

SERVICE OUTCOME AND SUPPORT	
Name: Cassandra Behrman	Outcome #: 2
Date of development: 7.20.2021	
Projected start date for implementation: 7.27.2021	
Date by which progress towards accomplishing the outcome will be reviewed and evaluated: January 2022	
Outcome statement with measurable and observable criteria for outcome achievement: Cassie enjoys using technology. This outcome encourages her communication and self-determination. It is important for Cassie to participate in planning her activities that are of interest to her. It is also important that she continues to use different forms of communication to make choices. Daily, Cassie will plan her activities by using the iPad or switches in 80% or more of all trials over the next 12 months.	
Methods or actions that will be used to support the person and to accomplish the outcome: Once daily, Cassie will be presented with options of the activities for that day. Cassie will be verbally told what the activities are and may use pictures and/or real-life items. If using pictures or items, staff will point to it while telling her what the options are. Staff will then notify Cassie of the communication switches and share Staff will go back and ask Cassie, "Would you like to participate in activity A?" and will allow Cassie to choose the yes or no switch. Staff will continue until all of the activities have been reviewed and choices were made. She may be provided an additional verbal prompt to be reminded of the task. Should staff use the iPad instead, staff will verbally describe to Cassie what each experience is while pointing to the corresponding image for all options. Staff will ask Cassie to touch the pictures she is interested in and wait for Cassie to indicate interest in an experience by touching the corresponding image on the iPad. She may be provided an additional verbal prompt to be reminded of the task. If Cassie indicates her interest in any of the available activities, the outcome will be documented as achieved (Y). If Cassie does not engage in making any choices of her activities or communicates her refusal by crying or pushing the iPad, switches, or the staff away, the outcome will be documented as not achieved (N). Staff will honor Cassie's known preferences.	
Changes or modifications necessary to the physical and social environments: Cassie will require a quiet and comfortable environment to allow her to focus on the task.	
Equipment and/or materials required: Cassie will need the communication board in the iPad prepared with the board turned on, volume turned up, and staff to assist to complete this outcome. She may also need switches with prerecorded "yes" and "no" options.	
Techniques that are used that are consistent with the person's communication mode: Cassie communicates with a communication device, limited verbalizations, including, "ha ha" and "all done", gestures, vocalizations, eye gazing/contact, and reaching for things she would like and pushing away things she does not want. Cassie has good receptive communication skills. She understands short verbal phrases, pictures, and gestures. This outcome supports her use of the iPad for choice making, which she enjoys using and is able to reach for and touch to make choices.	
Techniques that are used that are consistent with the person's learning style: Cassie learns through consistent routine, repetition, physical and verbal prompts. This outcome will be completed weekly for routine and repetition, and she is provided verbal prompts.	
Data collection method: Documentation will be recorded and charted weekly. 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).	