



10 Tips To Prepare For CQQL Accreditation





10 TIPS TO PREPARE FOR CQL ACCREDITATION

MEET OUR PRESENTERS

- **Katherine Dunbar**

CQL | The Council on Quality and Leadership
Vice President of Accreditation

- **Elizabeth Sites**

CQL | The Council on Quality and Leadership
Quality Enhancement Specialist

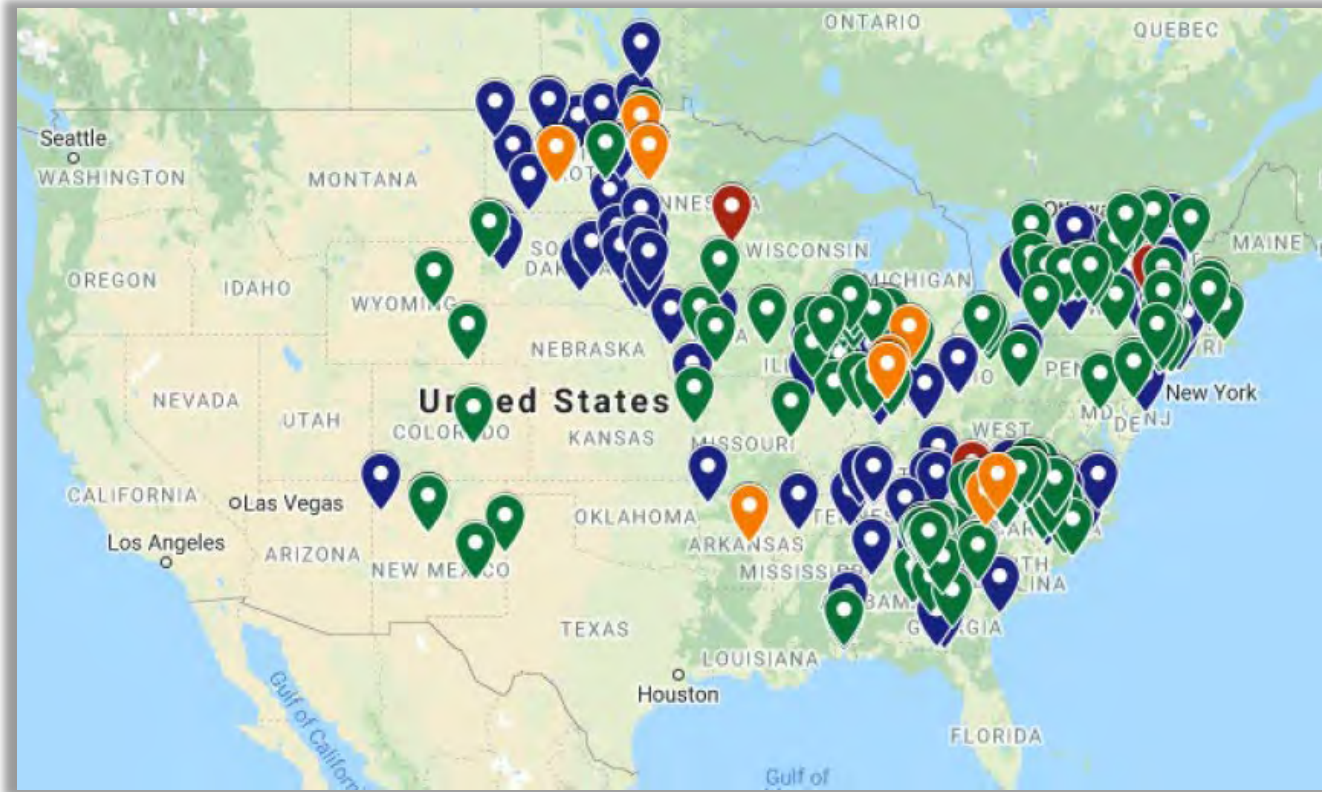
- **Jill Westring**

CQL | The Council on Quality and Leadership
Quality Enhancement Specialist

- **Diane Farina White**

Community Support Services
President & CEO





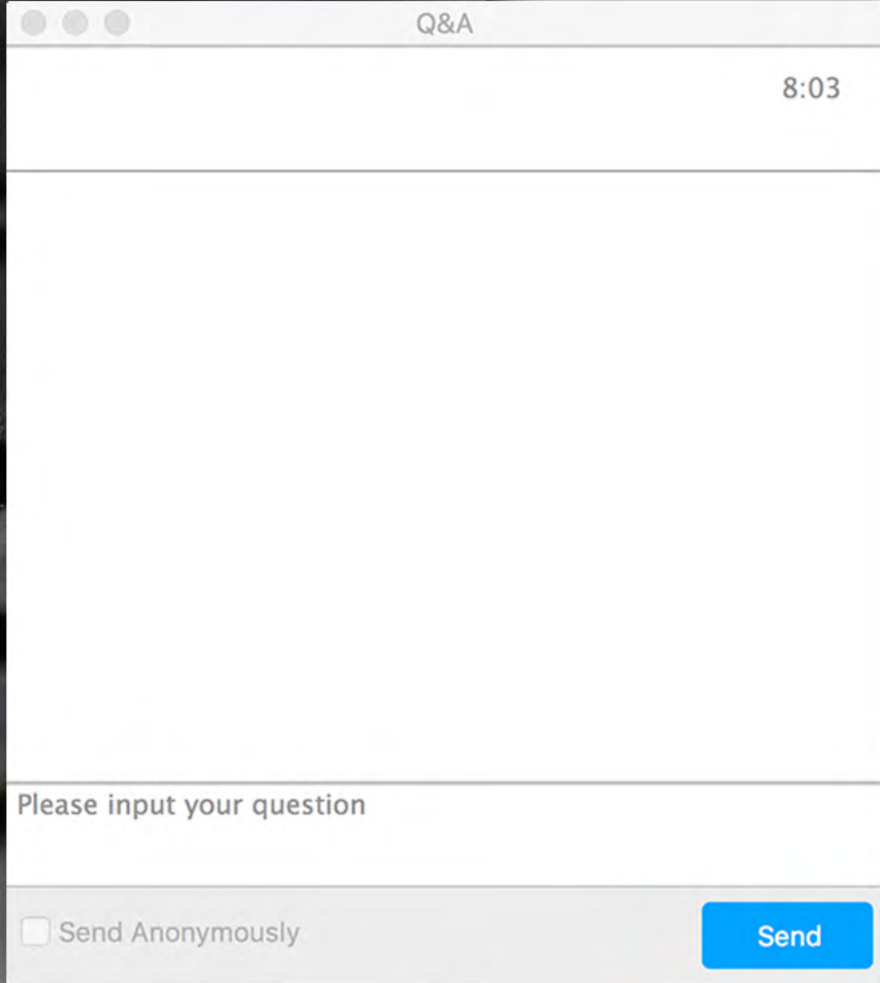
- More than 350 organizations have achieved CQL Accreditation
- 25 States in the U.S.
 - Tennessee IDD System
 - All North Dakota and South Dakota organizations
- Canada
- Ireland
- New Zealand



CQL Accreditation

The Value and Benefits

-  Positive impact on people
-  Improved services
-  QA and QE structure
-  External Validation
-  Accountability for Progress
-  Strategic Planning
-  Data, data, data
-  Alignment of values
-  Resource Sharing
-  Personal Outcome Measures[®]
-  Appreciative Inquiry
-  Positive impact on workforce

A screenshot of a web-based Q&A form. The window title is "Q&A" and the time is "8:03". The form has a large text input area. Below the input area, it says "Please input your question". At the bottom left, there is a checkbox labeled "Send Anonymously". At the bottom right, there is a blue "Send" button.

Q&A

8:03

Please input your question

Send Anonymously

Send

Any Tips?

