

PERSONAL OUTCOME MEASURES® BENCHMARKS

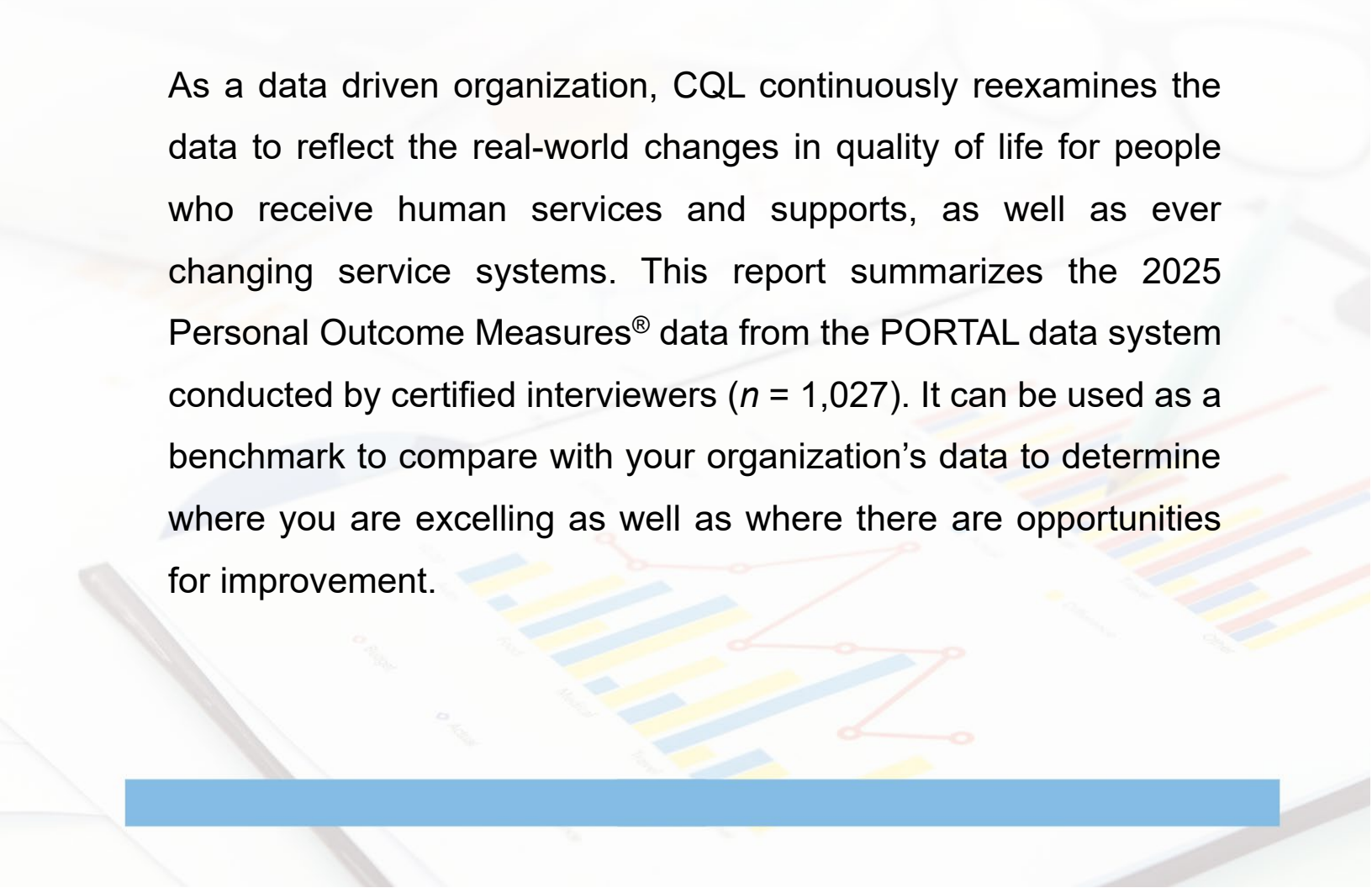
2025



ABOUT THE 2025 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 2025 Personal Outcome Measures® data from the PORTAL data system conducted by certified interviewers ($n = 1,027$). 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.



