



# PERSONAL OUTCOME MEASURES®

## SESSION 4: MY RELATIONSHIPS

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- 12. Natural Supports
- 13. Friends
- 14. Intimate
- 15. Personal Information

# Decision Making Scenerio

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- We've been discovering life as it is, today, for Joe.
- Scenarios are given and polls are taken for decisions for each outcome and support.
- Each Session and Scenario is built upon the previous Sessions and Scenarios.
- Previous and Present Scenarios are available.
- Each Webinar is recorded for you.
- Yes/No decisions

# A little bit about Joe

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- Joe lives with five other men in a licensed home.
- Joe has no guardian, proxy, Power of Attorney, or advocate.
- Joe speaks through his actions, for example, by either pushing away from something/someone or using a high pitched vocal sound to show displeasure.
- Human Rights Committee reviews and agrees to any restrictions, including medication and “house rules”.
- An activity log is in place and attempts are being made to find preferred activities. It is known that does not like crowds.

*Personal*  
**OUTCOME  
MEASURES**

**#12. Natural Supports**





# People are connected to Natural Support Networks

Staff report that Joe has a preferred staff and seems to have built a trusting relationship with him. His name is James and he usually works mornings, Monday through Friday.

The organization has made contacts with possible leads for members of Joe's family. Two months ago, contact was made with a distant cousin, Cynthia, who lives in a different state, has a family of her own and has never met Joe. She gave the organization some additional names of cousins and an Aunt and Uncle (Marie and Joseph) who are retired and live in Florida, however, did not have any current phone numbers or address for them. Joe's Program Manager (Kyle) said that he is trying to find a phone number or address for them.

Joe has no guardian, health proxy, or power of attorney. The human rights committee reviews the above areas on an annual basis. The organization has sought to find a suitable advocate for Joe but has not been able to do so.



# Natural Supports

## PERSONAL OUTCOME QUESTIONS

**12.1.** Does the person have a natural support network?

**12.2.** If the answer to **12.1** is Yes, does the person have enough contact with the people in their natural support network?

If the answer to **12.1** and **12.2** is Yes, the outcome is present.

If the person does not have a natural support network (the answer to #**12.1** is No), is this due to informed personal choice?

If due to informed personal choice, the outcome is present.



# Natural Supports

## INDIVIDUALIZED SUPPORT QUESTIONS

**12.A.** Has the person's natural support network been identified by the organization?

**12.B.** Does the organization know the status of relationships within the person's support network?

**12.C.** Does the organization provide support for the person's relationships within the network, if needed and requested?

**12.D.** Does the organization recognize and promote opportunities for people to develop natural support networks?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place

## Additional Considerations

*Personal*  
**OUTCOME  
MEASURES**

**#13. Friends**







# Friends

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Joe lives with 5 other men in a home in which everyone has their own bedroom. He, also, attends a segregated day services program from 8:30 a.m. until 2:30 p.m. Monday through Friday.

Staff report that everyone in the residence is Joe's friend except one man, who appears to tease him. They also stated that Joe considers staff members his friends, too

When asked how Joe defines friendship, staff said that if people are nice to him and respectful of his personal space, they are friends. They go out together and shop together and go to church together.

The Program Manager stated that Joe does not seek anyone out in the home, except for James, the morning staff person. The day service staff said that there was no one that Joe seeks out to sit with or be with during the day. He is polite and quiet and seems content to do whatever task is at hand, as long as it is not crowded.

Staff said that Joe received his communication device (IPAD) from his speech therapist last week! There are only a few things on the device currently and they are trying to figure it out. Staff send it with Joe in the mornings but are not sure if he is using it at day services. They are hopeful it will help Joe make friends.



# Friends

## PERSONAL OUTCOME QUESTIONS

**13.1.** Does the person have friends?

**13.2.** Is the person satisfied with the number of friends they have?

**13.3.** Is the person satisfied with the amount of contact with their friends?

If the answers to **#13.1**, **13.2**, and **13.3** are Yes, the outcome is present.

If the person has no friends (**#13.1**), is this due to informed personal choice?

If this is due to informed personal choice, the outcome is present.