If you're accredited through CQL please share your preparation tips through the **Q&A Box**.



Attend A CQL Workshop



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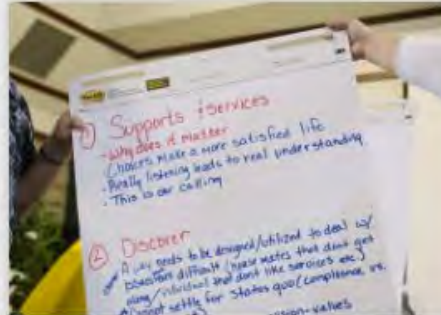
TIP #1 – ATTEND A CQL WORKSHOP



Quality Assurances Accreditation Preparation Workshop

This interactive workshop will help human service organizations become more prepared ahead of their Quality Assurances Accreditation.

 TRAINING



Person-Centered Excellence Accreditation Preparation Workshop

You can improve your understanding of the components, requirements, and expectations of Person-Centered Excellence Accreditation.

 TRAINING



Person-Centered Excellence Accreditation with Distinction Preparation Workshop

Gain in-depth insight into the enhanced standards of CQL's Person-Centered Excellence Accreditation, With Distinction.

 TRAINING



**Access
CQL Resources**



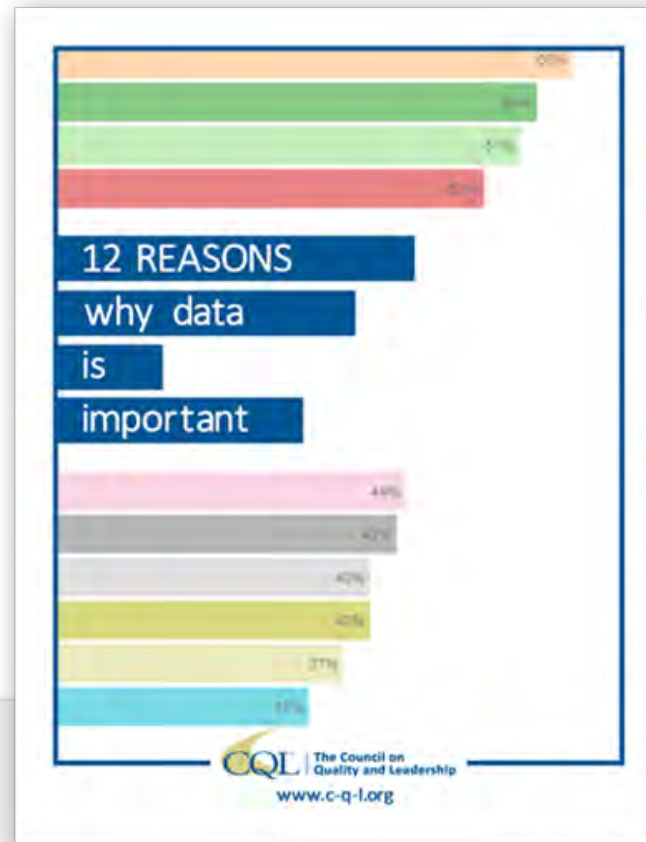
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TIP #2 – ACCESS CQL RESOURCES

- Accreditation Series: Watch With Your Team!
- Basic Assurances® Webinar Series
- Personal Outcome Measures® Webinars
- Capstone Newsletter
- Data and Research
- Accreditation Success Stories
- Sign up for CQL Emails



