

**Administration on Community Living (ACL) No Wrong Door System
Person-Centered Counseling (PCC) Training Program**

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

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Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 1

Narration:

Welcome to the lesson on Writing Action Steps for Meaningful Outcomes. This lesson is part of the course on Person Centered Planning and Implementation in the Person-Centered Counseling Training Program. Please review the information on this screen and go to the next page when you are ready.

Text: Welcome!

Here is a description of the lesson you are starting: Discovery and the development of a person-centered plan always start with a purpose. The purpose will help people develop their goals for the plan. A person's goals will be uniquely their own. They will be defined by them and often written in their own words. In order to coordinate teams or ensure plans are useful, it is helpful to develop action steps and timelines related to the goals. The Person-Centered Counseling (PCC) professional can help the person shape their goals into action steps that are likely to lead to the outcomes they desire. They can also help ensure the actions steps reflect important considerations regarding identification and selection of approaches.

Learning Objective:

After completing this lesson:

You will be able to support people in translating their person-centered goals into action steps that lead to desired outcomes.

To view course information, including On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click Lesson Information.

This course is one of the six foundational courses in the No Wrong Door System Person-Centered Counseling (PCC) Training Program meant to provide basic skill and knowledge related to the identified competencies for a PCC professional. Click on the box below to learn about how person-centered thinking approaches are infused throughout these courses.

DRAFT

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 2

Narration:

In human services we talk about goals and outcomes a lot. Let's take a look at what we mean when we talk about person-centered goals that lead to desired outcomes. In a broad perspective outcomes are the result of some action or event. In the person-centered perspective, outcomes are what we hope will happen as a result of implementing a person-centered plan. Review the information on the page. When you are ready, go to the next page.

Text:

Person-Centered Goals and Outcomes

Person-centered discovery helps you to listen carefully to people. A formal person-centered plan will list out the person's goals for the plan. It will also include action steps that are likely to lead to outcomes that are meaningful to the person. Being good at translating people's words and ideas in the plan is an important part of person-centered counseling. As with all aspect of planning, goals and actions steps should appear on a plan only when they reflect the person's view and with the person's permission. (Remember: Use the Guess/ask/write tool.)

Meaningful outcomes align with the person's goals. They can be actual accomplishments. Or they can be about gaining knowledge or experiences that will help them know more about what is important to them and how they

want to manage their lives. Even if a goal feels unrealistic to you or others, it's important to include it and identify action steps. Using decision support processes prior to defining goals and action steps is helpful. This ensures people have enough information. In addition, one action step toward a goal may be to engage in a decision support process.

DRAFT

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 3

Narration:

In order to achieve the goals of their person-centered plan, there are things the person or others will need to do. These are action steps. The person, with assistance from the Person-Centered Counseling professional and sometimes other supporters, must identify the action steps. There is no specific format required for action steps. However, to ensure things are clear and more likely to get done, it is important to make sure they are well written and include the most important information. Review the information on this page. When you are ready, go to the next page.

Text:

Using the SMART Goal Approach

The SMART goal approach is one approach for remembering how to describe the most important aspects of action steps. SMART is an acronym of things to do so that it is clear who is doing what and by when.

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 4

Narration:

A little later, you will get a chance to review and reflect on some of the SMART goals connected to some of the plans that have been evolving through the lessons of this curriculum. However, it's good to review the basics of this approach. Review the information on this page. When you are ready, go to the next page.

Text:

Identifying SMART Goals

Activity: SMART Goals

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 5

Narration:

Considering and including all the aspects of SMART in every action step may seem cumbersome. However, like other aspects of planning, there are reasons to take the time to define the steps. And, like other aspects of working with individuals, the formality of the approach can be flexible. For someone with many goals or concerns, prioritizing may be important. Making sure that each goal in a plan is broken down into at least the next clear action step with accountability, means things are more likely to happen for the person. There are other benefits as well. Review the information on this page. When you are ready, go to the next page.

Text:

The Value of Clarifying and Defining Action Steps

The three promises of person-centered thinking include listening, acting on what is heard, and being honest. The action steps of planning help the Person-Centered Counseling (PCC) professional keep the promise of acting on what is being heard. They also help with the promise of being honest. By clarifying who is doing what and by when, the person will have a realistic view of what it takes to achieve their goals. It will help clarify roles and potential barriers.

