

Personal Outcome Measures®



INDICATOR SERIES:

People Perform Different
Social Roles



Michael Clausen & Anne Buechner • Quality Enhancement Specialists

Tell us about one
of the social roles
you perform





Vision

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

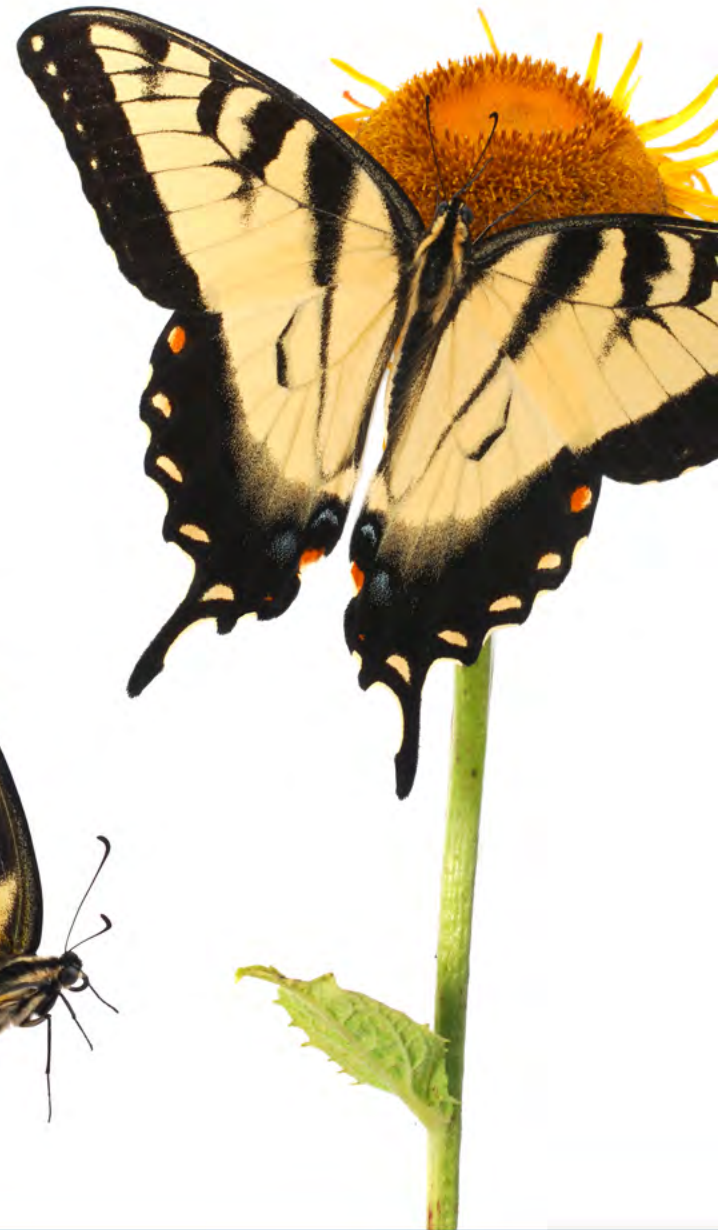
Mission

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



Change

Inspires Us.





Data

Drives Us.

