

## Michigan Works Great Lakes Bay: Road map for change

Goal4 It!	Change Strategies	Outcomes
<ul style="list-style-type: none"> <li>• <b>Leaders</b> use the 4-step process to guide 1:1s with all supervisees (at least monthly)</li> <li>• <b>Leaders</b> model the use of Goal4 It! in team interactions</li> <li>• <b>Program paperwork and forms</b> support a goal-driven approach to service delivery</li> <li>• <b>Program processes and procedures</b> facilitate a goal-driven approach to service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Each leader creates a leadership plan; shares it with LIT and their supervisees</li> <li>• Each leader meets at least monthly with each supervisee (1:1 sessions)</li> <li>• Every team meeting incorporates a segment on Goal4 It! (e.g., skill-building, goal setting, or share-outs)</li> <li>• Staff are paired up as accountability partners to use the 4-step process routinely with one another</li> <li>• LIT catalogues and reviews all existing paperwork/forms; identifies opportunities for streamlining</li> <li>• LIT redesigns service flow by program where possible with support from the SIT</li> <li>• LIT reviews typical processes and procedures for Michigan Works! services and identifies opportunities for change and alignment with the science of behavioral change</li> </ul>	<p><b>Intermediate targets</b></p> <ul style="list-style-type: none"> <li>• Adherence to science-informed practice (4-step Goal4 It! process)</li> <li>• Skill development (e.g., ability to facilitate the 4-step process, intentional self-regulation)</li> <li>• Change in habits and routines (e.g., identifying and completing action steps to meet goals)</li> <li>• Awareness of individual goals, motivation, and challenges/solutions to achieving goals</li> <li>• Self-reflection and learning (review and revise)</li> <li>• Individualized planning</li> <li>• Simplification of tasks and environment</li> <li>• Engagement in program (increase attendance, WPR/hours and activities for PATH)</li> </ul> <p><b>Outcomes</b></p> <p><b>Goal4 It!</b></p> <p><i>Among staff:</i></p> <ul style="list-style-type: none"> <li>• Adaptive approach to leadership</li> <li>• Goal-driven supervision focused primarily on staff development</li> </ul> <p><i>Among staff and participants:</i></p> <ul style="list-style-type: none"> <li>• Increase in self-efficacy and self-awareness</li> <li>• Increased motivation</li> <li>• Reduced stress</li> <li>• Goal progress and achievement</li> <li>• Improvements in self-regulation/life skills</li> </ul> <p><b>Program</b></p> <p><i>Among participants:</i></p> <ul style="list-style-type: none"> <li>• Increase in job placement and retention</li> <li>• Completion of education and training programs</li> <li>• Reduction in sanctions (PATH)</li> </ul> <p><i>Among staff:</i></p> <ul style="list-style-type: none"> <li>• Reduction in turnover</li> <li>• Reduction in caseload churn</li> </ul>
<b>Influencers</b>		
<p style="text-align: center;"><b>Help factors</b></p> <ul style="list-style-type: none"> <li>• Adaptable, knowledgeable, and skilled staff</li> <li>• Team-oriented, collegial culture</li> <li>• Motivated and engaged leadership team</li> </ul>	<p style="text-align: center;"><b>Hinder factors</b></p> <ul style="list-style-type: none"> <li>• Learning and consistently using new ways of doing things (“we’ve always done it this way”)</li> <li>• Competing priorities</li> <li>• The pandemic!</li> </ul>	