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Understanding the needs or problems in your community and the capacity to address them leads directly into the development of goals, objectives, and II
 distinguish between goals and objectives and discuss two types of objec-



 the conceptual framework discussed earlier to show the connections anmony

SECTION ONE: GOALS AND OBJECTIVES

## Program Goals

 tives, and many times they are used interchangeably. For our purposen, we are distinguishing between them. Goals respond to identified necels or
As you see in these examples, goals are ambitious statements-they are the desired state of things. As such, they are not generally attainable over the short term, yet they help us to keep our focus and communicate the project clearly to others.
Goals are usually written indicating the geographic area in which the services are to be provided. To write the goals, return to the needs or problems you seek to address and state the major reasons for your work. The following two questions can assist you in developing goals:

1. What satisfactory condition will exist if we eliminate, prevent, or improve the situation?
What is th
¿sңro!d
In some cases, the funders may provide the goals associated with the funding. For example, when applying for funding through federal or state sources, the goals are usually listed in the Request for Proposals, in which case it is
 If you are developing both goals and objectives, double check to be sure that the goals fit within legislative mandates or other funding missions.

## Formulating Objectives

Outcome objectives are the expected results of the actions taken to attain
 of the funding period. Outcome objectives are specific, achievable, measurable statements about what will be accomplished within a certain time frame. It is also useful to think of objectives as the steps that you will take to reach the goal.

Typically, three to four objectives are derived from each goal and are defined more narrowly, since you are predicting that you will accomplish certain things within an agreed-upon time period. It is wise to develop objectives for each type of change expected and for each target group. For example, with the goal "To eliminate child abuse and neglect," several objectives may be targeted to parents, one to teachers, and a third to the community at large.

In collaboration, agencies can develop objectives that are either agency specific or shared among the agencies. Developing shared objectives within a collaborative can be especially challenging, since organizations must collectively take responsibility for the desired results. Shared objectives require a certain level of trust between agencies, since the objective must be met for reimbursement to occur.

Determine the problem/need
What are the problems/needs?
Determine the problem/need
What are the problems/needs?
What conditions or circumstances need to be addressed? Who experiences or is impacted by them? What factors contribute to their occurrence?

## State the goal(s)

What is the ultimate desired result for changing conditions or circumstances?
What are the agreed-upon issues/needs to be addressed in the long run?
State the objectives
What will be the immediate outcomes, results, or benefits?
What changes are expected during a specified time period th
problems/needs?
Describe the implementation plan
What activities or actions will be taken to lead to the desired results?
What theory of practice will achieve the expected outcomes?
Develop a plan for measuring the expected outcomes
What are the short- and long-term indicators that measure progress toward
the outcomes?
What data will be
were achieved?
problems and are statements of the ultimate mission or purpose of the program or collaborative. They represent an ideal or "hoped for" state of the desired change. They are often described as broad, idealistic, nonmeasurable statements of well-being. Objectives, on the other hand, represent the immediate desired and measurable outcomes or results that are essential for achieving the ultimate goals. They provide more tangible evidence that the desired state was achieved. The goal of a program may be "to eliminate child abuse" or "to prevent domestic violence." The objective may be "to improve family functioning by $25 \%$ " or "to decrease by $10 \%$ the cases of reported domestic violence in Grant City." Most proposals identify one to three goals. Other examples of goals are

- To initiate movement toward a pollution-free environment in the United States of America
- To increase the number of pregnant women in the state of New York who receive early prenatal care
- To reduce the number of birth defects in Grant County
at the client, program, agency, systems, cross-systems, or community level
 of the approach used by stating what will be different. Changes may occur in multiple areas such as


