

<b>SERVICE OUTCOME AND SUPPORT</b>
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Name: Theresa Casey	Outcome #: 2
Date of development: 3.11.2021	
Projected start date for implementation: 3.18.2021	
Date by which progress towards accomplishing the outcome will be reviewed and evaluated: September 2021	

**Outcome statement with measurable and observable criteria for outcome achievement:** Communication is very important to and for Terri. Terri tends to communicate using facial expressions, vocalizations, and eye gazing. Terri also values 1:1 interactions with staff, which she has during lunchtime.

Daily, Terri will actively participate during lunchtime by answering yes/no questions in 70% or more opportunities over the next 12 months.

**Methods or actions that will be used to support the person and to accomplish the outcome:**

During lunchtime staff will inform Terri that they need her support in making choices throughout her lunchtime. Staff will ask Terri varying questions, based off what Terri has for lunch. Terri will be asked yes/no questions (ex. Terri would you like to start with a drink? Terri would you like a bite of your sandwich?).

If Terri indicates yes, staff will assist her in eating/drinking that item. If Terri indicates no, staff will offer Terri another option, based off what she has for lunch. If Terri uses her communication to indicate yes/no, the outcome will be documented as achieved (Y). She will be supported in eating the item of her choice. If Terri does not make a choice, the outcome will be documented as not achieved (N). Staff will honor Terri's known preferences, choices, and communication.

**Changes or modifications necessary to the physical and social environments:**

There are no necessary changes at this time.

**Equipment and/or materials required:**

Terri will need her lunch.

**Techniques that are used that are consistent with the person's communication mode:**

Terri indicates preference by eye gazing (she may need some time to focus), vocalizing, and facial expressions. She responds best to short and simple instructions.

**Techniques that are used that are consistent with the person's learning style:**

Terri learns through simple instruction and visual objects such as pictures and repetition; she has good receptive skills.

**Data collection method:**

Documentation will be recorded and charted daily. Charting will include a "Y" or "N" indicating success.

**Names of staff or positions responsible for implementing the supports and methods:**

Program Supervisor (PS), Lead Direct Support Professional (LDSP), and Direct Support Professionals (DSP).