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Chasing Dreams

HOW TO DEVELOP AND IMPLEMENT GREAT
OUTCOMES TOGETHER!

Produced by OTAC with funding through Oregon's Department of Human Services, Office of I/DD Services.

What is your role?

- ▶ Person with an ISP
- ▶ Family member of a person with an ISP
- ▶ Services Coordinator/Personal Agent
- ▶ Provider of services
- ▶ Other

What is an "outcome?"

Guides action that leads to a result in the person's life



What is a desired outcome?

- ▶ Something the person wants to do, have, or achieve
- ▶ Something the person should learn
- ▶ Something we think the person needs
- ▶ A justification for services
- ▶ An unreachable dream

Important TO, not just FOR...

Desired Outcomes

- ▶ Based on person centered information
- ▶ Relates to what is important TO the person – what the person wants to do, have or achieve.

“I am the **ARTIST**
of my life.”

everydayaffirmations.org

Balance Important To and Important For





Trajectory towards a "good life"

*Friends, family,
enough money,
job I like, home,
faith, vacations,
health, choice,
freedom*

Trajectory towards Life Outcomes

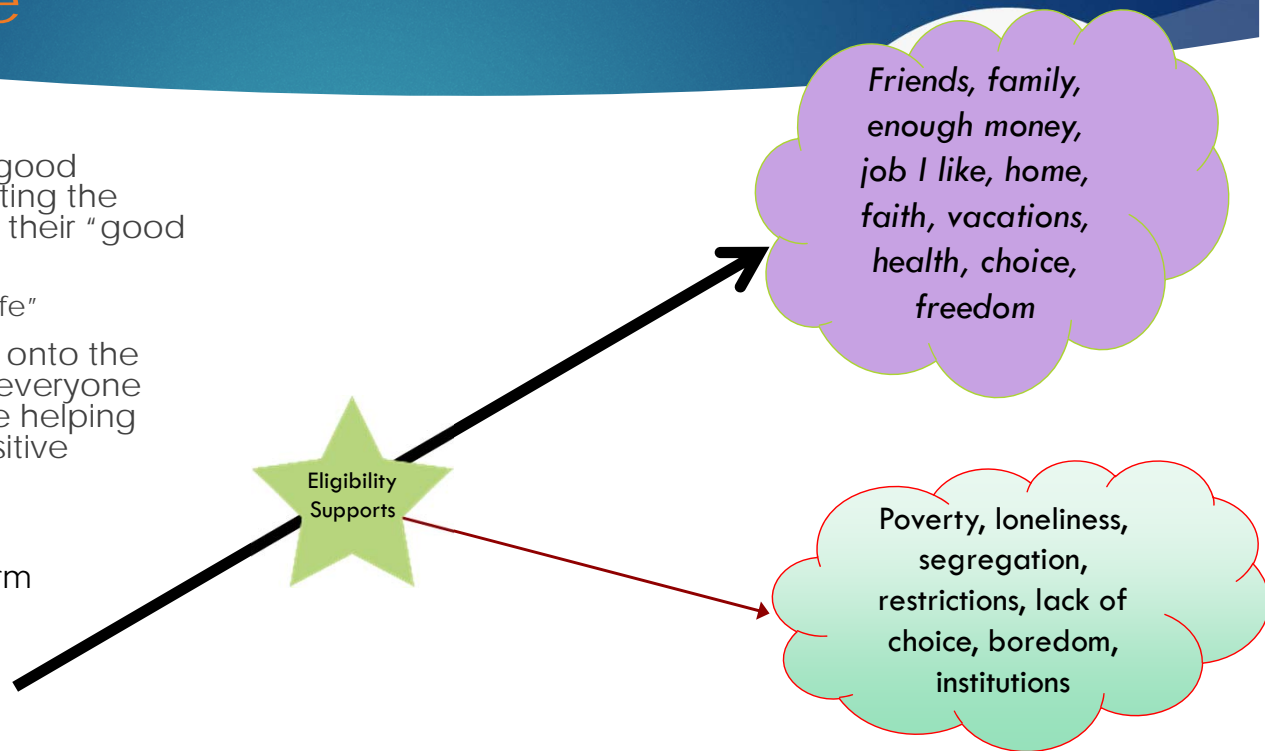
Vision of What I Don't Want

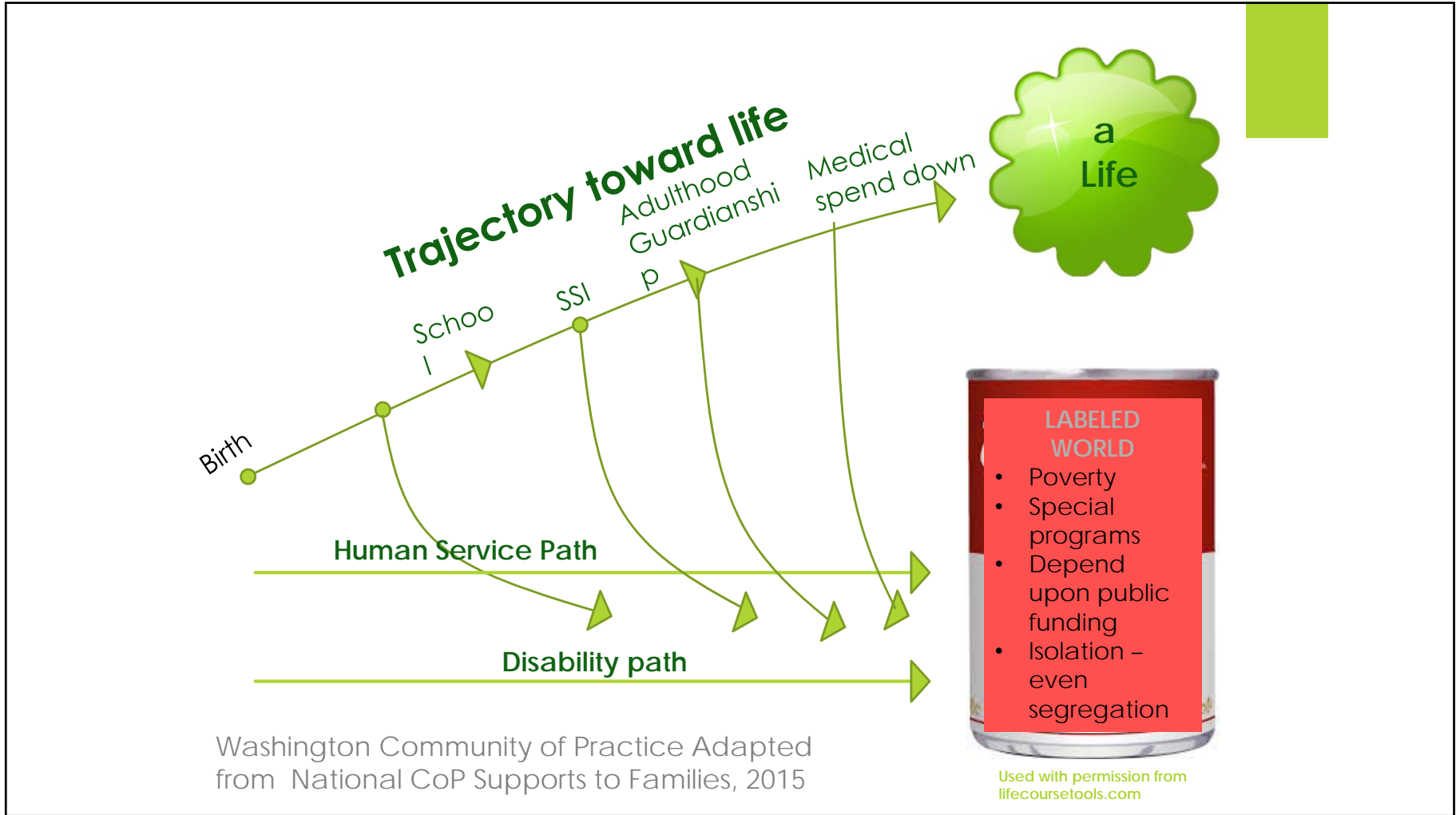
Trajectory towards things unwanted



Know the purpose of a Desired Outcome

- ▶ The purpose of good outcomes is getting the person closer to their "good life"
 - ▶ Not "service life"
- ▶ Bring supporters onto the same page, so everyone (all supports) are helping the person's positive trajectory
- ▶ Long or short term outcomes





Why do we consider the person's "trajectory?"