It also is another chance for the person to clarify their views and expectations. If timing seems off or actions do not reflect their values or

hopes, those issues should be explored. This is another opportunity to listen and fine-tune the plan. Making the action steps specific provides an opportunity to consider priorities in the “to/for balance.” In many ways the action-planning phase is a continuation of ongoing discovery. When supporters are involved, new concerns or issues can be brought to light as the plan becomes more specific. This process of listening and clarification ensures that plans will actually be useful and realistic. As with other aspects of planning, it will require good listening and facilitation skills on the part of the PCC professional.

DRAFT

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 6

Narration:

Action steps flow from the person's goals and purpose. They must be considered in that context at all times. However, there are some other aspects of organizing action steps that a No Wrong Door counselor should consider. Review the information on this page. When you are ready, go to the next page.

Text:

Considerations for Defining Action Steps

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 7

Narration:

Earlier we talked about meaningful outcomes. Meaningful outcomes include achievement of the person's goals. Keep in mind that while the person's goals will likely endure for a period of time, the action steps may be updated frequently. Review the information on this page. When you are ready, go to the next page.

Text:

Revision and Timing of Goals and Action Steps

People's plans and needs will be variable. Some may have many goals and others just a few. Some goals may have a few action steps. Others may have several individual action steps. Sometimes goals will be ongoing. Other times they will be achievable in a period of time. Goals are usually more enduring and long lasting. Action steps are often things that can be completed in a shorter period of time. Action steps that take too long to achieve and that can't be broken down into distinct and measurable steps and should be reviewed.

People will also approach movement toward goals differently. Some may be very anxious to get moving on goals and action steps. Other might see them as less of a priority and be willing to take more time. Very often the first approaches taken to achieve goals do not immediately result in the best or final option. Expect to review and revise. If people seem to be making no

progress, it's very likely the plan is not as person-centered as hoped. If supporters are not making progress, it's likely care of the caregiver was not explored sufficiently. Make sure to engage discovery with this in mind.

DRAFT

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 8

Narration:

Defining action steps as part of the plan is a helpful process. If done well, everything flows from the person's expectations and goals. People involved will have a good understanding of their roles and obligations. People will have a common understanding of timelines. A variety of cost effective and useful strategies will support responsible and responsive use of available resources. All of this makes it more likely that goals will be achieved. Review the information on this page. When you are ready, go to the next page.

Text:

Using What You've Learned About Action Steps

Reflection Activity: A Review of Action Steps

Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 6 Writing Action Steps for Meaningful Outcomes

Page No: 9

Narration:

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives.

Helping people identify their goals and experience meaningful outcomes is the purpose of person-centered planning. Defining actions steps is part of the process. Each action should be clear and identify what will be done, by whom, and by when. This helps people feel clearer on their roles and expectations. Its offers a chance to discuss the resources needed to achieve the goals. It is part of keeping the three promises of person-centered thinking.

Please review the information on this page. You can also review the content as needed by using the "Left Arrow" icon at the bottom of the screen. This will take you back through the lesson. You may take the test now, later, or as requested by your employer. Good luck and thanks for completing the lesson!

Text:

Conclusion and Lesson Review

<bullet> Well-written action steps help ensure people are clear about how

goals are going to be achieved. They provide an opportunity for the person to consider how best to balance resources and options based on their values and hopes.

- <bullet> Using the SMART process helps ensure that action steps are written in a way that supports their completion and good follow-up. They are specific, measurable, assigned, relevant (to the person), and time-bound.

- <bullet> Person-Centered Counseling (PCC) professionals will want to consider a variety of aspects when helping someone define actions steps. They can include use of natural supports, private pay options, adaptations or accommodations, risk management, care of the caregiver, future planning, and eligibility for public programs.

- <bullet> Options and information brought to the person will be personalized based on their goals and their preferences as identified through the discovery and planning process. All action steps must be approved by the person, just as the rest of the plan has been.

Reflection on Learning Objectives

Directions: Review the objective(s) on this page. When you are done click on the “My Notes” icon at the top of the screen to use the electronic journal or use your own notebook. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?

Learning Objectives

After taking this lesson, you will be able to support people in translating their person-centered goals into action steps that lead to desired outcomes.

If you are ready to take the test, click on the “Take Test” tab. You can also take the test later: It will be available from your “Personal Page.” To access it, click on the “My eLearning Lessons View” button. Choose the lesson title from the list of assignments, and then click on the “Start the Lesson” button at the bottom of the screen. Click the “Take Test” tab to start the test.

We recommend that you complete the On-the-Job Training Assessments and Portfolio Assignments for this lesson. They will help you demonstrate

competencies for the ideas presented. To view On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click “Lesson Information.”

Again, congratulations and good luck!

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