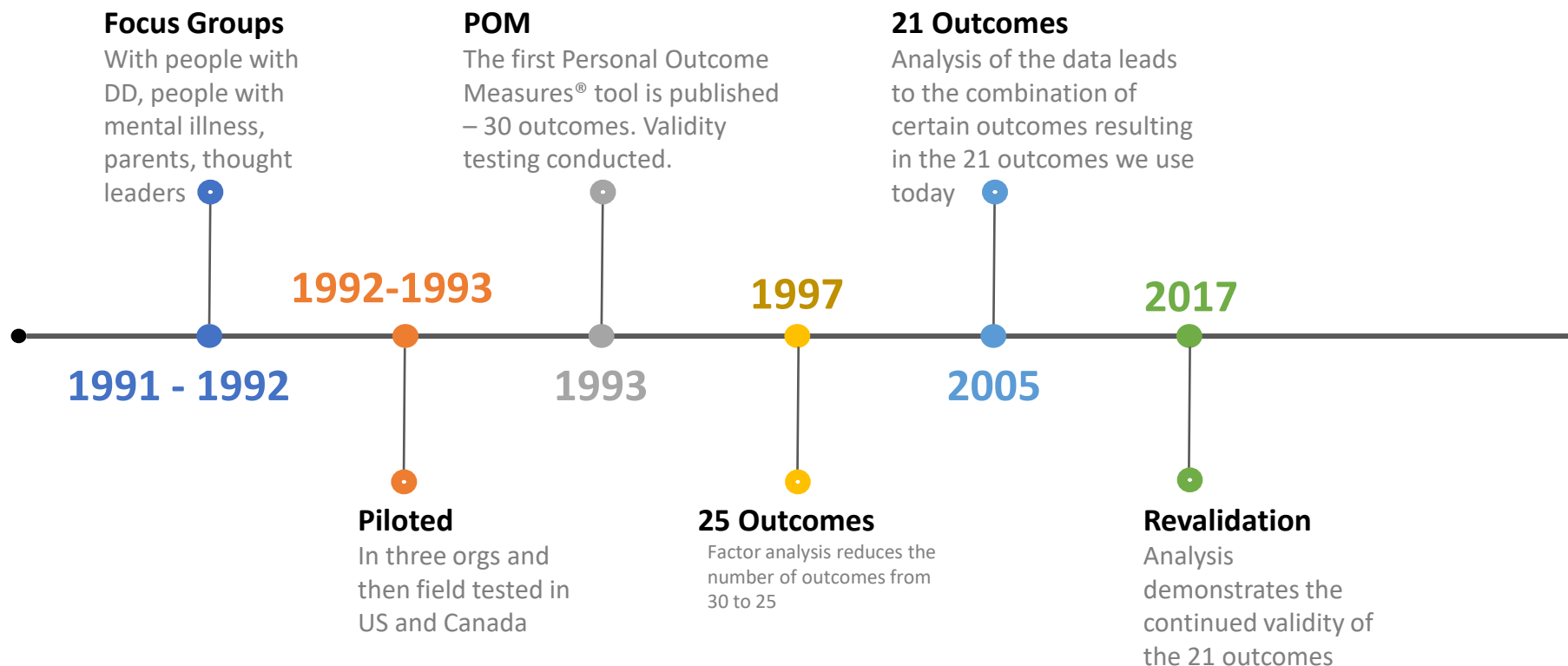
People

Define Us.



Our History

Personal Outcome Measures®



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People Perform Different Social Roles



Sharing Social Roles



People Perform Different Social Roles

Overview

- Introduction
- Key Concepts
- Information Gathering
- Effective Decision-making
- Common Misconceptions
- Resources



Introduction





People Perform Different Social Roles

Introduction

Performing Different Social Roles:

- Is about status and respect
- Enhances other outcomes in our life such as health and employment
- Promotes opportunities to build connections outside of the service setting
- People should receive support to choose social roles based on their experiences



