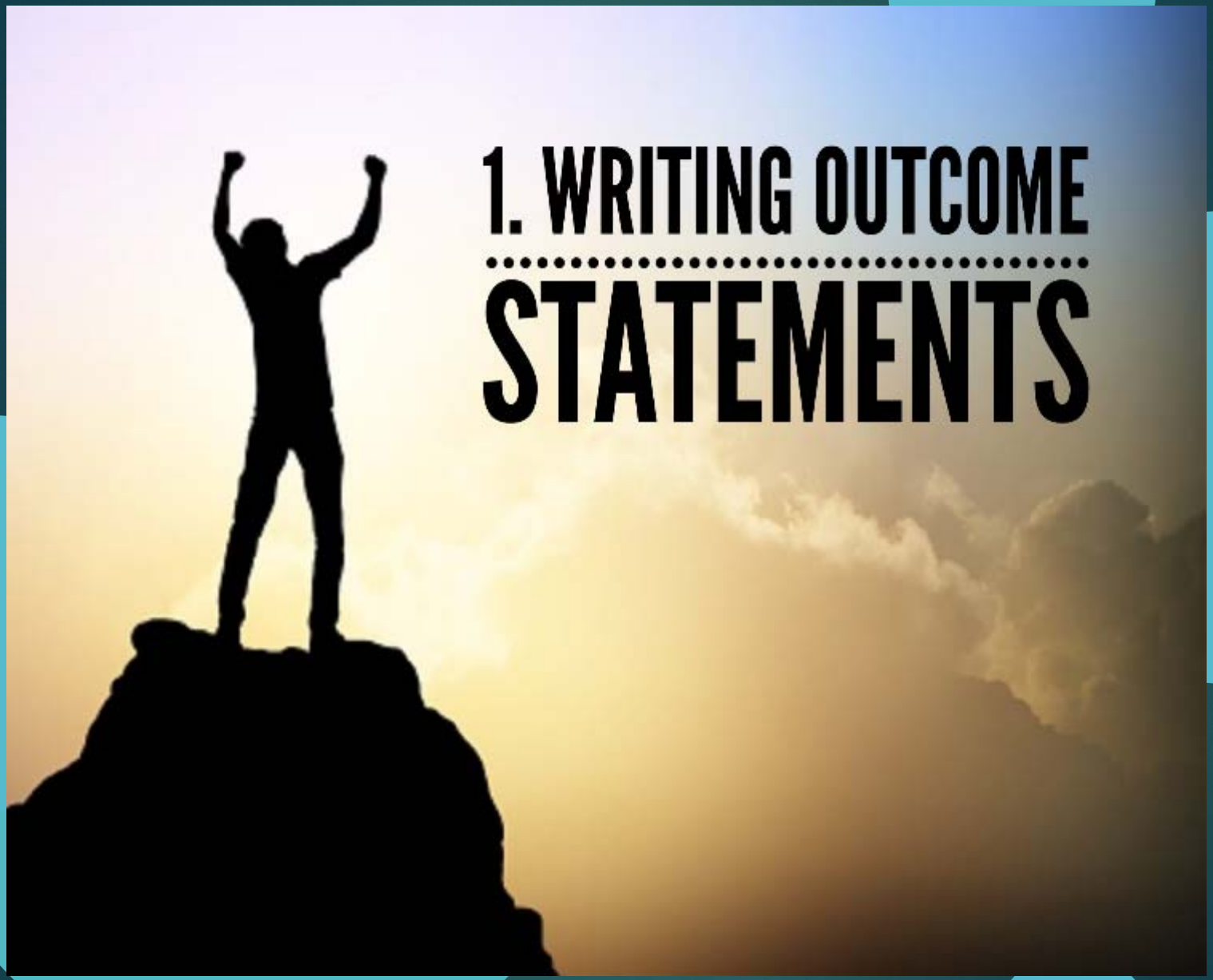
