CQL℠ | **The Council on Quality and Leadership**

CQL Accreditation Experience

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CQL ACCREDITATION

- More than 420 organizations have achieved CQL Accreditation
- 25 States in the U.S.
  - Tennessee IDD System
  - All North Dakota (currently) and South Dakota organizations
- Canada
- Ireland

SA   QA   PCE   PCE-D

CQL ACCREDITATION
THE CQL DIFFERENCE

- "We found CQL really impacts the **people** we support."
    - *Susie Burke, Boundless (Ohio)*

- "It drives our commitment to **continuous** improvement."
    - *Kelly Kinderman, CSDD (New York)*

- "There was excitement among **all** stakeholders."
    - *Carmine Marchionda, ARC of Rockland (New York)*

- "Accreditation allowed our agency to focus on areas of **strength**."
    - *Tracey Zaun, Open Door Center (North Dakota)*

- "CQL **data** is all very central to our strategic planning."
    - *Kim Zoeller, Ray Graham Association (Illinois)*

CQL ACCREDITATION
THE CQL DIFFERENCE

Organization-wide accreditation is more meaningful.
- CQL's approach to accreditation leads to best practices being embraced at all levels, for all services across an entire agency.

Data capabilities are integrated into accreditation.
- Accreditation alone can have value, but the inability to assess and analyze it, is limiting in determining success.

Partnership involves access to other offerings.
- Aside from just data, agencies often take advantage of CQL training, certification, and ongoing consultation.

Appreciative Inquiry helps replicate success.
- The concept identifies pockets of excellence and lays out how those successes can be utilized in areas of improvement.

CQL ACCREDITATION PROPRIETARY TOOLS

Basic Assurances®
- Safeguards of health, safety, security and more

Personal Outcome Measures®
- Understanding and measuring personally-defined outcomes

Shared Values
- Alignment of mission, vision, and values

Community Life®
- Relationship-building between people and the community

Accreditation

Different Options

Systems Accreditation

- One-year term
- Ideal for organizations interested in high standards for quality
- Reserved for organizations which are not yet supporting people
- Review of policies and procedures
- Focuses on Basic Assurances®
- Ideal for organizations seeking to establish solid systems for future practice
- Multiple off-site visits with CQL staff

"We were **brilliantly challenged** to reflect deeply and systematically. As a result, we are confident of **starting strong**."

- Reuben Kangethe, Residential Options LLC

Quality Assurances Accreditation

- Three-year term with two visits
- Organizations new to CQL (and already providing services)
- Ideal for organizations which have experienced leadership change
- Focus on embracing individually defined outcomes
- Development of an Integrated Quality Management System
- Focuses on Basic Assurances® and Personal Outcome Measures®
- Introduces Shared Values
- Ongoing support and guidance

Person-Centered Excellence Accreditation

- Four-year term with one on-site visit and two off-site visits
- Reserved for organizations experienced with CQL accreditation
- Focus on use of POM for personal and organizational planning
- Establish more robust IQMS
- Facilitating individually defined outcomes
- Builds on CQL tools
- Accountability for Shared Values
- Focused on engaging stakeholders in a 'What Really Matters' plan

Person-Centered Excellence Accreditation *With Distinction*

- Four-year term with one on-site visit and two off-site visits
- Only for organizations utilizing data via CQL POM Certified Trainers/Interviewers
- Only for organizations that have history with CQL
- Full implementation of CQL tools
- Emphasis on use of data analysis
- Focus on continuous quality improvement
- Focus on impact on all people's lives and organization transformation
- Demonstration of advocacy, innovation, and community impact
- Focused on engaging stakeholders in a 'What Really Matters' plan
- Accreditation not announced on-site, reviewed by panel

