

## **WHAT ARE THE MISSOURI QUALITY OUTCOMES?**

The Missouri Quality Outcomes were developed as a result of listening to people with disabilities, their families, and advocates. The outcomes were designed to encourage personal quality of life outcomes with individual focus on leading a self-determined life; including personal values, choice, health, safety, inclusion and self-advocacy.

The Missouri Quality Outcomes are intended to be a guide to assist the user with facilitating discussion around key areas of importance to the individual and supporting their personal goals, dreams and other areas of interest to the individual that defines quality of life. Improving quality requires continuous efforts on getting to know the person in the settings and situations where they are supported, as well as, consistent interaction and involvement with the individual and their support systems for on-going assessment of their quality of life.

The Missouri Quality Outcomes will be measured through annual data collected by the Division of Developmental Disabilities. Based on the data, the Division of Developmental Disabilities will address areas of enhancements to services and supports through policies and practices, with the goal of providing continuous improvement for people with developmental disabilities.

All Missouri Quality Outcomes are accompanied with a description of the outcome along with “talking points” that assist users in determining if the outcome has been met and identify areas for improvement. These “talking points” are not all inclusive, but are used to aid in conversation with the individual and family members when applicable.



*Daily Life*

## People Participate in Meaningful Daily Activities of Their Choice

### **ABOUT THIS OUTCOME:**

This outcome is designed to support individuals to make informed choices and encourage self-determination in pursuing daily activities of their choice while exploring the full range of options; including employment, volunteering, use of free time and participating in activities of their choice. Outcomes/Supports should be individualized to assist in achieving maximum potential.

### **TALKING POINTS:**

- Do you have people who explain options and choices in a way that makes sense to you?
- Do these explanations help you make informed decisions about your options?
- When was the last time you tried something new?
- Would you like to try something new? What needs to happen in order for you to try something new?
- Have you had the chance to explore a variety of opportunities to determine areas of interest?  
How do you spend your day?
- What do you like most/least about your day? Is there anything you would like to change?



*Community Living*

**People Live in Communities They Choose, With Whom They Choose and in Homes and Environments Designed to Meet Their Needs**

**ABOUT THIS OUTCOME:**

This outcome emphasizes individuals being leaders in selecting the community and home of their choice. The home is designed to meet the individual's unique needs. Individuals actively choose who they live with and where.

**TALKING POINTS:**

- Did you choose this community? Did you choose your home? Did you choose who you live with (if applicable)?
- What made you choose this community? What made you choose this home?
- Are you satisfied with your home? Does it reflect who you are and what is important to you?
- Are there adaptations in your home to fit your needs? If not, are they needed?(examples may include lighting that is sensitive to seizures, or other things that make the home accommodating to the individual's needs)



*Social & Spirituality*

**People Are Active Members of Their Communities While Determining Valued Roles and Relationships through Self-Determination**

**ABOUT THIS OUTCOME:**

This outcome is about presence and participation in the community, based on interests determined by the individual. Individuals are integrated into their community, including community service, in the same way as neighbors and fellow community members. Individuals have natural supports in their lives and relationships that are not based on their disability.

**TALKING POINTS:**

- Do you know about community activities and choose which ones to participate in?
- Do you have the support you need to participate in these community activities?
- Are you able to get to community activities of interest?
- Do you have the support you need to develop and maintain relationships with other community members?
- Are you a regular member of a church, social group and/or community organization that is not related to having a disability?
- Do you spend time with people in your community who are not paid to provide you with support services?
- Do you enjoy community activities (such as shopping, going out to eat, etc.) and are you able to do these activities?
- Are you supported to explore and practice your religious beliefs?



*Healthy Living*

**People Are Able to Choose Health/Mental Health Resources  
and Are Supported in Making Informed Decisions  
regarding their Health and Well-Being**

**ABOUT THIS OUTCOME:**

This outcome emphasizes the individual's right to receive physical, emotional and mental health care from the practitioner of their choice. Individuals receive information and education on ways to maintain their health and well-being. Individuals are supported in making healthy choices

**Talking Points:**

- Who are the doctors you go to? Are you comfortable talking with your doctors?
- Does your doctor help you understand issues about your health? Does your doctor listen to your concerns?
- How did you go about deciding which doctors to go to?
- Do you have someone who goes to the doctor with you? Do you have someone who helps you remember your doctor appointments?
- Do you make a list of questions for the next time you see your doctor?
- Do you take any medicines? If so, do you know what each medicine is for?
- How do you let others know when you are not feeling well?
- What do you do to stay healthy?
- Do you have an exercise you enjoy? How often do you exercise?
- Does anyone talk with you about making healthy choices in what you eat or getting exercise?



Safety & Security

**People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security**

**ABOUT THIS OUTCOME:**

This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.

**TALKING POINTS:**

- Do you feel safe in your home? If not, what would make you feel safe?
- Does your home have safety equipment like smoke alarms, fire extinguishers and Co2 detectors? Do you participate in emergency drills/plans?
- Do you feel safe in your neighborhood? If not, what are some of the things you do to keep safe in your home?
- What are some of the things you do to keep safe in your community?
- Do you understand your rights? (Example: Can you share what your rights are? Has the DDD Rights brochure been shared with you? )
- Are there any restrictions on your life that you feel are not fair, like not being able to use the phone, or have friends over or being by yourself when you want to? If so, are you aware of due process?
- If there is a problem, who do you tell? What if the person you tell is part of the problem?
- Have you ever felt mistreated? Did you report it? Was the problem solved?
- Do you have privacy in your home? Is your personal business kept private?



**People Have Opportunities to Advocate for Themselves, Others and Causes  
They Believe In, including Personal Goals and Dreams**

Citizenship & Advocacy

**ABOUT THIS OUTCOME:**

This outcome emphasizes the importance of self-advocacy. Training and ongoing support are often time require to assist an individual in developing their self-advocacy skills.

**TALKING POINTS:**

- Have you participated in People First, Project STIR or other self advocacy groups?
- Do you attend self-advocacy trainings?
- Do you attend meetings related to causes you support?
- Have you voted in an election? If not, why not?
- If you have a guardian, do you feel he/she includes you in decisions?
- If not, do you feel capable of making your own choices and exercising your rights without any support?
- If needed, do you have people around you who you trust to help you make choices and exercise your rights?



**Families are Provided With Knowledge That Empowers Them to Facilitate Opportunities for the Individual's Self-Determination Throughout the Course of His or Her Life.**

Supports to Families

**ABOUT THIS OUTCOME:**

This outcome focuses on information presented to family members to educate them in the process of self-determination. Families provide support and insight that will assist their family member in leading a self-determined life including making choices, setting goals, assuming responsibility, and driving how one's own life is lived. Families are integral in the development of a person's independent and interdependent capacities.

**Talking Points For Families:**

- What are the strengths you see in your family member?
- Do you have the information you need to promote self-determination for your family member?
- What are your family member's future goals?
- How do you promote independence in the life of your family member?
- Do you have a long-term plan in place if you are unable to provide care for your family member?

**Talking Points For Individual:**

- Do you have the information you need to promote self-determination in a way that is meaningful to you?
- How does your family encourage you to find and keep friendships?
- How does your family encourage you to make your own life decisions?
- How does your family encourage you to set personal goals that are meaningful to you and follow through on them?
- Share at least one story of a time your family allowed you to take a risk or try something new without interfering?
- What chores do you have within your home?
- What other responsibilities do you have in your home?