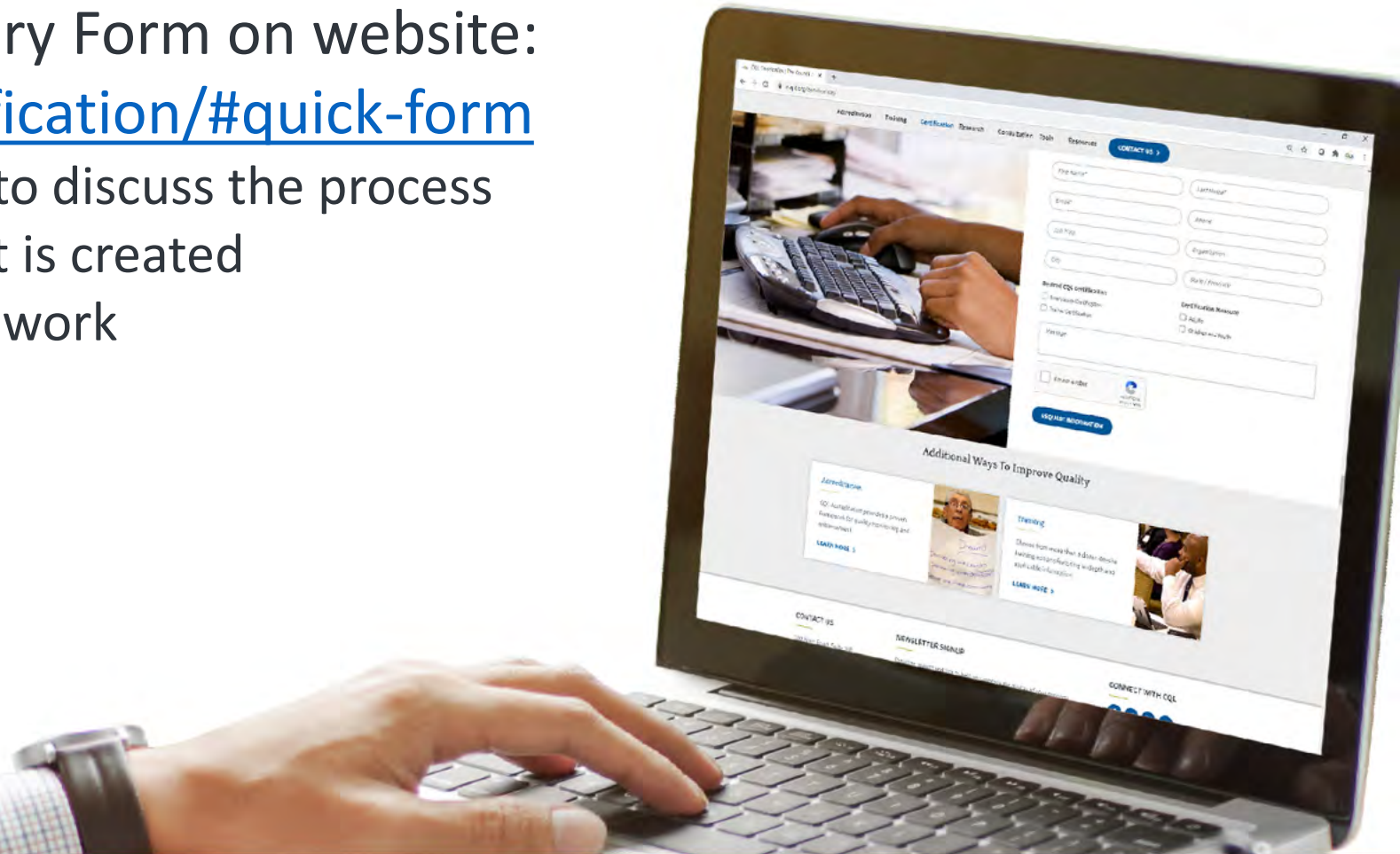
- 85% decision-making agreement and gather sufficient information to make decisions for at least 40/42 of the outcomes and supports – one in each measure



Trainer Certification Process and Paperwork If Applying For The First Time ...