Browse resources on CQL's website

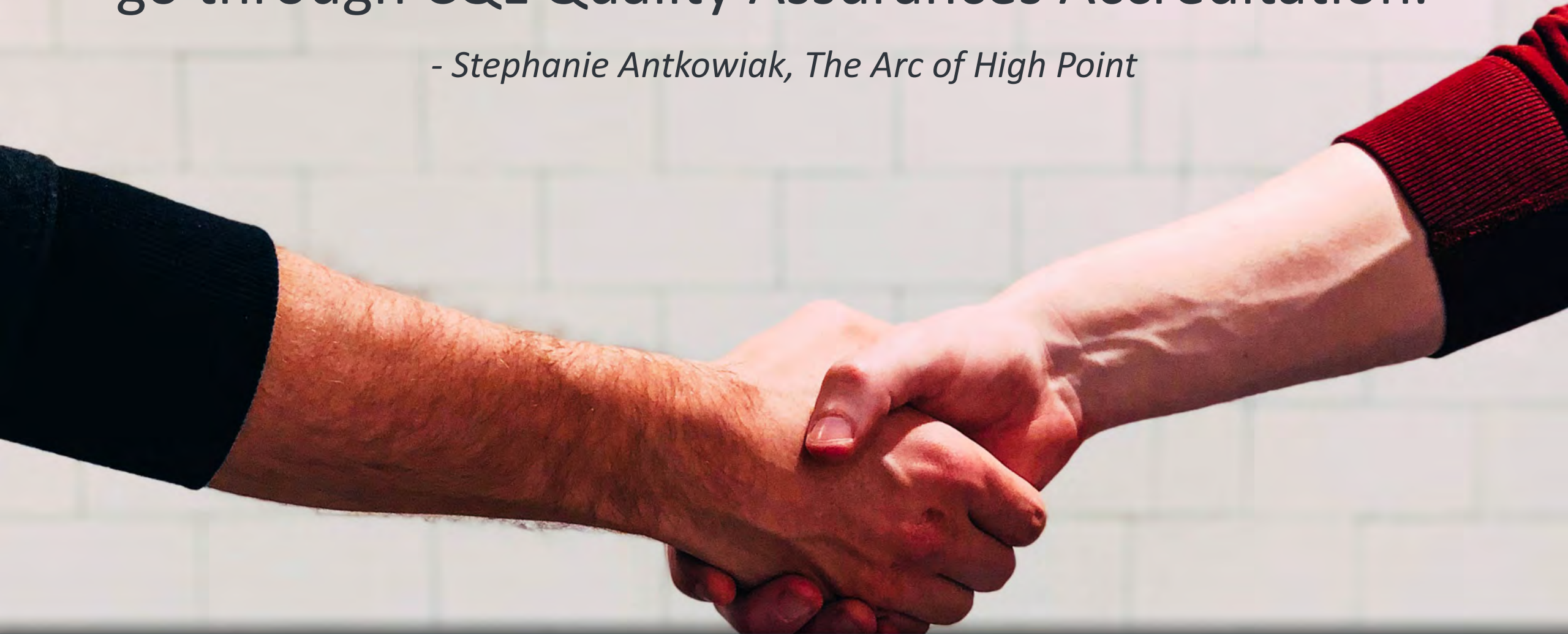




Connect With Other Agencies

“We partnered with another agency preparing to go through CQL Quality Assurances Accreditation.”

- Stephanie Antkowiak, The Arc of High Point





10 TIPS TO PREPARE FOR CQL ACCREDITATION

TIP #3 – CONNECT WITH OTHER AGENCIES

- View ‘Accredited Organizations’ on CQL’s website
- Inquire about a potential connection through CQL
- Ask an agency if you can observe their accreditation (stakeholder day, opening/closing meeting, etc.)
- Join CQL’s Facebook E-Community





Review Our Manuals



“Using CQL tools and principles resulted in an agency shift and so many good things happened.”

