



Get Answers To Your POM Questions!

MICHAEL CLAUSEN

Director of Personal Outcomes

LEANNE MULL

Quality Enhancement Specialist

CARLI FRIEDMAN

Director of Research



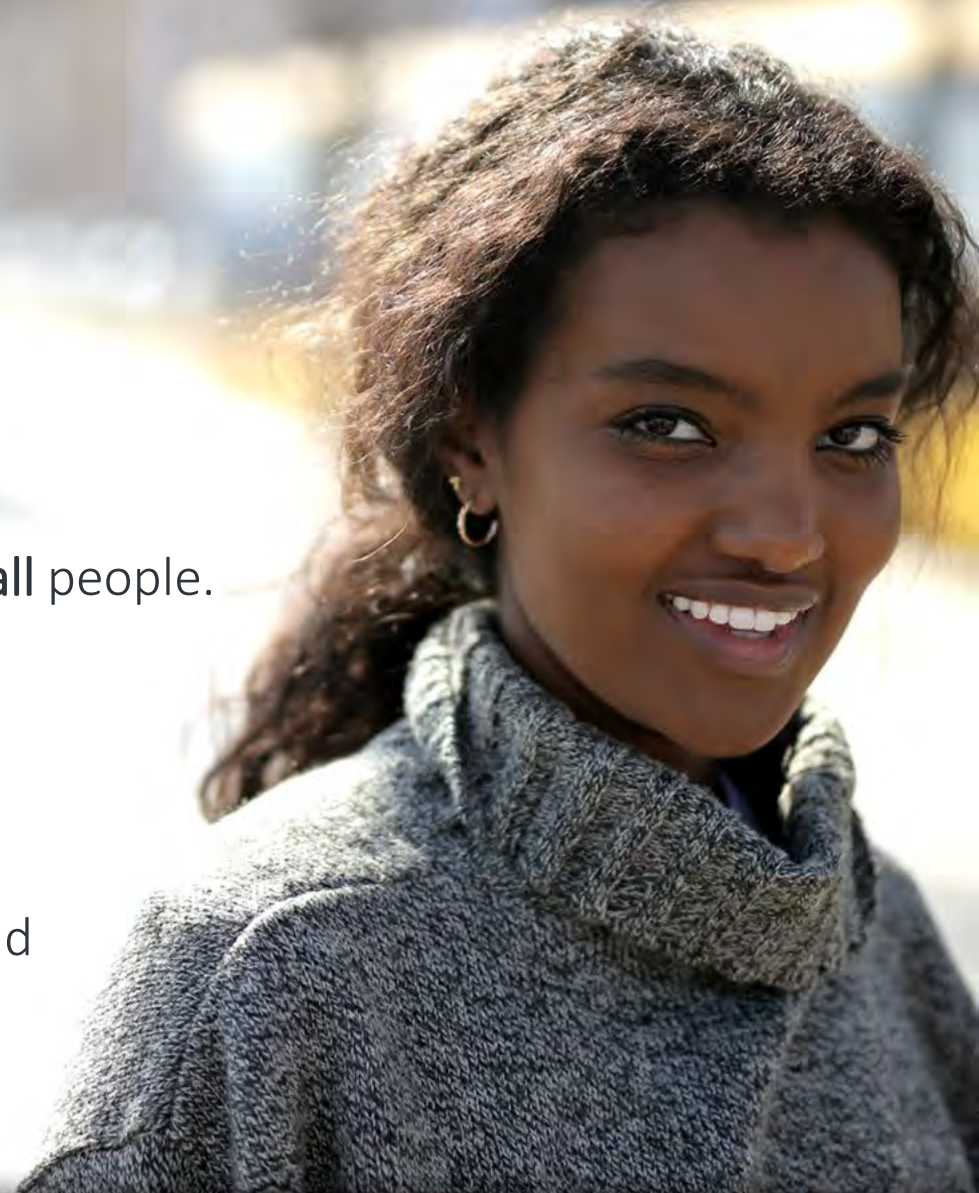
Vision

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.