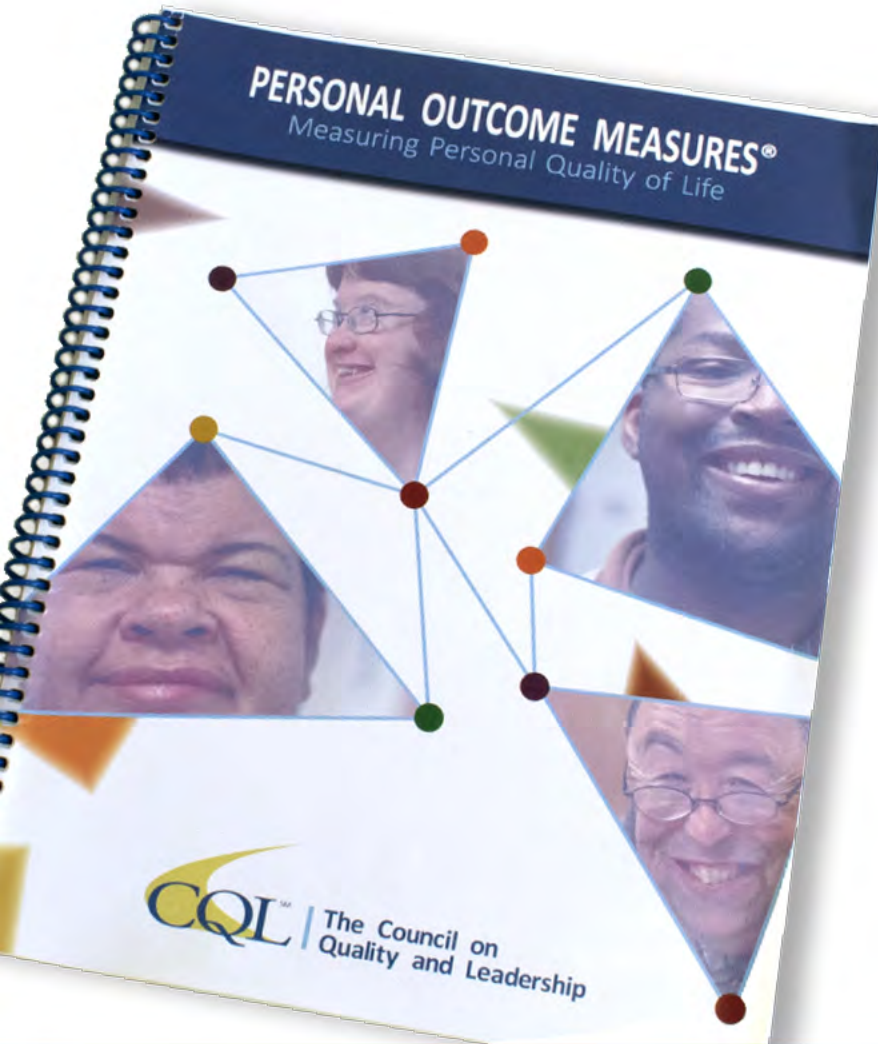
People Perform Different Social Roles



Key Concepts

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Inside The Indicator



People Perform Different Social Roles Concepts

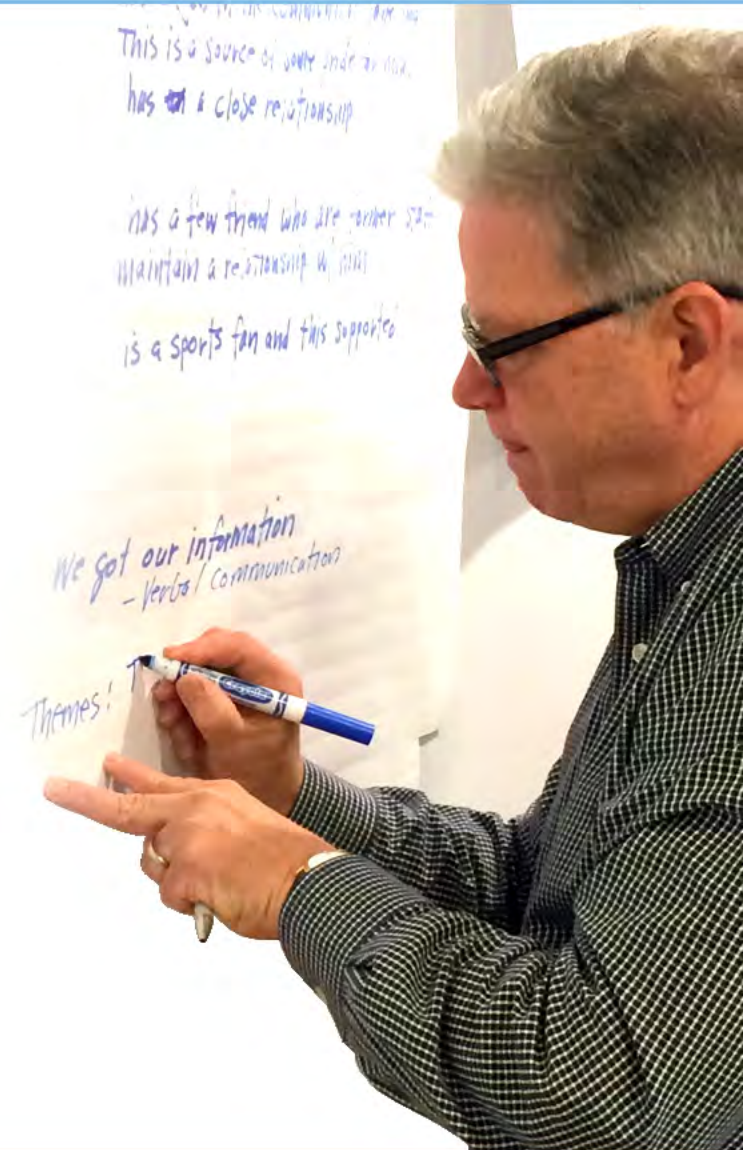
- A social role is active rather than passive
- Different than having social capital
- Ownership over and be identified with their social roles
- Involves relationships, but is distinct from the other outcomes in this factor

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Inside The Indicator

Performing Social Roles Entails:

- Roles should be based upon people's interests and passions
- Involves some form of reciprocity
- Goes from being present to active engagement
- Focuses more on "giving of oneself" to a cause, a person, a group, etc.
- Expresses uniqueness and personal strength



Information Gathering



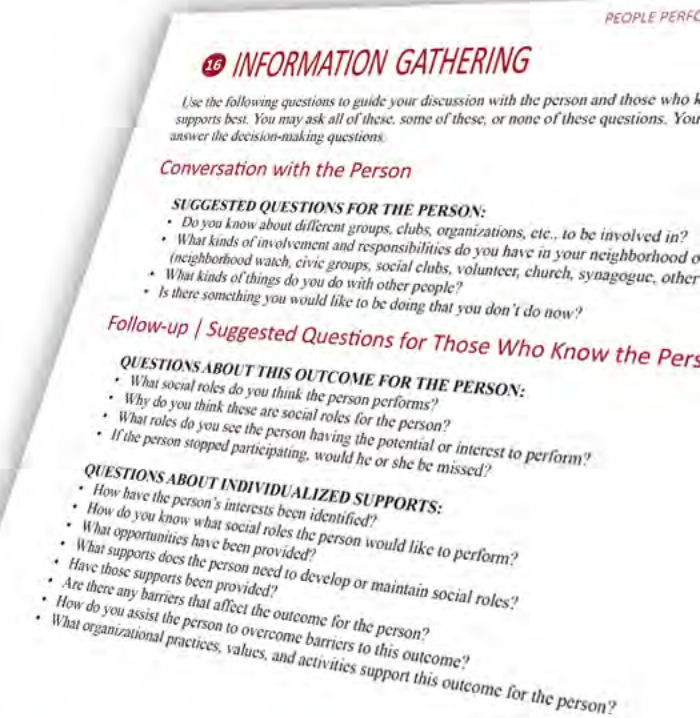
Where does this
conversation
begin?



