

# OUTCOME MONITORING

The Outcome Monitoring form aims to monitor the progress of service users receiving support from Phoenix House. The Outcome Monitoring model is a joint tool that helps both the service users and the support worker identify and track progress throughout contact with the support service. This model has 8 categories each with 10 possible responses. The responses are documented on a recording sheet and later plotted on an 'Outcome Monitoring Star'.

## How often is it done

Ideally, the Outcome Monitoring forms should be completed at various intervals of the support process. These are:

1. The sign up or induction of the service user. If this is not possible, the forms should be completed within the first two weeks of living at Phoenix House.
2. On a quarterly basis, following a service review
3. On exit from the service.

## Who should complete the forms

The Outcome Monitoring questions should be completed **with** the service user and the support worker. The support worker should not complete the forms from their own perspective; without the input of the service user; and neither should the service user tick the boxes based solely on his/her opinions. The process of completing the outcome monitoring forms should help the support worker and the service user to get to know each other and form the basis for a support relationship based on mutual respect and trust which is essential for effective key working.

## Agreeing on a response

The guidelines exist only to guide the responses to the questions. There may be times when a service user is unable to fit precisely into a category. In this instance, the service user and the support worker should tick the box that is most appropriate.

Where there is a significant difference of opinion between the perceptions of the support worker and the service user, particularly when the first questionnaire is being completed, it may be necessary to involve a third party such as the service user's Social

Worker, CPN, Advocate, or the agency that made the referral to the service. The important thing to note here is that what matters most is not the starting score, but the progress made during the service user's time receiving support. If it is not possible to reconcile the differences then this must be noted on the monitoring form and **signed by both parties.**