Organizational Transformation



 Accreditation

 Training

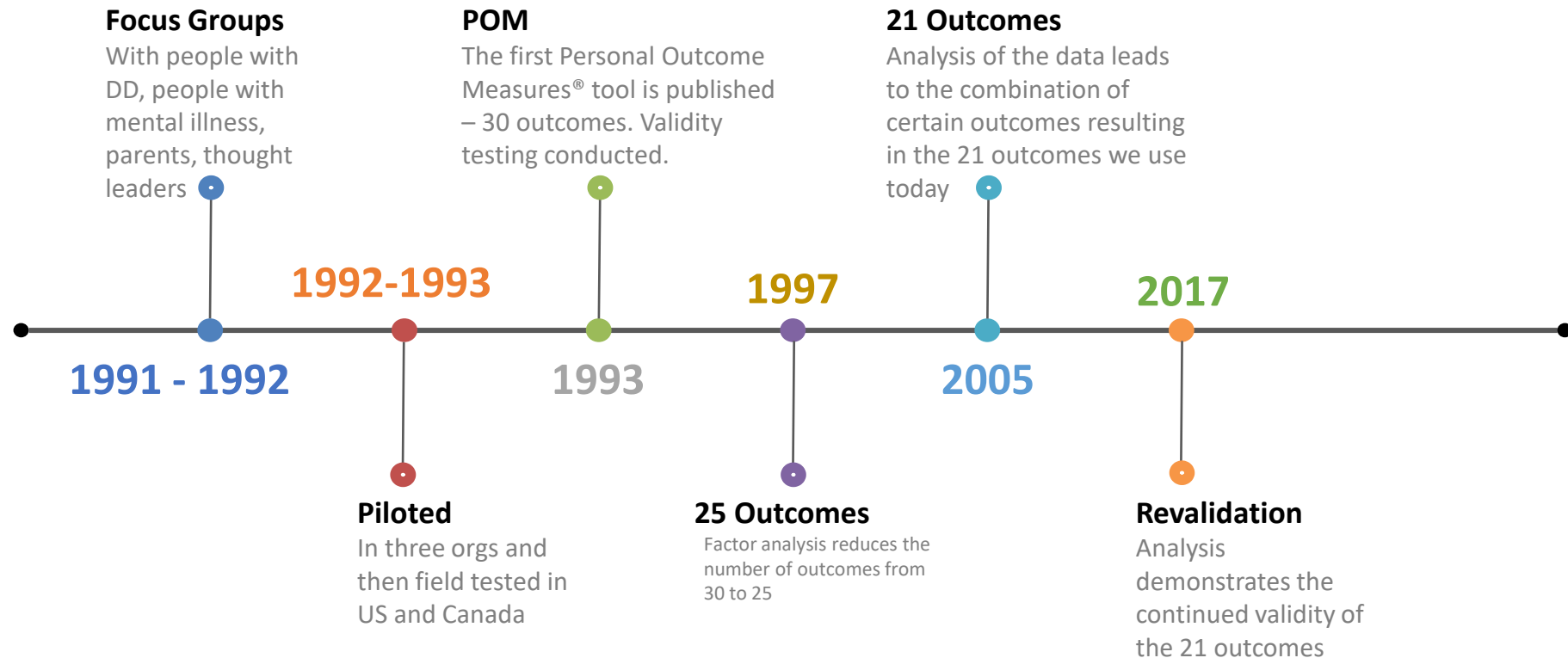
 Certification

 Research

 Consultation

Our History

Personal Outcome Measures®



Personal Outcomes Measures[®]





Can you provide clarity regarding 2.2
(Page 20 of the POM Manual):

“Have there been any allegations of abuse, neglect, exploitation,
and/or mistreatment by or on behalf of the person?”

As written, it seems to imply that answering “Yes,” to this question
would make the outcome an opportunity for most people.

