# **Goal Writing Guidance and Template: Aging Plans for 2025–2027**

## Goal Writing Guidance

**Goal statement should explain:** What improvements do we envision for our program or services? It may help to consider these questions in framing goal statements and strategies:

1. Why are we choosing this thing to focus our efforts on?
2. Why do we believe this particular effort will make things better?
3. How do we think this leads to people being better off?
4. How will we know that when we’re done with this effort?
5. How will we know whether anyone is better off because of this effort?

**Plan or strategy should explain:**

1. Do we intend to increase the amount of effort, improve the quality of efforts, or make some other changes that improve the program?
2. How do we think these improvements will benefit our community and/or program participants?
3. What will we do to move forward this improvement?

**Preliminary ideas about how we will document our efforts and accomplishments:**

1. Tools that will tell us **how much** we have done.
2. Tools that will tell us whether we have **done things well**.
3. Tools that will tell us if anyone is **better off** because of the changes we made.

## Goal Writing Template

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| **Older Americans Act program area** (Select a program area if applicable.)  Title III-B Supportive Services  Title III-C1 and/or III-C2 Nutrition Program  Title III-D Evidence-Based Health Promotion  Title III-E Caregiver Supports |
| **Aging Network value** (Select a value if applicable.)  Person centeredness  Equity  Advocacy |
| **Goal statement: Sample: Meal Prioritization/ “Right Meal and Services for you” Process**  Due to limited capacity and the need to implement a waitlist OR in an attempt to avoid or minimize waitlists, we will implement the GWAAR Person-Centered Meal Prioritization Process over the next 3 years. This will ensure that we can positively influence the nutrition, socialization, and overall health of everyone 60+ by offering the most appropriate type of meal and additional services for the participant (“Right Meal & Services for You”) while operating within our capacity and avoiding or minimizing waitlists. |
| **Plan or strategy:**  By [specific date], we will implement the GWAAR Person-Centered Meal Prioritization Process to optimize the delivery of meals and related services within the OAA Nutrition Program. This will ensure that Individuals with the highest nutritional needs are being served within the means of program resources while also offering person-centered services to those with moderate to low needs that meet the person where they are to optimize their nutrition status and enhance their quality of life.  **Goals and Objectives**   * **Person-Centered Planning**: Tailor nutrition options to meet individual needs, providing appropriate nutrition and supportive services that are grounded in person-centered practices. * **Innovative Approaches**: Encourage new ideas, partnerships, efficiencies, and advocacy to extend program reach while maintaining operational capacity. * **Comprehensive Coverage**: Strive to serve all geographical areas and eligible individuals in the GWAAR service area, despite finite resources. * **Mitigation of Risk Factors**: Use the Meal Prioritization process to integrate person-centered interventions, ensure continuity of care, promote health equity, and foster a culture of health. * **Quality of Life and Independence**: Guide older adults towards health and independence through a planned journey, using actionable steps and necessary resources for nutrition staff and volunteers to strive for diversity, equity, and inclusion in our services. |
| **Documenting efforts and tools:**  Documenting **how much** has been done:   * Staff and governing bodies will be informed and trained on the process between July and December of 2024. The process will be implemented for all new participants and reassessments by 2-1-25. * Continue to advocate for additional funding by writing letters, inviting legislators to ride along on hdm routes, attending Aging Advocacy Day and regional advocacy events, etc. (document advocacy activity).   Documenting **how well** it has been done:  **Data:**   * Data will be recorded as directed by GWAAR and BADR and analyzed quarterly for service delivery trends by need category, scope of utilization, and overrides.   + Assess # participants who are Short term (less than 3 months), High, Moderate and Low need to better understand the demand.   + Objective Priority Determination: The goal is to have less than 5% overrides to confirm the tool is accurately determining accurate priority level.   + Additional services and referrals will be offered to 80% of participants to demonstrate person-centered planning. * Track expansion of existing partnerships and # of new partnerships to help extend the reach of services while still operating within our capacity. The goal is to add/or enhance at least 1 new partnership per year.   Assessing whether anyone is **better off**:  Pathways and processes will be established and implemented to ensure participants at each level of need are being monitored and reassessed to prevent decline. In addition, surveys to participants and staff will measure their level of satisfaction with the new process.  **Follow-up & Evaluation**   * **Within 4 to 12 weeks contact participant to see how their plan is working** and if referrals have been completed and additional programs/services started. * **Provide a Satisfaction Survey** to the participant. We have developed a half-page cover sheet with a QR code embedded that can be provided with the 1-page Satisfaction Survey. The intent is to see if anyone is better off and to identify strengths and opportunities for improvement. (This should be provided within 4-12 weeks of the process). Please enter the survey results at [this link](https://forms.office.com/Pages/ResponsePage.aspx?id=ZHYIjp1ATEymtHqgECDW6tARddu1DQhLljx7NiBhlLhUNzdUT1VFMFQwUDdTOEtCWERDMThWWjlPMS4u). The goal is to have 80% * **Local programs can provide continuous input** about the process at [this link](https://forms.office.com/Pages/ResponsePage.aspx?id=ZHYIjp1ATEymtHqgECDW6tARddu1DQhLljx7NiBhlLhUMzZEVjRHOVlGVVJITkRVWU9YUFFRMk1YRS4u). * **Staff Satisfaction Survey:** We encourage you to have whoever is completing the *Right Meal & Services for You* process complete this survey so we can obtain valuable input. [Staff Satisfaction Survey Link](https://forms.office.com/Pages/ResponsePage.aspx?id=ZHYIjp1ATEymtHqgECDW6tARddu1DQhLljx7NiBhlLhUOUUyNlFaNkxTR1oyODNTTDFZWlEzQk5UNC4u) * **Tool Ease of Use by staff:** Goal 85%. * **Time Added to the assessment process:** Goal 80% will note no or negligible time addition. * **Adequate Training:** Goal of 80%. * **Job Meaningfulness:** Goal 80% of staff will feel the process made their job more meaningful. |
| ***OPTIONAL*: Notes on considerations for framing goal**  The Older Americans Act Nutrition (OAA) services aim to reduce hunger, food insecurity, and malnutrition, offer socialization opportunities, and provide health and wellness opportunities for adults 60+. We understand that there are different pathways to achieve these goals, and we are committed to exploring all options to best serve older adults and their caregivers.   1. **Why are we choosing this thing to focus our efforts on?**   The Wisconsin Elder Nutrition Program (ENP) faces a significant challenge in serving everyone 60+ who is eligible for services under the traditional model of deciding meal eligibility. This challenge will continue to grow as the number of older adults seeking services increases. Therefore, we must act now to figure out how we can positively influence the nutrition, socialization, and overall health of everyone 60+ while operating within our capacity and avoiding or minimizing waitlists.   1. **Why do we believe this particular effort will make things better?**   The prioritization system provides a uniform data-driven framework that utilizes the Screen, Assess, and Intervene method that will allow us to maximize our resources and fulfill the intent of the OAA. We will identify upstream risk factors in that could lead to hospitalization and worsening health outcomes and offer person-centered interventions that meet the person where they are to enhance their quality of life.   1. **How do we think this leads to people being better off?**   We will be able to determine what meal options best align with the person’s needs and to connect them with other programs and services to further enhance their lives and level of independence.   1. **How will we know that when we’re done with this effort?**   Outcomes will be established and monitored annually over the next 3 years. This is a paradigm shift to person-centered services, the goal is to continue the efforts long-term.   1. **How will we know whether anyone is better off because of this effort?**   The Meal Prioritization Process is intended to improve efficiencies, build partnerships, and promote awareness and advocacy to ensure our programs are cost-effective and serve the greatest number of individuals. We will measure each of these components. |