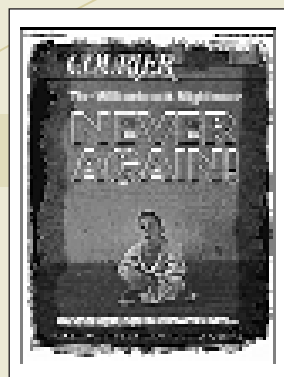


For over 40 years,
CQL has led the way
with innovative
approaches to improve
the quality of life for
people with disabilities,
people with mental
illness and older adults.

This has been our journey...



The Era of Institutional Reform



Themes/Focus/Events

Safety and health

United Nations adopts Declaration on the Rights of Mentally Retarded Persons (1971)

United Nations adopts a Declaration on the Rights of Disabled Persons (1975)

Willowbrook Expose (1972)

Christmas in Purgatory (1966)

Legislation/Litigation

Education for All Handicapped Children Act
(1975) [becomes IDEA in 1997]

Section 504 of the Rehabilitation Act (1973)

Developmental Disabilities Assistance and Bill of Rights Act (1975)

Intermediate Care Facilities for Mentally Retarded Program [ICF/MR] (1971)

Wyatt v. Stickney (1972)

Measures of Quality

Environmental inputs (staff, money, housing)

1960s & 1970s

CQL's Contributions

Our first two sets of standards

Federal government incorporates
these measures



The Movement Toward Deinstitutionalization and Community Options



Themes/Focus/Events

Habilitation planning
Advocacy
Human and legal rights

Legislation/Litigation

Civil Rights of Institutionalized Persons Act (1980)
Technology-Related Assistance for Individuals with Disabilities Act (1988)
Pennhurst State School v. Halderman (1981)

Measures of Quality

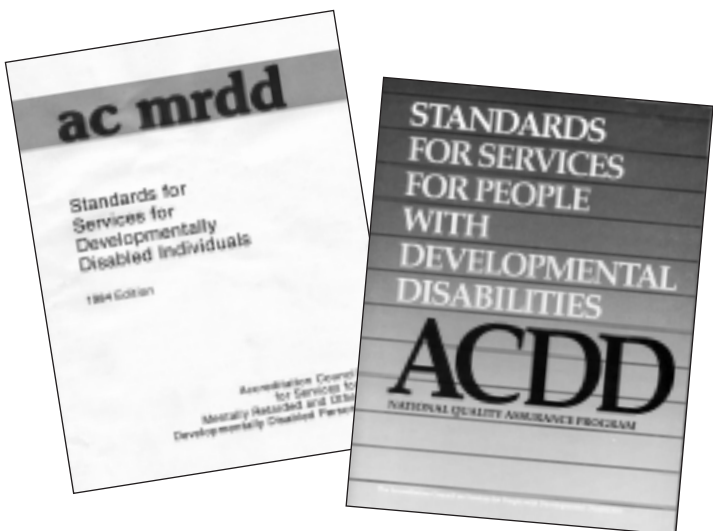
Organizational process (procedures, policies)

1980s

The Accreditation Council for Services for Mentally Retarded and Other Developmentally Disabled Persons

CQL's Contributions

Standards for Services for People with
Developmental Disabilities



The Transition to Community Options



Themes/Focus/Events

Independence, productivity, integration
Self-determination and choice
Inclusion

Legislation/Litigation

Americans with Disabilities Act (1990)

Measures of Quality

Outcomes (clinical, functional, personal)

1990s

The Accreditation Council on Services for People with Developmental

CQL's Contributions

Personal Outcome Measures®



The Vision of Community LifeSM

Themes/Focus/Events

Social Capital

Community

Alliance for Full Participation Summit
(2005)

Legislation/Litigation

New Freedom Initiative (2001)

Olmstead v LC (1999)



