

CQL's Assessment Workshop

"Personal Outcome Measures are not just a training tool; they are a listening tool."

CQL believes that knowledge about people is the foundation for delivering quality services. With a clear understanding of what people want and need from the services and supports they receive — their Personal Outcomes — staff can marshal the organization's resources toward that end. The Assessment Workshop offers the tools and hands-on experience you need to conduct a baseline assessment and measure progress over time.

"Quality will be measured differently by individuals. How well quality is achieved will depend on how service providers listen and act to the identified wants and needs of individuals with disabilities and their families. One good question to ask is if I became disabled, would I want to receive services from this agency?"

A four-day workshop that covers how to conduct the Personal Outcome Interview, synthesize interview data from people served, analyze findings, and identify organizational needs for change.

Day One: Introduction to the Personal Outcome Measures® and Quality Measures 2005®

Prepare for a Personal Outcome interview and then go out and meet with a person receiving services. You will practice active listening and Personal Outcome interviewing techniques.

Day Two: Decision-Making with the Personal Outcomes

Gather additional information about the person from other sources. Based on your Day One interview, determine the number of Personal Outcomes and Organizational Supports present for the person.

Day Three: More Practice with Interviews

Conduct additional interviews and follow-up activities, including interviews the person's family, friends and staff, and making determinations of outcomes and supports present.

Day Four: Data Analysis and Wrap-Up

Plan for quality improvement based on the needs and wants of the people interviewed.

Who Should Participate

■ Direct Support Professionals, Board Members, Managers, Clinical Staff



For additional information, please contact:
The Council on Quality and Leadership (CQL)
100 West Road, Suite 406, Towson, Maryland 21204
410.583.0060 info@thecouncil.org
www.c-q-l.org