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Information Gathering

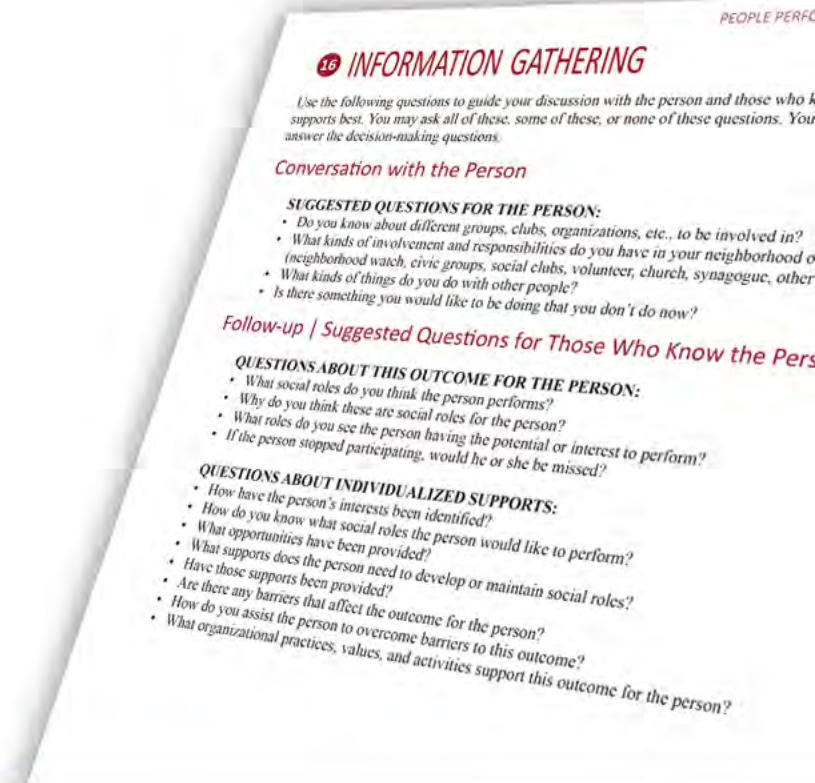
- Build upon information from personal passions and interests
- Move among other My Relationships outcomes, possibly "Interact with Other Members of the Community"
- Widen the net for possible "perform" opportunities from pieces of conversation
- Considerations to explore:
 - On-line or web based
 - Family, community, civic, faith based



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Information Gathering

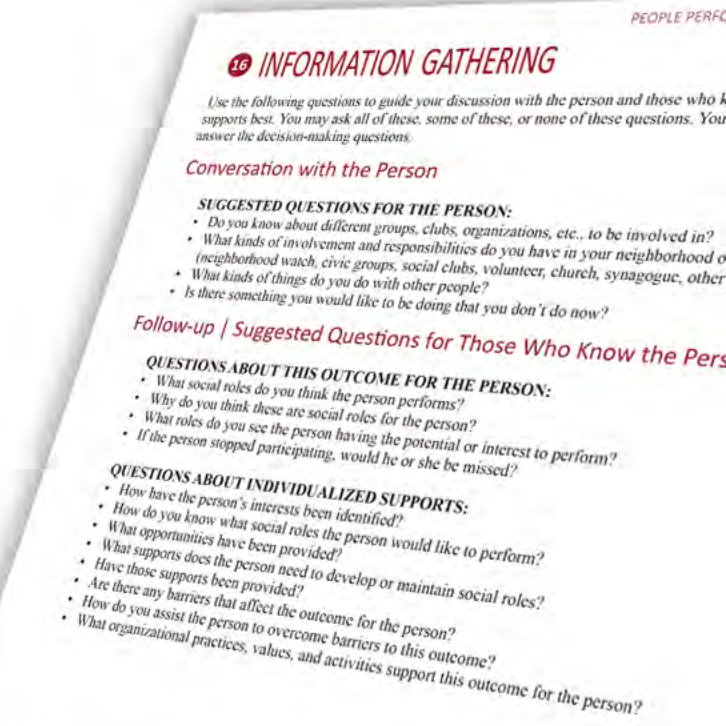
- Explore the opportunities that the person is supported to engage in
- Find existing links and potentially desired roles
- Discuss what has been approached and tried
- Questions about who and what matters most to people and how often they want to engage



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Information Gathering

- Dig deeper from clues or hints
- What about the role is special?
- How has this been explored with the person?
- Continue to focus on variety and frequency, based on informed personal choice
- Ask open ended questions



