Goal Setting within the Case Management Process

The Salvation Army Social Services
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Why Use SMART GOALS?

SPECIFIC
MEASURABLE
ATTAINABLE
RELEVANT
TIME BOUND
Why Goal Setting?

• Within a planned change process

• Depending on the time period, one can proceed from an understanding of where a client is in the change process to a clarification of what is important to goal-setting.

• Sometimes, goal-setting occurs in much less of a planful way.
Importance of Client-Driven Goals

- When tied to ideas of a better future, something that is important to a client, there is more motivation and energy.
- This aim can be BIGGER than a goal, and is often not measurable.
- The goals, SMART goals, help to reach this.
- Goals are client-driven, and workers can challenge clients to action.
Specific and Measurable

- SPECIFIC
- MEASURABLE
- ATTAINABLE
- RELEVANT
- TIME BOUND
Criteria for Specific and Measurable

• How can you tell if the goal has been achieved?
• Something needs to be counted—and recorded
• Use of scaling (On a scale of 1-10, 10 is high, ...
Issue of Reliability

• In cases where a scale is being used, such as “To what degree did you not let your boss’ sarcasm get to you every day last week?”

• The fact that the same person (the client) is doing the rating gives it reliability
Attainable
Zone of Proximal Development (ZPD)

Can

ZPD

Can't
Everything you've ever wanted, is one step outside your comfort zone.
Relevant

- Specific
- Measurable
- Attainable
- Relevant
- Time bound
Relevant

• Relevant, not Realistic
• Does the goal fit and lead to getting to the better future, something that is important to the client?
• It is easier to make what is measurable important than it is to make what is important measurable
Time Bound (or timely)
Time bound

• The time frame neither needs to be so long it invites inaction
• Nor so short that attaining the goal becomes very difficult
Goals and Action Steps
For action steps, the same criteria
Goals and Action Steps
Make sure action steps not BIGGER than the goal
Relevant and Measurable

- Does achieving the action step in reality move the client closer to goal completion?
- Is it clear how it will be measured?
Importance of Well-crafted Action Steps
To accomplish an action step

Client and worker task(s) this week
Working on goals

• Achievement
• Sense of progress
• Information for modifying goals or action steps
PROBLEMS WITH GOAL SETTING
Too Many Goals
When clients say goals are not working
When unexpected crises occur that get in the way of achieving goals, how can the client deal with the crisis without abandoning the goal?
YES, AND
In summary:

- Goal-setting is important in order to give clients a sense of what progress is being made and a sense of completion—or indications that the goals need to be modified
- Goal-setting needs to be flexible
- The SMART model sets forth criteria that need to be met, and using it takes skill and practice
QUESTIONS?