

# Person-Centered Planning and Implementation

## 7 Considering and Using Natural Supports, Private Pay, and Community Resources in Planning



# Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit [nwd.acl.gov](http://nwd.acl.gov) or contact [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov).

## Copyright Notice and Disclaimer

Certain materials incorporated herein are Copyright ©2016, Regents of the University Minnesota. All Rights Reserved. IN NO EVENT SHALL UNIVERSITY OR TLCPCP BE LIABLE TO ANY PARTY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING OUT OF THE USE OF THIS CONTENT, EVEN IF UNIVERSITY OR TLCPCP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

# Welcome! (1/3)

Person-Centered Counseling (PCC) professionals help people describe their situations and hopes in a person-centered way. The understanding of the person's situation and how they prefer to handle it is based on the individual's own values, beliefs, and preferences. The plan is never is defined by or described in terms of service eligibility.

# Welcome! (2/3)

PCC professionals must work with people to try to achieve their goals. There are many reasons to look at meeting needs with natural supports first. For many people, local or generic resources and private pay options are going to be given first consideration over larger, publically funded options. This lesson helps you support people in thinking about these resources as part of their plans.

# Welcome! (3/3)

## **Learning Objective:**

After completing this lesson: You will be able to support people in identifying and incorporating natural supports, private pay, and local resource options into their plan in a person-centered way.

# Benefits of Natural Supports and Other Community Resources (1/2)

Natural supports include people we may already know. They are friends, family, and coworkers. They are the people we see regularly. They could include people like our neighbors or the familiar barista at our favorite coffee shop. They can include people we know from our places of worship or community groups, such as Alcoholics Anonymous.

# Benefits of Natural Supports and Other Community Resources (2/2)

Community resources are available to anyone in the community. They include things such as cab services or city buses for transportation. They could include shops where handy gadgets are sold that make life easier. Thinking about things that are commonly available to anyone when putting together a person-centered plan is a good idea. These options are typically less expensive and more quickly available than specialized services and supports.

# Considering Natural and Community Supports (1/2)

Each person's situation will be unique. The idea of encouraging natural support is not to prevent people from having access to needed services or supports. Nor is it to make assumptions about who a person wants involved in their care and how. Some will have many close ties to family or other unpaid supporters who may be able to help them. Some will have few.



# Considering Natural and Community Supports (2/2)

Whether you use a relationship map formally or not, you can see the value of knowing who the person relies on and who relies on them. Also, keep in mind that each family member or other unpaid supporter will be unique. They will have their own ideas about what they see as their roles. They will also have different capacities to provide support, as well as the talents and gifts they bring to the situation. It's important to explore these carefully with the person and supporters.

# Involving Natural Supports in Planning (1/3)

In the lesson on using the person-centered skills flexibly and in a variety of settings, you learned a little about managing groups and helping them stay focused on the supporting not fixing. When we include natural supporters as part of the planning process, it can help families and others gain a fresh perspective. It offers them a chance to think about the person's goals in a different way. It lets them see what others are doing to support the person. It's important that caregivers and supporters understand this is the person's plan.

## Involving Natural Supports in Planning (2/3)

Some people who have been reluctant to get involved may be more willing, once they see a concrete and limited role for themselves. Others, who perhaps have been “over-doing” might be more comfortable letting go of things that the person could do for themselves or that others could help with. The person gets an opportunity to clarify what’s really important to them in a supportive atmosphere where their views are the focus. Groups also spur creativity. They may come up with helpful ways to solve problems. Don’t forget to include the use of other community resources, adaptations, and technology in the planning process.

# Involving Natural Supports in Planning (3/3)

To complete a plan with many members you will need good facilitation skills. This will include the ability to support constructive person-centered dialogue over points of disagreement. Preparation may be needed to make this successful. However, the benefits can be worth the effort.

# Taking Care of Family or Unpaid Caregivers (1/2)

People who provide significant or daily support to a loved one are often called caregivers. Keep in mind, they may not call themselves caregivers but simply see themselves in a natural role of helping out their loved one. Although it is often something that loved ones want to do or expect to do for each other, it can be still be a demanding role. Not everyone has the ability or capacity to be a great caregiver. Even people who have the ability can become overwhelmed.

# Taking Care of Family or Unpaid Caregivers (2/2)

Sometimes caregivers themselves need support. However, they may not find it easy to acknowledge they need help or to easily find help. Caregivers need to have a good “to/for balance” as well. If they get too depleted, their own health and the care of their loved one can suffer. One of your roles might be to check in with them too, making sure they have what they need to continue in their supporting role. You can use the same tools and even help them with their own person-centered plan.

