Science to Practice: Goal Achievement in CalWORKs 2.0
March 12 and 13, 2018

Agenda in Brief

9:30 – 10:00:	Welcome and Introductions
10:00 - 10:30:	Introduction to Goal Achievement Framework
10:30 - 10:45:	Introduction to the Science Underlying CalWORKs 2.0
10:45 - 11:25:	What Adult Capabilities Are and Why They Matter
11:25 - 11:45:	Break
11:45 - 12:20:	Living Under Conditions of Scarcity of Resources and Time (Behavioral Science)
12:20 - 1:00:	The Science Behind Goal Achievement
1:00 - 2:15:	Lunch (on your own)
2:15 - 3:00:	Modeling Goal Setting and Planning
3:00 - 3:30:	Details Matter: An Introduction to Backward Mapping
3:30 - 4:00:	Supporting People as They Execute Their Plans
4:00 - 4:30:	Review and Revise Closing

Objectives: By the end of the day, you will have accomplished the following:
- *Described* ways that the evidence underlying CalWORKs 2.0 affirms, validates and expands what you've discovered through practice
- *Identified* ways in which the evidence underlying CalWORKs 2.0 expands your understanding of the strengths and constraints that participants face
- *Named* concrete ways in which you might use this evidence base to enhance your work
- *Examined* a practical, comprehensive goal achievement framework and applied the framework to the achievement of a personal goal
- *Proposed* ways you may use the elements of this framework to more effectively set and support goals within your county, program, and client interactions

Facilitators:
LaDonna Pavetti, Vice President for Family Income Support, Center on Budget and Policy Priorities
Valerie Uccellani, Co-Owner and Senior Partner at Global Learning Partners
Megan Stanley, Consultant, the Center on Budget and Policy Priorities

Thanks to the Santa Barbara Department of Social Services for securing space and providing logistical support for this training.

Goal, Plan, Do, Review, and Revise Overview

Step #1: Set a Goal – something you want to accomplish

Step #2: Develop a Plan for how to get from here to there

Step #3: Do the Plan – Put it into action

Step #4a: Review and assess your progress

Step #4b: Revise – take the next step, make a new plan, or set a new goal

Key Hallmarks of Goal, Plan, Do, Review and Revise

Create and Support Responsive Relationships

- Start with the future, not the past: What are your hopes and dreams? What can we do to help you achieve them?
- Participant is in control: what matters to them; what they want to achieve
- Staff facilitate the goal achievement process – provide guidance, not solutions
- Support continues when participants are putting plans into action; encourage teamwork

Strengthen Core Life Skills

- Embed common goal achievement processes and language across all program components
- Model goal achievement processes whenever possible
- Provide guidance to help participants break tasks down into small steps
- Help participants develop and write down detailed action plans
- Help participants to identify and develop solutions to obstacles before they occur *in the context of what they want to achieve*

Reduce Sources of Stress

- Provide resources to help participants meet their basic needs
- Set realistic expectations
- Create an organizational culture that supports workers to do their job differently, reduces program complexity and smooths the path to success whenever possible

Goal Achievement Making a Difference: Success Stories from the Field

Story #1: (from a case manager)

So one of my customers… had been struggling so much and kept feeling like she was failing because she just could not get the program requirements due to mental health (although her mental health assessment said she could work). So I was pushing her to work and she was just getting more and more upset and frustrated.

So since beginning the [new approach to goal achievement], she has been working on mental health and ways to feel happier. For about 3 months, she has been doing baby steps; going for walks in public once a week, eating healthier to lose weight to feel more comfortable. Today when I met with her, she has become a totally different person! She obtained a job working about 32 hours a week for a daycare. She has lost 30 pounds, and has a new boyfriend. It's an amazing difference and the look on her face when she showed me her before and after pictures for her weight loss was…incredible.

There are so many great things from this story that make me excited about being a case manager right now. She was proud to tell me the progress she has made. Before she didn't even feel comfortable enough to talk to me about her weight issues and today she opened up about so many things and felt like I was there to support and help. She has been able to move past so many of her barriers and gain employment! Maybe I am going overboard, but I think this is one way that this process is amazing and working. Maybe it's not 100%, but this has solidified for me that many of the changes we are making in case management, are making such an impactor our customers.

Story #2: (from a parent)

The goal-oriented program helped me successfully set goals for the first time in my life. I felt more confident with each goal I achieved. It made it easy to keep track of what was the highest needed goal for me and my daughter. It was just awesome to set my own goals and to be able to successfully do my program. This program has changed my life. I am so thankful for you and the program I would do anything to have this program help other parents

A common participant response when they are asked what their goals are: No one ever asked me that before.