



CQL'S ASSESSMENT WORKSHOP

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.

This four-day workshop 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®

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 with 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

"We use the Personal Outcomes Measures to learn how to be person-centered and to measure our efforts. In doing so, we learn about our strengths and challenges in supporting people."

For additional information, please contact:

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