# Private Pay Services and Supports (1/2)

Paying for services and support directly can be a viable option. For most people this means supplementing natural support with part-time, paid support. PCC professionals can help people understand how to access these services in ways that are helpful and avoid missteps. Support in this area may include:

- Helping people recognize the limits and requirements of many public programs to make an informed choice about their use.
- Helping people consider the options in private pay and the pros/cons of each based on their unique needs. For example, should they hire for themselves, hire through a program, get care for specific duties or care for respite, etc.
- Help people find or connect to places that can provide private pay services.

# Private Pay Services and Supports (2/2)

- Help people consider the financial implications of options and assist them in considering various approaches. For example, budgeting, roommates, live in help in exchange for room and board, reverse mortgages, long-term care insurance, etc.
- Help people research options and engage decision support. For example, weighing the pros and cons of each decision, such as the cost of services, having strangers in the home, maintaining friendships after a move, easy access to medical care and transportation, etc.
- Helping people manage problems with private pay workers, such as theft, poor performance, and abuse or neglect issues



# — Use of Local and Community Resources (1/3)

Local and community low-cost, no-cost, or sliding fee services and supports are often available in a community. With a good person-centered plan in place, the Person-Centered Counseling professional can organize options that may make sense and help the people and their caregivers consider some of these.

# Use of Local and Community Resources (2/3)

The following are some different types of options that may be available to people:

- **Health-care coverage of items and support.** For example, durable equipment, acute care, care navigators.
- **Assistance focused options.** For example, support for life's basics: food, clothing, shelter, utilities, and health related.
- **Targeted enrichment.** For example cultural, academic, arts-through schools, museums, cultural centers, libraries, universities, etc.
- **Community.** For example, meet-ups, 12-steps, support groups, clubs, member services at banks, health clubs, etc.
- **Work-based or faith-based support.** For example, employee assistance programs; services and prayer groups, communal meals, toys for tots, etc.

## — Use of Local and Community Resources (3/3)

Each community is different. Some have many of these options available. Others have few. You likely have some resource databases available to you in your role. Check with your employer to find out what support you have for identifying these types of resources. Also, a full lesson in the long-term services and supports course is devoted to learning more about community supports.

# No Wrong Door (NWD) Support for Using Local Resources

Person-Centered Counseling professionals should actively consider the use of any resources available in the community that matches well with the person's goals. They should think creatively about this. They can support the person and caregivers as needed to pull together these supports. The following are basics of this role:

- Support people in finding community supports (based on plan goals)
- Support people in considering if a community support is something that might work for them
- Supporting people in navigating and completing any eligibility requirements.

The course on long-term services and supports in this training program provides more detail about local resources and how to connect to them.

# — Follow-up with Natural Supports (1/2)

There is a lesson on follow-up and its importance in person-centered counseling in this course. It's important to consider the need for follow-up with any type of support arrangement. First plans are often based on best guesses and a lot of unknowns. The person's situation might change. Caregiver or other supporters' situations might change. What seemed like a good idea or match at the time might prove to be less than satisfactory. Try asking the person from their perspective, what might get in the way of the plan working. Problem-solve resources, support, or other methods of avoiding these issues. Ensure follow-up timing is good to catch concerns early.

## — Follow-up with Natural Supports (2/2)

When working with family or unpaid caregivers, it is important to ensure follow-up is not seen as “checking up” on them. If things prove to be difficult, it’s important everyone involved sees you, the Person-Centered Counseling professional, as a support and ally. Ideally the person and their caregivers would feel free to contact you quickly and frequently as they sort this out. You should make it clear that it’s likely there will be some bumps. Let people know that you want to be contacted. You should also ask for permission to follow-up at a specific time and in a way that makes sense given the plan.

# Conclusion and Lesson Review (1/3)

- Natural supports are part of everyone's life. They are made up of family members, friends and acquaintances. They help to make our life meaningful and rewarding. We all depend on others to get by.
- Natural supporters can be part of creating a plan. They can be connected to specific action steps. They are an important asset when exploring and identifying options.
- Private pay options may be something the person has not considered or has had misconceptions about. Person-Centered Counseling professionals can help people understand the implications of this option. They can help meet needs today and be part of a plan for the future.

## Conclusion and Lesson Review (2/3)

- There may be local resources useful in supporting people in achieving their goals. These may be in the form of assistance or enrichment. They are often the same community resources anyone can use.
- A plan that relies on natural support can benefit from follow-up like other plans. However, make sure the person and unpaid caregivers see this as supportive. They shouldn't feel as if they are being evaluated. Proactively scheduling follow-up can help.



# Conclusion and Lesson Review (3/3)

## Learning Objective

After completing this lesson, you will be able to support people in identifying and incorporating natural supports, private pay, and local resource options into their plan in a person-centered way.

## Reflection on Learning Objective

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?