

Research

Personal Outcome Measures[®] Benchmarks: 2021



About the 2021 Annual Benchmarks

CQL | The Council on Quality and Leadership's [Personal Outcome Measures](#)[®] are used to identify people's quality of life outcomes, plan supports, and gather information and data about individual outcomes. We conduct *Personal Outcome Measures*[®] interviews to demonstrate the linkage between personally defined quality of life and excellence in person-centered services and the importance of data in planning and making change.

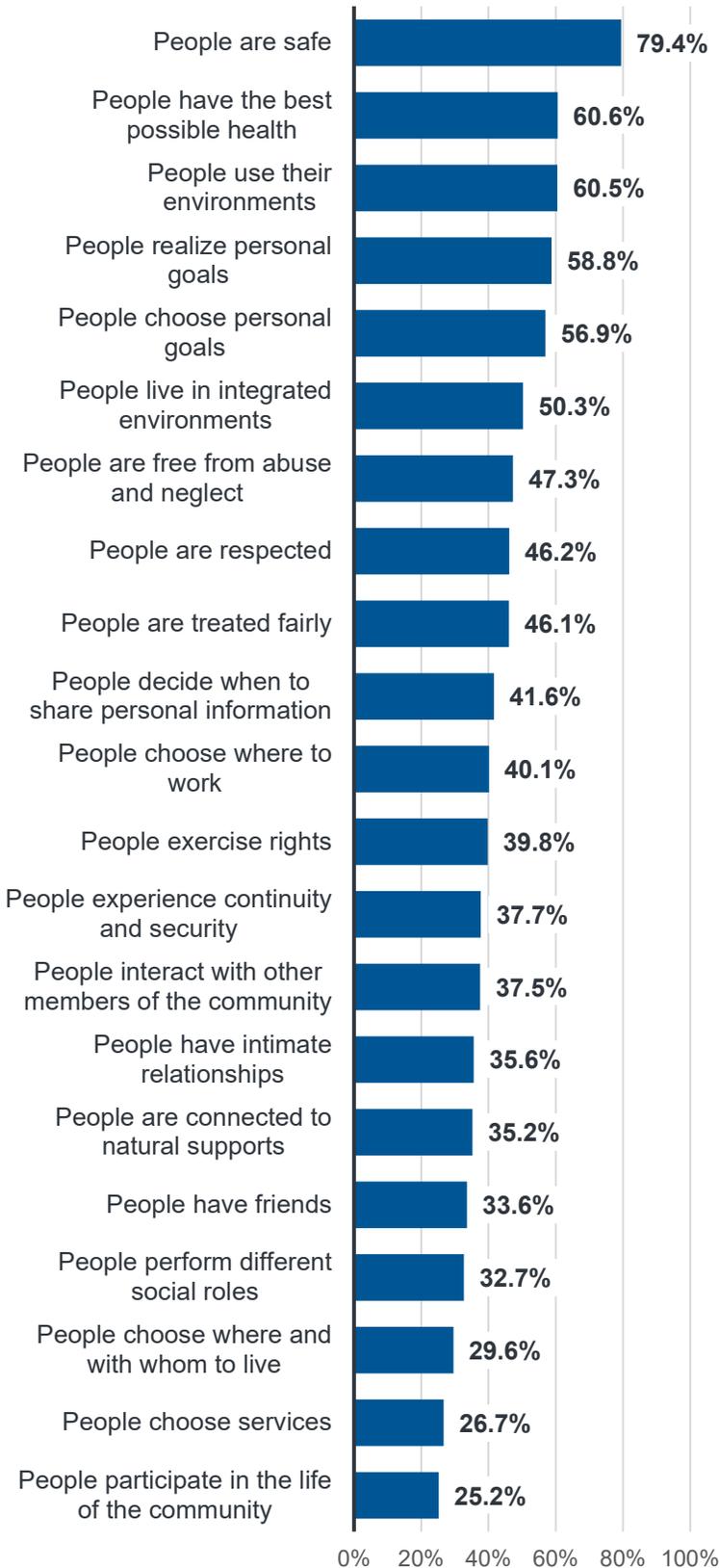
As a data driven organization, CQL continuously reexamines the data to reflect the real-world changes in quality of life for people who receive human services and supports, as well as ever changing service systems. This report summarizes the 2021* *Personal Outcome Measures*[®] data from the [PORTAL](#) data system conducted by certified interviewers ($n = 727$). It can be used as a benchmark to compare with your organization's data to determine where you are excelling as well as where there are opportunities for improvement.