## - Improved behavior

- Changed attitudes, values, or beliefs
- Increased knowledge or awareness
Improved conditions
Elimination of institutional or systemic barriers
More effective policies, practices, or laws
Well-stated outcome objectives provide the following:
- A time frame
- The number of program recipients
- The expected measurable results or benefits
(e.g., group home, hospital, jail, neighborhood)
An objective may also identify the target group in terms of their age, gender, and ethnicity (if applicable). Objectives use action verbs (e.g., to reduce, increase, decrease, promote, or demonstrate) to indicate the expected direc-
 define the topic area to be measured (e.g., self-esteem, nutrition, communication) and the date by which the results will be accomplished.
As you develop outcome objectives, think again about the needs of the

 behavior? Do the intended program recipients have the knowledge yet persist in unhealthy behavior, leading you to work more directly on attitudes, values, or beliefs? What exactly do you hope to change? Will you focus on improving the conditions for a group? The objective should capture the primary purpose of the service you provide.
Many times, staff in therapeutic settings have difficulty in formulating measurable outcome objectives and are more apt to develop process objectives. Their difficulty lies in finding ways to conceptualize and make observable the progress of clients, especially those who are in non-behaviorally oriented counseling settings, and in subjecting the client to a formal evaluation process.


## Types of Objectives

The two major types of objectives, process and outcome, are explained below.

Process Objectives. Process objectives (a) describe the expected improvements in the operations or procedures, (b) quantify the expected change in the usage of services or methods, or (c) identify how much service will be received. Process objectives do not indicate the impact on the program recipients. Rather they are formulated because the activities involved in implementation are important to the overall understanding of how a problem or need gets addressed. They help to provide insight into experimental, unique, and innovative approaches or techniques used in a program. Process objectives are usually designed to increase knowledge about how to improve the delivery of services.

For example, process objectives might be written to measure different types and amounts of staff interaction with clients, to examine outreach activities with difficult-to-reach youth, or to describe interagency collaboration. A process objective focused on coalition building is not necessarily concerned with what is accomplished by the coalition but in how the coalition is formed and maintained. Process objectives may be written to study program implementation methodology, to determine whether the program is on track, or to address the internal functioning and structure of an organization, as in the following objectives:

- Ten child abuse prevention support groups will be formed by agency staff within the first 6 months of the project.

A computerized client-charting system will be developed to track and retrieve $50 \%$ of client records by June 30, 20xx.

Both examples focus on the activities required to provide service, rather than the impact of those activities on the clients or participants. Process objectives are not routinely developed in proposals, since funders typically focus on giving funds for the direct benefit of the program recipients. In contrast to process objectives, outcome objectives are used to describe the expected benefits to program recipients.

Outcome Objectives. The second and more common type of objective is known as an outcome objective. An outcome objective specifies a target group and identifies what will happen to them as a result of the intervention or approach. Outcomes may depict a change at one or more levels, such as
 for its participants. They represent meaningful changes for participants, often in their condition or status.
The following is an example of a short-term outcome objective focused on increased knowledge of the target group:
Two hundred pregnant women living in the Grant neighborhood will increase their knowledge by $40 \%$ about prenatal care by June 30, 20xx.
A longer-term outcome could be stated as
Sometimes so-called "proxy outcomes" are developed. For example, you

 the same time, research has shown a direct link between women receiving early prenatal care and improved birth outcomes. Therefore, one can use рап! outcome of improved birth weight.
The beginning grant writer is apt to confuse an objective with an implementation activity. A common error is to write the actual program or service that will be offered without indicating its benefits. Such an error would result in the following example of a poor objective:
One thousand youths between the ages of 12 and 16 will have participated in
a 6 -week education program on violence prevention by June 30, 20xx.
In this example, the " 6 -week education program" is an implementation activity and does not describe its impact on the participants regarding violence prevention. The following questions may help the writer to reach the outcome level of the objective: Why are youths receiving a 6 -week program? To increase their knowledge or improve their skills? To change behavior? A revised, well-stated objective would look like this:
One thousand youths between the ages of 12 and 16 will increase their knowledge by $40 \%$ in conflict resolution and anger management by June 30, 20xx.

