



# Accreditation 101

**Katherine Dunbar**

Vice President of Accreditation

**Gretchen Block**

Manager of Partner Engagement

**Elizabeth Sites**

Quality Enhancement Specialist



# CQL ACCREDITATION A QUICK POLL ...



## What best describes your experiences with accreditation?

- Looking at multiple accreditation bodies
- Not currently accredited by CQL
- Recently engaged for CQL Accreditation
- Currently accredited by CQL

• Will there be cookies?







- 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 CQL DIFFERENCE

- “We found CQL really impacts the **people** we support.”  
- *Susie Burke, Boundless (Ohio)*
- "It drives our commitment to **continuous** improvement."  
- *Kelly Kinderman, CSDD (New York)*
- "There was excitement among **all** stakeholders."  
- *Carmine Marchionda, ARC of Rockland (New York)*
- “The CQL approach is building on **strengths**.”  
- *Jeff Pederson, retired, CHI Friendship (North Dakota)*
- "CQL **data** is all very central to our strategic planning."  
- *Kim Zoeller, Ray Graham Association (Illinois)*



# CQL ACCREDITATION

## THE CQL DIFFERENCE



**Organization-wide accreditation is more meaningful.**

- CQL's approach to accreditation leads to best practices being embraced at all levels, for all services across an entire agency.



**Data capabilities are integrated into accreditation.**

- Accreditation alone can have value, but the inability to assess and analyze it, is limiting in determining success.



**Partnership involves access to other offerings.**

- Aside from just data, agencies often take advantage of CQL training, certification, and ongoing consultation.



**Appreciative Inquiry helps replicate success.**

- The concept identifies pockets of excellence and lays out how those successes can be utilized in areas of improvement.



# CQL ACCREDITATION BENEFITS FOR ORGANIZATIONS

- Align quality assurance models
- Build consistency in standards
- Utilize internationally-recognized tools
- Share best practices
- Demonstrate person-centered commitment
- Improve quality of life
- Strengthen quality of services
- Collect and evaluate meaningful data
- External validation



# CQL ACCREDITATION PROPRIETARY TOOLS



## Basic Assurances<sup>®</sup>

- Safeguards of health, safety, security and more

## Personal Outcome Measures<sup>®</sup>

- Understanding and measuring personally-defined outcomes

## Shared Values

- Alignment of mission, vision, and values

## Community Life<sup>®</sup>

- Relationship-building between people and the community



# Accreditation



## Different Options





# CQL ACCREDITATION ACCREDITATION OPTIONS

## Systems Accreditation

- One-year term
- Ideal for organizations interested in high standards for quality
- Reserved for organizations which are not yet serving people
- Review of policies and procedures
- Focuses on Basic Assurances®
- Ideal for organizations seeking to establish systems for future practice
- Multiple off-site visits with CQL staff

“We were **brilliantly challenged** to reflect deeply and systematically. As a result, we are confident of **starting strong.**”

*- Reuben Kangethe, Residential Options LLC*



# CQL ACCREDITATION ACCREDITATION OPTIONS

## Quality Assurances Accreditation

- Three-year term with two on-site visits
- Intended for organizations new to CQL
- Ideal for organizations which have experienced leadership change
- Focus on embracing individually defined outcomes
- Development of an Integrated Quality Management System
- Focuses on Basic Assurances<sup>®</sup> and Personal Outcome Measures<sup>®</sup>
- Introduces Shared Values
- Ongoing support and guidance



# CQL ACCREDITATION ACCREDITATION OPTIONS

## Person-Centered Excellence Accreditation

- Four-year term with one on-site visit and two off-site visits
- Reserved for organizations experienced with CQL accreditation
- Focus on use of POM for personal and organizational planning
- Establish more robust IQMS
- Facilitating individually defined outcomes
- Builds on CQL tools
- Accountability for Shared Values
- Focused on engaging stakeholders in a 'What Really Matters' plan



