

ACTION PLAN
PERSONAL OUTCOMES, SUPPORTS FOR DAILY LIFE GOALS AND ACTIONS
GUIDELINES TIP SHEET

Definitions:

- **Personal Outcomes** are what the person wants to learn, do or have happen in his/her life in the upcoming year and are identified by listening to and learning from the person.
- **Supports for Daily Life** are “goals” that need to happen to keep the person healthy and safe. These are typically what others think need to happen for the person.
- **Risk Issues** not otherwise planned for must be addressed as separate “goals”.
- **Actions** are the activities or actions needed to accomplish personal outcomes or goals.

Each personal outcome, goal and action must meet **all** of the following criteria:

- Reflective of the Person’s Needs and Preferences
Guidelines
 - The outcomes, goals and actions are based on what was identified through assessments.
 - The outcomes, goals and actions reflect what the person wants, what the person wants his/her life to be like, what the person’s interests are, etc.
 - The outcomes, goals and actions address a health and safety need.
- Observable
Guidelines
 - You must be able to see the outcome, goal or action happen.
 - Actions are planned or scheduled.
- Measurable
Guidelines
 - You must be able to know when the outcome, goal or action has been accomplished.
 - There are criteria for completion.
- Age Appropriate
Guidelines:
 - The materials and equipment used to carry out the outcome, goal or action would be used by a non-disabled person of the same chronological age.

- The environment in which the outcome, goal or action will occur is similar to the environment that would be used by a non-disabled person of the same chronological age.
- The skills performed would be similar to those performed by a non-disabled person of the same chronological age.

Each personal outcome, goal and action must meet **at least one** of the following criteria:

□ Promotes Community Inclusion

Guidelines

- Skills are taught and supports are provided in natural settings.
- Outcomes, goals and actions include the use of generic community services (services used by the general public).
- Outcomes, goals and actions involve mutual interaction with non-disabled peers.
- Outcomes, goals and actions include natural cues and reinforcement.

□ Promotes Personal Independence

Guidelines

- The person learns a new skill that someone else would have to do for him/her.
- The person reduces dependence on others.
- The person maintains an existing skill.
- Regression of existing skills is reduced for individuals with degenerative conditions.

□ Promotes Productivity

Guidelines

- The person begins or continues to make a contribution to his/her community and/or household
- The person earns wages
- The person increases his/her wages
- The person advances in his/her job

Other Important Things to Know:

- Outcomes, goals and actions should be written in such a way that you can “see” it happen. You should be able to determine progress toward the achievement of outcomes, goals and actions and when they have been accomplished.
- The question of whether or not an outcome is “realistic” and/or “achievable” often arises. You must remember that determining what is or is not realistic and/or achievable, is not a judgment based on opinion. All aspects of the outcome, goal or action must be reviewed with the person to determine what exactly the person is truly expressing. For example, a person says “I want to drive a bus.” After much discussion and planning, it was discovered that the

person really wanted to ride on buses. Also, no one knows what he/she can truly achieve until the task is attempted. Keep in mind that **all** possibilities and options should be explored.

- Use words that reflect the action taken so that it is clear to everyone whether or not the action was completed.
- Remember that supports and services are tools to assist in accomplishing outcomes, goals and actions. They are **not** outcomes, goals and actions in and of themselves.
- There must be at least one outcome, goal or action for every paid service. If there is only one and it is completed within the planning year, additional ones must be developed through the amendment process.