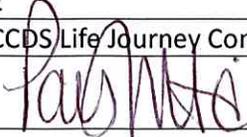


Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Personal Outcome Measures Interviews/Life Journey Conversation
Regulations	n/a
Original Issue Date	11/19/2015
Latest Revision Date	4/5/2021 12/12/2023
Number of Pages	2
Attachments	CCDS Life Journey Conversation Action Plan
Approved by: Paula Jubic, Executive Director	

Standard:

In order to provide truly person-centered supports to people, Catholic Charities Disabilities Services (CCDS) will use Life Journey Conversations (LJC) as a tool for developing Staff Action Plans (SAPs) and other support plans for individuals served by the agency who are 16 years of age or older.¹ Life Journey Conversations will be conducted based on the Personal Outcome Measures (POMs) developed by the Council on Quality Leadership (CQL). Participation in the Life Journey Conversation process will be entirely voluntary on the part of the individual supported and a refusal to be interviewed will not negatively impact the delivery of services to the individual supported in any way.

Procedure:

1. CCDS will maintain staff who have been trained as Life Journey Conversation Facilitators. All Life Journey Conversations will be conducted by trained facilitators.
2. To ensure both the quality of the Life Journey Conversations and consistency in the Life Journey Conversation process, all trained facilitators will meet as needed to discuss POM related issues.
3. Every individual supported will be offered a Life Journey Conversation on a rotating basis. CCDS will strive to conduct a Life Journey Conversation with each individual supported more than once, offering the opportunity every few years.
4. Life Journey Conversations will be conducted by either one trained facilitator or a two-person team of trained facilitators. When possible, conversations will include two staff: a Life Journey Conversation Facilitator and a Scribe. A trained facilitator will not be encouraged to conduct a Life Journey Conversation with an individual supported on their caseload unless an exception is granted by the Person Centered Excellence Committee.²
5. If any issues of concern are identified during the Life Journey Conversation, the facilitator(s) will immediately make all appropriate notifications.

¹ Over time, the agency may provide POMs interviews to children as well.

² This is operationally defined as follows: Life Journey Conversation Coordinator will make appropriate assignments of facilitators to individuals which will be presented to the Person Centered Excellence Committee for review and feedback. As best practice this will not match facilitators with individuals they provide services directly. The Person Centered Excellence Committee will approve assignments of facilitators to individuals who have agreed to complete a Life Journey Conversation.

Standard: *Personal Outcome Measures Interviews/Life Journey Conversation, 2015.11.19.*

6. A "Life Journey Conversation Coordinator" is designated by the Executive Director and will be assigned the responsibility for identifying individuals supported due for a Life Journey Conversation and proposing to the Person Centered Excellence Committee facilitator(s) to conduct the Life Journey Conversation with each individual. Facilitators will be scheduled based on the facilitator's availability.
7. Once the facilitator has been assigned an individual supported to conduct a Life Journey Conversation, they will complete a documentation review to learn more about the individual supported.
8. Facilitators will reach out the individual to find a mutually agreeable time and location for a Life Journey Conversation together. Ideally, this will be conducted face to face, however, this may be conducted remotely at the request of the individual. Remote meeting will not be conducted solely due to the request of the Facilitator. If able, the individual can assist the facilitator in identifying LJC Action Plan items.
9. Once the facilitator has completed the Life Journey Conversation, they may contact family members, friends, staff who know the individual supported well, as a way to supplement information gathered from the documentation review and Life Journey Conversation.
10. When the facilitator has completed all of the necessary steps outlined above, they will meet with the designated Life Journey Conversation Coordinator to discuss the findings prior to entering in the data to verify that all determinations are reasonably accurate. The facilitator will then be given a deadline to enter the data, preferably two weeks from meeting with the Life Journey Conversation Coordinator.
11. Once the data has been entered, a Life Journey Conversations Action Plan will be developed from the individual and facilitator's determinations, and it will be shared with the Person Centered Excellence Committee. The Person Centered Excellence Committee will create a summary of the findings from the Life Journey Conversation.
12. The Person Centered Excellence Committee will provide the Life Journey Conversation Action Plan to the Program Administrators and supervisory staff of the program of the individual supported.
13. The Person Centered Excellence Committee will maintain a tracker of the results of each Life Journey Conversation to ensure the supports for the individual include assistance in achieving the identified actions and goals.



Life Journey Conversation Action Plan

The Life Journey Conversation Action Plan is a tool that the individual's planning team and the Person Centered Excellence Committee can utilize to track the progress of the goals, hopes, and dreams stated during the Life Journey Conversation conducted with the individual. This Life Journey Conversation Action Plan should be reviewed at least every six months prior to each Life Plan meeting to ensure goals, hopes, and dreams of an individual are being discussed with the team.

<u>Individual's Name:</u>	<u>Life Journey Facilitator:</u>	<u>Date of Conversation:</u>		
Goal, Hope, Dream to Accomplish:				
Activities to Complete	Person(s) Responsible	Date Started	Time Frame	Date Complete
Goal, Hope, Dream to Accomplish:				
Activities to Complete	Person(s) Responsible	Date Started	Time Frame	Date Complete

Goal, Hope, Dream to Accomplish:				
Activities to Complete	Person(s) Responsible	Date Started	Time Frame	Date Complete
Goal, Hope, Dream to Accomplish:				
Activities to Complete	Person(s) Responsible	Date Started	Time Frame	Date Complete