# CQL ACCREDITATION ACCREDITATION OPTIONS

## Person-Centered Excellence Accreditation *With Distinction*

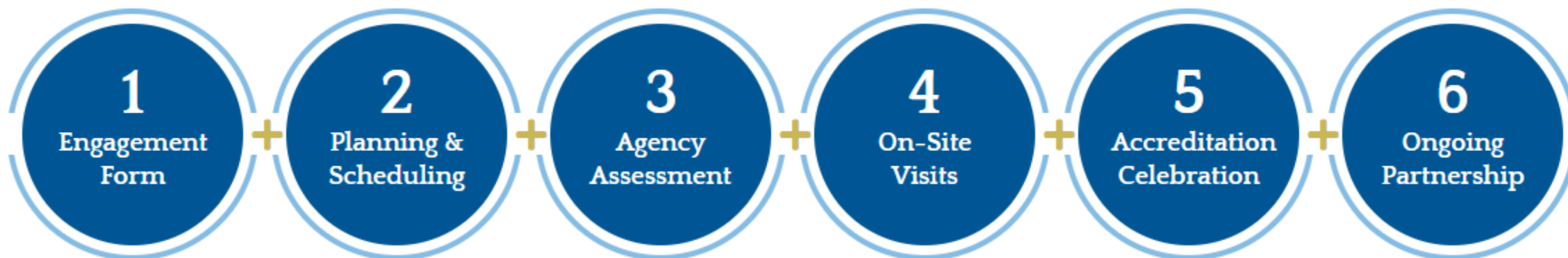
- Four-year term with one on-site visit and two off-site visits
- Only for organizations utilizing data via CQL POM Certified Trainers/Interviewers
- Only for organizations that have history with CQL
- Full implementation of CQL tools
- Emphasis on use of data analysis
- Focus on continuous quality improvement
- Focus on impact on all people's lives and organization transformation
- Demonstration of advocacy, innovation, and community impact
- Focused on engaging stakeholders in a 'What Really Matters' plan
- Accreditation not announced on-site, reviewed by panel

# And the journey begins...



LSS Minnesota

# CQL ACCREDITATION ACCREDITATION PROCESS



# ACCREDITATION PROCESS

## 1. ENGAGEMENT FORM



- Get in touch with CQL
  - Complete Accreditation Inquiry form
  - Contact CQL's Manager of Partner Engagement
- Submit Request for Engagement (RFE) form/fee
- Accreditation costs based on:
  - Number of reviewers
  - Accreditation schedule
  - Number of people supported
  - Geography/diversity of services
- Letter of Engagement (LOE) sent to agency





# ACCREDITATION PROCESS

## 2. PLANNING & SCHEDULING

- Initial planning call with CQL's Manager of Partner Engagement
- Overview of the Basic Assurances<sup>®</sup> Self-Assessment
- Discussion of CQL's PORTAL Data System
- Guidance from CQL's Manager of Partner Engagement
- Introduction of dedicated CQL Quality Enhancement Specialist



# ACCREDITATION PROCESS

## 2. PLANNING & SCHEDULING

- Introductions
- Planning discussions
- Develop schedule and discuss activities
- Determine deadlines
- Discuss documents needed for review
- Establish next steps