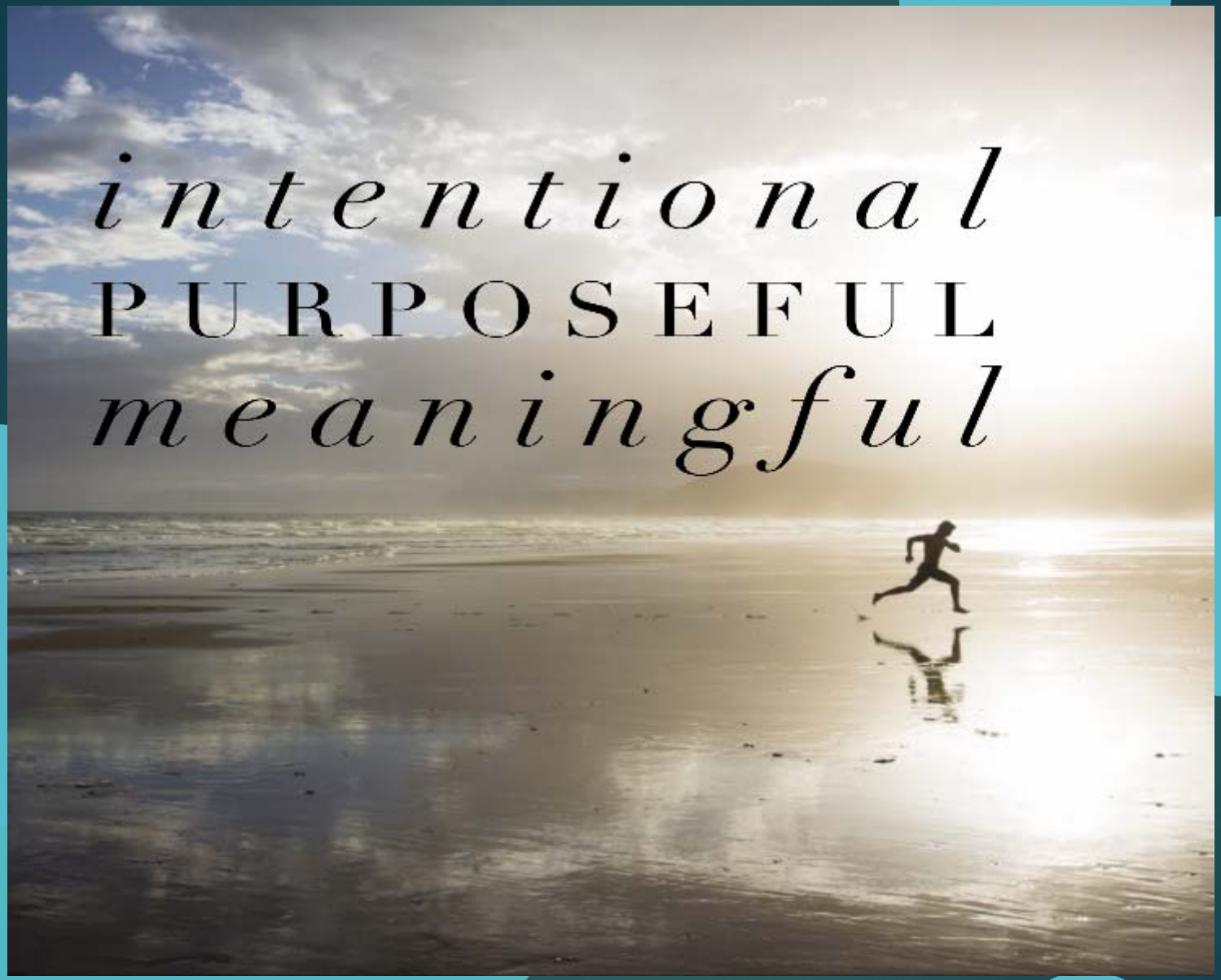
Outcomes and Actions

