



S.M.A.R.T. Goals

How to create objectives that count!

Wyoming Department of Health
Division of Healthcare Financing
Developmental Disabilities Section
Provider Support Call
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Requirements

- The Division requires that all habilitation services have a formal goal with objectives intended to guide and support participants' independence and success.
- Providers listed on a participant's individualized plan of care (IPC) are required to write their own goals and include objective steps that will measure the participant's success.
- Goal documentation and tracking must be sent to the case manager, along with all other service documentation, by the 10th business day of the following month.

Training Objectives

After reviewing this training, you should be able to answer the following questions:

- What is the difference between a goal and an objective? How do I know which goals to choose?
- How many goals should be chosen?
- How do I write measurable objectives?
- What is a S.M.A.R.T. Goal?
- What should I do if the person is not making progress?
- Can goals and objectives be amended?

Choosing Goals

- A goal is an overarching principle that guides decision making.
- We can think of goals as the Big Picture — where we hope our efforts will ultimately take us.
- Goals should correspond to assessed needs and desires that are documented in the IPC, and be reflective of what is important to and for the participant.
- Personal preferences should be evident in the goals, design strategies, and networks of service.
- The participant and their team should participate in goal development every step of the way.

Goals and objectives should be based on the S.M.A.R.T goal principles.



- A S.M.A.R.T. goal is used to help guide goal setting.
- S.M.A.R.T. is an acronym that stands for **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**imely.
- SMART goals incorporate all of these criteria to help focus efforts and increase the chances of success in achieving participant driven goals.

SMART Criteria

What is the SMART criteria?

S	Specific	What will be accomplished? What actions will the participant take?
M	Measurable	What data will measure the goal? How much? How well?
A	Achievable	Is the goal doable? Are the necessary skills and resources available?
R	Realistic	How does the goal align with the participant's broader goals? Why is the result important?
T	Timely	What is the time frame for accomplishing the goal? How often can progress be measured?

Deciding the Scope

How to decide the right scope when developing S.M.A.R.T. Goals: (How big? How Many?)

- Goals are intended to focus time and attention to assisting participants with achieving what is most important so that the participant can be successful in achieving their desired outcomes and dreams.
- Goals commonly:
 - Increase something
 - Make something
 - Improve something
 - Maintain something
 - Develop self



Goal Development

Examples of areas to consider for goal development may be:

- **Personal autonomy:** I want to control my own money.
- **Work/education:** I want to get a job in my community.
- **Spiritual:** I want to attend church or a synagogue.
- **Social activities:** I want to join a bowling league.
- **Health/well-being:** I want to make healthy food choices.

Where to Start?

1. Discuss potential goals for the upcoming plan year, based on what the participant wants to accomplish, during the team meeting. The participant and all the team members should be involved in the discussion.
 - a. Based on the services you have agreed to provide, determine which desired accomplishments you will be able to help the participant achieve over the coming year.
2. Develop a goal statement based on the decided goal.
3. Make the goal statement inclusive of the core outcomes for which you are responsible.
 - a. Be specific and clear enough that success can be measured
4. Having too many goals can be confusing. Create goals that focus on the overall desired outcomes and avoid goals that are too focused on specific tasks.

Writing a S.M.A.R.T. Goal

S - Specific

When setting a goal, be specific about what needs to be accomplished. Think about this as the mission statement for your goal. This isn't a detailed list of how you're going to meet a goal, but it should include an answer to the popular 'w' questions:

- a. **Who** – Consider who needs to be involved to achieve the goal.
- b. **What** – Think about exactly what you are trying to accomplish and don't be afraid to get very detailed.
- c. **When** – You'll get more specific about this question under the "timely" section of defining S.M.A.R.T. goals, but you should at least set a time frame within the plan year.
- d. **Where** - Identify the location or any relevant event that must occur to run the goal.
- e. **Which** -Determine any related obstacles or requirements. This question can be beneficial in deciding if your goal is realistic.
- f. **Why** – What is the reason for the goal?

Example: Johnny indicated in his IPC meeting that he wants to increase the number of hours he is able to work. To achieve that overall goal, he will need to acquire the skills necessary to independently use public transportation to get to and from work on a regular basis. Johnny's goal is to navigate public transportation independently.

