Drop-Off Setting Goals Script

Slide 1:

Here is the last video in our drop-off series and the focus is going to be on setting goals!

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So far, we have watched several videos on the drop-off and all of this with the goal to make changes and improve our programs. This video is about setting goals to make positive changes in your Family treatment or early childhood court.

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Because each court has unique needs, moving from best practices to strategic planning and back again requires in depth discussions between program officials and specific stakeholder teams. Fortunately, the court model we are working with is collaborative, which means you all are uniquely skilled at these conversations

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We can do this strategic planning and accountability by using smart goals. SMART goals can be quite simple, but are smart in that they are specific, they're measurable, they're achievable, they're realistic and they are timely, right? So, we want to think about goals that are very, very focused at the individual level. Yet they all feed into whatever goal your whole team has decided to work on using your drop down analysis.

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I have an example here of a SMART goal. I'm not going to read it all for you, because many of you are familiar, but in case you aren't, you can pause the video, or pull up the slides and read through an example to learn more.

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This is about data and program change – so whatever goal you set – you should have a timeline, who is doing what, accountability check-ins, and data to collect

Things to keep in mind: there are some things that are out of your circle of control so make sure the goal is something achievable.

Pick one or two things to focus on. You do not need a goal for every stage of a drop-off.

But have layers to your goal. For example, have an overall program goal, team goal, individual goals, and personal goals that are all connect to improve the drop-off numbers.

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The challenge is that referrals are not consistently being made. So, the goal would be to increase referrals from all referral sources. Team goals to do this might be creating an elevator speech for all team members to use that has consistent language that explains the program and benefits. Or you have an elevator speech and now want to create some pamphlets to share with attorneys and families that describes your program. Or you decide to host data talks to share the benefits and outcomes of the program to encourage buy-in. Individual goals would be those things in the team goal that you are responsible. Someone may write the first draft of the elevator speech partnering with the local lived expert, then someone else works on edits, then everyone works on memorizing and practicing the elevator speech.

Personal goals might be something just for you to do. Sometimes this might be working on something like burnout, stress, growth mindset, biases, or taking time to research something about the families you serve. Perhaps you feel like you aren’t at 100% and this is a space for you to set personal goals.

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As a team, set your SMART goals, plan for training you may need, and set times to check-in on progress. Make sure you are collecting data and set a time for when you are going to re-do the drop-off to assess the outcome of your goal. Remember this is a team effort.

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In this tool, there are several possible problems or challenges that you may have identified on your team. The second column helps you with how to know if that is a problem you are experiencing, and the third column provides links to resources that may help with your identified problem.

You can use this tool during the discussion and/or during the goal setting part of the drop-off. A lot of the solutions are geared towards family treatment court resources, but many items are applicable to both programs.

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Also available to you is a simplified goal sheet that you can use to help set your goals.

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For more complicated goals that involve a larger project, you may want something more in-depth like a Gantt chart.

A Gantt chart template, you can get through Microsoft excel, is all pre-formated with formulas.

The beauty of a gantt chart is that it will help you with tracking those goals over time and hold both yourself and your team accountable without needing to micromanage everyone’s piece of the puzzle.

This tool is very modifiable. You set the start day, write-up tasks, and estimate when you can get those tasks done. As you progress you see the color fill in to quickly see what tasks are almost done.

You might also notice the “about” tab on the bottom. That is a section that gives you more information on how you might modify them if you're not super familiar with Excel. So that's available to you as well.

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You may feel overwhelmed by all the videos and all the data you have to gather. But remember, doing the drop-off analysis checks so many boxes when it comes to best practices. It is a huge part of continuous quality improvement. People new to their position can see the baseline for their work and people who have been around for awhile can talk about and approach data in a new way. It is action oriented. You don’t just create the triangle of numbers, present them, and hope that somehow enrollment will improve. The work is more in-depth, you should be talking to many partners about the drop-off and working to create change. And the drop-off can be a great jump-off point to have discussions about equity and access.

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Please reach out to the AOC for support while you go through this process. And if you have done one before or finish this one, we would love to see your work! If anyone has done a drop-off or is planning to do one, we would love to hear about it at one of our community of practices. So please reach out to either get support for your work or to brag about your analysis!