

ACT-In-ACTION

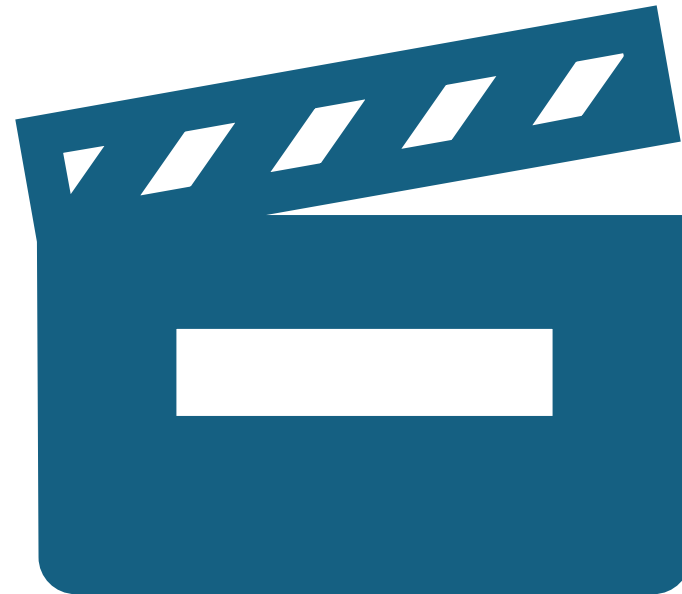
Building a Culture of Collaboration: Strengthening Teamwork, Agency Support, and Community Partnerships to Improve Client Outcomes Through ACT, Flex ACT and IPS

Allison Nasso VP of Community-Based Services

Chelsea Connor Senior ACT Team Leader

Jessica Ashby Team Leader

David Isherwood ACT Employment Specialist



Ground Rules

- One mic rule
- Listen to comprehend
- Value each others opinions
- Avoid side conversations
- Challenge ideas – respectfully.
- Respect each other's boundaries
- Maintain HIPPA compliance

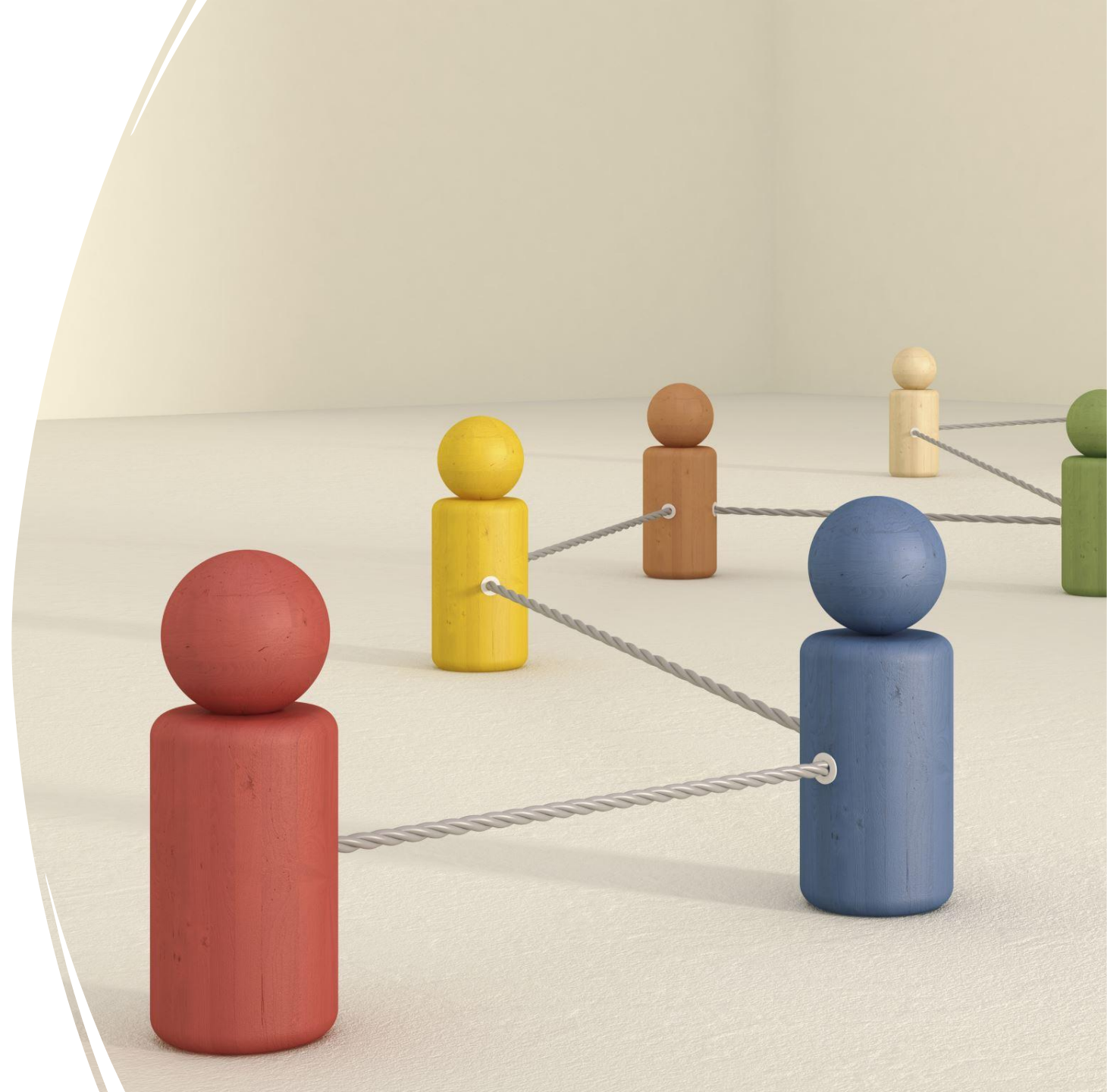


By the end of this training, participants will be able to:

