



2022 Annual Report



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Summary Of 2022 Activities

2022 proved to be a productive year filled with numerous accomplishments. Some of the highlights are outlined below.

Accreditation

- We currently accredit over 380 organizations across the US, Canada, and Ireland.
- In 2022, we engaged with 43 new organizations.
- One hundred forty-six organizations were accredited in 2022.
- We conducted 138 mid-cycle reviews (both QA and PCE) during 2022.
- We continue to work with numerous states and systems to advance person-centered supports and quality services.
- We continued network accreditation activities with Managed Care Organizations including UnitedHealthCare (UHC) of Tennessee, and Amerigroup of Tennessee.

Certification & Training

- CQL advanced best practices in the human services field by certifying 99 people in the use of the Personal Outcome Measures® (POM) tool.
- CQL offered 39 customized coaching days to people preparing for their POM certification.
- Thirty-seven POM workshops were offered in 2022 – including monthly CQL-hosted virtual workshops.
- 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.

Research

In 2022, 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.

The CQL PORTAL Data System:

- Is used by over 1,300 organizations
- Is used by over 3,300 individual users
- Contains over 22,000 Personal Outcome Measures® surveys online and an additional 10,000 offline
- Includes over 1,200 Basic Assurances® assessments

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



Collaborations

- CQL promoted best practices in 2022 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 (UIC).
- CQL Director of Research, Carli Friedman, holds an affiliate appointment at the Disability Studies Program at the University of Washington, and is an adjunct Research Associate Professor at UIC.
- 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; 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 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.

Marketing & Communications

- Development of an annual marketing plan organized under sections including situational analysis, competitive analysis, customer analysis, organizational goals, strategies and tactics, and budgetary projections.
- Utilization of numerous marketing channels and platforms for website analytics, email marketing, social media monitoring and scheduling, graphic design and production, and customer relationship management.
- Creation of numerous targeted communications plans covering services, training, events, and special projects such as workshops, CQL-hosted activities, grant initiatives, and more.
- Production and dissemination of various outreach efforts across numerous mediums including print materials, social media posts, website publication, email marketing, online and in-person presentations, etc.
- Reinforcement of CQL's brand as a subject-matter expert and trusted leader in innovative practices and approaches that strengthen the quality of services and the quality of lives of people who receive those services.
- In 2022, CQL held a conference with 58 presenters, 6 keynotes, and 27 breakouts. More than 450 people attended from 36 states in the United States, along with participants from Canada.

2022 Financial Statement

The following Statement of Financial Activities are for the year ending December 31, 2022.

Revenue

Accreditation	\$2,108,724
Certification/Training	\$456,745
Special Projects	\$1,352,322
Other Income	\$437,058
Total Revenue	\$4,354,849

Expenses

Personnel Expense	\$3,033,356
Consultants	\$219,993
Travel	\$441,099
Professional Services	\$102,029
Administrative Expenses	\$243,676
Dues & Subscriptions	\$45,143
Conference	\$172,330
Marketing Expenses	\$14,543
Insurance - Liability, D&O	\$23,597
Investment Management Fees	\$34,373
Director's Expenses	\$34,103
Total Expenses	\$4,364,242

Operating Income/(Loss) (\$9,393)

Other Income/Expenses

Depreciation	\$62,263
Investment Loss	\$556,975

Net Other Income/Expense (\$628,631)

Board of Directors

Officers

Trina Sieling, Immediate Past Chairperson
Trinity Services, Inc.
Laura Vegas, Chairperson
NASDDDS
Desiree Loucks Baer, Vice-Chairperson,
NADSP
Celia Feinstein, Treasurer
Courtney Kelly, Secretary
Tennessee DIDD

Directors

Christopher Banks
Autism Society of America
Jennifer Becher
Invictus
Peter Berns
The Arc of the United States
John Butterworth
*Institute for Community Inclusion,
University of Massachusetts Boston (ICI)*
Chester Finn
NYS OPWDD
Barbara Merrill
*The American Network of Community
Options and Resources (ANCOR)*
Tia Nelis
*Self Advocates Becoming Empowered
(SABE)*
Patricia Nobbie
Elevance, Federal Affairs Team
Margaret Nygren
*The American Association on Intellectual
and Developmental Disabilities (AAIDD)*
Angela Weis
Mosaic

CQL Team

Executive Leadership

Mary Kay Rizzolo
President and Chief Executive Officer
Trina Meeth
V.P. of Finance and Administration
Katherine Dunbar
V.P. of Services and Systems Excellence
Angela Rapp Kennedy
V.P. of Special Projects

Staff Members

Miranda Baumann
Technical Support Specialist
Gretchen Block
Director of Partner Engagement
Betsy Burns
Quality Enhancement Specialist
Michael Clausen
Director of Personal Outcomes
Jacqueline Cooper
Quality Enhancement Specialist
Eric DesSoye
Quality Enhancement Specialist
Carli Friedman
Director of Research
Kristen Heichel
Quality Enhancement Specialist
Brandon Jerla
Quality Enhancement Specialist
Rebecca Kasey
Director of Special Projects
Jen Papouchis
Support Systems Specialist
Seth Petre
Director of Marketing
Maddie Robin
Communications Specialist
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 and implement strategies to support the sustainability and growth of training and certification offerings.

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.