DEVELOPING AND WRITING OUTCOME STATEMENTS AND ACTION STEPS FOR INCLUSIVE SERVICES AND SUPPORTS

Why are we here?


1. WRITING OUTCOME
STATEMENTS

2. DEVELOPING ACTION STEPS


intentional
PURPOSEFUL
meaningful

OUTCOMES DRIVE
EXPERIENCES.
FOCUS

EMPLOYMENT
OUTCOMES

Some Thoughts About Outcomes

SUPPORTING MEANINGFUL LIFE EXPERIENCES LEADING TO GROWTH AND EMPOWERMENT

BE PREPARED TO LOOK AT THINGS DIFFERENTLY

Some Purpose

- To develop meaningful outcomes, especially for the new Adult Day Support and Vocational Habilitation rules.
- To support a more unified vision of the planning and implementation of ISP outcomes in Ohio.
- To enhance the delivery of supports that are inclusive, community-based and lead to positive growth for people with developmental disabilities in Ohio.
- "Outcomes should be the way you want your life to be"

Outcomes Should…

- Be Measurable
- Help to Build a Life
- Justify The Funding

The New Rules–Adult Day Support

"The expected outcome of adult day support is development of skills that lead to **greater independence, community membership, relationship-building, self-direction, and self-advocacy."**

The New Rules-Vocational Habilitation

"The expected outcome of vocational habilitation is the advancement of an individual on his or her path to community employment in accordance with rule 5123:2-2-05 of the Administrative Code and the individual's achievement of competitive integrated employment in a job well-matched to the individual's interests, strengths, priorities, and abilities."

What does this mean?

- ALL ADS and Voc Hab services will need an outcome clearly tied to that service by April 2018.
- All Voc Hab services will need an outcome focusing on an eventual competitive employment goal and movement on the “place on the path”.
- All ADS services will need an outcome pertaining to independence, relationship building, community membership, self-advocacy or self-direction.

MARY WILL NOT CHOKE ON HER FOOD. MARY WANTS TO LOOK PRETTY.

- Are these outcomes????
- They are in Virginia!

JOHN HAS INTIMATE RELATIONSHIPS. JOHN EXERCISES HIS RIGHTS.

- Are these outcomes?????
- They are in New York!!!!

IN NEW YORK THEY CHANGED OUTCOMES FROM…….

- Steve goes to Pizza Shack in order to eat with his friends.

- To:
- Steve eats dinner with his friends.
- Steve spends time with his friends.
- Steve goes out to eat.

STEVE'S DESIRED OUTCOMES ARE ACHIEVED.

- This is the outcome for Targeted Case Management in New York. They include assessing, planning, coordinating, linking, and monitoring services and supports.

MOST OF THESE ARE……

- The “What” reason for the outcome.

BUT IN OHIO

- We are going to do……
- The what and
- The why as an outcome.

Outcome Statements

- The outcome statement should consist of the **“what”** and the **“why”**.
- Should be simple, straightforward and easy to understand.
- Outcome statements should then be followed by measurable action steps.
- Outcome statements should fall under life “domains” or “categories” (More on that later).

Example:

- **Outcome Statement:**

"Jean will increase her fitness levels (What) so that she can better enjoy retirement (Why)".

The Action Steps

- "Jean will increase her fitness levels (What) so that she can better enjoy retirement (Why)".
- Action Steps:

1. Work with personal trainer 2 times/week.
2. Do high energy cardio workout 2 times/week.
3. Go on 3 mile walk 5 times/week.
4. Reduce Added sugars.
5. Get 8 hours sleep/night.
6. Reduce Travel for Work.

A note on “why’s”

- Can include phrases such as “So that”, “In order to”, “for the purpose of”.

- The “why” can be a great and useful tool for facilitating a planning conversation. Understanding the “why”s should illuminate what is important to someone and can be the catalyst for developing future outcomes.

So who can help?

- Each action step then needs the designated type of service and provider.
- Services must be driven by action steps, not the other way around.
- Medicaid Compliant Documentation
- Back to our example….

Action Steps -> Services

- How we turn Action Steps into service and supports:

1. Work with personal trainer 2 times/week. (**Day Service**)
2. Do high energy cardio workout 2 times/week. **(Day or Residential Service)**
3. Go on 3 mile walk 5 times/week. **(Residential)**
4. Reduce Added sugars. **(Both Day and Residential**)
5. Get 8 hours sleep/night. **(Residential**)
6. Reduce Travel for Work**. (Both Day and Residential)**

Pulling it all together

- Life Domain: Health and Wellness
- Outcome Statement: "Jean will increase her fitness levels (What) so that she can better enjoy retirement (Why)".