Complete Certification Inquiry Form on website:
<https://www.c-q-l.org/certification/#quick-form>

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- Letter of Engagement is created
- We begin scheduling work





Trainer Certification Process and Paperwork If Applying For Re-Certification ...

Complete Trainer Re-Certification Application

<https://www.c-q-l.org/certification/>

- Select Adult or Children & Youth
- Indicate in-person or virtual
- Indicate choices for dates
- Check minimum qualifications
- Enter # of hours CE & interviews
- Submit to training@thecouncil.org
- CQL will contact you to discuss the process
- Letter of Engagement is created
- We begin scheduling work

The image shows a 'TRAINER RECERTIFICATION' form from CQL. The form includes fields for Name, Title, Organization, Address, City, State, Zip, Phone, and Email. It also has a section for 'Has your name or contact information changed since your last certification? If yes, provide us with your previous contact information:' with sub-fields for Previous Name, Title, Organization, and Email. At the bottom, there are checkboxes for 'I want to renew certification in the following measure(s):' (Adult Personal Outcome Measures* (POM) and Children and Youth Personal Outcome Measures*) and 'I am interested in:' (Virtual Recertification and In Person Recertification). The CQL logo and contact information are visible at the top of the form.

Customized Training

What Can It Be?

- POM overviews
- Training for board members and other stakeholders regarding what the organization is doing with the POM
- Training for people supported about the POM
 - Maybe one outcome at a time
- Training for DSPs about how to use the info gleaned during a POM interview
- And??? Be creative 😊



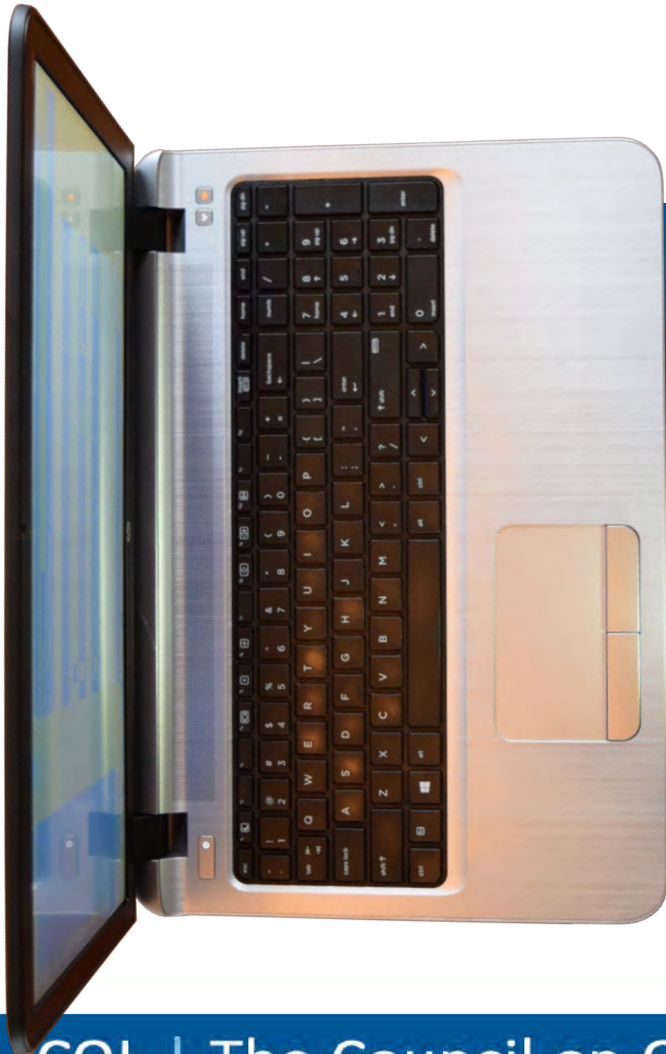


Customized Training

How Do I Get It Approved?