Thus, staff often find it easier to describe the therapeutic process as an objective, without stating a quantifiable or measurable outcome objective. However, as funders focus greater attention upon results-based account-
 purchase of service contracts, agencies will need to increase their capacity to measure their effectiveness and impact. Having an in-depth understanding of the nature of the need/problem and the factors associated with its occurrence, along with formulating a well-developed theory of change that identifies progressive indicators or benchmarks toward the desired change, can help guide the development of outcome objectives. Too often, outcomes are aimed at changing complex or chronic conditions within a short time period and are not rooted in a full understanding of what achieving those desired changes will actually take.

Furthermore, an organization's theory of change may not incorporate important factors that contribute to the occurrence of the problem. For example, the goal may be to reduce child abuse and neglect, while the outcome is to improve family functioning by increasing knowledge about effective parenting. At the same time, alcohol and drug abuse may be mediating factors against improved family functioning, which are not being addressed. Thus, "increasing knowledge" may be a necessary component in the theory of change, but it is not sufficient to achieve the stated outcome objective of improved family functioning.

One way organizations address this is to partner with other groups. Agencies can develop objectives that are agency-specific or that are shared with collaborative partners. Developing shared objectives within a collaborative can be especially challenging, because organizations must collectively take responsibility for the desired results. Shared objectives also require a certain level of trust between agencies, because reimbursement funding comes after the objectives have been met. A progression of out-
 all desired end. The United Way of America (1996, p. 32) describes three levels of outcomes:

1. Initial Outcomes: the first benefits or changes that participants experience (e.g., changes in knowledge, attitudes, or skills). They are not the end in themselves and may not be especially meaningful in terms of the quality of participants' lives. They are necessary steps toward the desired end and, therefore, are important indicators of participants' progress toward it.
 from new knowledge, attitudes, or skills.

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Common errors in writing objectives include (a) putting more than








## SECTION TWO: IMPLEMENTATION PLAN

## Developing the Implementation Plan

The implementation plan is the nuts and bolts of the proposal; it provides a
 the activities will be accomplished. This section is the logical next step after

 tives will be achieved. It presents a reasonable and coherent action plan that justifies the resources requested. The design of your program should generate confidence that it reflects sound decision making and is the most feasible
 the foundation for developing the implementation plan and lead directly to the tasks and activities to be undertaken. A well-defined plan of action indicates to the funder the reasonableness and rationality for achieving the desired results. This section will assist you in formulating a systematic and step-by-step implementation plan.

The discussion will be organized in three parts: defining the preparatory tasks, identifying the specific program-related activities, and writing the narrative.

## Preparatory Activities

Regardless of the type of program you wish to undertake, a common set
 to these as "preparatory activities" (i.e., the start-up activities or general tasks necessary to get the program underway). With each task, it is also useful to identify the person responsible for accomplishing the activity and to estimate the time needed for completion. While the type of preparatory

As you write your objectives, make sure you are stating the expected
 approach being used. The following example shows how a single goal can lead to several process and outcome objectives:

Sample Goal: To prevent drug use among young people by promoting their academic success and emotional well-being.

Process Objectives:

1. To form a coalition of 10 youth-serving agencies to develop a comprehensive plan for providing after-school activities at two junior high schools by June 30, 20xx.
2. To establish a multilingual teen drug prevention hotline with a corps of 100 volunteer high school students by June 30, 20xx.
3. To develop a multimedia drug abuse prevention campaign targeted to junior high school students and their parents by June 30, 20xx.

Outcome Objectives:
One hundred at-risk junior high school students will increase their knowledge by $60 \%$ about the dangers of drug and alcohol use by June 30, 20xx. 2. One hundred and twenty five junior high school students who are academically at risk will show a $30 \%$ improvement in their reading and math scores by June 30, 20xx.
3. One hundred and fifty parents will increase their knowledge by $60 \%$ in effective communication techniques for teaching their children about decision making, goal setting, and the dangers of drugs by June $30,20 \mathrm{xx}$.
 school by $50 \%$ by June 30, 20xx.

