



Personal Outcome Measures[®] Interviewer Certification

PREPARATION & STUDY GUIDE



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About CQL Certification

[CQL Certification](#) helps organizations and governmental agencies ensure the quality and consistency in implementing the Personal Outcome Measures® (POM). This occurs through conducting POM interviews and facilitating POM Workshops.

Interviewer Certification

POM Interviewer Certification increases the validity, consistency and reliability of information-gathering and data collection when conducting POM interviews.

- 2-year certification term
- Increase the reliability of your POM interviews
- Explore the benefits of a reliable database

Certified Interviewers carry out Personal Outcome Measures® interviews with greater confidence in their information-gathering skills, as well as their ability to make decisions about the presence and importance of outcomes and supports in people's lives. They become increasingly more reliable as they complete POM interviews and participate in the continuing education required in the certification process. In addition, their reliability is enhanced with each re-certification, as well as through ongoing interactions with CQL staff to address questions and discuss decision-making interpretations.

With an accurate understanding of what really matters to people, Certified Interviewers help organizations better allocate resources, direct services, develop person-centered plans, and inform strategic plans based on reliable data.

Candidates can pursue Interviewer Certification for the POM for Adults and/or POM for Children and Youth. These two measures are independent of each other, and if the candidate intends to achieve Interviewer Certification in both measures, they must complete certification activities for each one.

“I have a goal to volunteer in the community. We used **Personal Outcome Measures®** to accomplish this goal.”

- Jessica Pinto, person receiving services through A First Step LLC

CQL Certification Process

The information below provides a general overview of what to expect for POM Interviewer Certification.

Interviewer Certification

1. Attend Personal Outcome Measures® (POM) Workshop

The candidate attends a POM Workshop (in-person or virtual) to learn about the tool, its application, decision-making, and the interview process.

2. Practice POM Interviews

The candidate independently conducts practice interviews prior to the Inter-Rater Reliability (IRR) process to improve their experience with the POM. While not required, this is strongly encouraged and will increase the likelihood that the candidate is successful in achieving certification.

3. Coaching

CQL staff conducts an interview, while the candidate observes and participates in all aspects of a full POM interview, including follow-up activities. The candidate is mentored through the process of decision-making – the determination as to whether outcomes and supports are present.

4. Inter-Rater Reliability Assessment (IRR)

The candidate conducts a POM interview and follow-up activities while CQL staff observes. There must be at least an 85% alignment between the candidate and CQL staff regarding decision-making. The CQL staff member will also validate the presence of [essential interviewing skills](#).

5. Certification

Upon successfully completing the IRR, the candidate achieves CQL POM Interviewer Certification for a 2-year term.

6. Re-Certification

During the 2-year term the POM Certified Interviewer must meet [certain requirements](#) and at the end of the certification period successfully complete another IRR.

Your Responsibilities

1. Meet with CQL Staff Member(s) to confirm dates, times, schedules, and logistics

CQL staff members will reach out to coordinate dates, times, and logistics for coaching and interviews. Depending on the goals of your organization and how many staff members are being certified, coaching days may be shared and logistics may be organized by one or more people at your organization.

2. Coordinate interviews and logistics

An interview with a person receiving supports and a staff member who knows them will be needed for each coaching day and inter-rater reliability certification. Prior to the interview, the interviewer must gain informed consent from the person and their legally authorized representative. Interviews with people are typically scheduled in the morning, and interviews with staff members that know the person well should be coordinated to follow this interview on the same day. There may be some variation with this schedule (Please see the sample schedules below). Based on whether the activities are being conducted virtually or in-person, it will be necessary to arrange meeting places, transportation, technology, and virtual meeting links.

3. Study, practice, and ask questions

The Personal Outcome Measures® Workshop will provide you with the foundational knowledge needed to use and apply the Personal Outcome Measures®. As with any evaluation or certification, relying solely on the instruction you've received in class is seldom enough to prepare you for the exam. It is recommended that candidates conduct at least three practice interviews prior to certification. Ask lots of questions during your coaching day, particularly in any area that you find the challenging. An extensive collection of [free resources](#) are available on our website, including articles, webinars and other information. A curated selection of resources has been included in the '[Helpful Links](#)' section listed below.



Sample Coaching Day Schedule

The following is intended as an example and is not a required schedule. Please work with your assigned CQL staff member and people being interviewed to determine a schedule that will work best for everyone involved.

9:00 a.m. - 10:00 a.m.: Prepare for the day, review schedule, and answer questions

10:00 a.m. - 12:00 p.m.: Interview with person receiving support

12:00 p.m. - 1:00 p.m.: Break

1:00 p.m. - 3:00 p.m.: Interview with someone that knows the person best

3:00 p.m. - 5:00 p.m.: Decision-making, coaching, and preparation for IRR

Sample IRR Schedule

The following is intended as an example and is not a required schedule. Please work with your assigned CQL staff member and people being interviewed to determine a schedule that will work best for everyone involved.

