

Personal Outcome Measures® Decision-Making Series

Session #4 -- Relationships

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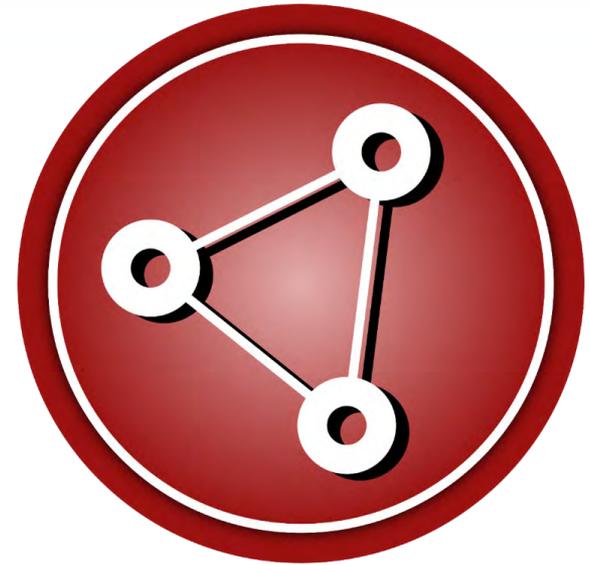
Vision

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 #4 Relationships



- 12. People are connected to natural support networks
- 13. People have friends
- 14. People have intimate relationships
- 15. People decide when to share personal information



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
- Interests: flower gardening, acting and photography
- Is not married and has no children but has twin nieces, Ashley and Taylor



Results

OUTCOME	Present/Opportunity	
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



Results

OUTCOME	Present/Opportunity	
Use Their Environments	0	0
Live In Integrated Environments	+	0
Interact With Other Members of the Community	+	+
Participate In The Life Of The Community	0	0



Connected to natural support networks

Family Relationships

Lennon does not speak with members of her family.

In the past, she has received mail from family members but does not open them without staff.

Lennon asks that staff (preferably Sharon) help her when she opens her mail. She is working on separating junk mail from bills and those which might be from family.



Connected to natural support networks

Ashley and Taylor

She has twin nieces, Ashley and Taylor

She would like to have a relationship with those two, but she doesn't have a way to contact them and doesn't want other family members to be involved or know about her interest in a relationship with them.

Sharon has offered to help Lennon contact Ashley and Taylor. Lennon said she will let Sharon know when she is ready. It's not Lennon's priority right now. Sharon will bring up her willingness to help at different times—meetings, conversations, and the like. Probably about 3 to 4 times a year but neither Sharon or Lennon really know how often they talk about it. Lennon says that is enough and doesn't want anyone to do anything about her family at this time.



Connected to natural support networks

Other Relationships

- Lennon trusts and prefers Sharon to help her sort through her mail and to talk about her relationship with her family.
- At work, Lennon seeks out Emily who helps her when she has questions about work. Emily is a co-worker.
- Staff tell Lennon about events in her neighborhood, adult education, and Parks and Recreation to encourage her to meet people.



Connected to natural support networks

Guardianship

- One of her family members serves as Lennon's guardian.
- She would like her Program Manager to be her guardian. Lennon understands that she can't have a staff person serve as a guardian
- The agency is helping Lennon identify a guardian. She does not want a stranger.
- Sharon has talked with Lennon about joining a church. They have also talked about joining advocacy groups.

12 DECISION-MAKING

Based on the information gathered from meeting and talking with the person, follow-up meetings with others who know the person best, observations, and documentation checks, if needed, you will be able to answer the following questions about the presence of the outcome for the person and the presence of individualized organizational 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.





Connected to natural support networks

Additional Considerations

- Natural supports are typically people who have a lasting commitment and/or connection to each other and not a casual support by a neighbor or co-worker.
- If the extent and frequency of contact with people in the support network is decided by the person in conjunction with those people, then the outcome is present.
- If the person has no natural support network with which to be connected, and does not desire a relationship with a natural support network, then the outcome is present.
- Natural supports for some people may be related to spirituality.

Connected to natural support networks

For Lennon, is her outcome for connected to natural supports networks present?

A. Yes

B. No





Connected to natural support networks

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



Connected to natural support networks

For Lennon, is the support for Lennon to be connected to her natural support networks present?

A.Yes

B.No



People have friends

Lennon has many people she identifies as friends—Julie, Paul, Kristie, Anna, Shirley, Joey, Rachael, Maggie and many more.

She has known many of them for a long time.

She says she has enough friends.

Her BFF is Julie.





People have friends

Lennon talks on the phone with her friends a lot. She uses Facetime to talk with them. Lennon can make 3-way calls on her phone and sometimes they have group calls.

They text.

They go out together. Usually, it's at agency-sponsored events. But sometimes it's things in their community.

Although Lennon does things without staff, her friends must have staff with them when they go out.



People have friends

Lennon said, “It’s not right. We should be able to do things we want without staff.” She wants to do things with her friends without staff.

She said that Julie has a job where she works independently without staff supervision.

Neither Lennon or Julie understand why Julie must have staff with her when she goes out with Lennon.

Lennon has talked with her staff about this concern many times.