1. Action Steps: Work with personal trainer 2 times/week. (**Day Service**)
2. Do high energy cardio workout 2 times/week. **(Day or Residential Service)**
3. Go on 3 mile walk 5 times/week. **(Residential)**
4. Reduce Added sugars. **(Both Day and Residential**)
5. Get 8 hours sleep/night. **(Residential**)
6. Reduce Travel for Work**. (Both Day and Residential)**

Further Considerations

- Not all life domains need an outcome or service.
- Generally consider ~~3-4~~ outcomes per ISP
- When considering the measurability of an outcome statement, you can ask the person "what does progress look like to you?"
- Skill development should likely not be included in an outcome statement.
- Outcomes should balance the "important to's" and "Important for's".

From Action Steps to Implementation

- Action steps should be clear and specific enough to give provider direction as to exactly what needs to be done.
- Action steps should be specific, but not so prescriptive to which the provider has no flexibility in implementation and/or the plan needs to be constantly updated when details change.
- The provider should be able to take an action step and develop the specific implementation strategy.

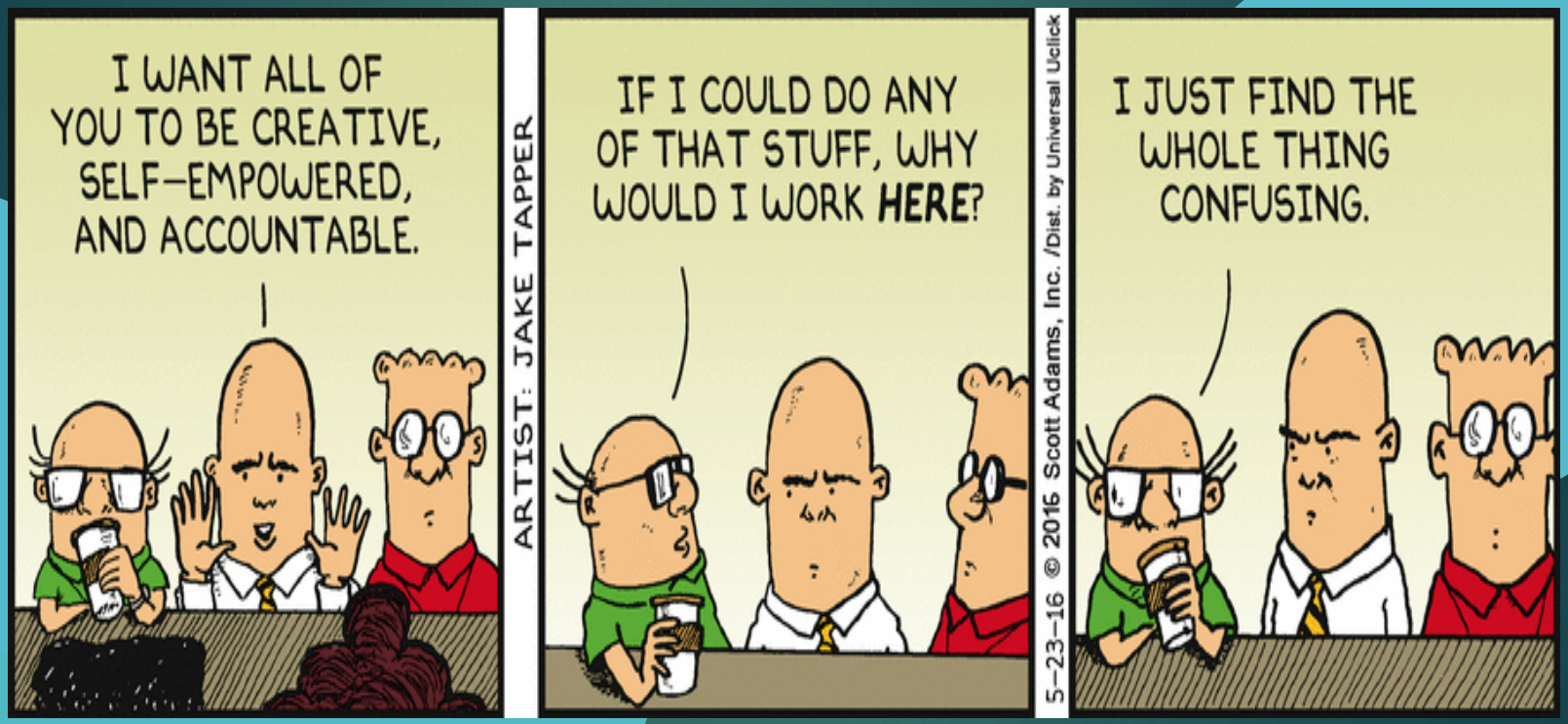
Back to our example:

- **Action Step**: Jean will work with a personal trainer 2 times/week. (Clear and specific)
- **Provider Implementation Strategy**: Jean's staff will take her to Planet Fitness where she will work with Joe the personal trainer on Monday and Wednesday at 2 PM. (Detailed plan of implementation)

JUST SAYING

- It all made sense to me when I thought about the new Day Hab I was opening.
- Let’s do a personal outcome.

Ever Feel This Way???



SCENARIO'S TO CREATE OUTCOMES

- See hand outs.
- Time to get to work!

Scenario 1

Bobby is a 6ft, 35 year old man. Bobby was in a severe car accident as a teenager and deals with traumatic brain injury. His short term memory has been damaged and his memories primarily are based around his high school days. Bobby recently moved out of his parents house (on a farm), into an apartment by himself with 24 hour staff. Bobby loves animals and really misses his dogs and miniature horses. Bobby is unable to have any alone time. Bobby's parents visit him every other day at his apartment, and he stays every weekend with them.

Bobby does not work well alone. He loves to joke around and chit-chat while working, but needs close staff supervision as constant redirection is needed. Bobby will think other conversations are about him and will get upset. He gets agitated when there is constant movement or when those around him constantly repeat information. Loud noise like spontaneous laughter, yelling or hammering really bothers Bobby. He will start running toward the noise or person making the noise, typically threatening harm, or spitting on them.

Bobby does really well with one-on-one staff. He loves working and will do almost anything asked of him, especially if he feels helpful. He struggles with the fine motor skills to due a severe hand tremor. He enjoys joking around, but that can sometimes get out of control and he can get mad. Bobby has a very strict diet due to many foods not sitting well in his stomach.

Bobby is interest in many types of technology. He enjoys watching YouTube videos (of animals and people falling on their faces), playing on the computer and working on his IPAD. Bobby's mother would love for him to be independent with using technology especially a cell phone, but due to his hands being very unsteady, he has a hard time with dial pads or keys.

Scenario 3

- Joe wants to learn more about girls. Where he can meet them, how to ask them out and what it takes to be in a relationship, so he can be a good boyfriend and maybe even a husband someday.

OUTCOME WITHOUT A WHY THAT STILL MAKES SENSE

Jody will interact with the I-Pad apps for color choice, Facetime, and other interesting identification apps.

Action Steps: Jody will Facetime her mom 4x per week.

WITH THE WHY?

- Jody will learn to use the I-Pad and it's apps so that she can increase her ability to use technology for communication and fun.

- Action Step:
- Jody will learn to use Facetime independently so she can talk with her mom 4x per week.

WHICH ONE DO YOU THINK MEETS OUR CRITERIA BETTER?

- Tracy wants to learn some new skills and get some work experience so she can get a better job in the community.
- Or
- Tracy wants to get a better job in the community to increase her income (or community integration)

NEXT

- Stacy wants to volunteer so she can learn about different work places and job skills and figure out what she likes and dislikes
- Or
- Stacy wishes to spend time in the community in an inclusive setting that she will enjoy.

THANK YOU! RELAX, YOU CAN DO IT!

In Summation: Outcome Statements

- The “what”= Clear expectation of the result of the service, focused on what will be different for someone as a result of the supports they receive.
- The “why”= The reasons this outcome are important to the person receiving support. “Whys” should be person-centered and individually driven, based on continuing conversation, dialogue and discovery.