And the journey begins...
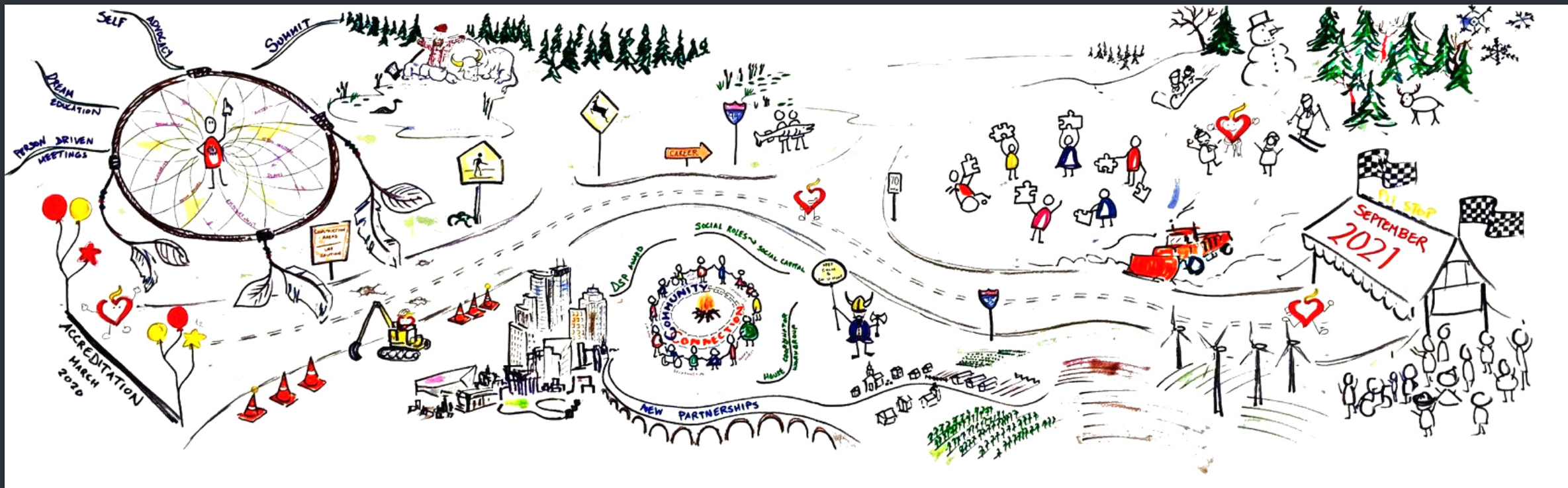
LSS Minnesota

- Get in touch with CQL
  - Complete Accreditation Inquiry form
  - Contact CQL's Director of Partner Engagement
- Submit Request for Engagement (RFE) form/fee
- Accreditation costs based on:
  - Number of people supported (unduplicated) and services offered
  - Geographical diversity of services
- Letter of Engagement (LOE) sent to agency

- Initial planning call with CQL's Director of Partner Engagement
- Overview of the Basic Assurances® Self-Assessment
- Discussion of CQL's PORTAL Data System
- Guidance from CQL's Director of Partner Engagement
- Introduction of dedicated CQL Quality Enhancement Specialist

- Introductions
- Planning discussions
- Develop schedule and discuss activities
- Determine deadlines
- Discuss documents needed for review
- Establish next steps