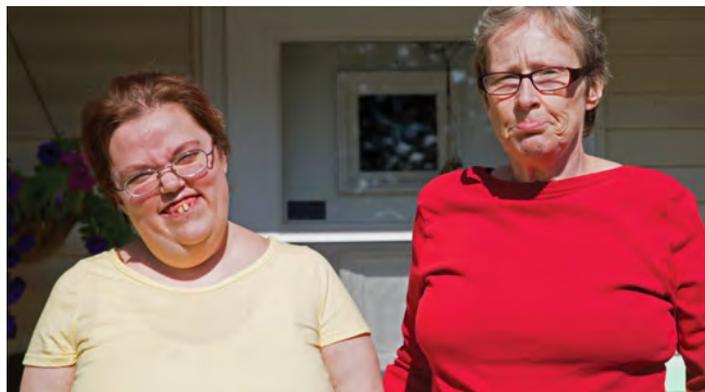
People have friends

Lennon has offered “solutions” suggesting we can tell you/the other staff where we are going, check in as often as you want, and/or get an “exemption” for Julie and other friends.

Sharon said they are aware of Lennon’s concerns. They have told Lennon that they have spoken to Julie’s service provider (and other friends, as well). Sharon said she can’t do anything about the rules other agencies have.

There has been no meeting with Lennon. There is no plan on how to resolve this issue with Lennon. They suggest maybe she should invite someone from work to do things or go to events to meet people.

People have 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.

People have friends

Additional Considerations

- If the person has no prior experience with friendships or has not expressed a clear choice in making friendships, then support and opportunity to make friends are provided in order for the individualized supports to be present.
- Friends are people apart from family members and staff.



People have friends

For Lennon, is her outcome to have friends present?

A. Yes

B. No



People have friends

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



People have friends

For Lennon, is her support to have friends present?

A. Yes

B. No

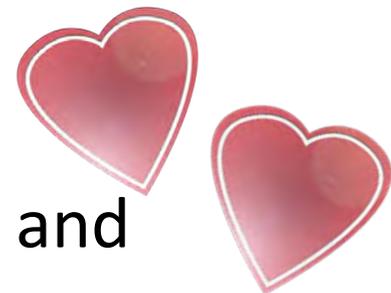




People have intimate relationships

Lennon said she has a new relationship. She likes this person a lot. She didn't want to talk about it very much. She said they aren't ready for anyone to know about the relationship yet.

Lennon asked that we keep this information private and not tell her staff. (We did not share this information with her staff)



She said she wants to see this person more often and without staff present.



People have intimate relationships

In the follow-up with Sharon, she said--

- Lennon isn't interested in having a boyfriend.
- We ask her about it often.
- When she goes to agency-sponsored events, Lennon spends most of her time with her current friends.
- She knows Lennon would like to spend more time with her friends without staff but the best they can do is take her to those events when they will be present.
- There is nothing they could do because her friends' restrictions had been approved by the other agencies' Human Rights Committee.



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.

Additional Considerations

- For some people, the involvement and closeness of family relationships may meet intimacy needs. Family relationships that address intimacy needs go beyond the typical family contact and interaction. They show evidence of emotional closeness and personal reliance that result in a positive outcome for the person.
- For some people, the expression of spirituality may meet some of their intimacy needs.
- If the person has not indicated a desire for intimate relationships in any way (including behavioral and verbal) and if the person's preferences for intimacy are known and supports are available, then the outcome is present.



People have intimate relationships

For Lennon, is her outcome to have intimate relationships present?

A. Yes

B. No



People have intimate relationships

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

People have intimate relationships

For Lennon, is her support to have intimate relationships present?

A. Yes

B. No





Decide when to share personal information

Representative Payee

- The agency serves as the Rep Payee.
- She has a trust fund set up by her parents.
- The trust fund is managed by an attorney hired by her parents.
- Lennon doesn't know if her parents are provided with information about her trust fund.
- Lennon said she doesn't know what it means to have a trust fund. She knows that she can have money whenever she needs or wants by asking staff for money.
- There is no education about her financial situation.



Decide when to share personal information

Guardian

- A family member serves as Lennon's plenary guardian.
- Lennon understands that her guardian has control of many things—can “make me do things I don't want to do”, decide where she lives, if she marries, and where she works. She has not seen the legal papers.
- Her guardian signs papers for her annual meeting. Lennon also signs the papers.
- She knows the agency routinely sends information to the guardian but said she doesn't know what or when they do.



Decide when to share personal information

Records

- She has a record in her apartment that is locked with her important papers. She has a key. Staff do not.
- She said she doesn't know what records the agency keeps—paper or electronic/"in the computer".
- She said she knows that staff write notes in a computer about her. She has not seen those notes and is not sure who does read them.
- She doesn't want any information shared with her family.



Decide when to share personal information

Remember—

Sometimes Lennon shares personal information with relative strangers.

For example, she told a clerk at Walgreens about her family situation. She also shared her address and phone number with a man who then called her frequently and stopped by late at night. She said he scared her.

Staff talk with her about the consequences about sharing too much information with people.



Decide when to share personal information

In a conversation with Sharon, she said:

1. We read everything with Lennon when we ask her to sign anything.
2. We explain to Lennon that certain information must be shared with her guardian and that the guardian must sign other required documents.
3. We know she doesn't like that arrangement.
4. We are trying to identify a different guardian for Lennon.

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.

[CONFIDENTIAL]

Additional Considerations

- The sharing of information through both written and verbal means is considered in determining whether the outcome is present. If the person requires assistance to understand and/or share personal information, and adequate supports are in place, then the outcome is present.

[CONFIDENTIAL]

Decide when to share personal information

For Lennon, is her outcome to share personal information present?

A. Yes

B. No



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

Decide when to share personal information

For Lennon, is her support to decide when to share personal information present?

A. Yes

B. No





Decision-Making Series

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

Session 6 | Goals & Respect

9/26/19 1:00pm - 2:00pm CT

This session focuses on decision-making involving the indicators:

- People choose personal goals
- People realize personal goals
- People are respected



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