



10 Quality of Life Outcomes

CCO measures individual consumer success through the review of each individual's program and support plan outcomes, and through the review of the 10 outcomes expected by CCO through its certification process.

Individual program and support plan success is measured through the collection of data that is specific to the individual objectives set for each consumer. The consumer's interdisciplinary team reviews this data and based upon the amount of progress being made, makes decisions on any needed revisions to the objectives.

CCO also measures the 10 Quality of Life Outcomes established through the Family Teaching and Extended Family Teaching Certification Process. They are:

- **Opportunities for Choice and Control:** Every person served shall have an appropriate number of interesting, enriching choices in his/her daily life and those choices will be honored. The person served should have control in areas most important to him/her through schedules and routines.
- **Effective Learning Opportunities:** Persons served will be provided with frequent opportunities to learn independent living skills and preferred skills through effective teaching by those working with them.
- **Effective Communication:** Appropriate methods and/or supports will be used or taught to facilitate communication between the person and others.
- **Pleasant Social Environment:** The social environment and social activities of the persons served should be appropriate, normal, and pleasant.
- **Pleasant and Safe Surroundings:** The physical surroundings will be appropriate, pleasant, and safe considerate to the preferences and needs of the persons living in the home.
- **High Level of Participation in Daily Experiences:** The person served will be encouraged and taught to fully engage in typical activities of daily living and the necessary support will be provided to assure appropriate engagement in such activities.
- **Community Involvement:** The person served will receive supports to be involved in frequent, interesting, and typical community activities. The person served will be taught and supported in becoming an active member of his/her community considerate to the preferences.
- **Positive Relationships:** The person served will be provided supports which help facilitate the development and/or maintenance of close personal relationships with family members and significant others, roommates, community members, and teachers. Persons served will also be supported in the development of relationships with peers with and without disabilities.
- **Living Healthy Lifestyles:** Healthy living components will be ensured through the teaching, monitoring and provision of supports. Appropriate health care services and supports will be provided based on the person's individual needs.
- **Observance of Legal and Personal Rights:** The legal rights of the person served will be ensured, advocated for and the person served will be taught how to exercise them.

These ten outcomes are measured through data collected during home quality checks, consumer satisfaction evaluations, through the Family and Extended Family Teaching Certification process and the FTM/EFTM Site Certification Process.