CHALLENGES IN POM'S

WEBINAR

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CHALLENGING SCENARIOS
OVERVIEW

In this webinar, we will examine POM interview scenarios and questions in the following topic areas:

- Rights
- Integration
- Decisions about supports
- Social Roles
- Intimacy

People are complex. In interviewing and decision making, we sometimes encounter challenging scenarios. It would be impossible for the manual to cover every possible situation.

The Goal:

To enhance understanding.

Because we don't have all the information, we may have to assume certain things and we may not always get to a definitive met/not met.

Challenging Scenarios
Rights

Is this an informed choice?

Submitted via the CQL e-community:

If a person knows about their rights to make choices and voice their opinions, and exercises these rights with their support staff but chooses not to exercise these rights with an overbearing parent/guardian due to a desire to 'keep the peace,' is the outcome present for them?

RIGHTS SCENARIO

5.1. Indicate whether the person exercises their rights in the following areas:
Personal possessions
(Full list omitted)

In addition to these specific rights, are there other rights that are limited or restricted?
5.2. For each of the rights the person does not exercise, who most limits their ability to exercise each of
these rights (guardian, family, provider organization/support staff, employer/co-worker, other, person elects not to exercise this right through informed personal choice)?
5.3. For each of the rights the person does not exercise, was adequate due process provided?
If each right in #5.1 is Yes (note: keep in mind a person may choose to not exercise some rights), including others important to the person, the outcome is present.
For all rights not exercised in #5.1, if due to informed personal choice, or if the limitations are approved with adequate due process, the outcome is present.

The panel of experts say:

We wonder how the person truly feels about not exercising these rights and whether the person has had the support necessary to be assertive?

Can we assume that this person exercises all of their rights except for those that they choose not to exercise in order to keep the peace with their parents?

The supports would have to be robust.

Assuming that this person does have the support and education they need and is truly making an informed choice not to exercise certain rights in certain situations, then it is possible the outcome can be present.

Challenging Scenarios
Integration

Does the person live, work and play in environments that are integrated?

Submitted via the CQL e-community:

A person resides in a supported apartment, only has staff present certain hours each week, and the apartment is in a community owned (not agency owned) complex. The person has full use of public transportation, walks to local stores and to work in good weather, visits neighbors in the complex, etc. Would the outcome for Live in Integrated Environments be considered present for the person even though the apartment lease is held by the agency?

INTEGRATION SCENARIO

9.1. Does the person use the same environments used by people without disabilities?
(for living, work, school, community [leisure, shopping, banking, places of worship, other])?
If the answer to #9.1 is Yes, the outcome is present.
If the answer to #9.1 is No, is this based on informed personal choice? If due to informed personal choice, the outcome is present.

INTEGRATION SCENARIO

The panel of experts say:

What is the person's definition of integration?

The person's definition of integration is more consequential in this scenario than who holds the lease.

Depending on the person's perspective, issues in relation to leases often might be looked at under Rights, Treated Fairly or Choose Where and With Whom to Live

CHALLENGING SCENARIOS
INTEGRATION SCENARIO

Without knowing the person's definition of integration, it is not possible to determine whether or not the outcome is present

A lease held by an organization does not necessarily disqualify the outcome from being present

However, there is value in a person holding their own lease: building credit, perception of status, ownership

Challenging Scenarios
Decisions About Supports

How do we make decisions about supports when the organization provides minimal supports for the person?

DECISIONS ABOUT SUPPORTS

Submitted via the CQL e-community:

How are decisions made regarding supports when a person lives with their family and only receives a day service or service coordination from an agency?

PERSONAL OUTCOME MEASURES®
DECISIONS ABOUT SUPPORTS

- Individualized supports are not:
  - A policy, procedure or program
- Individualized supports are:
  - The specific application of the policy, procedure or program to enable a person to achieve his or her outcome
- It is only possible to measure individualized supports by first identifying the outcome
- Personal outcome and support questions go together

CHALLENGING SCENARIOS
DECISIONS ABOUT SUPPORTS

Our panel of experts say:

Providers may not have the responsibility in terms of providing a service directly but do have a responsibility to provide referral and resources for all of the POM areas

There is an inherent responsibility for advocacy on the part of <u>all</u> providers

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CHALLENGING SCENARIOS
DECISIONS ABOUT SUPPORTS

Organizations often serve as the bridge to obtaining additional supports and resources

Supports may look different depending on their scope of influence

We always have to understand how a person defines the outcome in order to measure the support

DECISIONS ABOUT SUPPORTS

From the POM Manual p.11-12:

Holistic Approach

Organizations define their own unique roles in supporting people to achieve outcomes. They have some role in supporting a person to achieve each outcome. Each organization's mission and purview defines its scope of responsibility. Some organizations may provide direct action through supports and services; others may address outcomes through referral, advocacy, or consultation.