People Perform Different Social Roles

The Three E's



Education

Experience

Exposure

Decision-Making

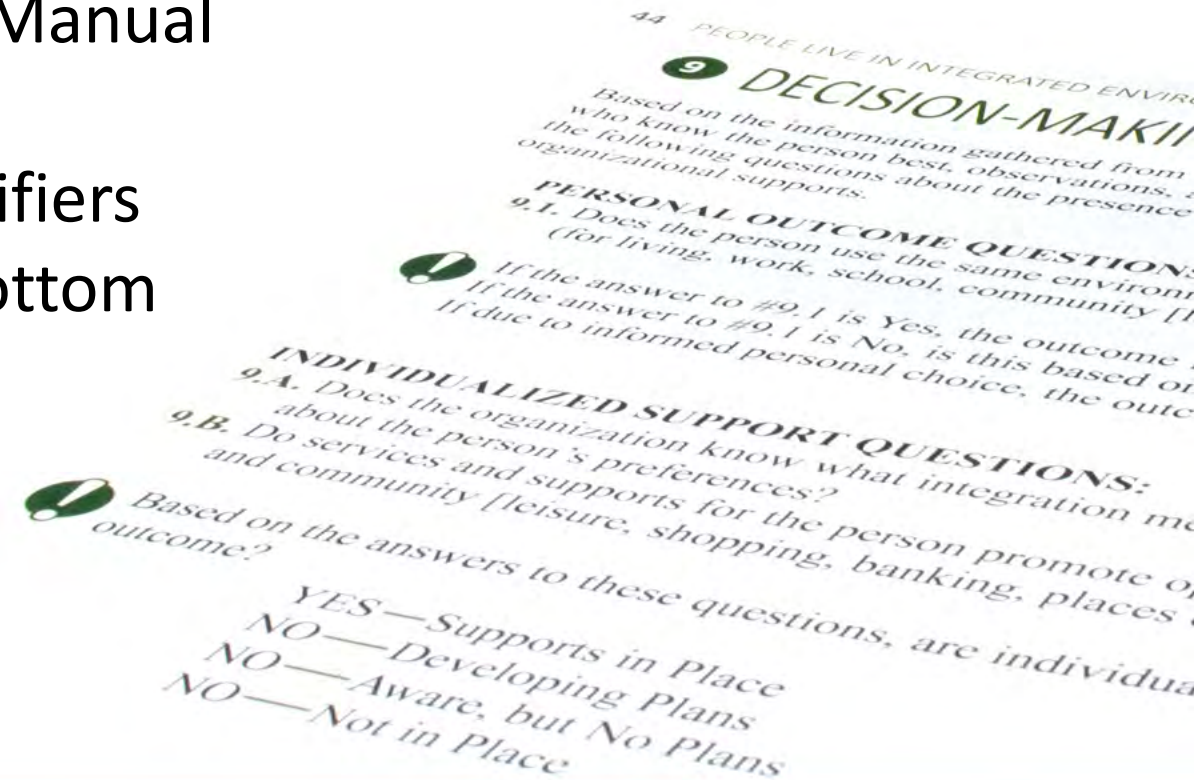


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Applying Decision-Making

Decision-Making Basics

- Use the Personal Outcome Measures® Manual (2017) 4th Edition
- Page 66, #16.4 + exclamation point clarifiers
- Use Additional Considerations at the bottom
- Always ask: "HOW DO YOU KNOW?"



People Perform Different Social Roles

Decision-Making

PERSONAL OUTCOME QUESTIONS:

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?

16.4. Is the person satisfied with the number of social roles they have?



If the answers to #16.1, 16.2, 16.3, and 16.4 are Yes, the outcome is present.

If the answers 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.

People Perform Different Social Roles

Decision-Making

INDIVIDUALIZED SUPPORT QUESTIONS:

- 16.A.** Does the organization know what social roles the person currently fills?
- 16.B.** Has the organization assessed the person's interests in assuming additional roles or expanding current roles and responsibilities?
- 16.C.** Are supports provided to assist the person with performing chosen social roles 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



