

Personal Outcome Measure Study Reasons Outcomes are Not Met

Appendix A

“Reason Groups” when Outcome is Not Met

Identity

Not Informed or Educated:

- More explanation needed
- Unaware of range of options
- Consumer expresses concern
- Family concerns or awareness

Inadequate or No Support:

- Unsolicited by Support Coordinator
- Goals limited to available services
- Identified, but not worked on
- Support locked into existing models
- Desire for job change not addressed
- Person's expectations unknown
- No opportunity to experience different options
- The individual is perceived as not having intimacy needs

Choice:

- Choice made by others
- Personal choices unknown/unsolicited
- Person does not feel in control of life

Access Denied or Availability Limited:

- Limited options due to district policy
- Limited options due to district \$
- Limited options due to State policy/procedures
- Limited options due to State \$
- Legal limitations imposed on person
- Legal issues limit outcome
- Legal issues limit outcome
- Inadequate resource development
- No options
- Limited Options
- Desired work hours not available
- Not enough for person

Dissatisfied:

- Person displeased with services from provider
- Person displeased with services from Dept. of Children Families
- Person displeased with inflexibility of supports
- Person displeased with services from medical/therapy providers
- Person is basically unhappy with life situation
- Individual is unhappy with many services resulting in negative life experiences

Other:

- Consumer/family expectations differ
- Consumer/family expectation differ
- Consumer/family expectations differ
- Consumer expresses they are not ready at this time

Autonomy

Not Informed or Educated:

- Unaware of options
- Person not given options to learn
- No idea that records are kept
- No knowledge of how to access records
- Accustomed to sharing everything without permission
- Person has not received training regarding privacy

Inadequate or No Support:

- No adaptations made to help
- Decisions made without consult or permission
- Privacy not seen as important
- No efforts to make records accessible
- No effort made to increase awareness
- Training is needed to assist interests
- No attempts at individualization in group situation

Choice:

- Limited or no choice in daily routine
- Limited or no choice of bathing times
- Limited or no choice on chores
- limited or no leisure choices
- Bedtime pre-determined
- Pre-set meal times
- No choice for PCA or location
- Guardian or Supports have not asked individual desires for sharing information
- Can't stay home when desires
- Individuals request is stay home when sick or desires not honored

Access Denied or Availability Limited:

- Not allowed in certain areas
- Rules limit access
- Health & safety deemed more important
- Legal limits placed on routine
- Limits placed on kitchen access
- Not enough for person
- Adaptive equipment/environmental adaptation needed

Rights:

- Person perceived to need constant supervision
- Person receives personal assistance in public places
- Private areas entered without permission
- Person does not have their own bedroom

Affiliation

Not Informed or Educated:

- Person unaware of variety of social roles
- Others unaware of social role importance to person
- Unaware of friendship options/quality options
- Individual is not given all accurate information

Inadequate or No Support:

- Staff do not support interaction
- Friendships lost/not maintained
- Adult consumer not supported in an adult role
- Person consistently ignored
- People speak as if person not present
- Disrespectful language used
- Needs/Desires consistently ignored
- Low expectations for achievement
- Person ordered around

Choice:

- Choices made for the person
- Opinions not viewed as important

Rights:

- Attends segregated social programs
- Attends segregated day service
- Lives in a segregated setting
- Works in a segregated setting
- Leisure/plays in a segregated setting
- Person receives segregated transportation
- Court imposed limits on participation
- Court imposed limits on interactions

Person is not satisfied with level of integration
Person wants to be in community more or differently
Staff only identified as friends

Access Denied or Availability Limited:

- Person wants to be in "Helping" role
- Person wants to be "Spouse"
- Person wants to be "Club Member"
- Person wants to be "Church Member"
- Person wants to be "Home Owner"
- Person wants to be "Neighbor"
- Person wants more friends
- Person wants more activity with friends
- Person wants to see friends after work
- Person wants to see friends who live elsewhere
- Person wants to call friends more
- Doesn't see/talk to friends outside school
- Person wants to be "Volunteer"
- Person wants to be "Student"-Adult Education
- Person does not have a key to their home
- Not enough experiences to assess
- Community barriers inhibit support assessment
- Person wants other social roles
- Frequency not enough for person
- Type not enough for person
- Transportation limitations
- Staffing limitations
- Adaptive equipment limitations

Alienation:

- Self esteem/Behavioral issues are barriers to interaction
- Person expresses feelings of loneliness
- No feeling of mutual friendships
- Person does not feel respected

Other:

- Family/person differ in desires

Attainment

Not Informed or Educated:

- Awareness needs to increase
- Not viewed important by person

Inadequate or No Support:

- Requested services not provided
- No significant achievement recently

Choice:

Choices made by family or others without individual's input
Transportation limits choices

Access Denied or Limited Availability:

Communication barriers
Limited funding
Service choices limited or not available
Limited number of providers
Limited availability of transportation

Safeguards

Not Informed or Educated:

Unaware of fire procedures
Unaware of strangers
Little safety awareness

Inadequate or No Support:

No natural supports exist any longer
Person hit by other consumers
Not safe at work
Not safe at home
Not safe in social settings
Adaptive Equipment for safety requires maintenance
Not safe in neighborhood
Smoke detectors don't work

Access Denied or Limited Availability:

Does not see family enough
Has not seen family in a long time
Wants to see sibling(s) more
Wants to see parents more
Supervisory staffing is not enough
Adaptive Equipment needed for safety

Other:

Person expresses they do not feel safe

Rights

Not Informed or Educated:

- Person does not understand all their rights
- Person does not understand grievance procedures
- Person did not receive training or understand due process

Inadequate or No Support:

- Person does not exercise all rights important to person
- Person not supported to vote
- Lack of person's consent/involvement
- Legal decisions without periodic review
- Medical treatments imposed without periodic review
- Restrictive procedures used without 1st trying least restrictive
- Behavioral treatment impossible without periodic review

Choice:

- Not adjudicated incompetent but decisions made by others
- No due process provided for restriction
- Person intimidated by others to conform

Access Denied or Limited Availability:

- Person not allowed to handle money
- Person does not have free access
- Right of communication restricted
- Privacy restricted
- Religious attendance/practice not meeting expectations
- Person does not have access to vote
- Limited access to environment (locks on cabinets)

Health and Wellness

Not Informed or Educated:

- Best possible health not identified

Inadequate or No Support:

- Physician does not consult w/ individual
- Possible Abuse issues indicated
- Possible neglect issues indicated
- Possible exploitation issues indicated
- Person distressed over past abuse

Choice:

- Changes not determined by person
- Requirements for continuity/security not defined by person

Access Denied or Limited Availability:

- No dental visit
- No recent gynecological visit
- No recent primary care physician visit
- No neurologist visit
- No psychiatrist visit
- No cardiological visit
- No urologist visit
- No other specialist visit
- Needs glasses
- Needs hearing aids
- Needs blood levels drawn
- Inadequate economic resources
- Inadequate insurance program
- Insurance alternatives not adequate