



**Family Services  
Manager Institute**

# Reflect and Plan (RAP)

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## Session 3: Goal-Setting to Make Progress Toward Outcomes

### Reflection Question

When reflecting on interactions with a family, one often asks:

- What could I have done differently?
- What am I missing?
- What will I do differently the next time?

As a manager, what systems could you put in place to ensure follow-up on every child and family's goals to achieve better outcomes for children and families?

What have I learned?

What am I inspired to do?

What is my estimated timeline?

