

Information on Outcomes: A tool for families, caregivers, and providers

What is an Outcome?

An Outcome is a statement that reflects the values, goals and expectations of your child and family. Outcomes show what is important to your child and family. An Outcome might state what you hope to achieve. Or it may say what you need in order to maintain or improve your child's quality of life. Outcomes are defined by your child and family.

Why are Outcomes Important?

Outcomes focus on the concerns and issues that matter most to your child and family. They are centered on your child and family. Defining Outcomes results in supporting children to reach the Outcomes you value. The Individual Service Plan (ISP) is a tool used to achieve these Outcomes.

How is an Outcome Written?

Outcomes are written as your child and family tell them. Your child will be encouraged to share interests, abilities, choices, and hopes for the future. Family members and those close to the child will share information also. The individual Outcomes for a child living with family may contain some Outcomes for the whole family. An Outcome may not be important to your child, but important to the family in providing care for the child. That Outcome may be included in the Individual Service Plan. Although an Outcome may support the family as a whole, the waiver can pay only for supports and services provided directly to your child.

How will the Support and Service Coordinator learn about our Outcomes?

Your Support and Service Coordinator will ask you questions about your child and family. The Support and Service Coordinator will observe your child and family, and review written information.

Some things to consider in defining Outcomes:

- What is going well for your child and family right now?
- What could be going better?
- What could be done differently?
- What can we do to start doing things better or differently?
- Who are the important people in the life of your child and family?
- Are there family members, friends, or others who are a support to your child and family? How do they help you?
- What is your child currently working toward, maintaining, or wanting to change?
- Describe a typical day in the life of your child and family, be specific. What times are difficult for your child or family? What activities cause a problem? What is the best part of your day?

How are Outcomes included in the Plan?

Outcomes describe what is most important to you and your child. Outcome statements listed on the ISP describe your concerns, desires, goals, solutions, or changes. The plan includes the supports and services that will help to achieve or maintain the Outcomes. It also lists those having a role or responsibility in achieving the Outcomes. These statements will be written as you and your child have said them. You should agree to the Outcome statements as they are written on the Individual Service Plan.

Once Outcomes have been written, the Support and Service Coordinator will discuss with you issues like these:

- What will the Outcome look like when achieved?
- Which options to meet the Outcome will be the most effective and cost-effective based on your preferences, choices, and situation?
- Are there any policies, guidelines, or standards that may direct or influence how the Outcome can be achieved?
- What can be done on a trial basis?
- What can be negotiated?
- What are the risks and how will they be addressed as part of the plan?

What is the Outcome for this Process?

Developing Outcomes with your Individualized Service Plan is a useful process for families. You and your Support and Service Coordinator may learn about new options and resources. You may involve others important to your child and family. The Individual Service Plan should build on the strengths and abilities of your child and family. Your Plan and Outcomes will reflect your desires for the future.

Examples of current child and family Outcomes:

I need to be able to get in and out of my house safely.

I want Johnny to play safely with his sister.

I need a break so I can spend time with my other children sometimes.

I need someone to watch Jill after school while I am at work.

I want to graduate from High School.

I want to spend time with my friends.

I need help keeping our family safe.

For additional information on Outcomes and Individual Service Plan development, please contact your Support and Service Coordinator.

The Department of Health and Family Services (DHFS) has also developed a web based training course on Outcomes for those with access to the internet.

TO ACCESS AND REGISTER for this training please go to the following web address:

<http://my nursingce.son.wisc.edu/index.pl?id=460363>

COST: \$15 per person. For more information, please visit the website.

This information was prepared for you by the DHFS Children's Long-Term Supports (CLTS) Council.