Describe	Explain	Use	Identify	Apply	Develop
Describe what a positive, collaborative workplace culture looks like and why it matters.	Explain how leadership influences teamwork, staff engagement, and organizational success.	Use communication skills that strengthen collaboration across disciplines and programs.	Identify effective ways to build and sustain partnerships with community providers and other service organizations.	Apply the principles of Flex ACT and IPS to improve coordination of care and support better client outcomes.	Develop practical strategies that promote collaboration, recovery-oriented practice, and ongoing quality improvement in their everyday work.

Introduction

- Importance of teamwork and collaboration in behavioral health and human services
- Overview of Flex ACT and Individual Placement and Support (IPS).



Creating a Positive and Supportive Team Culture

- Characteristics of high-performing teams
- Building trust, respect, and accountability
- Promoting psychological safety and staff engagement
- Recognizing and celebrating team successes
- 5 ways to destroy a team



Trauma-Informed Leadership: Why does it matter?



- Trauma affects everyone
- Leadership sets the emotional tone
- Builds trust
- Improves Consistency of care
- Strengthens team functioning
- It starts at the top

How to be a Trauma-Informed Leader



- Create psychological safety
- Lead with transparency
- Model regulation and calm
- Promote staff voice and choice
- Recognize the impact of trauma
- Prioritize relationships and trust
- Support wellness and sustainability
- Use mistakes as learning opportunities
- Practice Cultural Humility
- Align policies with trauma-informed values

The Role of Agency Leadership in Supporting Teamwork

- Leadership's role in fostering collaboration
- Providing resources, supervision, and professional development
- Encouraging staff wellness and preventing burnout
- Creating an inclusive and positive workplace culture
- ALL of this is part of a Trauma-Informed Organization!



Effective Communication Within the Team

- Open and transparent communication strategies
- Active listening and constructive feedback
- Conflict resolution and problem-solving techniques
- Interdisciplinary collaboration and shared decision-making



Building Strong Community Partnerships

- Identifying key providers and stakeholders
- Developing collaborative relationships with external agencies
- Coordinating services across systems of care
- Maintaining professional communication and mutual accountability





Integrating Flex ACT and IPS to Improve Client Outcomes



Flex ACT



Principles and goals of
Flex ACT



Collaborative care
planning across
providers



Coordinating behavioral
health, employment,
housing, medical, and
social supports



Success stories and
best practices

IPS



Core components of IPS
Supported Employment



Collaborative care planning
across providers



Coordinating behavioral health,
employment, housing,
medical, and social supports



Success stories and best
practices

Client-Centered Collaboration



Engaging clients as active members of the treatment team



Supporting recovery-oriented and person-centered care



Respecting cultural diversity and individual preferences



Using strengths-based approaches to service delivery

Overcoming Barriers to Collaboration



Addressing communication challenges



Managing role clarity among team members and partner agencies



Strategies for sustaining partnerships



Continuous quality improvement

Action Planning



IDENTIFYING
OPPORTUNITIES TO
STRENGTHEN TEAMWORK



ENHANCING COMMUNITY
PARTNERSHIPS



APPLYING FLEX ACT AND
IPS PRINCIPLES IN DAILY
PRACTICE



DEVELOPING INDIVIDUAL
AND TEAM ACTION PLANS



WHAT ARE SOME ACTION
PLANNING STEPS YOU
UTILIZE WITHIN YOUR
OWN COMMUNITIES?

Shout-Outs

"As a housing provider, Spectrum ACT is a wonderful resource that we need and depend on in the community. They have open and honest communication and are always willing to collaborate to deliver the best care to the mutual clients we serve."

Danielle Alton DePaul
Program Director of Erie and
Niagara County

"The Spectrum ACT team is vital to the care we provide. Thanks to the seamless collaboration between our hospital and the ACT Team, our patients experience a smooth continuation of treatment as they transition back into the community. The ACT Team is consistently proactive, always ready to discuss referrals and provide critical support during a crisis. We deeply value our ongoing relationship with their staff and are grateful that our patients receive the dedicated care they deserve."

Niagara Falls Memorial Medical Center Inpatient psychiatric Unit
Social workers - Alex, Heather and Sara



Shout-Outs

- "Since the inception of ACT in Cattaraugus County I have had the opportunity to work with the team. During that time I have come to know the staff as dedicated professionals who are committed to serving individuals in Cattaraugus County. The ACT team has consistently worked in partnership with the Cattaraugus County Department of Community services to identify and review referrals, explore appropriate interventions or break down barriers, and continue to link individuals to necessary resources. It is clear to me that our ongoing collaboration and coordination will have the most successful outcomes for those individuals who need the most assistance."- Melissa Ball, Catt County SPOA & AOT Coordinator

Conclusion



Key takeaways



Questions and discussion



Commitment to fostering
collaboration that improves
client outcomes