Keys to Collaboration

- **Service Expectations** – Learn from clients their expectations about services (i.e., case management, treatment, therapy, educational programs, etc.) and dispel any myths. Work to create a match or "factor of fit" between services and client expectations.

- **Attendance and Format of Meetings/Sessions –** Invite clients to conversations to determine: 1) Who should attend meetings/sessions; and 2) The format of sessions/meetings—whether all persons present should meet together, split up, etc.

- **The Physical Space and Setting of Meetings/Sessions –** Whenever possible, include clients in decisions as to where sessions/meetings/appointments will be held (i.e., office, home, restaurant, etc.). Also consider that some clients, particularly young people, may be more comfortable going for walks, sitting on a porch, etc.

- **The Timing, Length, and Frequency of Meetings/Sessions –** Collaborate with clients to determine the best time to schedule sessions/appointments, what length of sessions/meetings (e.g., fifty-minute hours, two-hour sessions every other week, etc.) works best for all involved, and how often they ought to be held (e.g., once a week, twice a week, once every two weeks, etc.).

- **The Open Door Perspective–** Consider the degree to which clients are able to move in and out of services as needed. Easy access to services for clients need assistance can result in significant benefits to themselves, their families, employers, etc.

- **Pre-Meeting/Session Change –** Suggest that clients begin to notice variances with their concerns and share them in sessions/meetings/appointments.

- **Process and Outcome-Informed –** Talk with clients about: 1) their perceptions of services, processes, and whether they are making the progress they desire; and, 2) the impact of services provided from the perspective of those involved.