

CQL FOCUS FORUM



FOR MORE THAN 40 YEARS CQL has been a leader in working with human service organizations and systems to continuously define, measure and improve the quality of life of all people.

In the last two years, CQL along with other internationally known researchers and thought leaders, have come together to tell us that it's time to strip away unnecessary distractions and focus on what really matters – personal choice and person-centered services and supports. Person-centered services give people the control over the decisions that affect their lives.

Our response to focus on what really matters is grounded in a shared vision and practical action plans. It involves the entire system – welcoming all constituents, respecting diverse points of view, encouraging open exchange of information. The entire system must focus on shared information, find common ground and share responsibility for action.

The Focus Forum is our first product for organizations to embrace a true culture change ... to move quickly and certainly to what really matters ... a world of dignity, opportunity and community for all people.

THE CQL FOCUS FORUM

- results in concrete and specific organizational action steps, broken out into individual and team responsibilities, time lines and measures for success in increasing person-centered services.
- brings together organizational values and a desire to become more person-centered, the opportunity for consensus through collaboration, input from national experts, and visible leadership from the organization to make the transformational change.
- enables the organization to move successfully from a current service system to the desired system with greater person-centered services.
- provides organizations with the knowledge, tools, partners, leadership and practical action plans to realize a shared vision for excellence in person-centered supports.

In short, the Focus Forum is about Big Change in A Short Time at a Low Cost.

WHAT HAPPENS DURING THE 2 1/2 DAY FOCUS FORUM?

- Representatives from the entire organization (managers, board members, staff, people served, community members, families, etc.) meet and work together in one place, at the same time.
- Open sharing of ideas is allowed and encouraged to develop a common base of information.
- The large group explores the current status of personal choice, recovery-orientation, person-centered services and quality of life.
- Small groups identify issues, assets, opportunities for change, resources, plans and potential partners for three priority areas drawn from the factors and indicators in the CQL Guide for Person-centered Excellence.
- Groups present their work – plans, actions, time lines and responsibilities that address specific factors and indicators that promote person-centered services.
- Organization leaders incorporate the group recommendations into a 12-18 month plan that identifies responsibilities, time lines, resources and expected outcomes.

WHO AND HOW MANY PEOPLE SHOULD PARTICIPATE IN THE FOCUS FORUM?

Participants represent all those with a stake in the organization's work. This begins with people receiving supports (consumers, self-advocates, clients) and also includes board members, staff members, families and representatives from the community.

We have worked with groups of less than 10 to over 100 people. The number of people and the range in type of participant will vary by organization design, structure and culture; its decision making and influence style; the leadership priorities, and expected role of the board of directors and community representatives. The organization makes the decisions concerning the Focus Forum participants. The Focus Forum process does, however, ensure that all participants have the opportunity to contribute.

HOW IS THE FOCUS FORUM USED BY ORGANIZATIONS?

- strategic thinking exercise
- mission alignment exercise
- organizational transformation initiative
- organizational assessment
- implementation strategy for enhancing person-centered services, self-determination or person-centered quality of life

Many organizations find that the Focus Forum can both launch and re-energize organization or culture change efforts to become more person-centered.

WHAT ARE THE RESULTS OF THE FOCUS FORUM?

For the organization, the Focus Forum is the starting point for making decisions about additional resources, consultants, and change and leadership strategies for increasing person-centered excellence in services and supports. The shared experience and stakeholder buy-in provides a sense of renewal, energy, confidence, readiness and road map to greater person-centered services, recovery-orientation and personal quality of life. CQL provides the organization, system, or community with recommended resources, consultants and change strategies for the action plan the organization has adopted.

CQL consultants offer continued support and feedback for up to 12 months on the implementation of the plan and the attainment of objectives, measures of success and time lines.

SCHEDULE AT-A-GLANCE

PRE-MEETING	DAY 1	DAY 2	DAY 3	POST-MEETING
Assessment and Preparation	Large Group Activity Explore Priorities	Small Teams Select Priorities	Organization-wide Action Plan	Follow Along

Organization Activities	Person-centered Assessment and Discovery	Priority 1 Priority 2 Priority 3	Priority 1 Priority 2 Priority 3	Consultation
	Person-centered Planning			
CQL Activities	Supports and Services	Where we are	Resources	Strategy Realignment
	Community Connection	Where we want to go	Consultants	Resources and Partnerships
Collaborative Activities	Workforce		Strategies	Benchmarking and Measurement
	Governance		Timelines	
	Quality and Accountability		Success Metrics	
	Emerging Practices		Partnerships	



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