OUTCOMES DRIVE
EXPERIENCES.
FOCUS

COMMUNITY
SERVICES

Community Based Experiences

- Getting out is only the beginning.
- There are many reasons why community experiences can be meaningful, but we must be intentional about them.
- For some, simply the act of experiencing something new is an important part of their journey.
- For others, an experience such as vounteering can be an integral part of reaching an outcome, here's an example

Volunteering Opportunity- Food Pantry

Volunteering Opportunity- Food Pantry

- Some people may have an outcome involving volunteering, for which many different volunteer opportunities may be appropriate and successful. “Giving back” is important to this person and the opportunity to share their gift of selflessness and connect with other like-minded volunteers is the purpose of the experience itself.

- “Scott will volunteer in the community so he can give back and meet new people.”

Volunteer Opportunity- Food Pantry

- Someone else may have a goal of getting better organized, learning organizational skills. In this case, the same opportunity would be appropriate, as many of the activities of this volunteer experience center around organizing meals and food packages. This would also provide a new experience and opportunity to build relationships as well as supporting the organization goal.

- "Ty will be more organized so she can be more efficient in her advocacy work."

Volunteer Opportunity- Food Pantry

- This same experience could also be relevant and useful for someone receiving vocational habilitation services, looking to develop new work skills and explore possible career opportunities.

- "Tom will be a more skilled worker so he can be more prepared for a job in the community"

Volunteer Opportunity- Food Pantry

- Lastly, someone with a competitive employment goal of working in a retail or grocery store could gain valuable experience with organization, stocking, relationship building and merchandise handling, all necessary skills that support their identified employment choice.

- "Pete will find a retail or grocery job so he can make money in a field he is interested in."

It’s always about the “WHY”

- As we’ve seen the same experience could be incredibly useful to people with all different kinds of service outcomes. The important things is that we know why that experience would be important to and for someone.

EMPLOYMENT
OUTCOMES

The New Rules-Vocational Habilitation

"The expected outcome of vocational habilitation is the advancement of an individual on his or her path to community employment in accordance with rule 5123:2-2-05 of the Administrative Code and the individual's achievement of competitive integrated employment in a job well-matched to the individual's interests, strengths, priorities, and abilities."

A Few Possibilities….

- Stacy wants to volunteer so she can learn about different work places and job skills and figure out what she likes and doesn't.
- Tom wants to learn about being safe at work and getting along with his coworkers so he can get a job in the community.
- Courtney wants to start earning a paycheck so she can learn how to manage her money and decide if she likes working.
- I want to find out what jobs I might be good at so I can figure out if I want to work.

A few……Un-Possibilities?

- Cathy will go to ABC Industries three days a week.
- Zach will get 30 hours of Voc Hab a week.

'I'M TRYING
TO GET A SUPERVISOR
JOB AT WORK'

Place 1

- Chad has a job, but wants to get a promotion/better job.
- “Chad will be a supervisor so he can advance in his career.”
- “Chad will have the management skills he needs so he can be a supervisor at work.”

'I WANT SOMEBODY

WHO CAN HELP ME DO THE JOB RIGHT'

Place 2

- **“Mark will know how to do the job right so he can get a Housekeeping job at Panera.”**
- **“Mark will have the housekeeping skills to get a job that he wants.”**

"I KNOW A LOT ABOUT MUNCHKINS"

Employment “Whys”

- Based on your conversations with the person you are supporting, there could be many different “whys” for employment services.
- Sometimes Employment itself could be a “why”. This may make sense for someone who is on place 2 on the “path to employment”. Example; “Scott will find and apply for jobs so he can get a job in the community”.
- Sometimes there needs to be a greater why as to why someone would want to pursue community employment and receive employment services.