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Decision-Making

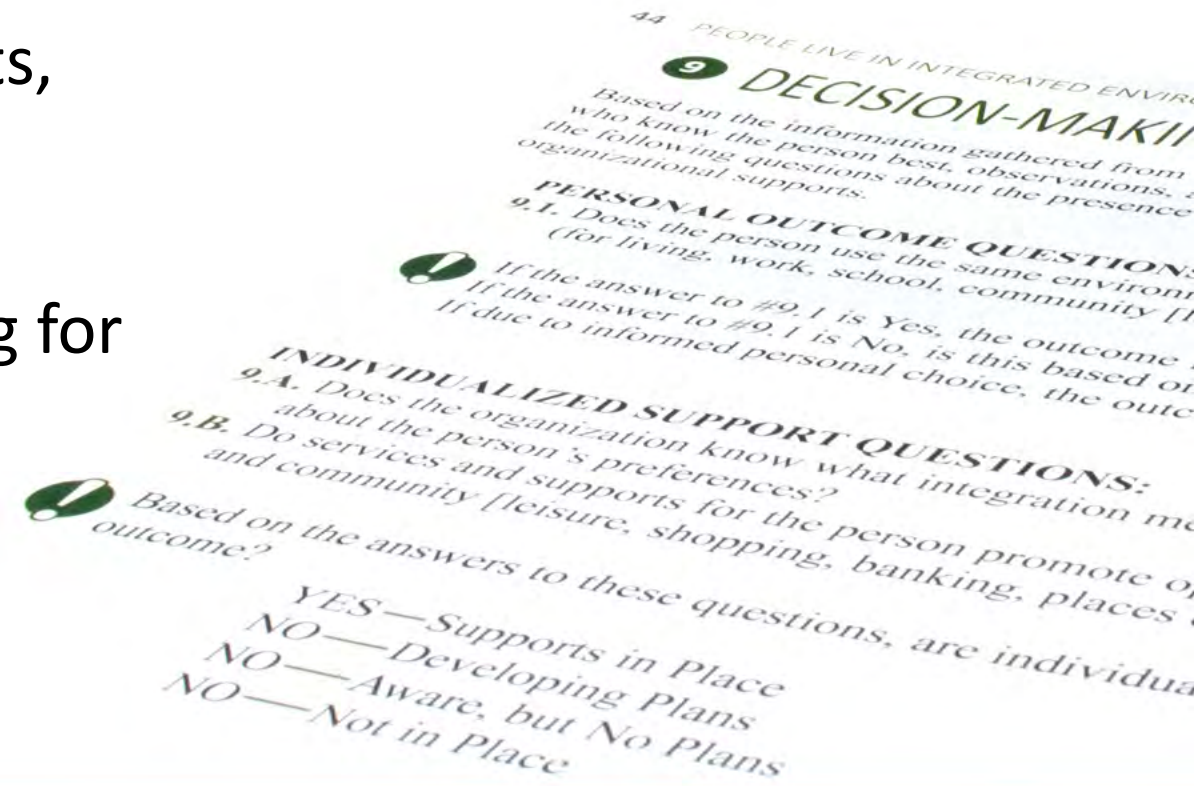
Additional Considerations

- 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.

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Applying Decision-Making

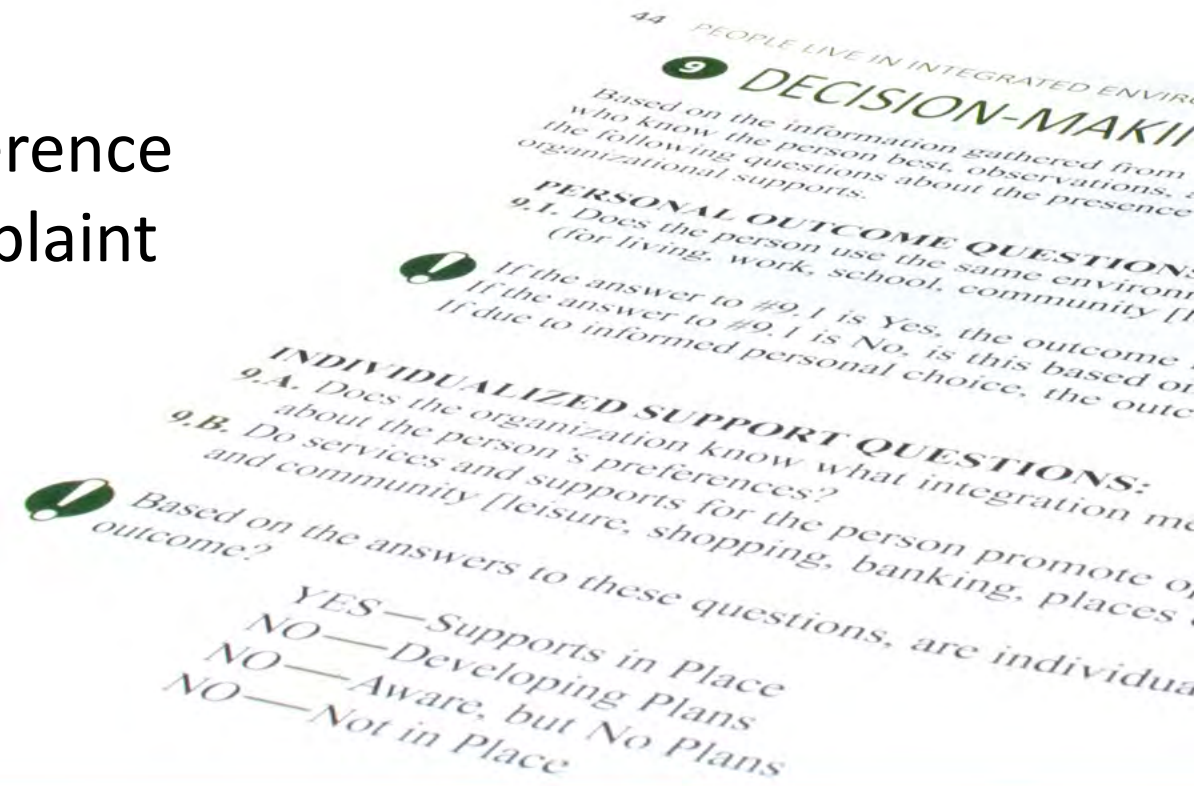
- Apply the three EEEs to this outcome to ensure informed personal choice
- In order to assess individualized supports, person's interests must be known
- Supporting and learning additional skills
- Active efforts to support and not waiting for person to ask



