**R**e**S**pe**CT**

Goals need to be driven by the desired outcomes of each customer. Although the various NorthCentral programs have specific goal expectations (FSET and CF must have career-specific goals whereas IL has broader goals), goals still must be derived from the customer’s specific wishes and needs. Therefore, our primary goal development model is the ReSpeCT model.

**Re**alistic

The goal can be achieved while the individual is in the program. Case managers must be able to help move a dream or wish desire into a concrete and objective outcome within program confines. This does not mean we ignore dreams or wishes, but we mark the point where the program can assist and when the continuation of the goal or dream may occur after program engagement.

**Spe**cific

The goal needs to be clear and focused on one area. If the goal is too broad (such as be self-sufficient), it becomes difficult to manage. It is better to have multiple goals listed that are targeted and specific to unique outcomes (separating self-sufficiency into multiple goals such as 1) gain entry full-time job, 2) complete CDL training, 3) get commercial driving job, 4) have $3,000 savings account.)

**C**oncrete

The goal needs to be measurable, with specific tasks that are being completed to achieve the goal. Eliminate descriptors like “be a better person” and instead provide concrete and measurable descriptors such as “complete 30 minutes of exercise every other day”.

**T**ime-Driven

Every goal, and task within the goal, must have a deadline of when it will be accomplished. Timeframes can be the biggest challenge and it is important to take the time to walk through deadlines to ensure they are realistic.