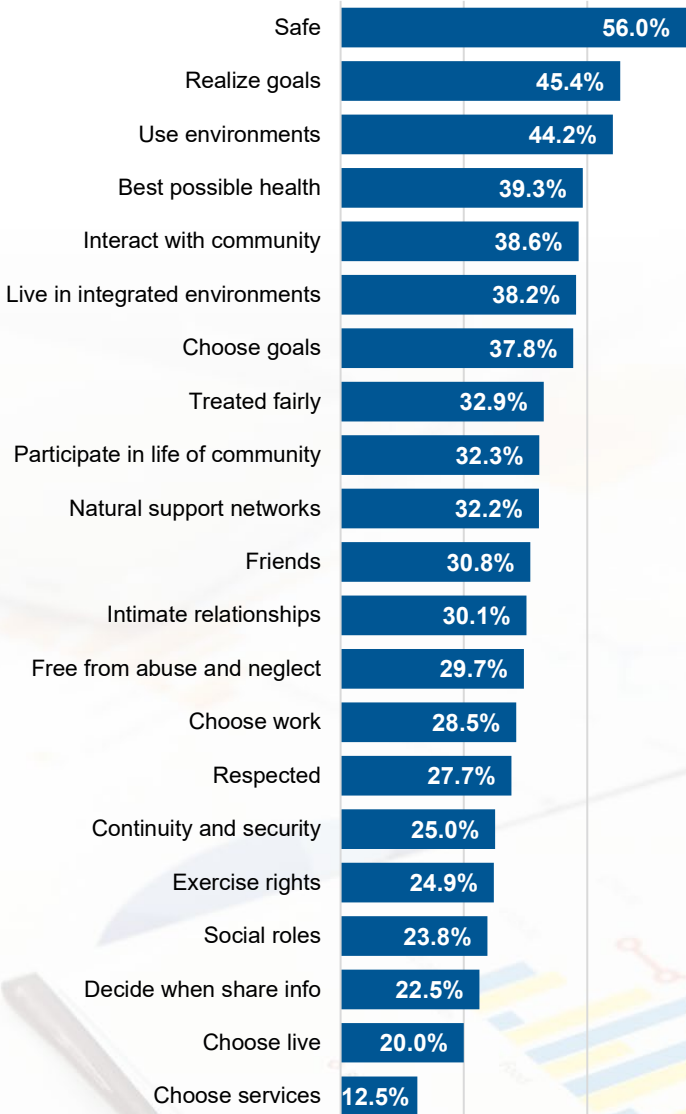
PERCENT OF PERSONAL OUTCOMES AND SUPPORTS PRESENT

INDICATOR	OUTCOMES	SUPPORTS
People are safe	56.0%	64.3%
People are free from abuse and neglect	29.7%	31.6%
People have the best possible health	39.3%	38.8%
People experience continuity and security	25.0%	41.6%
People exercise rights	24.9%	25.2%
People are treated fairly	32.9%	31.2%
People are respected	27.7%	34.5%
People use their environments	44.2%	46.4%
People live in integrated environments	38.2%	34.8%
People interact with other members of the community	38.6%	37.0%
People participate in the life of the community	32.3%	35.9%
People are connected to natural support networks	32.2%	38.6%
People have friends	30.8%	32.3%
People have intimate relationships	30.1%	23.5%
People decide when to share personal information	22.5%	28.5%
People perform different social roles	23.8%	20.7%
People choose where and with whom to live	20.0%	19.9%
People choose where to work	28.5%	27.6%
People choose services	12.5%	13.8%
People choose personal goals	37.8%	35.8%
People realize personal goals	45.4%	37.3%