- Gain access to the PORTAL Data System after initial meeting
- Complete Basic Assurances® Self-Assessment in PORTAL
- Receive complimentary access to PORTAL through accreditation
- Guidance from CQL during the Basic Assurances® Self-Assessment process
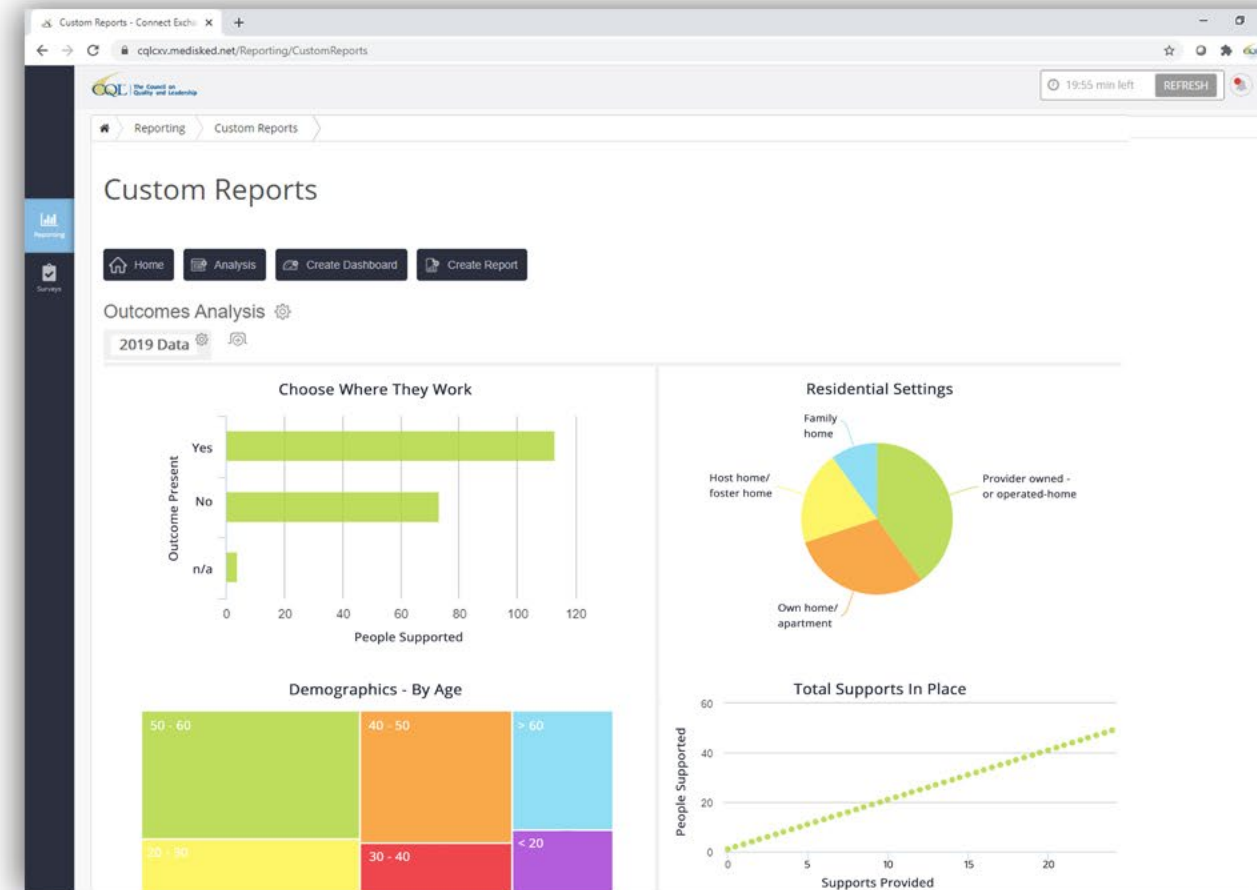
"Our accreditation also **identified areas** that could use extra attention."

Hayley Wolf, Business and HR Manager
Triumph, Inc. | **North Dakota**

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www.c-q-l.org

- Basic Assurances® factor discussions
- Focus groups
- Individual and/or targeted conversations
- POM interview(s)
- Visits where people receive services
- Discussions with leadership
- Stakeholder meeting, if applicable:
  - Person-Centered Excellence Accreditation
  - Person-Centered Excellence Accreditation, With Distinction

"Accreditation allowed our organization to **think big**."

Tracey Zaun, Executive Director
Open Door Center | **North Dakota**

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- Formal award letter
- Accreditation plaque
- CQL website listing
- CQL social media recognition
- Comprehensive promotional kit
  - Accreditation logos
  - Promotional posters
  - Press Release template
  - Social media graphics

- Mid-cycle visits
- Ongoing support and guidance
- PORTAL Data System access
- Facebook E-Community
- Dynamic webinars
- Practical guides
- Powerful research
- Capstone newsletter

CQL ACCREDITATION
HELPFUL LINKS

- [CQL Accreditation | The Council on Quality and Leadership](#)

- [CQL Accreditation Inquiry | The Council on Quality and Leadership](#)

- [Success Stories | The Council on Quality and Leadership](#)

Questions?

Please Share!

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FACEBOOK E-COMMUNITY:
www.facebook.com/groups/CQLeCommunity/

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