## In summary:

lacks speciticity as to what will be achieved.
2. Process objectives identify the approach to be used but do not state what impact it will have on the participants. It is not necessary for every proposal to have both process and outcome objectives. Process objectives are written when the funder has indicated that the desired outcome is to develop a new approach or test out a particular method of service delivery.

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## PROPOSAL WRITING

Writing Goals, Objectives, and the Implementation Plan
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participate fully?
Information Development and Dissemination
Examples: Ad campaign for drug abuse prevention, videotape on AIDS prevention, health care newsletter, parent training manual, resource and referral service
2. What will be the content and format?
3. How will it be developed? Who will develop it?
4. Which group(s) will review before distribution
(s) will review before distribution to determine effectiveness
> 5. What dissemination strategies will be utilized?
Counseling, Self-Efficacy, and Other Support Services
Examples: Bereavement counseling, support group for victims of abuse and violence, drug and alcohol abuse counseling, and crisis hotline

Provision of Resources or Changing Conditions
Examples: Transportation for the disabled, meals program for older Americans, youth recreation program, health care screening

[^0]What resources will be provided?

1. What are the training or educational objectives?

## Program-Related Activities

In general, we have grouped human services programming into five major

 süə change. (There may be other subcategories, but we have chosen to address these major groups.) Remember that program design must be considerate of the diversity within the target population. While there is no single approach to developing the implementation plan, the following questions are designed to assist you in identifying the kinds of activities that might be required to conduct programs in the five major categories. You can use the answers from these questions to forge a coherent and workable plan of action.

Training or Education Programs
Examples: Career development parent education
Writing the Project Narrative

This section may also be referred to in the proposal guidelines as the project description. It brings together your conceptualization of the work plan, including the preparatory and program-related activities. Included within this section are subsections sometimes referred to as the scope of work, the methods section, or program approach. Many times, grant writers are unclear as to how to proceed with the writing of this section, as proposal instructions may lack specific details about content and format. In our experience, if there are incomplete instructions, we then provide a complete explanation of the project, starting with the goal of the project, followed by
 the evaluation method. This section allows you to bring more detail into the narrative, including the rationale for your particular program and staffing levels, for example, than in any other section of the proposal. The following is an abbreviated example of a project narrative section:

The Learning for Life Project has two goals. The first is to ensure that all children receive a quality education, and the second, to eliminate school dropouts. The first objective under Goal 1 states

Objective 1.1: Two hundred (200) low-income school age children in the
XYZ School District will improve their grades one full level by June 30, 20xx.

To accomplish this objective, each of the 200 children will have their educational needs assessed by a learning specialist and be matched with a tutor who has the necessary skills to help the child. In the first month of the project, the project directors and the learning specialist will select appropriate assessment instruments for the children. Relationships currently exist with the University of Grant State and Grant City College to develop the tutoring pool. Faculty in the School of Education at these universities will assess student abilities, and the tutors will be ready to be matched by the second month of the project. The tutors will spend approximately 100 hours a year with each of their students during the regular school day (see Appendix on "Estimating
 student grade point averages at the start of tutoring, based on their grades of the previous quarter, and comparing them to the grades of the quarter ending after the completion of tutoring. If students demonstrate an improvement in



Objective 1.2. Two hundred (200) parents of children in tutoring will increase their time spent providing homework assistance by $10 \%$ by June $30,20 x$ x.

> Examples: Legislation to ban smoking in public places, education reform, health care coverage for low-income families, alcohol and drug treatment on demand

## What is the research and data on the issues?

What policies, What are the most effective strategies to create effective change? What are important media strategies?
5. What compromises are acceptable?
6. Who will be the spokespersons?