- *Susan Arwood*

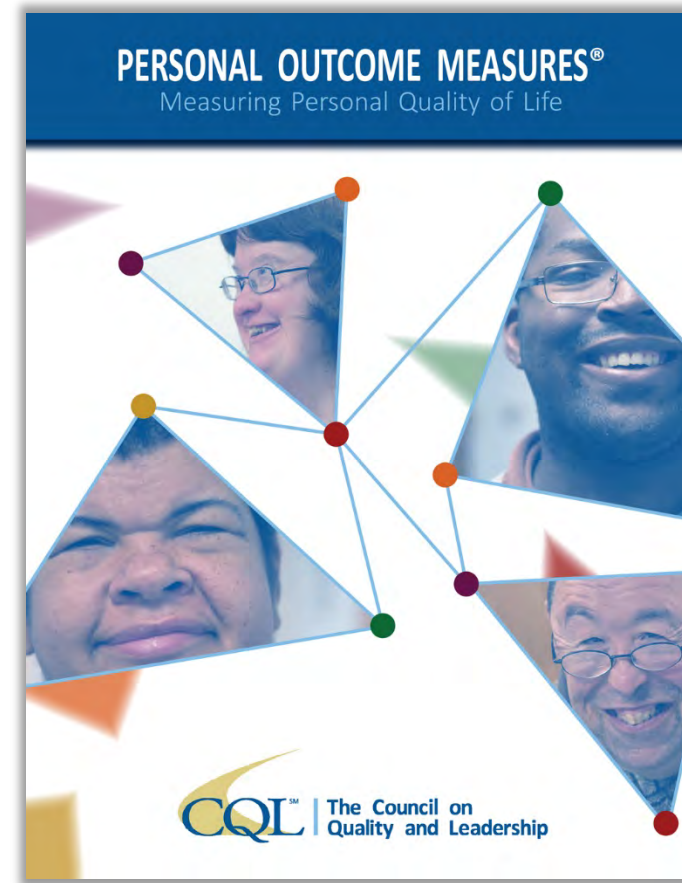
Core Services of Northeast Tennessee



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TIP #4 – REVIEW OUR MANUALS

- Pay attention to how to gather information
- Be attentive to "policy," "procedure," "practice"
- Systems can include policies, procedures, assessments, forms, handbooks, etc.
- Practices are how systems are implemented
- Director of Partner Engagement sends manuals at first planning call:
 - Basic Assurances®
 - Personal Outcome Measures®
 - Others as applicable





Develop Factor Teams

A modern meeting room with a white table and wooden chairs against a blue wall. The room is brightly lit, and the background shows a white shelf unit and a window.

“We created teams to focus on validating each of the Basic Assurances[®] Factors. The meetings generated great discussions on ways we could improve our current system and practices.”

- Kristen Salkas, New Star



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TIP #5 – DEVELOP FACTOR TEAMS

- Positive culture shift = involving various people and perspectives
- Basic Assurances[®] Self-Assessment (BASA) completed by more than one person
- Identify the right people:
 - People with working knowledge
 - Differing perspectives
 - Varying roles