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Applying Decision-Making

- No magic number of performing different social roles—the person defines this outcome
- The word "variety" is vague
- Consistently involved and making a difference
- Satisfaction is not the absence of a complaint
- Ensure we determine how the person is recognized in the particular social role
- Does the person "own" the social role?
- Robust and expanding supports



Common Misconceptions





People Perform Different Social Roles

Common Misconceptions

- Performing a social role goes beyond simply being present
- Having one social role may or may not be enough
- We need to be sure that the person is making an informed choice regarding type/frequency/scope
- Simply having a title (son, employee, friend, member) does not always mean that a person is performing a social role

People Perform Different Social Roles

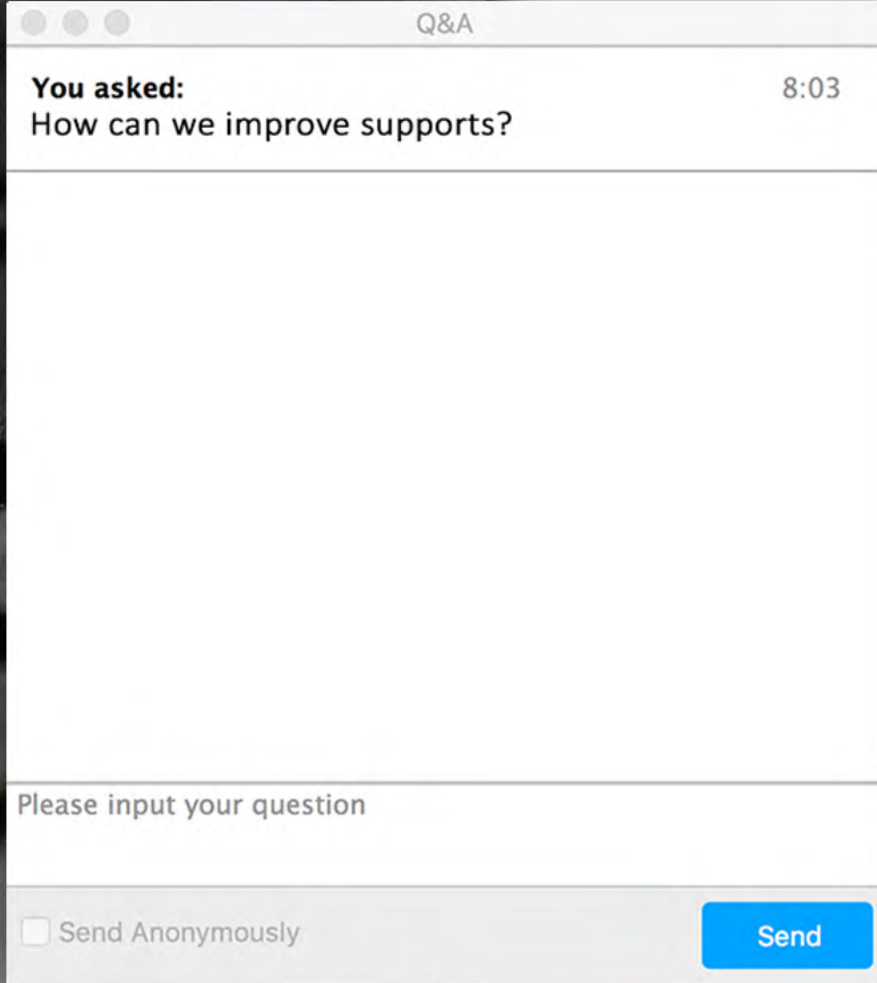
Common Misconceptions

- Participating in group projects such as volunteering may or may not be a social role
- Social roles for people receiving services should look similar to social roles for people who do not
- Organization's role is to provide active opportunities
 - Not the approach of: "they never said they wanted to do that"
- Just because someone might be missed, may not be sufficient
 - Missed in **the role** along with meeting the other criteria

