QUEST is the quality support tool used and developed by CLTH, to:

- 1. collect information about support and agency standards that help identify what is important to people, and
- 2. to measure the quality of supports provided by the agency.



learning about a person's priorities, preferences, and satisfaction based on their perspectives.

This information is then utilized to make organizational improvements and to plan for the future.









5 Agency Standards of Measuring Quality



- 1. People are valued and encouraged.
- 2. Every function of daily operations is focused on helping people.
- 3. Ethical and professional conduct is embedded within the culture.
- 4. People are informed through meaningful communication.
- 5. Every environment is inclusive, safe and secure.
 - For Employees / Volunteers / Students -













6 Support Standards of Measuring Quality



- People supported will experience respect for their rights as citizens.
- 2. People are respected for their diversity.
- 3. People fulfill valued roles within their personal life and community.
- 4. People are respected for the choices they make.
- 5. People experience their best possible health and wellness, as they chose.
- 6. People feel safe in all areas of their daily lives
 - For People Supported -



















Next Steps

Moving The Needle Forward

"WE CANNOT BECOME WHAT WE WANT TO BE BY REMAINING WHAT WE ARE." -MAX DEPREE

CLTH Quality Improvement Continuum – Look How Far We



Creation of QUEST working committee with agency wide represenatives

tabulated results.
Development of quality improvement plan based on

findings.

Training for all staff on how to create meaningful goals

Goal Achieved – develop a Diversity, Equity and Inclusion Committee for CLTH Goal Achieved – put into place a plan for improvements to SharePoint and build a staff team tha can support with IT trouble shooting

Development of Quality Enhancement Plan to address areas for improvement