Discovering Outcomes for People

SUNCOAST
Area 23

AGENDA
- Need for Mission and Visions.
- Who are we serving?
- Words we use.
- Good Customer Service.
- Outcome for each person.
- Participating in Planning
- Choices and Rights
- Importance of Choice.
- The need for supporting choice.
- Importance of Rights.
- Proving Relevant Teaching
- Determine Success

MY MISSION STATEMENT IS...
- PERSONAL COMMITMENT
- DEFINING DIRECTION
- WHERE IS MY ENERGY GOING
Who is this person you are serving?

- Someone needing a service!
- Someone who happens to need support due to a diagnosis.
- Someone with Expectations?

Who are people?
A group of persons who compose a community, tribe, nation, or race, or an aggregate of individuals forming a whole: a community, a nation.

- Individual – Single person, esp. when regarded as distinct from others.
- Person – A living human individual (human being).

People we serve have names!

WORDS WE USE ...
- Should create a positive view of people with disabilities **or**
- Should not create an image that reinforces common myths and possible discrimination
GUIDELINES

- Put people first, focus on the person not their disability
- Do not use “non” words to describe people

GOOD CUSTOMER SERVICE

How do we determine what needs and characteristics of the person that you will be serving, supporting, or coordinating services?

- Ask open ended questions of the person.
- Observe the person
- Talk to people who have had the opportunity to know the person in different environments:
  - Family
  - Friends
  - Work
  - Paid supports

What do You find out?

- Outcomes for that Person
  - What Matters Most
  - How he/she Defines things.
  - How he/she Uniquely Chooses things
  - What is his/hers Priorities
Individual Program Plans or Cycle of Life Plans

Gather information
Talk to circle of support

Determine what Matters most to the Person. Discuss what works best.
Define success.

Measure progress
Determine satisfaction
Evaluate needs
Make changes

A.I.M.
• Awareness
• Implement
• Measurement

SUPPORTING CHOICE
EDUCATE
EXPOSE
EXPERIENCE
Participate in Person Planning Meeting

Supportive
Open minded
Creative
Flexible

CHOICE & RIGHTS

393.13 Personal treatment of persons who are developmentally disabled
"The Bill of Rights of Persons Who are Developmentally Disabled."
(2007)

agancy for persons with disabilities

How to Support Rights

A to Z down the side of the page (or 2 columns) – leave space to write with a marker

TRY to get at least one word per letter

Keep going until time is up to get as many words as you can

BE CREATIVE!
**CHOICE & RIGHTS**

(a) Clients shall have an **unrestricted right to communication**

(e) Persons with developmental disabilities shall have a **right to social interaction and to participate in community activities.**

• Individual choice and decision making are the keys to unlocking a person’s abilities
SUPPORTING CHOICES & RIGHTS = PERSON CENTEREDNESS

DO NOT LIMIT THE CHOICES
OF THE individual served
ASK THE PERSON, LEARN FROM THE
PERSON, RESPECT THE PERSON.....

In attempting to keep someone “SAFE”,
others often deprive an individual of
the ability and the rewards of making
choices in their life.

“HEALTH & SAFETY”

CHOICE

But, What about
“aversive” Choices”

SUPPORT
PROFESSIONAL

? PROTECT

EMOTIONAL
**Rights Restrictions**

Common reasons providers restrict rights:

- It’s not allowed
- It’s always been that way
- It’s the only way
- It’s the guardian’s fault
- It’s a lack of resources
- It’s the way most people want it
- It’s for the protection of the person
- It’s lack of staff training

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**MEETING OF THE MINDS**

Discuss WITH the person:

- Why that choice is important to them (remember: DON’T JUDGE)
- Your concerns about their choice
- The responsibilities & possible consequences of that choice
- Offer to work with the person to find other possible ways to achieve that choice
CHOICE & RIGHTS

- What has the person chosen this past year FOR THEMSELVES?
- How have you assisted them in accomplishing that choice?

With Rights Comes Responsibilities. What does that mean?

Working Together

“HEALTH & SAFETY”  CHOICE

You can find that Balance
SUPPORTING CHOICE
Culture of
Constant
Communication

CHOICE & RIGHTS
• Your role of providing supports and services is to assist people in identifying creative alternatives that meet their needs and expectations, yet fit with obtainable or available resources.

Provide relevant education!
• Effective towards goal.
• Expands life’s experiences.
• Steps toward self sufficiency.
• Scope, intensity & duration of CP & SP.
Utilize Personal Outcomes

- Self Assessment
- Tracking Progress
- Effectiveness of service
- Have we made a difference

“It’s not about the final destination but rather, what can we teach while we are getting there.”

For when we support people and THEIR CHOICES....... Anything is possible