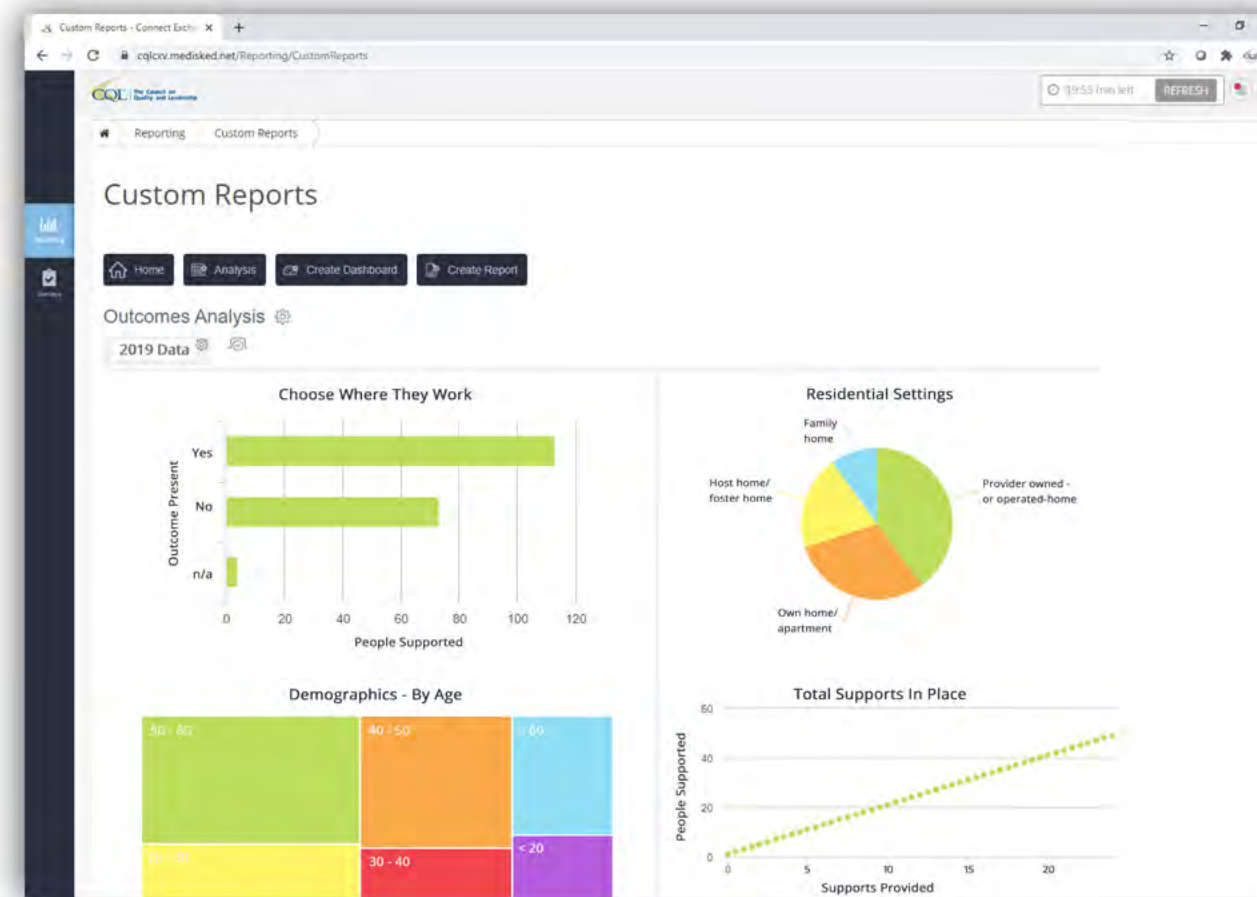




# ACCREDITATION PROCESS

## 3. AGENCY ASSESSMENT

- Gain access to the PORTAL Data System after initial meeting
- Complete Basic Assurances<sup>®</sup> Self-Assessment in PORTAL
- Receive complimentary access to PORTAL through accreditation
- Guidance from CQL during the Basic Assurances<sup>®</sup> Self-Assessment process



# ACCREDITATION PROCESS

## 4. ON-SITE VISIT(S)



- Basic Assurances<sup>®</sup> factor discussions
- Focus groups
- Individual and/or targeted conversations
- POM interview(s)
- Visits where people receive services
- Discussions with leadership
- Stakeholder meeting, if applicable:
  - Person-Centered Excellence Accreditation
  - Person-Centered Excellence Accreditation, With Distinction

# ACCREDITATION PROCESS

## 5. ACCREDITATION CELEBRATION

- Formal award letter
- Accreditation plaque
- CQL website listing
- CQL social media recognition
- Comprehensive promotional kit
  - Accreditation logos
  - Promotional posters
  - Press Release template
  - Social media graphics





# ACCREDITATION PROCESS

## 6. ONGOING PARTNERSHIP

“It’s not the end.

