Improving Consumer Outcomes Using SMART Goals and Objectives

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What Will We Cover Today?

» How to Assess Needs
» How to Assess Strengths
» How to Build an Assessment
» How to write SMART Goals and Objectives based on an assessment
What Lies Beneath…?

ASSESSING UNDERLYING NEEDS AND MINING FOR STRENGTHS

What is Assessment?

- Assessment is...
  - an ongoing process
  - of identifying strengths
    - needs
    - desired outcomes
  - and continually evaluating progress towards desired outcomes
Areas of Assessment

- Life Satisfaction
- Basic Needs
- Social Network
- Family Involvement
- Community Living Skills
- Housing
- Employment
- Education
- Finances
- Mental Health
- Physical Health
- Substance Use
- Trauma History
- Medical/Medication
- Crisis Prevention
- Legal Status

Assessment Toolbox

- Objective Tools:
  - ACE (Adverse Childhood Experiences)
  - CANS (Child and Adolescent Needs and Strengths Assessment)
  - AUDIT (Alcohol Use Disorder Identification Test)
  - DAST (Drug Abuse Screening Test)
  - Psychiatric Testing
  - IEP
  - And Others

- Subjective Tools:
  - Face to Face Interviews
  - Motivational Interviewing
Underlying Needs

- Consumers often present with problematic behaviors
- It is possible to change a behavior without solving the "problem"
  - Help someone who struggles with alcohol get sober.
  - Insert: “Best Service Plan Ever”
  - They later turn to drugs, prostitution, crime, etc...
  - What happened?
  - Underlying issue of trauma/attachment/social skills/etc was not addressed

Finding the Underlying Need
What is a Need?

- A need is a condition requiring something necessary for an individual's well-being, functioning, or sustaining support (Dr Marty Beyer)

Services, Goals, and Needs

- **Services are often described as needs**
  - She needs therapy to learn positive coping skills
  - He needs an IEP to manage behaviors.

- **Goals are often described as needs**
  - He needs a job.
  - She needs to clean her room daily.

- **Compare to Possible Underlying Needs**
  - She needs to feel loved (rather than engaging in self-injury)
  - He needs to feel safe in his environment (after experiencing a trauma)

  - He needs to have confidence in himself
  - She needs to know her parents care about her (instead of what she does)
Service – Behavior Goal – Need?

1. Needs to attend school everyday
2. Needs to be respectful
3. Needs to know her parents care about her
4. Needs to learn how to listen
5. Needs to be in therapy
6. Needs to feel competent
7. Needs to learn there are consequences for actions
8. Needs to know he can be successful
9. Needs to participate in an after-school program
10. Needs to have friends
11. Needs to experience a sense of belonging

How to Identify the Underlying Need?

- Moving from Services to Needs (“They need ___’s services”)
  - If this service were successful, what would be different for you?
  - What would this service do for you? What need will it help meet?

- Moving from Behaviors to Needs (“They need to stop __,” “They need to do ___”)
  - What do you think is beneath that behavior?
  - What do you think ‘Sam’ is getting from that behavior?
  - What are some things that happen before the behavior happens?
  - What is different when ‘Sam’ is not engaged in that behavior?

- Moving from Goals into Needs (“They need to be ___”)
  - Miracle Question: if you wake up tomorrow and everything is better what would you notice first?
  - At the end of these next 6 months, what would be different about your life?
Try It Out

Sample Vignette

Strengths

Strengths can be:
- Something we are Good at
- Something we Enjoy
- Something that Empowers Us
- An Asset we have
- A Character Trait
- Something that shows Capacity Development
Types of Strengths

- **Character Strengths**
  - Characteristics or descriptors of the individual, family, community
  - Generally a source of pride, accomplishment, empowerment, hope

- **Mobilized Strengths/Operational Strengths**
  - The use of personal characteristics by individual, family, community to endure and cope with difficult situations
  - Character strengths put into action/operation

Mobilizing Character Strengths

**Youth**
- **"I love to play soccer"**
  - When frustrated, I can go outside to kick a ball to feel better
  - I have made friends on my soccer team and can spend time with them on the weekends

**Adult**
- **"I get along with my sister"**
  - Sister is able to provide occasional respite support for children with a week notice
  - I can call sister when feeling stressed out
Empowering Character with Operational Strengths

- Enjoys playing with peers
- Can regulate emotions

No behavior problems during after school program

- Organized
- Can coordinate schedules

Gets kids to school on time daily

Try It Out

Sample Vignette
Assessment: Putting it all Together

Client Need
- Reason for Referral

Subjective Interview Tools
- Use of Motivational Interviewing

Objective Interview Tools
- CANS, AUDIT/DAST, ACE, Psych Evaluation, IEP, Other

Identify Strengths and Needs in Each Domain

Interpretive Summary

Tying It Together: Interpretive Summary

- Writer met with consumer and supports on dates__________.
- Consumer currently meets medical necessity for services due to impairments in the [home, school, and social] settings.
- Consumer has presenting needs of [PRESENTING NEEDS]
- It appears the consumer has an underlying need of [UNDERLYING NEED] [REASON].
- [CONSUMER/FAMILY GOAL]
- Consumer’s identified strengths to support the goal include [STRENGTHS].
- Consumer is currently supported by [INFORMAL SUPPORTS, EXISTING FORMAL SUPPORTS]
- The consumer would benefit from [SERVICES/SUPPORTS] to further assist with assessed needs of [ASSESSED NEEDS]
- Consumer/Family have expressed (no difference of opinion/ or difference of opinion ) These opinions include________________.
Being SMART in Service Planning

DEVELOPING SMART TREATMENT OBJECTIVES TO MEET CONSUMER ASSESSED NEEDS

Review Documentation Process

Client Need
- Reason for Referral

Assessment
- What are the assessed clinical needs?

