

Developing

Person - Centered

Outcomes

Outcomes reflect what the person wants to achieve. They often provide a vision for the future by describing something a person wants to accomplish, change, improve, or maintain in their life. Outcomes express the "end result" of services, supports, and strategies. They are defined by the person and focus on areas including:



Valued social roles



Employment



Relationships & Social Connections



Leisure & Recreation



Home life



Health & Well-being



Lifelong learning

Identifying Outcomes

Support Coordinators work with the person to determine what they want to achieve in their life by using a Person-Centered Planning Process that involves:

- Having conversations with the person and those who know him/her well
- Learning about what is important to the person and his/her desired future
- Considering all areas of life and common categories listed above



Tips for Writing Outcomes

When writing outcomes, remember that outcomes:

- Reflect what the person wants to achieve; his/her vision for life
- Are specific to the person and connect to what is written in the Person-Centered Planning Tool (PCPT)
- Are written in future tense
- Use everyday language, not jargon
- Should be singular, focusing on only one area of achievement
- One must be focused on employment
- Do not focus on someone's "readiness" to achieve something
- Are not services



Do's and Don'ts

DO

Do focus on achievements that are specific to the person.

Ex: Joe will get a job where he can use his computer skills.



X

DON'T

Don't focus on the disability or readiness to achieve something.

Ex: Joe will reduce his challenging behaviors so he can participate in community activities.



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Support Strategies

Person-Centered Support Strategies are the actions and tasks completed by service providers when helping a person achieve the outcomes they want in life. Strategies are informed by the person's strengths, preferences, and support needs. These will change as the person changes, achieves what they hope to, and chooses new outcomes they'd like to focus on.



Strengths



Preferences



Support Needs

Developing Person-Centered Support Strategies

Service providers work with the person, the support team, and others who know the person best to develop strategies that will help them to achieve outcomes by:

- Working in collaboration with the person, Support Coordinator, and team to become familiar with the person's vision, support needs, preferences, and the outcomes they have defined using the Person-Centered Planning Tool (PCPT) and Individualized Service Plan (ISP)
- Listening deeply to the person and others who know them well
- Making thoughtful observations of the person at home, around others, at work, and in the community

Tips for Developing Strategies

When developing strategies, remember that person-centered support strategies:

- Are planned and implemented in response to the outcomes the person wants to achieve
- Address the person's interests, preferences, and support needs
- Consider paid supports, unpaid supports, and resources in the community that will be utilized in reaching outcomes
- Are not services, but rather the actions involved in providing services

There may be multiple support strategies in place to achieve one outcome.

The Outcome: Janet will become a member of her local art center.

Do's and Don'ts



Do list the strategies involved in helping the person achieve an outcome.

Ex: A Direct Support Professional will role play with Janet to help her navigate social situations more effectively.



Don't list the service as the support strategy.

Ex: Janet will receive Community-Based Supports.



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