

Constructing SMART Objectives from Person-Centered Goals

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Overview

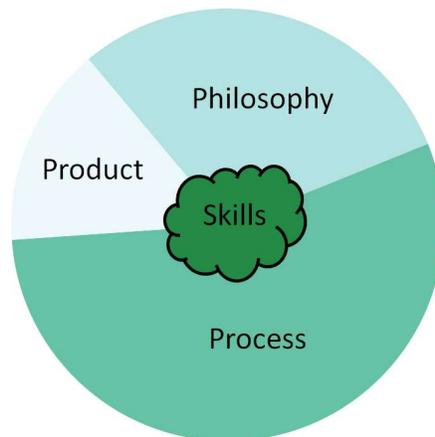
- Brief overview of person-centered planning.
- Brief overview of SMART objectives.
- Written exercises exploring the inevitable sticky situations while planning.
- Practice refining person-centered goals into SMART objectives.

Housekeeping Rules

- 72 counties and 11 tribes means one size does not fit all.
- Agency policies determine certain practices.
- Write down any program specific questions you have.

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Three Ps Model of Person-Centered Planning



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Philosophy: A Person-Centered Way of Being

- Being person-centered rapidly establishes and maintains a productive and caring working relationship.
- A strong relational foundation is essential to effective services.
- People tend to experience better engagement and outcomes when practitioners establish a strong, person-centered relational foundation.

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Process: A Way of Doing

- Engagement
- Assessment
- Understanding
- Prioritization
- Planning

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Planning

A. Goal			
B. Individual and Community Strengths, Supports & Resources			
C. Barriers to Goal Achievement & Needs			
D. Objective (specific, measurable, achievable, relevant, time bound) <i>Using action words, describe the specific changes expected in measurable and behavioral terms. Include the target date for completion.</i>			
_____ will			
as evidenced by.....			
E. Services, Interventions and Action Steps <i>Describe the person(s) involved (including individual and community); specific activity, service or treatment; the intensity, frequency and duration, and the intended purpose or impact as it relates to the objective.</i>			
Person(s) Involved (Who)	Intervention (What)	Frequency/Intensity/Duration (When)	Purpose, Intent & Anticipated Impact (Why)

Goals

- Expressed in person's words; add quotes for clarity.
- Individualized and responsive to need.
- Long-term, global, and broadly stated (not quickly accomplished).
- Life changes, hopes, dreams.
- Written in positive, recovery-oriented terms.

SMART Objectives

- Goals give direction. SMART objectives are the identification of specific, shorter term action steps to help the client move towards their goal.
- In contrast to the goal, objectives is one of several efforts to focus on measurable and targeted change.
- Strong objectives reflect concrete change.
- Objectives should include what the client feels is a meaningful step in the right direction.

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Services, Interventions, and Action Steps

Services – including interventions – are specific activities and services provided by the members of the team, including the client.

- WHO
- WHAT
- WHEN
- WHY

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Planning Conversation Skills

- **Listen.** Quality listening is the most important skill in our work. Use reflections to convey understanding.
- **Ask.** Ask open, strengths-mindful questions versus closed questions. Explore the person's experiences, perspectives, and ideas.
- **Affirm.** Identify and affirm specific attributes.

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Planning Conversation Skills

- **Inform.** Ask permission before sharing your perspective and ideas. Follow up by asking for the person's thoughts.
- **Support Autonomy.** Highlight the person's sense of control, freedom of choice, and ability to decide for themselves.

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Defining Goal vs. Objective

- Goals are long-term aims that you want to accomplish (for example: have a successful career).
- Objectives are concrete tasks that can be achieved by following certain steps (for example: complete X training by X date; network with two professionals per month; etc.).

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Measuring Goals vs. Objectives

- Goals can rarely be measured. You may feel that you are closer, but since goals are approximate and fuzzy, you can never say for sure that you have definitively achieved them.
- Objectives can be measured. Phrase your objective in the form of a question. For example, 'I want to accomplish x in y amount of time' becomes 'Did I accomplish x in y amount of time?' This can easily be answered in a yes or no form.