* When interpreting the 2021 benchmarks, it is important to note that the COVID-19 pandemic impacted these results in a number of ways. Most people's lives looked very different in 2021. In addition, the 2021 sample size was significantly smaller than typical years. Some interviews may have been conducted virtually which could have impacted the results.

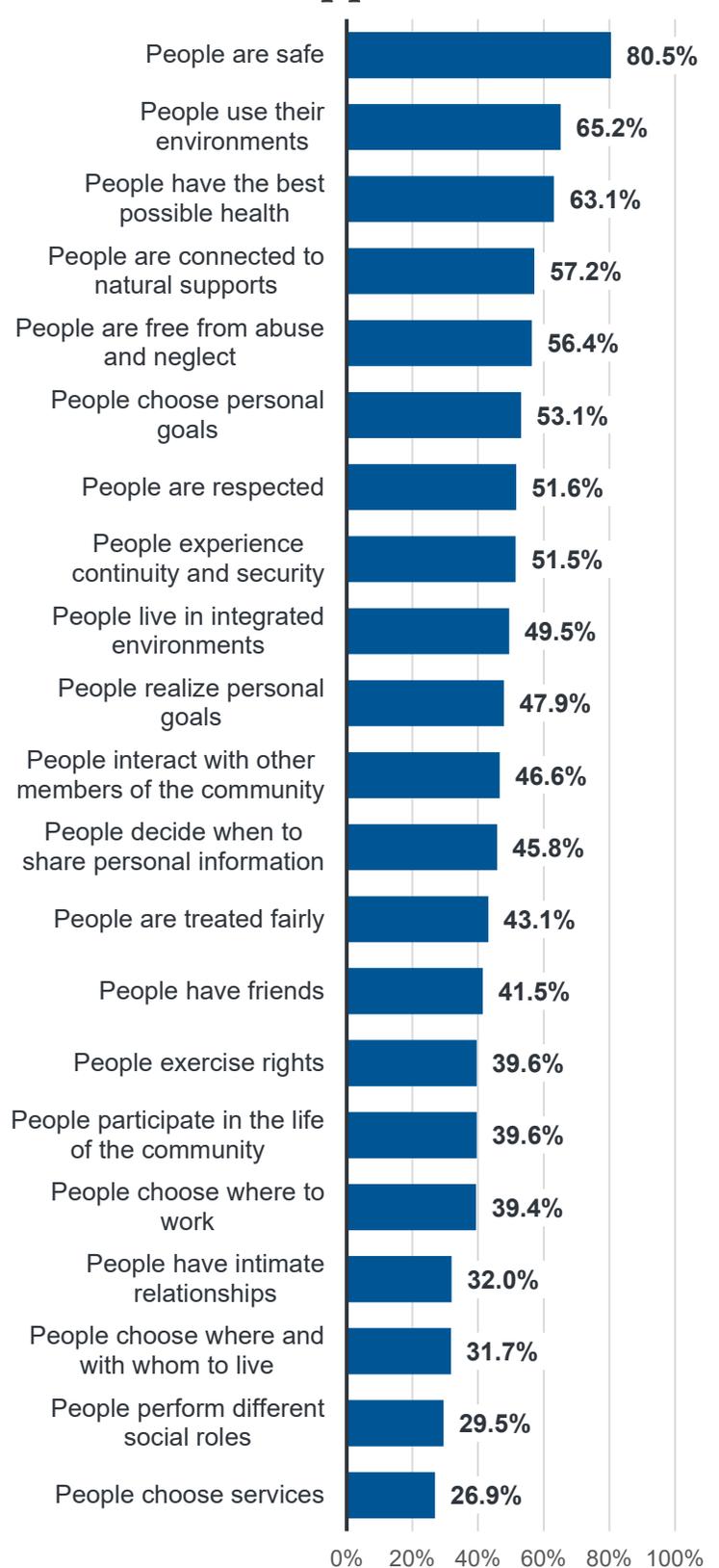
Percent of Personal Outcomes and Supports Present