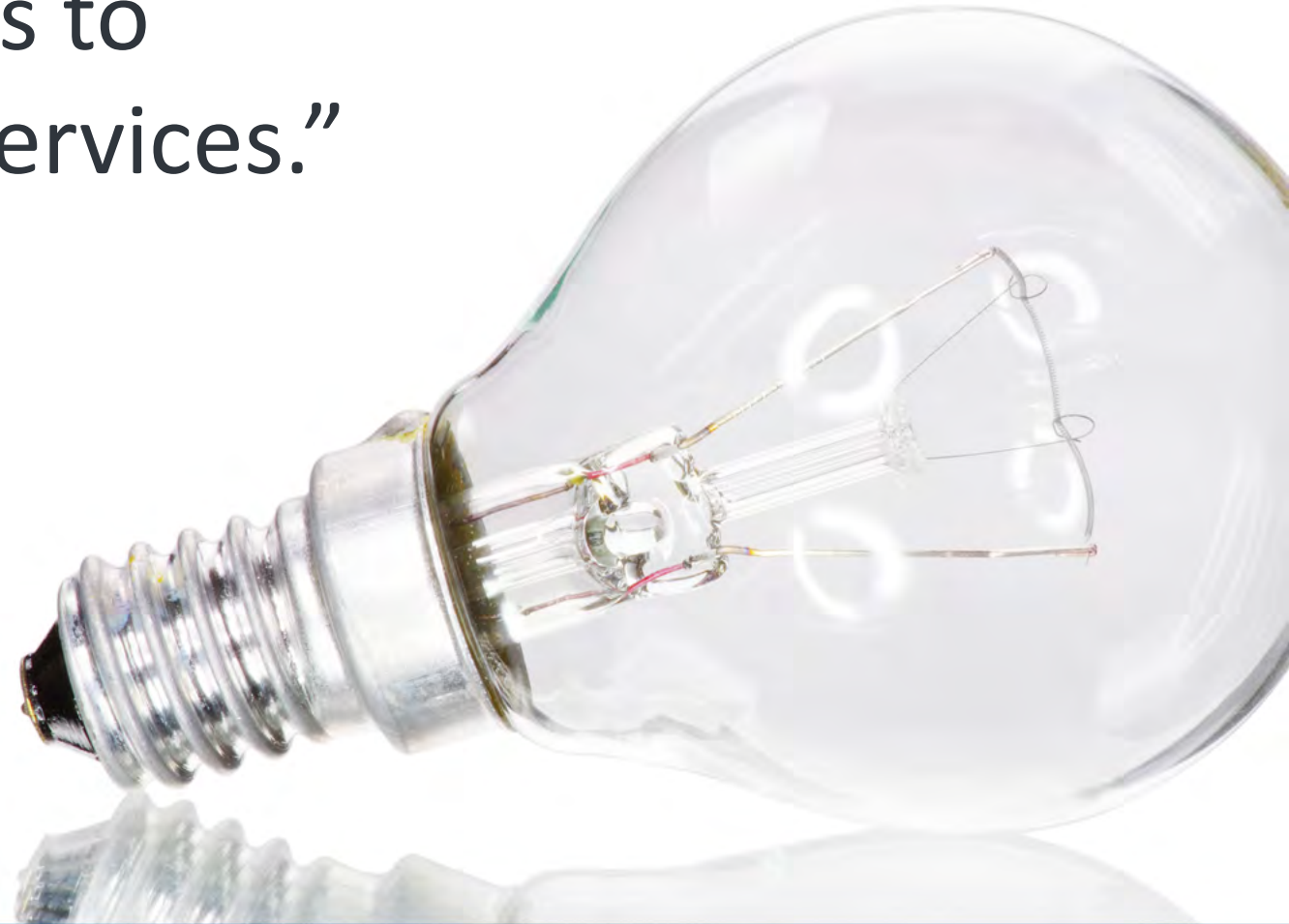




Gather Documents And Evidence

“Through the information gathered during the accreditation process, we have set strategic priorities to continue to improve our services.”

- Mark Keeley, St. Louis Arc





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TIP #6 – GATHER DOCUMENTS AND EVIDENCE

- Collect stories to help evidence practices
- Review the accreditation prep checklist
- Ensure evidence is accessible to team members
- Spend time with people to determine practices:
 - Identify pockets of excellence
 - Identify prevalence
- Please **do not rush** to create something that is not in place (let us help)
- Be prepared to provide additional evidence/documents - we may ask for it





Review Alignment Of Policy & Practice



“Accreditation is this strong foundation that supports the agency to have clear and solid policies and practices over the past 14 years.”

- Jacquie McKnight, Empower Simcoe



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TIP #7 – REVIEW ALIGNMENT OF POLICY & PRACTICE

- Don't just copy Basic Assurances® probes and paste them in a policy
- Ask other accredited agencies or CQL for examples
- Observations - especially regarding safety, dignity, respect
- Critically examine policies:
 - Relevance
 - Accuracy
 - Respectful





**Keep In
Contact**



“We are confident that CQL’s leadership team will always point us in the right direction and be transparent and truthful with us.”

