


## SSA imagineIS Tip Sheet – Outcomes

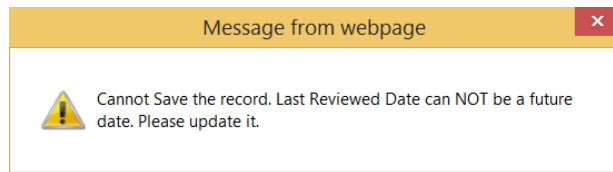
1. Before entering Outcomes or Service Listings check the Individual's Service Summaries for the following or Business Errors will result.
  - a) Check the Individual's 'Service Summary' to determine that there is both a Current and Future Summary:  
**Individual's Front Page → 'v' beside Individual's Name → Service Summaries tile → (If there isn't any Service Summary listed – Current nor Future or only one Service Summaries listed, submit a DODD Help Desk ticket.)**
  - b) Edit the Individual's Determination Dates (span dates) if they are incorrect (*the dates should be visible in the Service Summary Associated View*):  
**Individual's Front Page → 'v' beside Individual's Name → Service Summaries tile → Double click in blue section of the Current Service Summary record – Do NOT Change the Dates on the Future Service Summary → (The dates on the Future Service Summary will automatically be generated when the Current determination dates are edited and changed) → Click in the Individual's Budget Start Date field and enter the new start date → Click in the Individual's Budget End Date field and enter the new end date → If necessary, click in the Assigned Finance Manager and Assigned Budget Support Specialist fields to search and add the County Board personnel assigned to the Individual/SSA → Click the 'Save' or the 'Save & Close' command → Click the Refresh icon  to view the changes made.**
  - c) Determine that the County Price List is visible on the Individual's Service Summary.
2. Add a New Outcome  
**Individual's Front Page → 'v' beside Individual's Name → Outcomes → Click on the '+ ADD NEW OUTCOME' → Complete required fields in the top portion of the Outcome window (Outcome Name, Desired Outcome, Projected & Completion Start Date, How are Community Resources and/or Natural Supports Used?, etc. → Click 'Save' → (Once the Outcome has been "saved," services may be entered.)**  
**(The Projected Start Date cannot be in the future because the Last Review Date cannot be in future. An error message will display and Service Listings cannot be added to the outcome. To avoid this problem, make the Outcome's Projected Start Date the date the outcome was chosen or the ISP Team Meeting date.)**
3. Enter Progress & Review Information  
**How and how often will progress towards the Outcome be reviewed? Answer listed questions.**  
**What is the frequency that is planned for ongoing Listening and Learning?**  
**Satisfaction Survey Frequency** – a drop down to select the frequency of when the Individual will be contacted to discuss their continued satisfaction with the Outcome and their progress toward accomplishing it. **(There is no actual survey, Person-Centeredness is about having a conversation with the Individual.)**  
**Action Plan Progress** – a drop down to select the frequency of how often the Providers should provide feedback/Learning Logs on the Individual's progress toward accomplishing the steps in the Action Plan.  
**Outcome Review Frequency** – a drop down to select the frequency of when the SSA will review the Learning Logs and Feedback on the progress of the Outcome.  
**Last Review Date** – **Cannot be in the future. Must be ON or AFTER the Outcome's Projected Start Date.**
4. Support Considerations – Open text fields to enter **Core Responsibilities** related to the Outcome, **Paid** or **Nonpaid**.
5. Natural/Community/Other Contributing Resource – **Any resources** which will **not** be listed in the **Service Listings**
6. Projected Services Information & Schedule  
**Click '+' → New Service Listing window opens → Outcome (Filled in automatically based on the Outcome from which the Service Listing was opened) → Funding Source Group (WVR-Waiver or LCL-Local)- where will money for service come from → Category (Sub-categories & Providers available are based on the Category chosen) → Sub-Category (Click on Look Up More Records. Scroll to right to find the desired Provider then click in the blank areas of the record) → Click ADD button → Start Date (Cannot be before start of Outcome or Span) → End Date (Cannot be after end Outcome End Date or span end date) → Provider (Choose from drop-down list or Look Up More Records) → Units for Planning (Choose from dr5op down list) → How Much (Choose from drop down list) → How Often (Choose from drop down list) → Enter Item Description and/or Schedule Notes if desired → Click 'Save' or 'Save & Close'.**

## Fixes for Common Issues

### Outcome Review Dates

Problem: When trying to 'Save' or 'Save & Close' an Outcome and error message is displayed:

OR



This is normally caused because Outcomes have been developed to coincide with the Individual's Budget Span Dates. When the ISP is being built for the next year, therefore, the dates for the outcome are in the future.

**This is rectified by using the "actual" start date of the outcome which is the date on which the decision was made to pursue it. Often this is the Individual's team planning meeting date for the upcoming year.**

**Outcomes are not Services.** Services are provided to achieve the outcome but the planning on what services will be needed and what providers will be used for those services are made **BEFORE** the services begin. Therefore, the **outcome begins before the services.**

### SSA Supervisors can change the Outcome Start Dates

#### EXAMPLE OF SOLUTION DATES:

- Individual's Budget Span Dates: April 29, 2016 – April 30, 2017
- Team Meeting Date: March 1, 2016
- Last Date for ISP Agreement: April 14, 2016
- New Outcome Begin Date: March 1, 2016 (End date: June 30, 2018)
- Last Review Date: March 1, 2016
- All Service Listings Begin Dates: No earlier than April 29, 2016