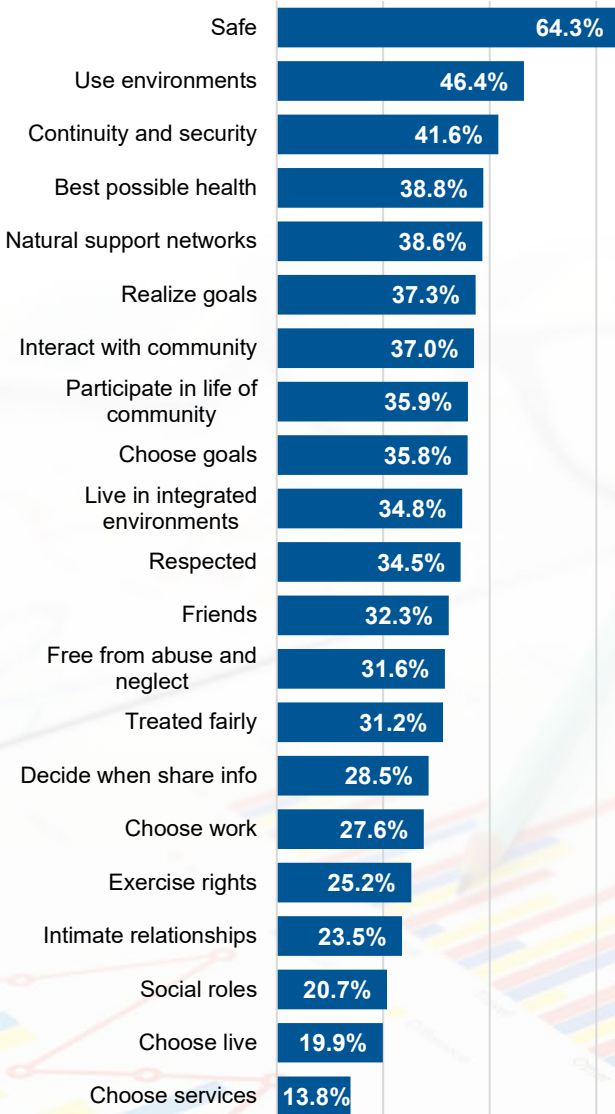
PERCENT OF PERSONAL OUTCOMES AND SUPPORTS PRESENT

Percent of Personal Outcomes and Supports Present ranked in order of most to least present Outcomes and most to least present Supports.

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 were less predictive of total outcomes in 2025.

HIGHEST

0.671 People Exercise Rights	0.666 People are Treated Fairly	0.644 People Interact with Other Members of the Community	0.637 People are Respected
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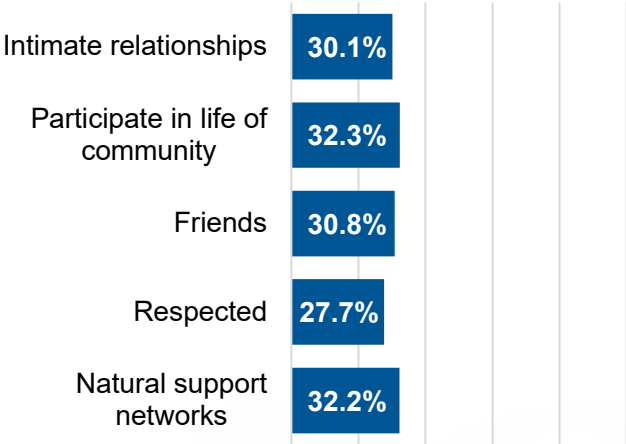
LOWEST

0.442 People Realize Personal Goals	0.469 People Choose Services	0.481 People Choose Work	0.492 People are Safe
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THE SOCIAL CAPITAL INDEX

