

CQL Accreditation and Personal Outcomes Measures

~ PART 3 ~

CQL's *Personal Outcome Measures*® are used to identify people's quality of life outcomes, plan supports, and gather information and data about individual outcomes. We conduct *Personal Outcome Measures*® interviews to demonstrate the linkage between personally defined quality of life and excellence in person-centered services and the importance of data in planning and making change.



- Are people achieving their priority life outcomes?
- What organizational practices are in place to ensure that people are supported to achieve their outcomes?

MY RELATIONSHIPS

FACTOR 3

Relationships, be they with biological or chosen family, friends, or romantic partners, produce a sense of belonging. Relationships are personally defined, ranging from who one chooses to share information with, to a deep level of familiarity and intimacy. CQL believes relationships create links to the greater world that create a blanket of security and help people who receive supports develop and maintain social roles. Social capital, the impact of social ties and relationships, promotes personal outcomes.

INDICATORS

- 12 People are connected to natural support networks
- 13 People have friends
- 14 People have intimate relationships
- 15 People decide when to share personal information
- 16 People perform different social roles

Values

- Connection to a natural support network of family and very close friends provides a sense of security and a safety net for people.
- People choose the extent and frequency of contact with their support network.

Principles for Organizations

- Facilitate continuity in people's existing relationships and build the capacity of potential support networks, consistent with people's choices and preferences.
- Provide, or assist people, to access the supports that will enable them to maintain connections to people in their support network.
- Assist people who may have lost contact with family members to re-establish communication and develop their natural support network, if desired.

Personal Outcome Measures®
has been reformatted into the
following factors:

My Human Security

Non-negotiable human and civil rights

My Community

Access to be in, a part of, and included in the community

My Relationships

Social support, familiarity, intimacy, and belonging

My Choices

Decisions about one's life and community

My Goals

Dreams and aspirations for the future