Indicator	Outcomes	Supports
People are safe	79.4%	80.5%
People are free from abuse and neglect	47.3%	56.4%
People have the best possible health	60.6%	63.1%
People experience continuity and security	37.7%	51.5%
People exercise rights	39.8%	39.6%
People are treated fairly	46.1%	43.1%
People are respected	46.2%	51.6%
People use their environments	60.5%	65.2%
People live in integrated environments	50.3%	49.5%
People interact with other members of the community	37.5%	46.6%
People participate in the life of the community	25.2%	39.6%
People are connected to natural supports	35.2%	57.2%
People have friends	33.6%	41.5%
People have intimate relationships	35.6%	32.0%
People decide when to share personal information	41.6%	45.8%
People perform different social roles	32.7%	29.5%
People choose where and with whom to live	29.6%	31.7%
People choose where to work	40.1%	39.4%
People choose services	26.7%	26.9%
People choose personal goals	56.9%	53.1%
People realize personal goals	58.8%	47.9%

Outcomes



Supports



Outcome Correlations

Outcome correlations examine which outcomes have the greatest impact in predicting overall quality of life. That being said, it does not mean the outcome areas with the lowest correlations are not important, just that they are less predictive of total quality of life.

Highest	
People are respected	0.616
People exercise rights	0.608
People are treated fairly	0.595
People choose services	0.577
Lowest	
People are safe	0.343
People realize personal goals	0.357
People are free from abuse and neglect	0.361
People have natural support networks	0.412

The Social Capital Index

Social capital calls attention to the link between health, safety, and security and connectedness to caring networks of supportive people. CQL's Social Capital Index provides a method for measuring the properties of social capital that facilitate individually defined outcomes of social capital. We have *Bonding* social capital with those people who are similar to us and who share common values, traditions, and backgrounds. *Bridging* social capital is found in relationships with others who are less like us and who exist outside our typical social circle.

Overall Social Capital Index Score

38.8%

Indicator	Bonding	Bridging
People have intimate relationships	35.6%	
People participate in the life of the community	25.2%	
People have friends	33.6%	
People are respected	46.2%	
People are connected to natural support networks	35.2%	
People live in integrated environments		50.3%
People interact with other members of the community		37.5%
People perform different social roles		32.7%
AVERAGE	35.2%	40.2%



The Social Determinants of Health Index

Social determinants of health are conditions, environments, and settings that impact not only health but also overall quality of life. CQL's [Social Determinants of Health Index](#) is designed so that organizations can measure the social determinants of health outcomes of those they support, as well as determine where to target supports.

Overall Social Determinants of Health Score

45.1%

Indicator	Choice and Engagement	Person-Centeredness	Health and Safety
People interact with other members of the community	37.5%		
People participate in the life of the community	25.2%		
People perform different social roles	32.7%		
People choose where to work	40.1%		
People choose where and with whom to live	29.6%		
People exercise rights		39.8%	
People are treated fairly		46.1%	
People are respected		46.2%	
People experience continuity and security		37.7%	
People have the best possible health			60.6%
People are safe			79.4%
AVERAGE	35.0%	48.5%	36.5%