Zoom

Previously submitted questions

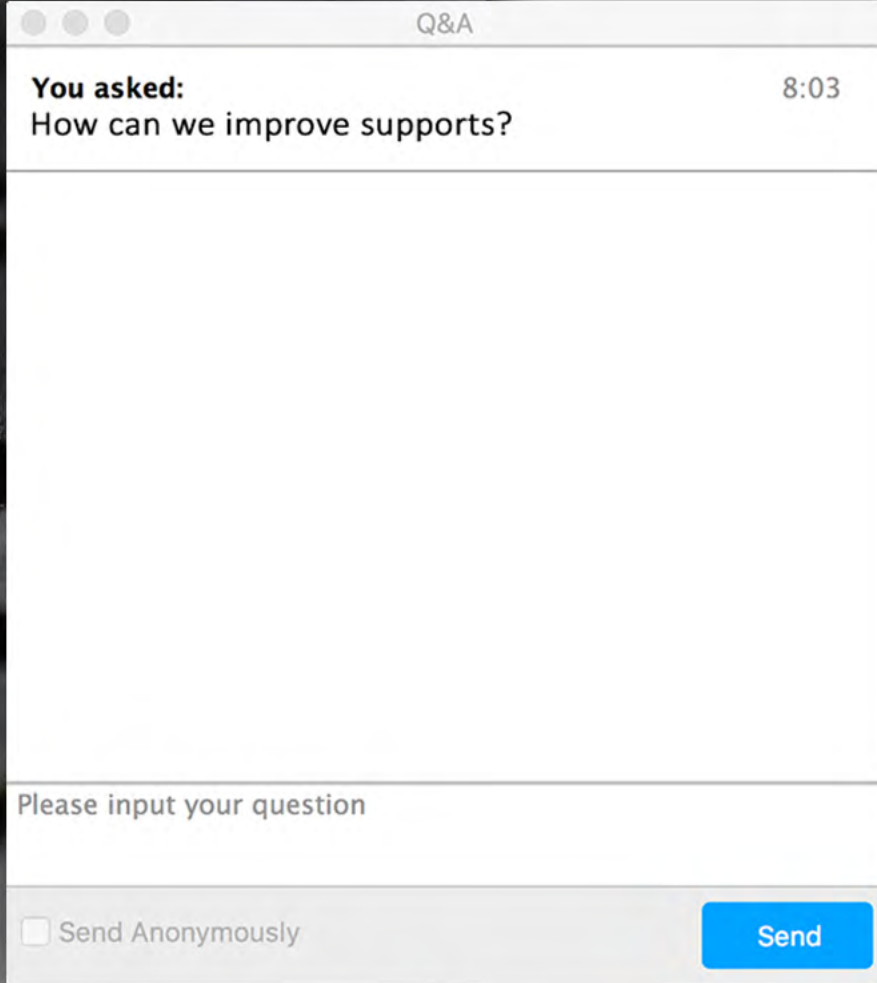




A screenshot of a Zoom Q&A window. The window has a title bar with three dots and the text "Q&A". Inside, the text "You asked:" is followed by the question "How can we improve supports?" and a timestamp "8:03". Below this is a large empty text area. At the bottom, there is a prompt "Please input your question", a checkbox labeled "Send Anonymously", and a blue "Send" button.

Zoom

What is the best way to educate people supported around social roles?



Q&A

You asked: 8:03

How can we improve supports?

Please input your question

☐ Send Anonymously Send

Zoom

Covid-19 and its impact on Perform Different Social Roles

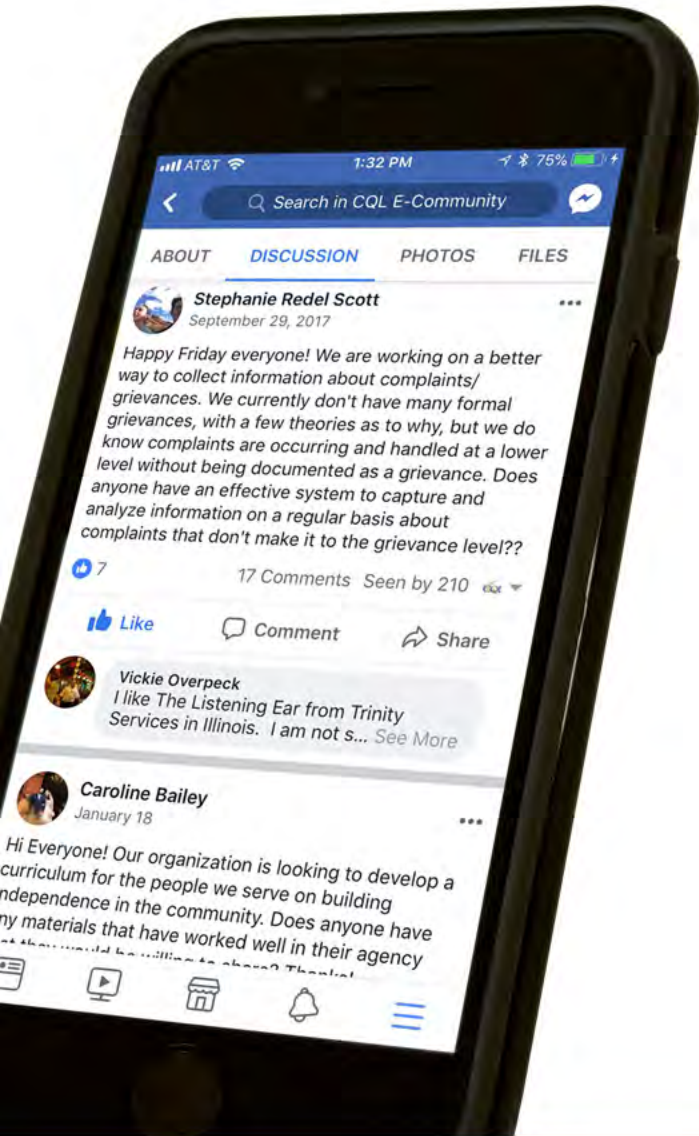
Upcoming Webinars

- People live in integrated environments
July 16th, 2020 2:00pm – 3:00pm CT
****REGISTER NOW****

Coming Soon:

- People exercise rights
- People experience continuity and security
- People have intimate relationships
- People are treated fairly
- People are respected
- People choose services





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