



**CQLSM | The Council on
Quality and Leadership**

2021 ANNUAL REPORT



RELEASED FEBRUARY 2022

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SUMMARY OF 2021 ACTIVITIES

2021 continued to present unique challenges. However, CQL successfully transitioned all on-site services to entirely online/virtual options and accomplished a tremendous amount.

Accreditation

- We currently accredit over 370 organizations across the US, Canada, Ireland, and New Zealand.
- In 2021, we accredited 34 new organizations and reaccredited 85 organizations.
- We conducted over 100 mid-cycle reviews (both QA and PCE) during 2021.
- We continue to work with numerous states and systems to advance person-centered supports and quality services.
- We continued our work with Tennessee Early Intervention Services (TEIS).
- We began network accreditation activities with UnitedHealthCare (UHC) of Tennessee, a managed care organization (MCO) serving all three regions of the State.

Certification

- CQL advanced best practices in the human services field by certifying 82 people in the use of the Personal Outcome Measures® (POM) tool.
- A revised Personal Outcome Measures® (POM) for Children and Youth manual was released.

Training

- CQL Staff provided in-person and virtual training on topics such as the Personal Outcome Measures®, Basic Assurances®, Supporting Rights & Self-Advocacy, Accreditation Preparation, and numerous Customized Trainings, including the pilot of Virtual POM Workshops to reach a broader audience.
- CQL has partnered with Relias to update e-Learning staff development options, including 8 courses about the power of the Personal Outcome Measures®.

Collaborations

- CQL promoted best practices in 2021 through collaborations with universities, advocacy groups, and trade associations.
- CQL President and CEO, Mary Kay Rizzolo, holds an adjunct appointment as an Associate Professor at the University of Illinois at Chicago.
- CQL Director of Research, Carli Friedman, holds an affiliate appointment at the Disability Studies Program at the University of Washington.
- CQL currently serves on the advisory committees of the Healthy Brain Initiative for People with Intellectual and Developmental Disabilities (IDD) at the University of Illinois at Chicago; the Partnering to Transform Health Outcomes With Persons With Intellectual and Developmental Disabilities at Rush University; the HCBS Outcomes Project at the Shirley Ryan AbilityLab; the PCORI grant at the Institute for Exceptional Care, and the NADSP Board of Directors.
- CQL is a partner organization of The National Leadership Consortium on Developmental Disabilities.
- Both the President & CEO and the Director of Research both continue to serve as editors, contributors, and guest reviewers for a variety of disability journals including Disability and Health, Intellectual and Developmental Disabilities, Inclusive Practices, Journal of Family Social Work, Rehabilitation Psychology, Journal of Policy and Practice in Intellectual Disabilities, Health Services Insights, Disability Studies Quarterly, and Research in Developmental Disabilities.

SUMMARY OF 2021 ACTIVITIES

Research

In 2021, CQL continued to expand 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.

We continue to offer the PORTAL Data System.

The CQL PORTAL Data System:

- Is used by over 950 organizations
- Is used by over 3,100 individual users
- Contains over 20,000 Personal Outcome Measures® surveys online and an additional 10,000 offline
- Includes over 975 Basic Assurances® assessments

CQL continues the Disability Research Mentorship Program for Black Graduate Students and is mentoring three outstanding students.



Communications

- Capstone Newsletter
- Accreditation Updates
- Certification Updates
- CQL News/Events Alerts
- PORTAL Alerts
- Research Alerts
- Targeted Emails
- Website Updates
- Various Print Materials
- Social Media Outreach:
 - Facebook
 - Twitter
 - YouTube
 - LinkedIn

2021 FINANCIAL STATEMENT

The following Statement of Financial Activities are for the year ending December 31, 2021.

Revenue

Accreditation	\$ 1,879,856
Certification/Training	\$ 368,908
Special Projects	\$ 362,962
Other Income (including PPP)	\$ 779,420
Total Revenue	\$3,391,146

Expenses

Personnel Expense	\$2,242,834
Consultants	\$53,673
Travel	\$3,463
Professional Services	\$84,538
Administrative Expenses	\$150,313
Dues & Subscriptions	\$21,831
Marketing Expenses	\$10,970
Insurance - Liability, D&O	\$23,530
Investment Management Fees	\$33,488
Director's Expenses	\$606
Total Expenses	\$2,625,246

Operating Income/(Loss) \$765,899

Other Income/Expenses

Depreciation	\$73,060
Investment Income/(Loss)	\$324,554

Net Other Income/Expense \$251,494

2021 BOARD OF DIRECTORS

Officers

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Barbara Merrill
The American Network of Community Options and Resources (ANCOR)
Margaret Miller
Autism Society
Patricia Nobbie
Anthem Inc., Federal Affairs Team
Sheryl White-Scott
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CQL TEAM

Executive Leadership

Mary Kay Rizzolo
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Katherine Dunbar
V.P. of Accreditation
Angela Rapp Kennedy
V.P. of Systems Transformation

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Betsy Burns
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Michael Clausen
Quality Enhancement Specialist
Carli Friedman
Director of Research
Megan Harris
Bookkeeper/Administrative Assistant
Kristen Heichel
Quality Enhancement Specialist
Kendra Julius
Quality Enhancement Specialist
Jen Papouchis
Support Systems Specialist
Seth Petre
Director of Marketing
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 strategies that attract new training and certification markets while expanding and strengthening current markets.

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.

“CQL's outcomes-based approach is at the heart of why we do what we do.”

- Kristen Salkas, New Star