9:00 a.m. - 10:00 a.m.: Prepare for the day, review schedule, and answer questions

10:00 a.m. - 12:00 p.m.: Interview with person receiving support

12:00 p.m. - 1:00 p.m.: Break

1:00 p.m. - 3:00 p.m.: Interview with someone that knows the person best

3:00 p.m. - 5:00 p.m.: Decision-making, feedback, and next steps

Assessment Criteria

Essential Interviewing Skills

In order to be certified as a Personal Outcome Measures® Interviewer, you must demonstrate proficiency in the following essential interviewing skills.

Thorough Preparation

This skill includes:

- Obtains informed consent for the interview
- Obtains informed consent to enter information into the PORTAL Data System
- Effectively manages interview logistics, schedules, and people
- Works to select the best person/people for follow up and plans ahead to ensure that the follow-up person/people were not present during the interview
- Asks ahead of time if there is anything that can be done to make sure the person is comfortable and makes plans for that
- Determines what accessibility and/or communication supports the person might need and arranges for those
- Are prepared and organized
- Demonstrates an understanding of the process, materials, and outcomes/decision making
- Effectively uses technology for virtual interviews

Explains the process

This skill includes:

- Introduces self and other participants
- Ensures the person and follow up staff has information about the POM
- Reviews the process with the person at the beginning of the interview and explains the POM indicators
- Explains that follow-up conversations will occur as part of the interview process
- Explains that the person can choose not to answer any questions

Ensures people are comfortable

This skill includes:

- Asks the person about their preferences: physical setting, where to sit, comfortable furniture, technology
- Ensures privacy
- Offers opportunity to stop for drinks and/or snacks
- Offers and takes breaks as necessary throughout the conversation
- Checks in with the person to ensure they are doing okay throughout the conversation

Establishes rapport

This skill includes:

- Engages and connects with the person
- Are friendly and open
- Starts and ends conversation on a positive note
- Asks questions in a sequence that supports a natural flow to the conversation

Uses observation skills

This skill includes:

- Uses observations or other techniques to start conversations naturally
- Correctly applies observations to relevant outcomes
- Includes observations as part of overall evidence in decision-making

Demonstrates respect

This skill includes:

- Demonstrates active listening skills
- Demonstrates patience and empathy
- Exhibits good eye contact
- Appears interested – gives full attention
- Gives the person enough time to answer
- Asks open ended questions
- Doesn't repeat questions
- Avoids leading questions
- Supports the person's communication style/needs with the questions
- Asks "why" and uses intuition to understand when there's more to be understood
- Uses plain language and noncomplex sentences



Capturing information effectively

This skill includes:

- Recalls the information gathered in the interview/takes good notes without being distracting
- Asks enough questions to make determinations
- Covers all outcomes
- Explores Type/Frequency on pertinent outcomes
- Manages time well
- Asks questions beyond those suggested questions from the manual, as necessary
- Personalizes questions rather than reading from manual
- Recognizes if more information is needed prior to decision making and seeks it out (if possible)
- Asks the person at the end of the interview if enough was asked and if there is anything else they want to talk about or add
- Avoids judgements and personal biases
- Doesn't try to "fix" anything
- Gathers enough information to be useful to the person's support team

Conducting effective follow-up

This skill includes:

- Gathers information in the follow-up without disclosing information from the conversation with the person
- Effectively models respectful language
- Ensures the follow-up conversation is not with someone who was present during the conversation with the person supported
- Conducts record review as needed, with the person's permission

Assessment of Reliability

In order to be certified as a Personal Outcome Measures® Interviewer, you must demonstrate reliability in decision-making. In order to demonstrate reliability, candidates must successfully apply the decision-making criterion and submit the correct answer with an accuracy rate of 85%. This means that 36/42 of your determinations must be correct in order to be certified.

Preparation Tips

Study and Review

It is important to review the suggested questions and enhance your familiarity with the decision-making criteria in the [Personal Outcome Measures® Manual](#). Consider reading articles and viewing archived webinars curated in the '[Helpful Links](#)' section below.

Organize Materials

Ensure that all of the following materials are readily available to be utilized during your coaching day and IRR:

- *Personal Outcome Measures® Manual*
- Completed, signed consent form
- [Personal Outcome Measures® Overview Guide](#) printed and/or available electronically for all participants. Consider reviewing this in advance with participants so they know what to expect
- Paper, notebook, or notes form to take notes

Technology

If you are conducting virtual meetings, practice utilizing the technology that you will be utilizing for your interviews. It is important that both the hardware (laptop, microphones, cameras) and the software (virtual meeting platform such as Zoom or Teams) are in good working order. Be sure to test all of the technology that will be used in the setting that it will be used. Remember that laptops and virtual meeting platforms sometimes struggle to pick up the voices of groups of people, and built-in laptop cameras may not always capture angles wide enough to have groups of people on screen.

Meeting Place

Make sure that there is a quiet, comfortable, and private place to meet. It is important that the meeting occurs as much as possible on the terms of the person being interviewed. Work with the person to select a meeting place where they will feel comfortable. It is imperative that the person have privacy in the location that is selected.

