

## **2310 GOAL ACHIEVEMENT (Continued)**

### **P-2310B Accountability through the Goal Achievement process (22-14)**

#### **What to do when participants do not follow through**

Prior to implementing a conciliation or sanction, have a discussion with the participant to discuss why they are not meeting their goal and see if they would like to change their plan. This is the review and revise part of the goal achievement process and GPDR-R. Engage the participant in a conversation to help them realize where the plan is breaking down, and revise. Build in accountability and timelines in this process. Make sure to document in case notes the use of [motivational interviewing](#) and the goal achievement process.

#### ***Moving to Conciliation/Sanction/Closure***

If the participant is still not engaging, moving forward with conciliation, sanction or closure might be appropriate in the following times:

- If the participant is completely unwilling to engage, will not contact you or show up for an appointment.
- If participant refuses to come up with a goal, motivational interviewing has been used to determine a goal, and the participant still refuses to come up with a goal.
- If participant creates goal and plan but does not "do" (ex. Meet with employment specialist) and continues to say that is their goal and does not want to change their goal. But then does not do the "do."

#### ***Changing a goal while conciliated or sanctioned***

If after a thorough attempt to review and revise, a participant ends up conciliated or sanctioned and then wants to change their goal to resolve the non-participation, go with the new goal on the conciliation resolution or sanction cure. Likely the wrong goal was identified—something the participant did not really care about—that led to the conciliation or sanction in the first place.

The key is to help the participant move forward and focus on what is motivating them right now. Do not immediately resolve the conciliation or release the sanction. Their new goal becomes the way they make progress and demonstrate commitment, which then can resolve the conciliation or cure their sanction.