Submit the following to training@thecouncil.org:

- Description of the training detailing the number of participants, target audience, agenda, and length
- Learning objectives
- Instructions for all activities
- Any handouts
- Copy of the PowerPoint with Speaker's Notes and Trainer's Guide



COVID-19 Considerations


- POM Virtual Interviews Guide
- Virtual IRR
- Virtual-Virtual IRR
- Re-certification Extensions
 - Submit your application by your expiration date with the request for an extension




Questions

Some common inquiries we receive
about CQL Certification

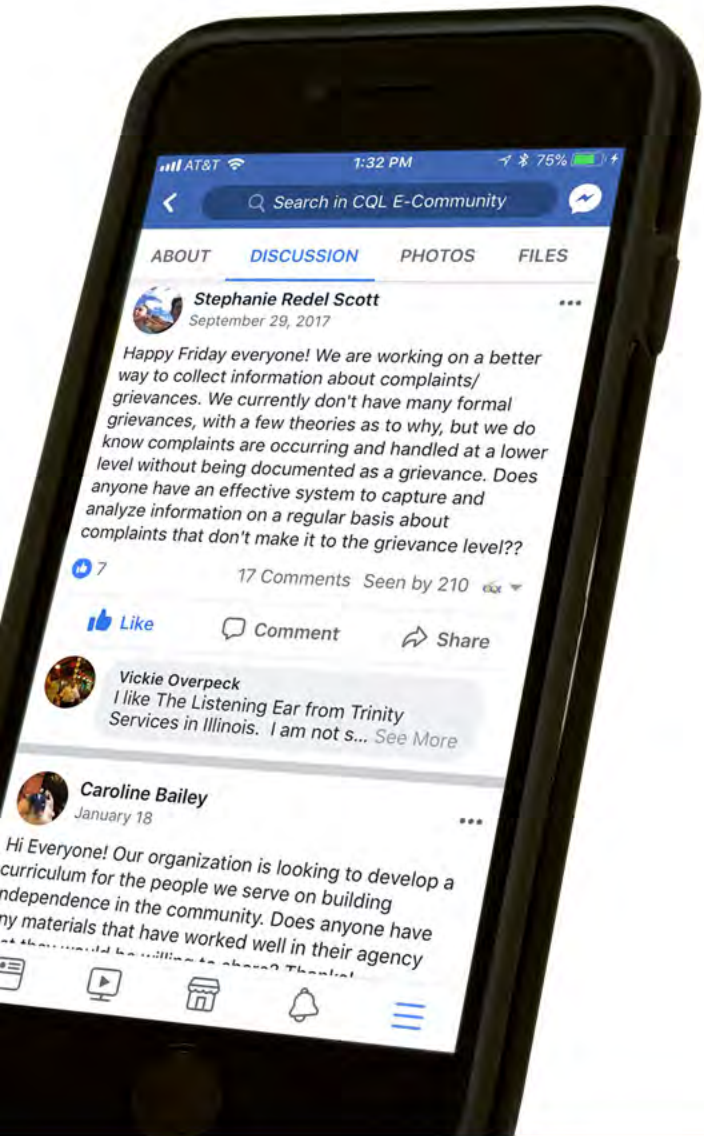


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- What if I have not fulfilled the re-certification requirements?
 - What status do people trained by certified trainers within an organization have?
 - What happens if I change jobs/organizations?

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- How is it handled if I am already a certified interviewer and now want to become a certified trainer?
 - Can I be certified if I was trained by a trainer in my organization?
 - How long can I wait after the POM workshop to apply to become certified?
 - What are my options if I don't pass my IRR?



- How do we count it if my co-worker and I team up to do the POM training in our organization?
- Can the customized training be done virtually?
- What are the requirements for a 1 year certification?



Facebook e-Community

Join Us!

www.facebook.com/groups/CQLeCommunity/



Personal Outcomes Measures®

Resources

- POM Virtual Interview Tips
- New Trainer Materials Coming
 - Updated Workbook, Trainer Agenda & PPT
- Certification Updates Signup
- www.c-q-l.org/certification/
- www.c-q-l.org/resources/webinars/





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