“S” actions may include:

Oversee	Update	Write
Coordinate	Support	Process
Supervise	Develop	Provide
Manage	Create	Maintain
Plan	Implement	Transition

This list does not include verbs like “improve,” “reduce,” or “increase”. These words imply the direction in which you want a result to move, but don’t do much to explain the role or specific action that you will take to accomplish the change.

Writing a S.M.A.R.T. Goal

M - Measurable

What metrics are you going to use to determine if the participant meets the goal? This makes a goal achievable because it provides a way to measure progress.

- a. As the “M” in SMART states, there should be a source of information to measure or determine whether a goal has been achieved.
- b. The M is a direct (or possibly indirect) indicator of what success for a particular goal will look like.
- c. Data collection efforts need to measure the objectives or steps of the goal; not the entire goal.
- d. Measurement methods must be well defined to ensure that the team can determine progress.

Example: Johnny’s goal is to navigate public transportation independently.

His specific Measurable objective: The number of days Johnny is able to successfully make it to the bus stop on time each week.

Writing a S.M.A.R.T. Goal

A - Achievable

1. This focuses on how important a goal is to the participant and what the team can do to make it attainable. This may require developing new skills and/or changing attitudes.
2. The goal is meant to inspire motivation, not discouragement.
3. Things to consider include:
 - a. How to accomplish the goal
 - b. The tools/skills needed
 - c. If tools/skills are not readily available, what it would take attain them

Example: Johnny's goal is to navigate public transportation independently.

How can this be achieved?

- a. Introduce Johnny to the bus stop location, schedule, and number/route of the bus to take him where he wants to go - including accompanying him to the location until he is comfortable doing so independently
- b. Being able to tell time, have a bus pass or fare, setting notification or alarms as reminders of departure times, and identifying the appropriate bus number/route
- c. Provide written schedule or staff providing cues to encourage Johnny when the time is close to bus departure

Writing a S.M.A.R.T. Goal

R - Relevant

Relevance refers to focusing on something that makes sense to the broader goal the participant would like to achieve.

Example: Johnny's goal is to navigate public transportation independently.

Relevance of goal: Johnny indicated in his IPC meeting that he wanted to increase the number of hours he is able to work. To achieve that overall goal, he will need to acquire the skills necessary to independently use public transportation to get to and from work on a regular basis. By learning bus route and departure times, Johnny is able to get to and from work more frequently and gain additional independence.

Writing a S.M.A.R.T. Goal

T - Timely

Anyone can set goals, but if it lacks realistic timing, chances are the participant is not going to succeed.

- a. Setting a target date is imperative; for IPC purposes it should fit within the plan year.
- b. The identified timeline must be achievable and reasonable to allow the participant to succeed.

Example: Johnny's goal is to navigate public transportation independently.

Time table for success: Quarterly, Johnny will demonstrate his ability to arrive at his job on time and for all scheduled shifts, by independently utilizing the bus route. To begin, the objective will be for Johnny to increase the number of times he is able to get to work on time via the bus. For example, the first weeks would see 1-2 days; the following would increase to 2-3 days.



Don't Confuse Terminology

- Long term goals should be based on the participant's wants/needs/desires as reflected in the IPC, and should be very general.
- Short term goals should be more specific and include all components of S.M.A.R.T. goal principles.
- Objectives are the organized, logical pathway to reach the goal(s) and must be written so that they are measurable and guide success.

S.M.A.R.T. Goal Tools

The Forms and Reference Library of the Division's website contains documents and templates designed to assist with S.M.A.R.T. goal development and Objective tracking:

<https://health.wyo.gov/healthcare/in/dd/forms-and-reference-library/>

SMART Goals Worksheet

Goal

	Questions	Responses	Action steps	Responses
Specific	<ul style="list-style-type: none"> Can you easily explain the goal? Are there any clichés and vague assumptions? 		List specific actions necessary to achieve this goal.	
Measurable	<ul style="list-style-type: none"> Is there a number attached to your goal? 		Explain why this number or value is important, and what you will use it.	
Action-oriented	<ul style="list-style-type: none"> Who will help you be accountable to the goal? What are the action steps needed to achieve the goal? 		List the group members responsible for each action.	
Realistic	<ul style="list-style-type: none"> Is the goal achievable? Have you begun planning? 		List some potential obstacles and the resources you'll need.	
Timed	<ul style="list-style-type: none"> What is your deadline? 		Draft a schedule: which actions are needed by when?	

For questions about S.M.A.R.T. goals and objectives contact your area Provider Support Specialist

