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Volunteers of America Alabama ACHIEVES CQL PERSON-CENTERED EXCELLENCE ACCREDITATION

Mobile, AL – Dr. Wallace T. Davis, President and CEO of Volunteers of America Alabama (VOA), today announced that VOA has been awarded the four-year Person-Centered Excellence Accreditation from CQL | The Council on Quality and Leadership. This award confirms that the organization embraces person-centered solutions to improve the quality of life for people receiving supports and services.

VOA began serving the community in 1980 through the operation of three group homes for people with developmental disabilities. Today, VOA provides services to over 2,000 people daily with direct care services and over 8,000 people annually with community outreach. VOA strives to enable persons served to become as independent as possible without jeopardizing the welfare or safety of the individual.

“CQL” has been a very valuable partner in our work towards continuously improving our delivery of services. We are grateful to our staff, board, those we serve and stakeholders who worked so diligently to ensure that we are the best of the best,” said Davis.

When VOA partnered with CQL to pursue accreditation, it undertook a rigorous process to review and improve supports and services. The efforts of VOA were focused on empowering the people who receive supports to pursue what really matters in their lives, and achieve their personally-defined outcomes.

VOA has been awarded CQL accreditation as a result of demonstrating proficiency in the following areas:

- **Basic Assurances®**
Ensuring fundamental safeguards related to health, safety and human security

- **Personal Outcome Measures®**
Supporting and empowering people to achieve their goals and dreams
- **Person-Centered Excellence**
Demonstrating organizational commitment to continued enhancement of systems

“CQL commends Volunteers of America Alabama for its success in increasing the quality of life for the people it supports. We are pleased to partner with them on this journey of ongoing organizational transformation,” states Mary Kay Rizzolo, president and CEO of CQL.

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CQL | The Council on Quality and Leadership is an international non-profit, virtual organization dedicated to the definition, measurement and improvement of personal quality of life. CQL’s vision is a world of dignity, opportunity and community for all people.

Learn more about CQL by visiting: www.c-q-l.org

About Volunteers of America Southeast

A charter member of Volunteers of America, VOA provides services across Mississippi, Alabama, and Georgia. In addition to intellectual and developmental disabilities programs, VOA serves veterans, low income seniors, children and youth, homeless, and people with addictive diseases and mental illness. VOA is one of the nation’s largest nonprofit providers of quality, affordable housing; creating and managing low-income level housing for elderly, homeless veterans and people with disabilities.

To learn more visit www.voase.org.