General Tips for Success

Apply ALL of the evidence you have collected: Be sure to utilize everything that you have learned from the person, those that know them well, and everything that was observed in the environment and/or record review when making decisions regarding the presence of outcomes and supports.

Sufficient evidence is required to prove the presence of outcomes and supports: We must prove the presence of outcomes and supports, utilizing the evidence that we have collected. If we cannot prove that an outcome or support is fully and robustly present, then we must default to determining that it is an opportunity. It is the expectation that the candidate gather enough evidence to validate all of the decision-making criteria.

Ensure that supports are individualized, fully, and robustly present: Remember that supports are not a policy, program, or pamphlet. Supports must be individualized to the person's unique needs and responsive to their definition of the outcome.

People define their outcomes: People decide what they want in each outcome area. They choose the type and frequency, and may perceive things in a way that does not align with what we thought we knew or what we have observed.

Three E's: Education, experience, and exposure, [The Three E's](#) are often the prerequisite for the presence of outcomes. People cannot make an informed choice regarding their personal information unless they know what information exists and how to have control over it. People cannot exercise rights fully until they have the education, experience, and exposure necessary to know what rights they have and how they are able to use them. This concept applies to all of the outcomes, and it is important that we explore what "EEE" people have had during the process of discovery.

Use Your POM Manual: While it is not necessary to ask every suggested question written in the book, it is critical that the decision-making criteria is utilized to determine whether or not outcomes and supports are present.



Helpful Links

Getting Started

- [CQL Certification Webpage](#) (includes applications)
- [Video: An Introduction to the POM](#)
- [Virtual Interview Tips](#)
- [Webinar: The Essentials of Certification](#)

Skill Building

- [Webinar Series: 2018 POM Decision-Making](#)
- [Webinar Series: 2019 POM Decision-Making](#)
- [Video: The Three E's](#)
- [Capstone: Essential Interview Skills](#)

Documents and Manuals

- [Outcomes Overview Guide](#)
- [Consent Form and Companion Guide](#)
- [POM Manual](#)
- [Information-Gathering Worksheet](#)

General CQL Links

- [Webinars](#)
- [Guides and Forms](#)
- [Articles](#)
- [CQL Facebook E-Community](#)
- [Video Tutorials: PORTAL Data System](#)
- [User Guides: PORTAL Data System](#)



Re-Certification

Interviewer Re-Certification

Re-Certification may proceed contingent upon whether the Certified POM Interviewer has met certain requirements during the original 2-year term for the certification period.

As a Certified POM Interviewer, the following requirements must have been met to schedule a reliability assessment and be considered for another two-year certification period:

- If the candidate is a Certified Interviewer in one of the POM measures (either Adult or Child and Youth), they must:
 - Complete a minimum of eight (8) hours of CQL Continuing Education, AND
 - Complete a minimum of twenty (20) POM Interviews
- If the candidate is a Certified Interviewer in both of the POM measures (Adult AND Child and Youth), they must:
 - Complete a minimum of eight (8) hours of CQL Continuing Education, AND
 - Complete a minimum of thirty (30) POM Interviews, with at least fifteen (15) in each type of measures (Adult and Child & Youth).

The Re-Certification Candidate will submit information about completing the above requirements when they [submit an application](#) for Re-Certification. They must successfully complete another IRR in order to be re-certified as a Certified POM Interviewer.

“The Personal Outcome Measures® interviews have fostered **deeper understanding** of people's needs, encouraging more meaningful interactions and greater satisfaction with our programs.”

- Angela Pasyk, Senior Manager for Center for Enriched Living



Trainer Re-Certification

Re-Certification can proceed as long as the Certified POM Trainer has met certain requirements during the original 2-year term for the certification period.

As a Certified POM Trainer, the following requirements must have been met to schedule a reliability assessment and be considered for another two-year certification period:

- Complete at least eight (8) hours of CQL Continuing Education
- And Complete a Minimum of:
 - At least 24 days of POM related professional development consisting of the following activities:
 - A minimum of 2 POM Workshops: 1 POM Workshop counts as 4 Days (in-person or virtual)
 - A minimum of 6 POM Interviews: 1 POM Interview counts as 1 Day (in-person or virtual)
 - Beyond these minimum requirements, the remaining 10 days may include any combination of the following activities – POM Workshops, POM Interviews, and/or CQL-Approved Customized Training
- Candidates certified in both the Adult and Children & Youth measures must split these requirements equally between the two measures

The Re-Certification Candidate will submit information about completing the above requirements when they [submit an application](#) for Re-Certification. They must successfully complete another IRR in order to be re-certified as a Certified POM Trainer.

“By having two team members who have achieved **CQL Trainer Certification**, our POM data is now more reliable than ever.”

- Dori Leslie, President of CHI Friendship





Contact Us

If you have any questions or need assistance with preparing for your upcoming CQL Certification, please reach out to us through the email address listed below.

certification@thecouncil.org