- ▶ So we can develop desired outcomes that get the person closer to a life that they want, instead of things they want to avoid.
- ▶ So they can go to the moon
- ▶ To make sure they qualify for services
- ▶ To make sure they never get hurt

Build a strong foundation

- ▶ Build strong teams
 - ▶ Who does the person want involved?
 - ▶ Informal or paid supports
 - ▶ How can you help the person to strengthen their team?

- ▶ Characteristics of strong team members
 - ▶ Someone who
 - ▶ The person trusts
 - ▶ Sees the person's skills and strengths
 - ▶ Honors the person's right to make choices and mistakes
 - ▶ Has the skills for the job



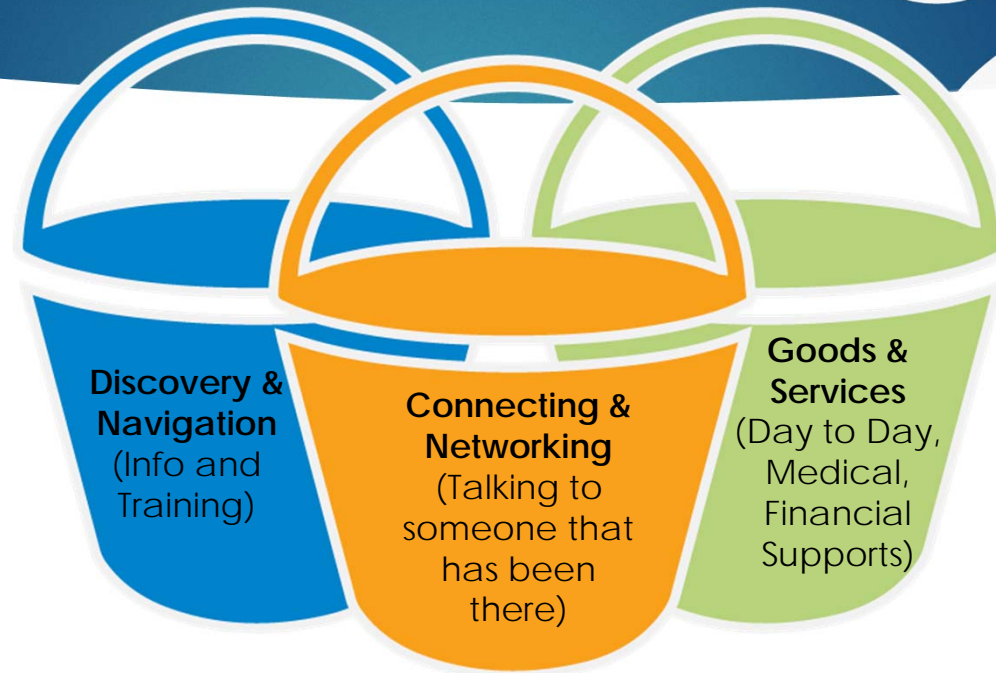
Tap into the team's power of creativity

- ▶ Develop Outcomes in collaboration
 - ▶ Use meeting time wisely
 - ▶ Have some creative blue sky thinking around what the person would do if they could
 - ▶ "Buy in"
- ▶ Tease outcomes out of other conversations
 - ▶ Gathering Person Centered Information
 - ▶ Building a One Page Profile



Making outcomes happen...

What type of supports might help?



Be specific

- ▶ Who is the person who will be attaining the goal?
- ▶ What exactly will they do, have or achieve?
- ▶ Where and when will it happen and who will help?





TRANSFORMATION



Use action words - verbs



A ACTION
C CHANGES
T THINGS

Use action words like...

- ▶ "meet", "take", "visit", "play" and "make."

The longest Action Word list in the Universe:

- ▶ <https://resumegenius.com/longest-action-verb-list-universe>

words
have
power

Ask, "Why are we doing what we're doing?"

