



Certified Personal Outcome Measure Conversations

Frequently Asked Questions



WHAT ARE POM CONVERSATIONS?

Personal Outcome Measures (POM) were created by the Council on Quality and Leadership (CQL), who accredited AHRC NYC for our work in Person Centered Excellence. A POM conversation is the person talking with an interviewer so that people who work with them can learn about them, what is good in their life, and things that could be better. The questions cover the following topics: My Human Security, My Community, My Relationships, My Choices, and My Goals.



HOW DO THE CONVERSATIONS WORK?

POM conversations are conducted by an interviewer. There are two conversations that happen during the process. One conversation is with the person. The other is with the staff person who knows them best. A person can choose to not answer any question they want. A person can also choose not to talk about a topic if they do not want to. The conversation usually last one or two hours.



WHERE AND WHEN DO THEY HAPPEN?

POM conversations are about the person! The conversation can happen where the person wants it to. Some conversations have happened in people's homes, at program, or in a local park. Some people have their conversation on Zoom if they want. They can take place at any day and any time. It is important the person has privacy during the conversation. There should be no distractions or time limits.



WHO WILL INTERVIEW ME?

POM conversations happen with AHRC NYC staff certified by CQL. Staff members attended multiple workshops run by CQL to learn more about how to be an interviewer. Staff were observed by CQL in having an actual POM conversation and judged on their skills. A certified interviewer must hold 10 conversations a year to keep their certification.



WHAT HAPPENS AFTER?

After the conversation, the interviewer writes a report about what they discussed. Notes and reports from POM conversations are stored in the AHRC NYC internal database. They are available for the person to access whenever they want. Reports include recommendations for people to consider when talking about their life plan. The report can be used as a resource during person-centered planning.

For more information, please visit <https://www.c-q-l.org/tools/personal-outcome-measures/> or contact Laura Cucinotta at (347) 524-4853.