- Leslie Long, The Arc of Cape May County



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TIP #8 – KEEP IN CONTACT

- Reach out with your questions
- Scheduled additional meetings as needed
- Provide us with updates about changes at your agency
- Request clarification about anything confusing
- Stay in touch with your Quality Enhancement Specialist





Bring In Various Stakeholders

“Staff from all levels of the organization, as well as people supported, participated in the Basic Assurances® Factor committees that met at least monthly.”

- Thane Dykstra, Trinity Services, Inc.





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TIP #9 – BRING IN VARIOUS STAKEHOLDERS



- Recruit people for focus groups
- Identify other stakeholders to provide different perspectives
- Consider tenure, service/program area/etc.
- Don't stack the group with only people who are only positive (we can tell)



**Be Sure To
Have Fun!**

“We are so thankful for the opportunity to partner with CQL to celebrate our successes.”

- Emily Raming, TotalLink 2 Community





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TIP #10 – BE SURE TO HAVE FUN!

- We take fun very seriously
- Show off your successes—no matter how small they may seem
- Don't make it just a show that doesn't reflect who you are as an organization
- Keep it real and transparent



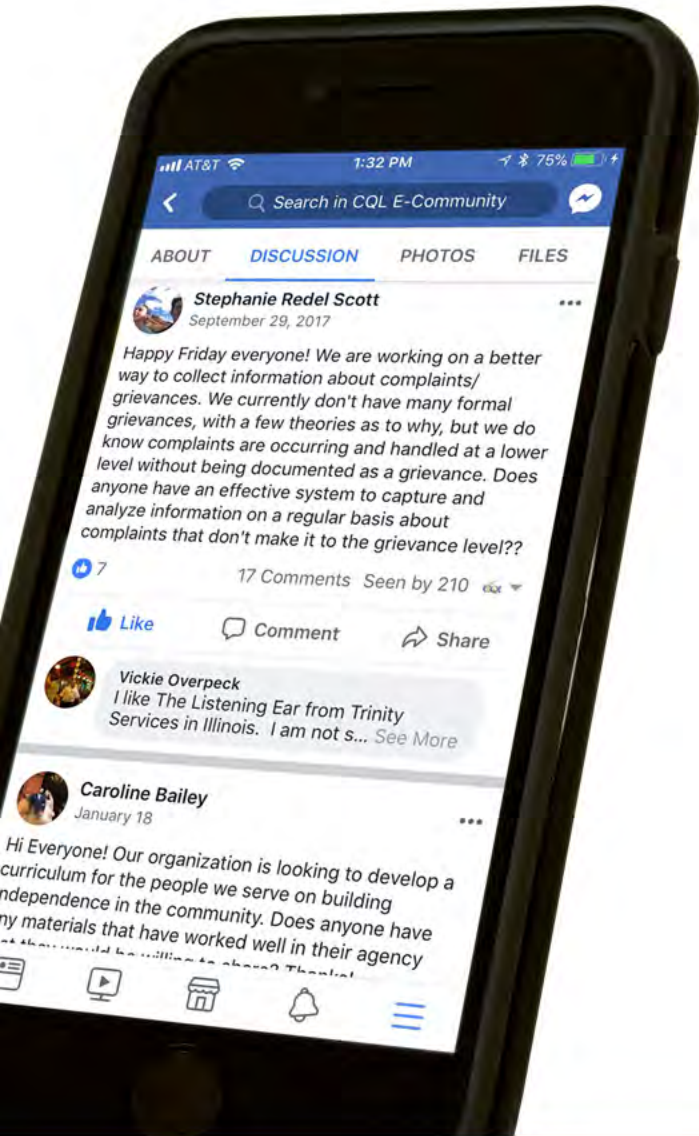


CQL ACCREDITATION UPCOMING WEBINAR



- Virtual Accreditation
November 9th, 2021
1:00pm – 2:00pm CT

Connect With Us



/TheCQL



@TheCQL



/TheCQL



🔍 CQL

FACEBOOK E-COMMUNITY:

www.facebook.com/groups/CQLeCommunity/



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Questions?

Please Share!