



Personal Outcome Measures® Decision-Making Series

Session #3 -- Community

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Vision

A world of dignity, opportunity and community for **all** people.

Mission

CQL is dedicated to the definition, measurement, and improvement of **personal** quality of life.



Session #3 Community

8. People use their environments
9. People live in integrated environments
10. People interact with other members of the community
11. People participate in the life of the community



Meet Lennon

- 31 years old
- Lives in an apartment
- Works at Pizza Hut
- Likes to shop. A LOT!
- Favorite things: shoes, Bohemian clothing and decorations, hosting dinner parties and baking bread
- Interested in doing: flower gardening, acting and photography
- Is not married and has no children but has twin nieces, Ashley and Taylor



Results

OUTCOME	Outcome/Support	
Are Safe	O	O
Are Free From Abuse & Neglect	+	+
Have The Best Possible Health	+	+
Experience Continuity and Security	O	O
Exercise Rights	O	+
Are Treated Fairly	O	O
Are Respected	TBD	TBD

Things to Remember

Remember—

- Lennon lives alone in an apartment
- She works at Pizza Hut
- She uses public transportation
- She takes a multivitamin daily





People use their environments

IN HER NEIGHBORHOOD/COMMUNITY:

Lennon decides what she wants to do each day.

She doesn't need any modifications or adaptations at home or work.

She walks or uses public transportation to get to work, some medical appointments, restaurants, and any place. Sometimes staff talk her to appointments.

She uses the bus, takes taxis, Uber or Lyft.



People use their environments

AT HOME

She has a locked file box that she has the key to. She said that she keeps important papers, extra checks, and sometimes cash in the box.

She keeps her multivitamin in the cabinet by her drinking glasses. She has some over the counter medications, like Tylenol there, too. She keeps her first aid kit in a drawer in the kitchen. It is not locked.

She keeps her cleaning supplies under the kitchen sink or in bathroom.



People use their environments

AT HOME

Lennon uses the laundry facilities at her apartment complex. The machines are coin operated. She does her laundry independently.

Lennon loves her morning coffee and uses a Npresso coffee maker.

She uses her microwave and dishwasher.

Lennon uses her slow cooker to make some meals



People use their environments

AT HOME

She doesn't use the stove or oven unless staff are with her.

She likes to make bread like her Grandma made

- One of the staff helped Lennon make bread in a bread maker but Lennon was disappointed. It wasn't the same as when she and Grandma kneaded the dough, let it raise, baked it, and then ate it fresh out of the oven.
- Staff helped her make the bread that way once; but Lennon wants to make bread more often



People use their environments

Lennon said she doesn't think using the stove and oven unless staff are present is a restriction, but rather to keep her safe.

The staff said the same thing—it's a support, not a restriction.



People use their environments

AT WORK:

She is able to go everywhere that other employees go. Only the manager can open the safe. She doesn't use the cash register. Only employees who have been trained to use the cash register are supposed to open the cash register.

Lennon doesn't need any modifications to carry out her responsibilities at work—she hopes to be able to make pizza soon. Her job is to bus tables, wash dishes, and sometimes she takes food and drinks to customers.



PERSONAL OUTCOME QUESTIONS:

- 8.1. Does the person have maximum access to each of the physical environments they frequent:
at home; at work; in the community?
- 8.2. For each of the environments, if the answer to #8.1 was No, what most limits the person's ability to access the environment (lack of staff supports, lack of training, lack of equipment/technology, lack of environmental modifications, lack of transportation, organizational rules/practices)?
- 8.3. Does the person use the physical environments he or she frequents?

 If the answer to #8.1 and 8.3 are both Yes, the outcome is present.

If the answer to #8.1 and 8.3 is No, is this due to informed personal choice?

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

Additional Considerations

- If the limitations in the person's maximum use of the environment are based solely on individual limitations and needs, then the outcome is present.
- If the person's maximum use of the environment is prevented through rules, architecture or other means, then the outcome is not present.



People use their environments

For Lennon, is her outcome for using her environment present?

A. Yes

B. No





People use their environments

INDIVIDUALIZED SUPPORT QUESTIONS:

- 8.A.** Does the organization know if the person can access his or her environments at home, at work, and in the community?
- 8.B.** Has the organization assessed the person's interest and ability for personal access and use of environments at home, at work, and in the community?
- 8.C.** Have modifications been made to promote maximum access and use for the person, if needed and requested, at home, at work, and in the community?



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

People use their environments

For Lennon, is the support for Lennon to use her environments present?

A.Yes

B.No





Live in integrated environments

Lennon lives in a typical apartment building. She is the only person supported by her agency who lives in the entire complex. She works at Pizza Hut. She stated that most of her leisure activities are spent with people she knows from within the organization. She enjoys doing things with her friends, but sometimes, her friends cannot go because there is not enough staff for her friends to go with her. Frequently when this happens, Lennon doesn't go because she doesn't want to go alone.





Live in integrated environments

She shops at her local grocery store and enjoys going to Walmart and Walgreens. She buys most of her clothes online, but does go to Kohl's or other stores, also. She uses the bank that is on her bus route from home to work. Remember, she chose not to go to church.





Live in integrated environment

The organization knows that Lennon has access to integrated environments. Staff know what Lennon does and that she could be fully integrated, however, no one could define what integration actually means to Lennon.



Live in integrated environment

PERSONAL OUTCOME QUESTIONS:

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.



People live in integrated environments

For Lennon, is her outcome to live in integrated environments present?