Measures of Quality

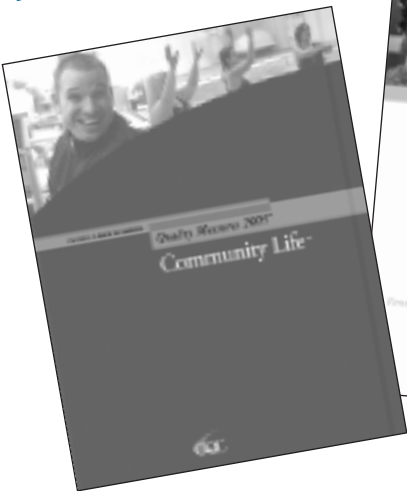
Community LifeSM

2000s

The Accreditation Council on Services for People with Developmental

CQL's Contributions

Quality Measures 2005SM



The Promise of What Really Matters

Themes/Focus/Events

Self-direction
Systems Change
Culture Change
Organization Transformation

Legislation/Litigation

Medicaid Reform Initiatives
Patient Protection and
Affordable Care Act (2010)

**“Only by selection,
by elimination,
by emphasis
do we get at the real
meaning of things.”**

– Georgia O’Keefe

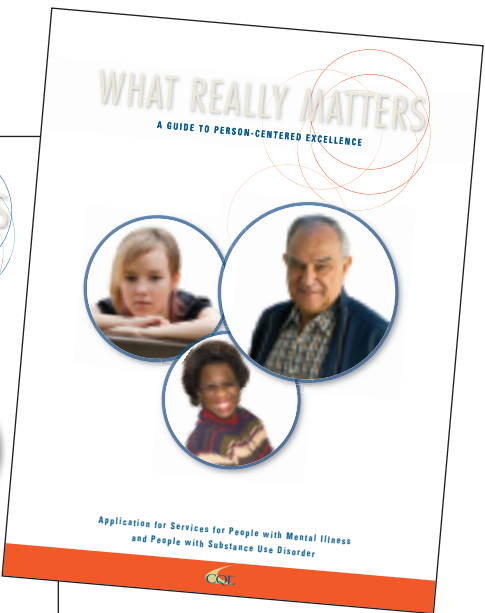
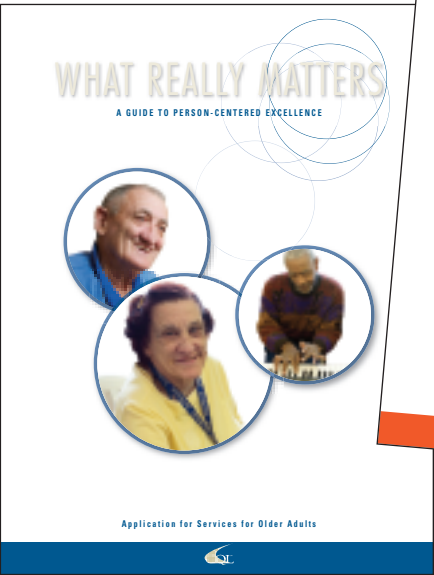
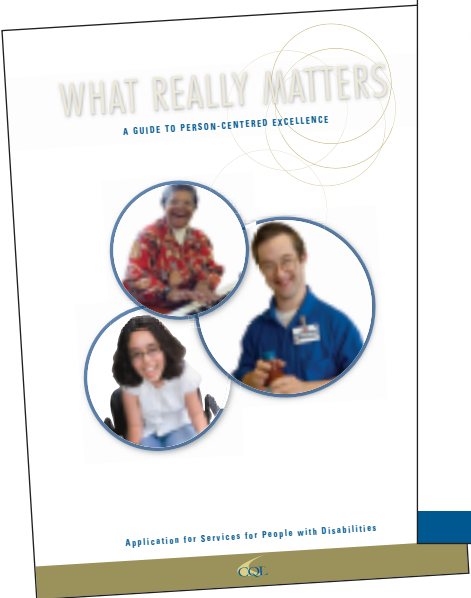
Measure of Quality

Person-centered Excellence

2010

CQL | The Council on Quality and Leadership

CQL’s Contributions



The Journey Continues

CQL helps you connect values and practices from the Personal Outcome Measures® with proven and practical change strategies. We use person-centered support strategies to make personal quality of life a reality for all people and organizations. Together, we achieve organization transformation that produces significant and sustainable change. CQL is dedicated to improving organizational excellence through the use of our Key Factors and Success Indicators in Person-centered Excellence across the fields of mental health, disabilities and aging.

1960
1970
1980
1990
2000
2010

CQL is an international not-for-profit organization providing strong vision and inspired leadership to human services organizations by setting the standard for person-centered excellence.



100 West Road, Suite 300
Towson, Maryland 21204

410.583.0060
410.583.0063 *fax*
www.c-q-l.org