# Friends

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## INDIVIDUALIZED SUPPORT QUESTIONS

**13.A.** Does the organization know the person's preference and need for friends?

**13.B.** Are supports provided to assist the person with developing, maintaining, and enhancing friendships, if needed?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place

## Additional Considerations

*Personal*  
**OUTCOME  
MEASURES**

**#14. Intimate Relationships**





# Intimate Relationships

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Staff report that Joe is closest to James, his morning week-day staff person. They also report that James is the one person that Joe will seek out and trusts the most. When Joe is upset in the mornings, before going to the day services, James is the one that can calm him. If James is not working that day, a phone call is made, and Joe seems to feel better after hearing his voice.

Staff indicate it is very difficult to determine what Joe might want in this area. They said that they hope the IPAD will help determine a lot of things that Joe wants or prefers. They would like more training on using the IPAD, so that they can add additional items to the program.

Staff do not fully understand how to teach Joe how to form, pursue and maintain relationships. They were aware that his cousin Cynthia had been contacted.

Weekday staff did not know if he had a faith-based relationship and were not aware of what church he attended. Kyle, Program Manager, said that Joe went to church but that he only attended and had no relationships within the church, although he had heard that some “lady” at the church had given Joe a cookie when he was picked up last Sunday.



# Intimate Relationships

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## PERSONAL OUTCOME QUESTIONS

**14.1.** Does the person have intimate relationships?

**14.2.** If yes, are they satisfied with the type and scope of intimate relationships?

If the answers to #14.1 and 14.2 are Yes, the outcome is present.

If the answer to #14.1 is No, is this due to informed personal choice?

If due to informed personal choice, the outcome is present.



# Intimate Relationships

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## INDIVIDUALIZED SUPPORT QUESTIONS

**14.A.** Does the organization know and understand the person's preferences for intimate relationships?

**14.B.** Does the organization assist the person to explore and evaluate experiences in order to make informed choices about intimate relationships?

**14.C.** Does the organization provide support for the person to pursue, form, and maintain intimate relationships?

**14.D.** Has the organization addressed any barriers to the person having intimate relationships?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place

## Additional Considerations

*Personal*  
**OUTCOME  
MEASURES**

**#15. Personal Information**



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# Personal Information

Joe has files in the house where he lives, at the day services, and at the central office for the organization. The organization is in the process of moving information into an electronic filing system. It has not yet been completed. An individual support for Joe is that all areas (home, day services and central office) Joe review his file with staff each month. Joe's staff, in his home, have helped him personalize his file cover with pictures of things he seems to enjoy. Swimming at the YMCA, Joe and James outside on a sunny day, checking out books at the library, and using his new IPAD are just a few. The file is kept on a shelf in an area that Joe can reach near the staff's work area. He can access the record anytime he likes but has not initiated looking at it at this time. His picture is on the end and it is red, a color staff feel is a favorite of his. No housemate has ever tried to take Joe's record. Staff are diligent in talking to Joe when they are going into his file.

At his annual meeting, Joe signs his consent forms. Although staff are not sure he completely understands what he is signing, the organization has excellent training and policy and procedures in this area. Joe has also started a journal/scrapbook of interests and activities and staff are exploring new experiences with Joe. They take pictures when Joe is going somewhere new and are helping him take his own pictures. He then chooses which picture to place in his journal or on his record cover.

The Human Rights Committee is vigilant in reviewing any consents and protection of information for Joe. If there are any consents needed, the Chairperson of the Committee is informed, and the policy and procedure is followed, unless in the case of emergency medical treatment.



# Personal Information

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## PERSONAL OUTCOME QUESTIONS

**15.1.** Does the person know what personal information the provider organization has collected about them?

**15.2.** What personal information is the person most concerned about protecting [personal (name, address, birthdate, race, etc.); services and supports; medical (issues, medications, treatments, etc.); behavior (issues, behavior plans, etc.); relationships (family, friends, intimate relationships, etc.); financial (earnings, savings, etc.); legal/criminal background; abuse, neglect, exploitation, mistreatment; other]?

**15.3.** Are the person's desires about the sharing of information respected?

**15.4.** Is personal information shared with others only at the request of, or with the consent of, the person or his or her legally authorized representative?

If the answers to #15.1, 15.3, and 15.4 are Yes, the outcome is present.



# Personal Information

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## INDIVIDUALIZED SUPPORT QUESTIONS

**15.A.** Does the organization know the person's preferences for confidentiality regarding personal information?

**15.B.** Does the organization obtain the person's consent or that of the legally authorized representative prior to the release of any personal information?

**15.C.** Are procedures implemented to respect the person's wishes about the sharing of personal information?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place

## Additional Considerations



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# Questions, Comments, Thoughts?

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