- ▶ Is it meaningful to the person?
- ▶ Is it connected to something that is important to him/her?
- ▶ Is it something that is based in the person's values, not someone else's values or for someone else's convenience?
- ▶ Will it result in the fulfillment of hopes and dreams or does it only represent functional activities or compliance?



Get at the Why

To show other “the WHY,” try writing...

- ▶ In order to...
- ▶ So that...
- ▶ Because...



Examples...

- ▶ Reggie has a job in an office so he can work indoors and be around computers.
- ▶ Brea has a garden in her backyard in order to have fresh cut flowers and a quiet place to sit and think.
- ▶ Marvin has an apartment in Dallas in order to be close to his family and his girlfriend.



Desired Outcome:

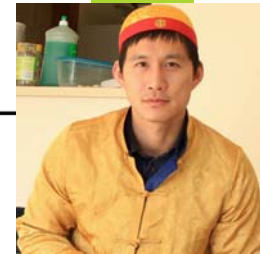
Brea has a garden in her backyard in order to have fresh cut flowers and a quiet place to sit and think.

Is there a paid service that supports this outcome?

If so, what is it? Attendant Care as appropriate

Key Step/Goal	Who is responsible?	Timelines	Where to record progress	Implementation Strategies expected?
Brea goes to the plant nursery to pick out flowers she likes (soil, gardening tools, water can, etc.)	Brea and her mom (Sharon)	By May 29 th , 2016	PA + PSW Progress notes, Brea's diary	No
Brea plants the flowers.	Brea and PSW (Jodie)	By June 5 th , 2016	PA + PSW Progress notes, Brea's diary	No
Brea keeps up her garden, enjoys it, and cuts fresh flowers.	Brea, PSW (Jodie), and Mom (Sharon)	Throughout the Spring and Summer months	PA + PSW Progress notes, Brea's diary	No, but Brea has made a daily calendar

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Desired Outcome:
Reggie has an office job so that he can work indoors and be around computers.

Is there a paid service that supports this outcome?
If so, what is it? Employment Services

Key Step/Goal	Who is responsible?	Timelines	Where to record progress	Implementation Strategies expected?
Reggie signs up for services at Vocational Rehab.	Reggie and house staff (Mark at Oregon Possibilities)	By 9/9/16	SC + Residential Provider progress notes	Residential is clear about the steps for signing up at VR
Reggie hires a Job Developer he likes to help find an office job.	Reggie and VR	Timelines will be developed by VR and approved by Reggie	SC Progress Notes VR progress notes	No
Reggie hires a job coach once he is stable in his job.	Reggie and Services Coordinator	Timeline will be discussed once Reggie finds a job.	SC Progress notes	No

Monitoring & Recording Progress

- ▶ How will progress be communicated and recorded?
- ▶ What is working?
- ▶ What isn't working?
- ▶ What should change and what should stay the same?





Which of these do you think is a meaningful desired outcome?

- ▶ Danelle gets her drivers license so she can go on dates.
- ▶ We will get a lock so Aniko can't run outside without staff.
- ▶ Danelle will be 60% more productive at her job.
- ▶ Aniko will try to eat healthier.

Questions?



Thank you for watching

Check out the Oregon ISP website for everything ISP related

► www.OregonISP.org

The screenshot shows the Oregon ISP website homepage. At the top is the logo for Oregon ISP, which includes a green outline of the state of Oregon with the letters 'ISP' inside, followed by the text 'OREGON ISP' and the tagline 'Planning together in partnership'. Below the logo is a navigation menu with four items: 'Instructions & Samples', 'Provided Forms', 'Training', and 'Support & Resources', each with a downward arrow. A light blue notification banner is present, stating 'Updated Oregon ISP instructions available' and providing a link to download updated instructions from 2/28/2018. Below the banner are two main content areas. The first is titled '5/2017 Updates' and features a green icon of two overlapping documents. The second is titled 'Training schedule' and features a green icon of a calendar. At the bottom of the page are two buttons: a gold button labeled 'Ask a question' and a blue button labeled 'Subscribe to the ISP Pipeline newsletter'.