## Units of Service

In addition to identifying the tasks to be undertaken, one must also specify how much of that activity will be provided. This question relates to the volume of work that is expected or the products of your program, often referred to as the "output" of your program. It describes the types or amounts of service provided. Examples include

## - Two hundred health care newsletters printed and distributed to persons

 55 years and older training sessionsThe results or outcomes are influenced by how well the program has been conceptualized and whether there were sufficient units of service to achieve the objective. Compare these two examples of units of service in relation to the outcome of "remaining drug-free."

1. 75 drug addicts received 5 hours of group counseling
2. 75 drug addicts received 100 hours of group counseling

Both programs are providing group counseling, but they have different determinations as to how many hours are needed to achieve the outcome of remaining drug-free. In considering the units of service, one must often balance the resources available with a realistic understanding of how long achieving the desired change will take.
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(The writer will continue to address the implementation activities and the evaluation for this objective.)
A variety of techniques can be used to present the project's timetable. One of the most common is a GANTT chart, which shows activities in relation to a time dimension (see Table 6.3). In preparing a GANTT chart, perform the following steps:

1. List the major activities and tasks.
2. Estimate the amount of time to be expended on each activity or task.
3. Determine how the activity is spread across a time period.
The time period is typically divided into months or quarters, and an activity's begin and end points are depicted with row bars, Xs, or similar markings. Generally on a GANTT chart, activities are listed in the order in which they will be accomplished (a forward sequence).
By examining the GANTT chart, one sees which activities are to occur within a particular time frame, which can be useful for project monitoring. Also, some funders require quarterly reports, and from the GANTT chart, they can determine what you plan to accomplish each quarter. It is a good idea to include the preparation of any reports to the funder as an activity on the chart. If there are few activities or the project has a relatively short time span, the time line format shown in Table 6.4 may be used.
TABLE 6.4 Time Line
Geta Grant Agency
Project "Learning for Life" Time Line
Fiscal Year 20xx to 20xx

| Activity | Time |
| :--- | :--- |
| Hire staff | July 1 to July 30 |
| Train staff | August 1 to September 15 |
| Develop curriculum | July 1 to September 30 |
| Schedule workshops | August 15 to September 30 |
| Conduct workshops | October 1 to May 30 |
| Conduct evaluation | October 1 to May 30 |
| Prepare final report | June 1 to June 25 |

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## TABLE 6.3 GANTT Chart

| Geta Grant Agency <br> Project "Learning for Life" Time Line Fiscal Year 20xx to 20xx |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Objective | Jul | Aug | $S$ | $o$ | $N$ |  | $D$ | Jan | Feb | Mar | Apr | May | Jun |
| Objective 1.1: 200 school-age children will improve their grades by $20 \%$ by June 30, 20xx |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Identify and select assessment protocols | X | x |  |  |  |  |  |  |  |  |  |  |  |
| Assess students' learning needs |  | x | X | X | X |  |  |  |  |  |  |  |  |
| Faculty assesses tutors' abilities |  | x | X |  |  |  |  |  |  |  |  |  |  |
| Students and tutors matched |  |  | X | X |  |  |  |  |  |  |  |  |  |
| Tutoring begins |  |  |  | X |  | X | X | X | X | X | X |  |  |
| Pretutoring grades collected from school sites |  |  | X | X |  | X | X | x | X | X | X |  |  |
| Posttutoring grades collected |  |  |  |  |  |  | X | X | X | x | X | X | X |
| Evaluation report |  |  |  |  |  |  | X |  |  | X |  |  | X |
| Objective 1.2: 200 parents of children in tutoring will increase their time spent providing homework assistance by $10 \%$ by June 30, 20xx |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Continue implementation activities |  |  |  |  |  |  |  |  |  |  |  |  |  |


[^0]:    What is the most effective delivery approach for the population?
    3. When, where, and how will they be delivered?
    
    5. Any special equipment and/or materials needed? How will these be obtained? 5. Any special equipment deliver them?

