

TACT

Client-Facing Skills — Community Health Center Edition

For clinicians & peer specialists — same room, same skills, same mission

“When clients don’t come back, we call it dropout. TACT says: we lost them before they left.”

T Trust-Building

- Follow through on every small commitment
- Name past harm from systems — don’t avoid it
- Be consistent, not just compassionate

A Affirming Human Dignity

- Language that names capability, not deficit
- Ask permission. Every time.
- Acknowledge effort, not just outcomes

C Connection & Belonging

- Remember the whole person, not just the case
- Ask about life, not just symptoms
- Make every client feel expected and welcomed

T Stabilizing Engagement

- Recognize dysregulation before it escalates
- Ground first — then address the presenting issue
- Peer-to-clinician handoffs: practiced, not improvised

“When a client leaves care, it is rarely because they don’t want help. It is because they didn’t feel safe, seen, or like they belonged. TACT gives every staff member the skills to change that — in every encounter.”

4

PILLARS

8 hrs

TRAINING

12+

SKILLS

1

TEAM TOGETHER