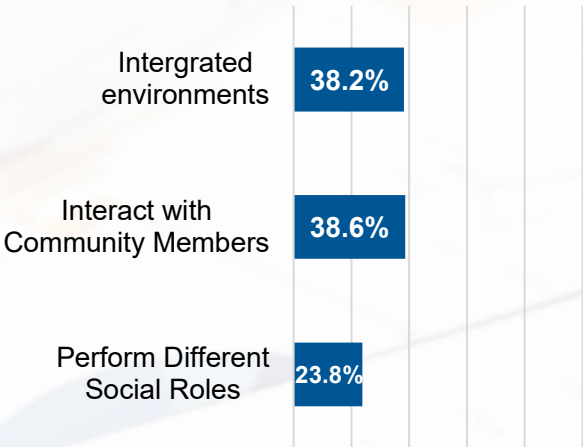
Social capital calls attention to the link between health, safety, and security and connectedness to caring networks of supportive people. CQL's Social Capital Index provides a method for measuring the properties of social capital that facilitate individually defined outcomes of social capital.

BONDING



AVERAGE 30.6%

BRIDGING



AVERAGE 33.6%

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 of our typical social circle.

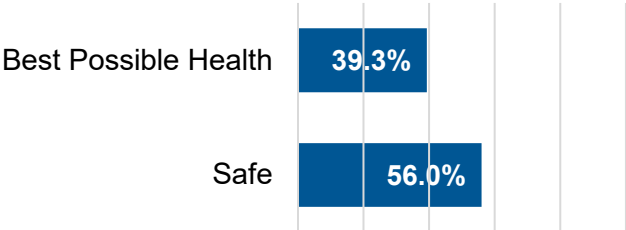
OVERALL SOCIAL CAPITAL INDEX SCORE

31.7%

THE SOCIAL DETERMINANTS OF HEALTH INDEX

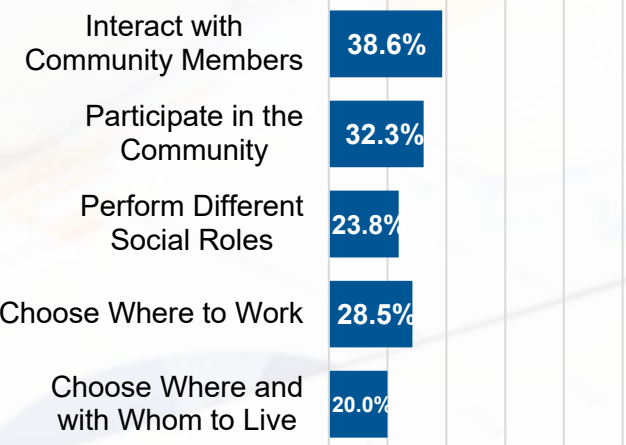
Social determinants of health are conditions, environments, and settings that impact not only health but also overall quality of life. CQL's Social Determinants of Health Index is designed so that organizations can measure the social determinant of health-related outcomes of those they support, as well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

HEALTH & SAFETY



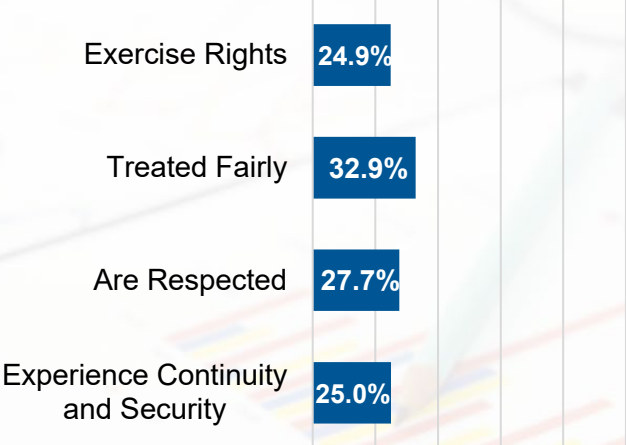
AVERAGE 42.9%

CHOICE & ENGAGEMENT



AVERAGE 28.6%

PERSON-CENTEREDNESS



AVERAGE 27.7%

OVERALL SOCIAL DETERMINANTS OF HEALTH INDEX SCORE **31.7%**