



CQL'S INTERVIEWER CERTIFICATION

Interviewer Certification offers a process for organizations to increase the value and reliability of internal data collection on Personal Outcome Measures®. Interviewer preparation includes the achievement of inter-rater reliability between interviewer candidates and CQL staff.

Each step of the Interviewer Certification process builds upon the skills mastered in the previous step.

Step One: Introduction to the Personal Outcome Measures®

Participate in a four-day Assessment Workshop — an introduction to the process of meeting with and talking to people using the Personal Outcome Measures®.

Step Two: Coaching

Observe the CQL staff conducting an interview and follow-up with the Personal Outcome Measures®, followed by a debriefing and decision-making session. These steps are then repeated, and the candidate conducts the interview, with coaching and support from the CQL staff.

Step Three: Reliability Assessment

Conduct an interview and follow-up, while CQL staff observes, to demonstrate how you make determinations about the outcomes independently. The criteria for certification is at least 85% agreement with the CQL staff's decisions about the Personal Outcomes.

Certified Interviewers are qualified to collect and report on the status of *Personal Outcome Measures®* data for the organization.

"Staff ... have the 'tools' to help people identify their outcomes and then support them in the best possible ways to achieve them."

"We've earned a new level of respect from our providers now that we have CQL's stamp of approval. They identify us as experts. Our providers no longer just see us as state overseers — now they see us as partners."

For additional information, please contact:

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