20 PEOPLE ARE FREE FROM ABUSE AND NEGLECT

2 DECISION-MAKING

Based on the information gathered from meeting and talking with the person, follow-up meetings with others who know the person best, observations, and documentation checks, if needed, you will be able to answer the following questions about the presence of the outcome for the person and the presence of individualized organizational supports.

PERSONAL OUTCOME QUESTIONS:

- 2.1.** Does the person understand the meaning of abuse, neglect, exploitation, and mistreatment?
- 2.2.** Have there been any allegations of abuse, neglect, exploitation, and/or mistreatment by or on behalf of the person?
- 2.3.** Is there any evidence that the person has been abused, neglected, exploited, and/or mistreated?
- 2.4.** Is the person experiencing personal distress from any occurrence of abuse, neglect, exploitation, and/or mistreatment?



If the answers to #2.2, 2.3, and 2.4 are No, the outcome is present.



What does self-management
of health look like?





Can you suggest a mechanism for collecting POM data? How do you choose who you are going to interview?



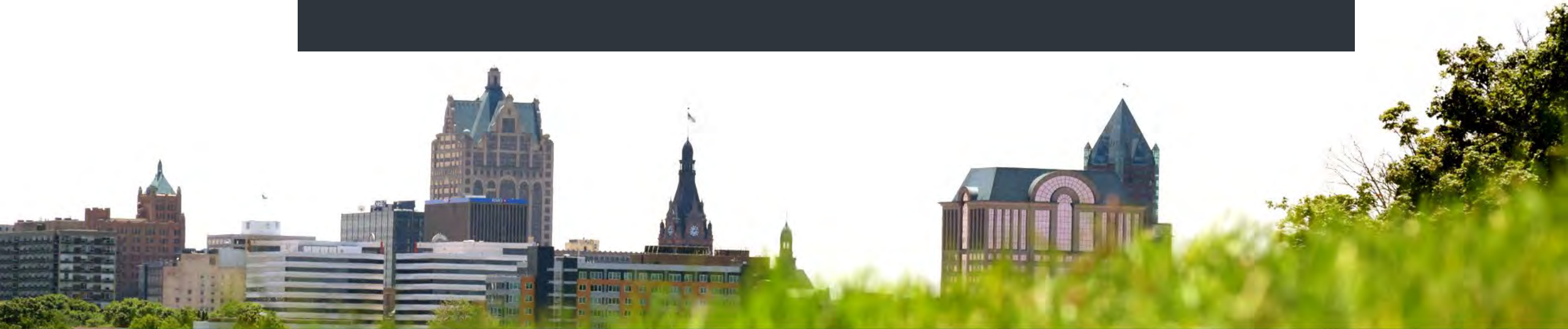


Can integrated environments be present
if someone lives in a group home?





Please provide examples of what to look for both physical and social integration.





Can treated fairly be present if
someone has a rep payee?



Conversation With Someone That Knows The Person Well

How can you make a POM
interview more conversational?



Conversation With Someone That Knows The Person Well



What is the purpose of the conversation
with someone that knows the person well?