DECISIONS ABOUT SUPPORTS

From the *POM Manual* p.11-12:

A shift in the definition of organizational responsibility has accompanied the shift from "process" to "outcome". In the past, an organization could ignore an outcome area because it was not directly related
to its mission. With a focus on individual outcomes, the organization can no longer do so. If an organization cannot provide the necessary direct service, it still has a responsibility for supporting the person to find the support elsewhere.

Challenging Scenarios
Social Roles

Is online gaming a social role?

CQL Staff Scenario:

Jim is 22 years old, and an avid online gamer. He plays World of Warcraft and Fortnite, and often has missions to complete because he is part of a clan or a team in the games that he plays. While he does enjoy the outdoors, and will sometimes go hiking, fishing or camping with his family, most of the time he would rather play games than go places. Recently, he was offered the chance to join a softball team, but chose not to because it might interfere with his games. Is online gaming a social role? Is Jim's outcome met?

SOCIAL ROLES

16.1. Does the person have a social role(s)?

16.2. Does the person fill a variety of social roles?

16.3. Is the person satisfied with the type of social roles they have?

If the answers to #16.1, 16.2, and 16.3 are Yes, the outcome is present.

If the answer to #16.1 and 16.2 is No, is this the result of an informed personal choice? If due to informed personal choice, the outcome is present.

SOCIAL ROLES

Our panel of experts say:

If you did not log onto the game and participate, would you be missed?

Would somebody reach out to you in an effort to get you to join?

Does this role result in a sense of status and a sense of connection?

Is it part of a person's identity?

Does the person gain recognition as a result?

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CHALLENGING SCENARIOS
SOCIAL ROLES

It is important to understand the desired type and frequency that the person wants, and the person's definition in this area

In considering whether an outcome is present, we must consider whether or not a person is making an informed choice in regards to all options, and the options presented should match the person's interest

Online gaming *can* be a social role in certain situations. In this scenario, we do not have enough information to definitively determine whether or not the outcome is resent

SOCIAL ROLES

Additional Considerations *POM Manual p. 66:*

The person must be acknowledged and recognized in the particular social role and supported to assume all aspects and responsibilities that typically accompany that role in order for the outcome to be present.

A greater range of type and complexity of social roles is expected of people who have greater capabilities and supports to perform those roles.

Challenging Scenarios
Intimacy

A different portrait of intimacy...

INTIMACY

CQL Staff Scenario:

Betty is a friendly 43 year old woman. While she has had romantic relationships in the past, she is currently single. Despite support from the organization to reconnect, she currently has no contact with her brother, who is her only remaining family member. She has friends, but no clear best friend. Betty seems to draw emotional support from a teddy bear that she has had since she was a teenager: when she gets frustrated, she will retreat to her room and cuddle with the bear, and usually emerges appearing calm and happy. Betty works part-time for the organization supporting her as a receptionist. She keeps a framed picture of the bear on her desk. Does Betty's bear "count" as an intimate relationship? Is her outcome met?

INTIMACY

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.

Our panel of experts say:

While Betty's bear does provide comfort, there is no reciprocity

Spirituality can be an intimate relationship for some people

What is Betty communicating to us?

INTIMACY

What is Betty's definition of intimacy?

What supports have been provided to support Betty to expand the scope of her relationships with other people?

Based on the information we have, there is not enough evidence to support that the outcome is present.

CHALLENGING SCENARIOS
FINAL THOUGHTS

- The foundation to decision making is the person's definition of the outcome

- When in doubt, ask more questions

- People are not static: Their perspective and definition will change over time

- People are complex: The POM Manual cannot cover every possible scenario

FINAL THOUGHTS

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