A. Yes

B. No



INDIVIDUALIZED SUPPORT QUESTIONS:

- 9.A.** Does the organization know what integration means to the person, or are efforts being made to learn about the person's preferences?
- 9.B.** Do services and supports for the person promote opportunities for integration (for living, work, school, and community [leisure, shopping, banking, places of worship, other])?



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

People live in integrated environments

For Lennon, is her support to live in integrated environments present?

A. Yes

B. No



Lennon said she purchases the things she wants.

She has conversations with people.

She said she says hello to her neighbor.

She will ask someone what bus just left.

She will chat with the person sitting next to her on the bus





Interact with other members of the community

Whether she goes with staff or alone, she is the one who talks to the doctor, the bank teller, and any other people.

She said staff never interrupt her when she is conversing with anyone else.

She said she has enough interaction and really didn't know how she could have any more interaction.

She makes her own appointments for any service, including talking with the apartment manager about what she needs

Interact with other members of the community

She goes to the places she wants, when she wants. She prefers to go with friends or staff but does go alone, if needed.

Most of the time, if she goes with staff, it's because she needs transportation.

Staff relayed the same information. They also said they work with Lennon to help her with boundaries. They encourage her to be careful about what personal information she shares. There is no formal program but they talk with her routinely.



PERSONAL OUTCOME QUESTIONS:

- 10.1. Is there direct interaction between the person and others in the community?
- 10.2. Is the type of interaction satisfactory to the person?
- 10.3. Is the frequency of interaction satisfactory to the person?



If the answers to #10.1, 10.2, and 10.3 are Yes, the outcome is present.
If the answer to #10.1 is No, is this based on informed personal choice?
If based on informed personal choice, the outcome is present.

Additional Considerations

- There must be direct social contact between people for this outcome to be present.
- Social contacts that occur during work or other supported activities are considered for this outcome.
- Family members can be considered with regard to this outcome, if family members enable the person to have contacts with other members of the community.



Interact with other members of the community

For Lennon, is her outcome to interact with other members of the community present?

A. Yes

B. No



INDIVIDUALIZED SUPPORT QUESTIONS:

- 10.A. Has the organization assessed the type of interactions the person has with other members of the community?
- 10.B. Has the organization assessed the frequency of the person's interaction with other members of the community?
- 10.C. Does the organization know the person's preferences for interaction, or are efforts being made to learn about the person's preferences?
- 10.D. Does the organization provide support for the person to access opportunities for interaction with others, if needed and requested?

 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

Interact with other members of the community

For Lennon, is her support to interact with other members of the community present?

A. Yes

B. No





Participate in the life of the community

Lennon enjoys many things—

- Going to restaurants and shopping
- Particularly interested in art. Likes going to art fairs, museum, and taking art classes.
- Likes walking in the park

Lennon said she loves to watch people. She said it's fun to watch people at minor league baseball games, concerts, and special events.

Lennon likes movies. She usually chooses to watch movies at home instead of going to a movie theatre.



Participate in the life of the community

Lennon said she gets to go to the places and events she chooses.

She said sometimes she doesn't have anyone to go with. She doesn't like to go alone.

Her friends are able to go with her because they don't have staff to go with them.

Lennon likes to go to events the organization sponsors because that means her friends will be there!



Participate in the life of the community

Some of Lennon's friends have asked for an "exemption" so that they can go with Lennon without their staff with them.

An exemption is a time when the "rules" can be overturned for a specific timeframe allowing them to be without supervision.

There has been no decision made and there isn't a team meeting scheduled yet.



Participate in the life of the community

Lennon's staff said they encourage her to make other friends. They suggest she invite someone from her work to do things with her.

They tell Lennon about things going on in the town. For example, when they are reviewing her mail with her, they talk about community events, opportunities for adult learning, or recreation activities offered through Parks and Rec. They suggest that this might be an opportunity for Lennon to meet other people.

PERSONAL OUTCOME QUESTIONS:

11.1. Does the person participate in the life of their community?

11.2. Is the person satisfied with the type of participation they have?

11.3. Is the person satisfied with the frequency of their participation?



If the answers to #11.1, 11.2, and 11.3 are Yes, the outcome is present.

If the answer to #11.1 is No, is this based on informed personal choice?

If based on informed personal choice, the outcome is present.



Participate in the life of the community

Additional Considerations

- If the person is aware of the options available to others in the community, and his or her opportunities to participate in the life of the community are limited only by the size and location of the community, then the outcome is present.
- The outcome is present when there is physical presence and engagement in community activities, regardless of who is part of the activity.
- The person does not have to also participate in integrated work or educational settings to achieve this outcome.
- A generic resource is no longer generic when other members of the community are excluded from using the resource.

Participate in the life of the community

For Lennon, is her outcome to participate in the life of her community present?

A. Yes

B. No



INDIVIDUALIZED SUPPORT QUESTIONS:

- 11.A. Does the organization know what the person would like to do in their community or are efforts being made to learn about the person's preferences?
- 11.B. Does the organization know how often the person would like to engage in community activities or are efforts being made to learn about the person's preferences?
- 11.C. Does the organization provide the person with access to information about options for community participation?
- 11.D. Does the organization provide support for the person to do the things he or she wants to do?



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

Participate in the life of the community

For Lennon, is her support to participate in the life of the community present?

A. Yes

B. No





Decision-Making Series

Session 4 | Relationships

7/25/19 1:00pm - 2:00pm CT

This session focuses on decision-making involving the indicators:

- People are connected to natural support networks
- People have friends
- People have intimate relationships
- People decide when to share personal information

Session 5 | Relationships & Choices

8/22/19 1:00pm - 2:00pm CT

This session focuses on decision-making involving the indicators:

- People perform different social roles
- People choose where and with whom they live
- People choose where they work
- People choose services



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