Service Plan
- How are we going to meet clinical needs?
- SMART Objectives
Goals vs Objectives

- Goal = long-term desire of the client
- Objective = short-term step that can be done to help meet the goal

SMART

Specific
Measurable
Attainable
Relevant
Time Bound
What Does It Mean to be Specific?

**Instead of...**
- Decrease out of control behaviors
- Increase use of coping skills
- Find a job
- Express emotion

**Use...**
- Decrease yelling and throwing objects across the room
- Increase use of identified coping skills (deep breathing, counting, listening to music)
- Apply to 3 jobs each week
- Identify 2 different feelings each day

How Can it Be Measurable?

**Counting**

- Find the baseline and develop a target
  - Example: John has applied for 0 jobs this week (baseline). John will try to submit 2 applications next week
  - Example: Sally spits at her parents 27x each day (baseline). Parents would like to be spit on 10x each day

- **What can you count?**
  - Frequency – how often
  - Duration – how long
  - Intensity – how extreme

  *Ex – Reduce angry outbursts to 2x/week*
  *Ex – Calm self from anger after 10 minutes*
  *Ex – Rip paper instead of breaking furniture*
### Other Ways to Measure

**Scaling**
- Consumer rates themselves on a scale (0-10).
- Consumer identifies what each number equates to.
  - Example: Eric feels his depression is at a 2 today because he didn’t get out of the house.
  - When asked Eric feels a 3 = getting out of the house, 4 = out of the house to go to a public place (store, library), 5 = saying hello to someone, etc.
  - Eric is feeling a 2 today, wants to feel at a 4 next week

**Use an Existing Scale**
- Feelings Thermometer (TF-CBT intervention)

### What is Attainable?

- Can the objective realistically be accomplished by the consumer?
- Are there resources available to support the objective?

- Example: Fred has been drinking 8-12 alcoholic drinks each day for 15 years.
  - Goal: Fred would like to be sober.
  - Objective: “Fred will have 0 drinks/week for 6 months”
    - Probably not attainable for Fred
    - It may be more attainable for Fred to attend 4 AA meetings each week

- Example: Wilma is failing all classes because she is truant 4 days each week
  - Objective: “Wilma will go to school 5 days/week” or “Wilma will earn all A’s by next report card”
    - = not realistic
  - Start smaller – “Wilma will attend art class each day”, “Wilma will attend school 2 days/week”
How do I know if it is **Relevant**?

- Does the objective relate back to the mental health diagnosis?
- Does the objective relate back to needs identified in the assessment?
- Is it important to the client at this time?
- Is this something the client wants? Or is it what someone else wants?
- Is objective relevant to multiple supports and providers

When will it be completed? **Time Bound**

- All service plans are defaulted to a 6-month time frame.
- Objectives can be time bound further.
  - Ex – Consumer will attend one community event each month
## SMART Summary Guide

| Specific                  | • What exactly needs to be done?  
|                         | • Who will be involved?  
|                         | • Where will this take place?  
| Measurable               | • Where is client currently at (baseline)?  
|                         | • How will client/team know they are making progress?  
|                         | • How will client/team know they have succeeded?  
| Attainable               | • Is the goal reasonable (not too hard, not too easy)?  
|                         | • Are the resources available to help meet the goal?  
| Relevant                 | • Is this worthwhile for the client right now?  
|                         | • Is this meaningful to the client, or what someone else wants for the client?  
|                         | • Does it relate to the current problem? (diagnosis, assessed needs, etc)  
| Time Bound               | • When does this need to be done?  

## Example SMART Template

Consumer will increase ____________ (specific behavior) from ___#___ times a day/week/month (how is it right now - baseline) to ___#___ times a day/week/month (what will it look like? - target) as reported/evidenced by ____________ (self, team, sticker chart, etc)
Examples

- Consumer will increase use of positive coping skills (deep breathing, counting) when frustrated from 0x/week to 5x/week as reported by school staff at next 6-month IEP review (12/17/18)

- Consumer will attend two public community events each month to build comfortability in social settings during the next three months.

- Consumer will talk with a trusted person when feeling sad or depressed from 0x/week to 2x/week in the next 6 weeks as reported by client.

Helpful Hints

- Be Specific as Possible
  - It is easy to generalize and not be able to see the actual progress being made
  - Can you easily say “yes”/ “no” to meeting the objective after a session?

- Keep it Simple
  - This is for the consumer’s improvement. They should be able to easily remember the treatment objective

- Avoid Compound Objectives
  - Do this AND that OR the other

- Measure Strengths
  - ‘Decrease angry outbursts’ vs ‘Increase use of coping skills when frustrated’

- Keep it Related to the Diagnosis/Problem
  - Target the area that is causing them to require services
Try It Out

Sample Vignette

Putting it all Together

Consumer Need
- Reason for Referral

Assessment
- What are the assessed clinical needs?

Service Plan
- How are we going to meet clinical needs?

Team Meeting Review
- Has the consumer made progress? Do we adapt services to better meet the need?
Tracking Consumer Outcomes

CANS & CCS Treatment Outcomes

CANS Needs (Admission to Discharge)
Western Region Integrated Care
Comprehensive Community Services

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