**Goals & Objectives Examples**

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| **Focus Area**: Information and Assistance Services, Person Centered Options Counseling and Aging and Disability Resource Connection | | | | | |
| **Goal:** Increase community knowledge, understanding, awareness of and access to ADRC programs, services, resources, and population served in Clackamas County. | | | | | |
| **Measurable Objectives** | **Key Tasks** | **Lead Position & Entity** | **Timeframe for 2017-2020  (By Month & Year)** | | **Accomplishment or Update** |
| **Start Date** | **End Date** |
| Increase number of contacts made to ADRC by 10% each calendar year.  The percentage of consumers from under-served or under-represented communities accessing ADRC services is equal to or greater than the percentage of those populations in the over-60 population of Clackamas County. | * All ADRC printed materials are available in English, Spanish and Russian * At least twice yearly, topics covered at the bi-monthly ADRC I&R Networking meeting will include topics meaningful and impactful to agencies providing services to under-served and/or under-represented communities. * At least quarterly, ADRC staff will attend outreach events where individuals from communities of color, members from the LGBTQ community, and/or members from Eastern European communities will be in attendance. * Identify ADRC champions from members of communities of color, the LGBTQ community, and Eastern European communities to assist with raising awareness and outreach for the ADRC. * Implement one alternative method for consumers contacting the ADRC. * As vacancies occur, increase representation in ADRC workforce which can appropriately communicate and address the cultural diversity of the population in Clackamas County. | ADRC Program Supervisor  ADRC Staff & Program Supervisor  ADRC Staff & Program Supervisor  Agency Director, ADRC Staff & Program Supervisor  ADRC Program Supervisor  ADRC Program Supervisor | 1/1/17  1/1/17  1/1/17  1/1/17  6/30/17  1/1/17 | 1/1/18  12/31/2020  12/31/2020  6/30/18  6/30/18  12/31/2019 |  |
| Client satisfaction surveys will show no difference in a client’s experience of ADRC services based on client’s racial or ethnic background, or inclusion in any special population group (Veterans, ID/DD, or other populations with unique needs). | * All ADRC staff will attend at least two trainings each year that are focused on services to special populations. * All existing and new employees will attend Assertive Engagement and/or Person-Centered Approach Training. * All existing and new employees will complete cultural competency and responsiveness training. | ADRC Staff and Program Supervisor  ADRC Staff and Program Supervisor  ADRC Staff and Program Supervisor | 1/1/17  1/1/17  1/1/17 | 12/31/2020  12/31/2018  12/31/2018 |  |
| Increase number of eligible and complete referrals from ADRC to Medicaid screeners by 10% each year.  Increase number of non-Medicaid eligible clients warm-transferred from Medicaid screeners to ADRC by 10% each year. | * Establish a feedback and review process to improve quality of Medicaid referrals * All new callers to the ADRC will be offered the opportunity for Medicaid pre-screening. * Sign a Memorandum of Understanding with APD to establish agreements for referrals to and from ADRC. | ADRC Program Supervisor  ADRC Staff and Program Supervisor  ADRC Program Supervisor and Agency Director | 6/30/17    1/1/17  6/30/17 | 6/30/18  12/31/2020  6/30/18 |  |
| All consumers seeking OPI services and placed on the waiting list will be offered PCOC services. | * PCOC services will be offered at completion of the OPI Risk Assessment Tool to eligible consumers. | ADRC Program Staff | 1/1/17 | 12/31/2020 |  |
| Increase ADRC Advisory Council membership representation from communities of color, LGBTQ communities and Eastern European communities. | * Develop a Charter and By-Laws for advisory committee. * Recruit volunteers from members of communities of color, the LGBTQ community, and/or Eastern European communities | ADRC Program Supervisor and ADRC Advisory Committee members. | 1/1/17  6/30/17 | 6/30/2017  1/1/2019 |  |

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| **Focus Area** - **Family Caregivers** | | | | | | |
| **Goal: Assure outreach to individuals who have greatest economic and social need.** | | | | | | |
| Measurable Objectives  100% of service brochures are “accessible” to target populations. | Key Tasks | | Lead Position & Entity | Timeframe for 2017-2020  (by Month & Year) | | Accomplishment or Update |
| Start Date | End Date |
| a | Review and update all current RVCOG AAA brochures | SDS Director, SAC Marketing & Outreach Committee | 3/1/17 | 6/30/17 |  |
| b | Develop new brochures, as needed | SDS Director, SAC Marketing & Outreach Committee | 3/1/17 | 6/30/17 |  |
| c | Develop and implement ongoing strategies for distributing brochures throughout community with emphasis on target populations | SDS Director, SAC Marketing & Outreach Committee | 7/1/17 | 9/30/17 |  |
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| Goal: | | | | | | |
| Measurable Objectives | Key Tasks | | Lead Position & Entity | Timeframe for 2017-2020  (by Month & Year) | | Accomplishment or Update |
| Start Date | End Date |
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