It’s **just the start** of the work  
that needs to continue.”

- *Carmine Marchionda, The Arc Rockland*

- Mid-cycle visits
- Ongoing support and guidance
- PORTAL Data System access
- Facebook E-Community
- Dynamic webinars
- Practical guides
- Powerful research
- Capstone newsletter



## CQL ACCREDITATION HELPFUL LINKS

- [Accreditation Overview](#)
- [Accreditation Options](#)
- [Accreditation Inquiry Form](#)
- [Accreditation Success Stories](#)





# CQL ACCREDITATION UPCOMING WEBINARS



- Accreditation Tools – 5/19/21
- Data & Accreditation – 7/14/21
- Accreditation Preparation – 9/22/21
- Virtual Accreditation – TBD



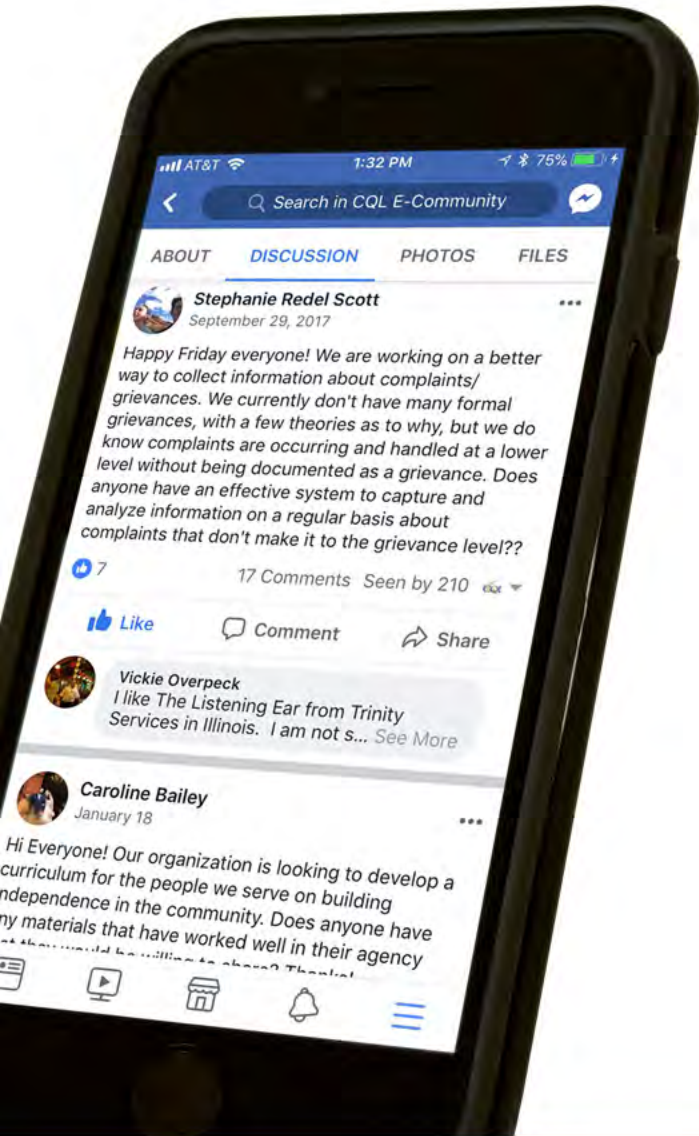


# Questions?

---

Please Share!

# Connect With Us



/TheCQL



@TheCQL



/TheCQL



in CQL

## FACEBOOK E-COMMUNITY:

[www.facebook.com/groups/CQLeCommunity/](http://www.facebook.com/groups/CQLeCommunity/)



## Contact Us

---

**Katherine Dunbar**

[kdunbar@thecouncil.org](mailto:kdunbar@thecouncil.org)

**Gretchen Block**

[gblock@thecouncil.org](mailto:gblock@thecouncil.org)

920.988.4701

**Elizabeth Sites**

[esites@thecouncil.org](mailto:esites@thecouncil.org)