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Goal vs. Objective

Goals without objectives can never be accomplished while objectives without goals will never get you to where you want to be.

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Meet Jane

Jane is a young woman living with depression and anxiety. She recently moved back in with her parents due to an increase in mental health symptoms. When asked what goals she wants to achieve through Comprehensive Community Services, she states, "I want to be myself again." The service facilitator asks what that looks like and she responds, "To stand on my own two feet and be independent."

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SMART Objectives

- Specific
- Measurable
- Attainable
- Relevant
- Timely

Jane will learn coping skills.

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SMART Objectives

- Specific
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Jane will learn five new coping skills and practice one skill every day.

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SMART Objectives

- Specific
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Jane will learn five new coping skills and practice one skill every day and write it down.

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SMART Objectives

- Specific
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- Attainable
- Relevant
- Timely

Jane will learn five new coping skills and practice one skill every day for 12 weeks. Jane will write down what skill she used each day on her calendar and bring it to our next meeting.

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Activity

- Theresa: “I wanna feel better.”
- Discussion:
 - ◆ Broad objective
 - ◆ SMART objective

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Directions

- Get into pairs: service facilitator and consumer.
- Role play a planning meeting and create additional context as needed (for example: involvement of supports, existing services, consumer demographics, etc.) to develop an objective.
- Take the necessary steps to distill the goal into mutually agreed upon
 - ◆ Broad objective
 - ◆ SMART objective

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Debrief

- What do you do when a consumer wants to achieve a large goal?
- Do you wordsmith goals and SMART objectives with consumer or do you go back to your desk and refine the plan?
- What is your greatest challenge in creating a SMART objective?

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Sticky Situation Activity

- Creating consumer goals and SMART objectives is easy in a sterile environment.
- Competing expectations, limited resources, and barriers get in the way to creating a quality service plan.

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Directions

Get into groups of 3-5 people.

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Sticky Situation

At their first meeting, Michael, 13, struggling with depression and anxiety, told his service facilitator, Julie, he wanted to learn to swim and was interested in swimming lessons. Alice, Michael's mom, stated he would "absolutely not" attend swimming lessons. Despite Michael's continued requests and Julie's attempts to get Alice to consider the activity, Alice began to raise her voice, insisting that her son would not participate. Julie realized she needed to understand Alice's needs and concerns in order to successfully meet Michael's goals.

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Discuss

- Use person-centered skills to create questions that will elicit more information from Alice and Michael.
- What specific questions would you ask in an attempt to resolve the conflict between Michael's desired goal of taking swimming lessons and Alice's objection?

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Example Person-Centered Planning Questions

- Alice, what are your experiences swimming?
- What do you envision Michael doing for exercise and wellness?
- Can you see an experience where you feel okay with Michael swimming?
- What is one of your fears when thinking of Michael in swim lessons?

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Second Paragraph

On her next visit, Julie engaged Alice in a conversation about her objections to swimming lessons and learned that Alice was afraid of the water. Fear was at the root of her reaction. Once Julie understood this, she and Alice were able to agree on a plan that would allow Michael to pursue swimming lessons. Michael would take swimming lessons from certified instructors and wear a life vest. Alice would attend all swim lessons.

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Activity

- Write down one goal and corresponding SMART objective that could be in Michael's service plan.
- Identify roles that CCS or CST team members would play in Michael's interventions.

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Debrief

How do you take a consumer's "non-billable" goal (for example: "I want to color more.") and plug it into a service plan with CCS/CST appropriate objectives and interventions?

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Final Thoughts

- There are many different ways to create a quality service plan.
- Counties and providers have different policies and expectations on how to create a service plan.
- Creating a plan that is centered around the consumer and their family, with SMART objectives and appropriate services, is what should be the same.

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