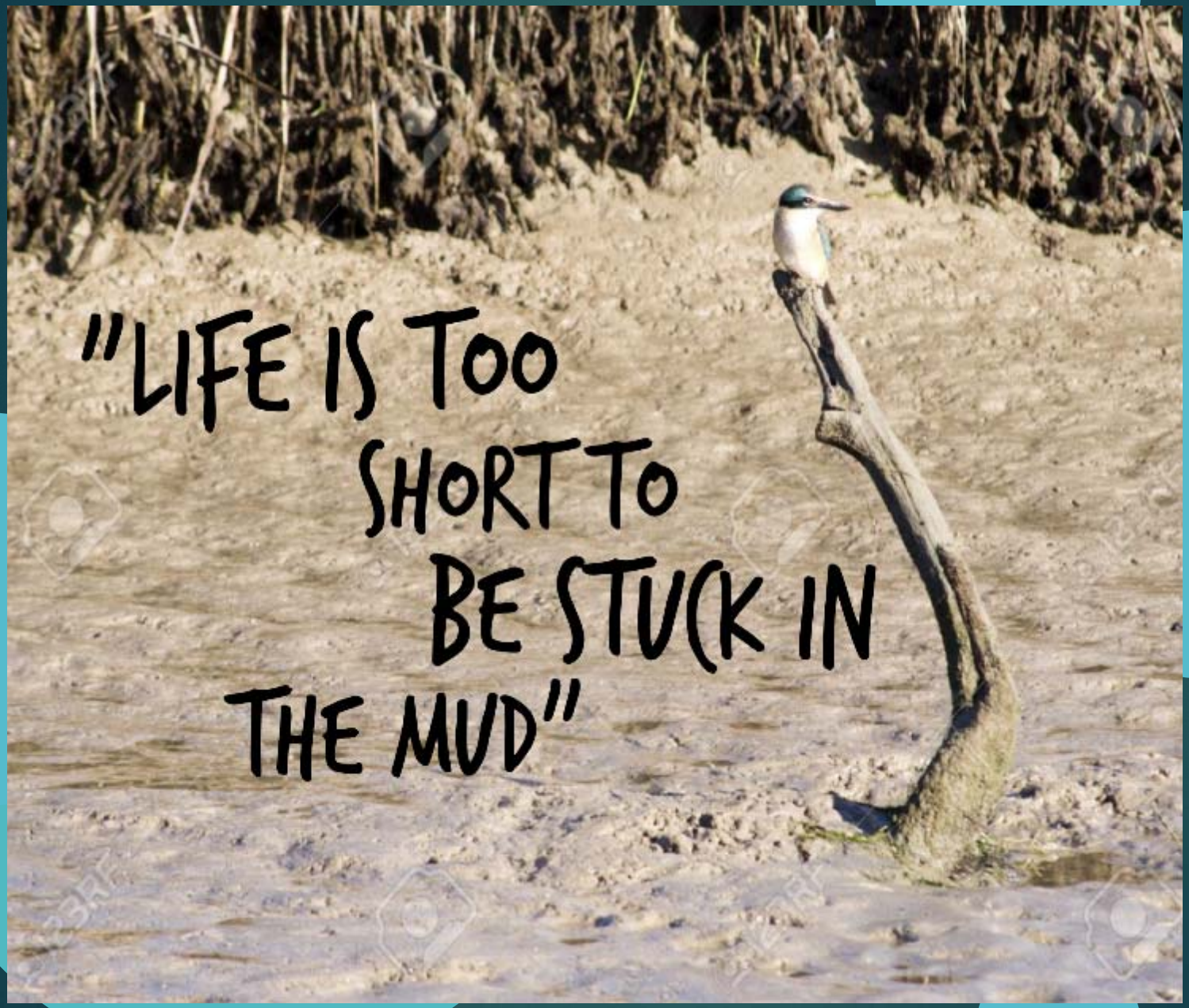
Example:

- "Scott is a 35 year old man who lives with his parents. He loves to go to the movies and play video games. He has never had a community job and his current specialized employment services do not afford him enough money to live independently, or the ability to go to the movies, Gamestop or pay for transportation. He has never wanted to work in the community, but is beginning to recognize he needs more money to do the things he enjoys."

- "Scott will acquire work skills and know about possible careers so he can have money to do things he enjoys, such as going to movies and buying video games."

Example-Brainstorm

- Given the outcome "Scott will acquire work skills and know about possible careers so he can have money to do things he enjoys, such as going to movies and buying video games", What could be some action steps and possible services?
- Scott will work on vocational skills that will help him get a job (Voc Hab)
- Scott will explore careers in the community (Career Planning and Voc Hab)
- Scott will apply for jobs he is interested in (Career Planning)
- Scott will increase his endurance and self-direction (Voc Hab)


"LIFE IS TOO
SHORT TO
BE STUCK IN
THE MUD"

Thank You!!!

- For more information, please feel free to contact us at smarks@oacbdd.org and tom@xexcel.net