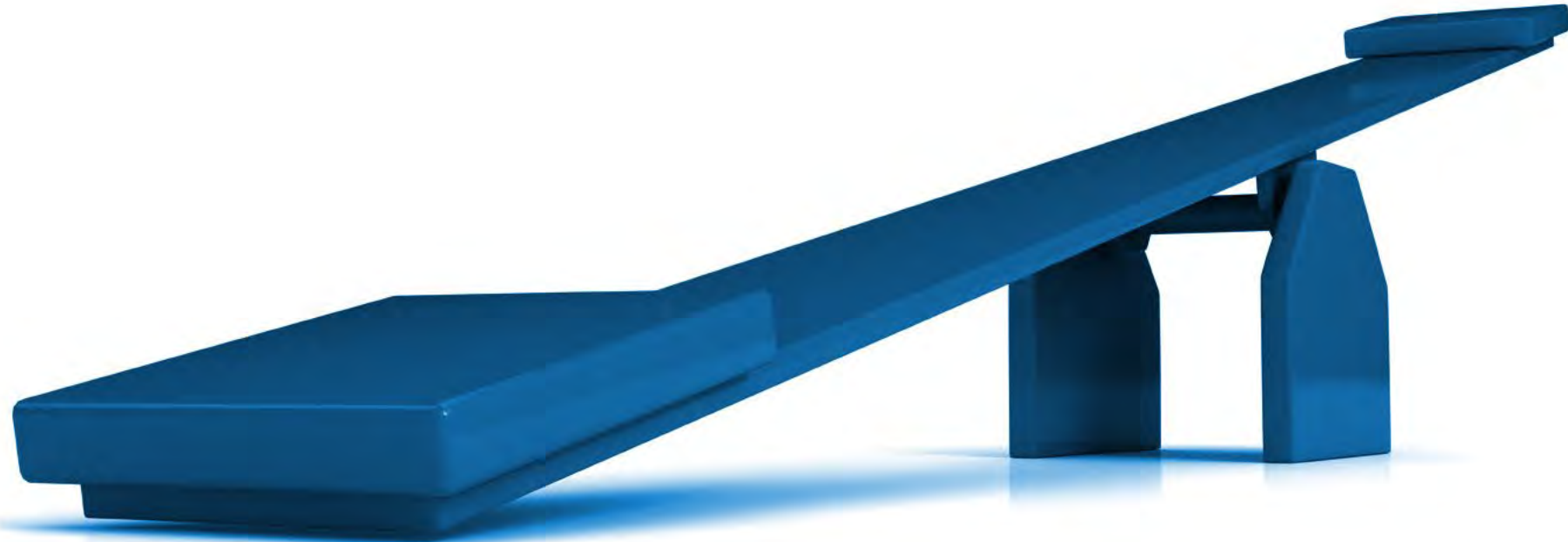




What does the term 'natural supports' mean within the context of the POM vs. natural supports in the context of service delivery, "unpaid supports"?



How do we balance what people want vs. what parents and/or guardians want?





Do accredited organizations
have to use the POM?

- The POM is an important tool to use for personal and agency planning.
- While organizations may not be required to be using the POM in order to apply for a QA Accreditation, they will be required to implement the POM in some form as an ongoing requirement to maintain their accreditation
- POM use is required to apply for PCE and PCE-D.
- We do not prescribe what this system should look like, but it should be effective
- We **do not require** Interviewer Certification except for PCE-D

Entering Data Into PORTAL Data System



- Can you clarify which POM interview data is authorized to go into the CQL PORTAL Data System?
- Is interview data from those who have gone through the training at our agency also authorized to be entered into the CQL PORTAL Data System?
- Can anyone enter data or does it need to be someone is certified?



Entering Data Into PORTAL Data System

3. Primary Interviewer's Certification Status and Name: | Interviewer 1: | Certification Status:

Certification Status

- ☐ Certified Interviewer (current) - Passed interrater reliability test with CQL staff
- ☐ Certified Interviewer (expired) - Passed interrater reliability test with CQL staff
- ☒ Non-certified Interviewer - Trained in POM but DID NOT take/pass interrater reliability test



How do we facilitate POM interviews with people who have a higher level of support needs or communicate differently?



Do you have suggestions
regarding how to facilitate
virtual interviews?





How do you share interview results in a way that doesn't put those who provide supports on the defensive?

General Tips For Success

- Apply **ALL** of the evidence you have collected
- Outcomes and Supports are opportunities by default
- Ensure that supports are individualized, fully, and robustly present
- People define their outcomes
- The Three E's
- Use Your Book



Connect With Us



/TheCQL



@TheCQL



/TheCQL



🔍 CQL

FACEBOOK E-COMMUNITY:

www.facebook.com/groups/CQLeCommunity/

Questions?



Michael Clausen

Director of Personal Outcomes
mclausen@thecouncil.org

Leanne Mull

Quality Enhancement Specialist
lmull@thecouncil.org

Carli Friedman

Director of Research
cfriedman@thecouncil.org