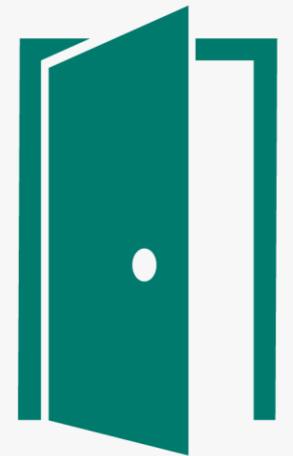
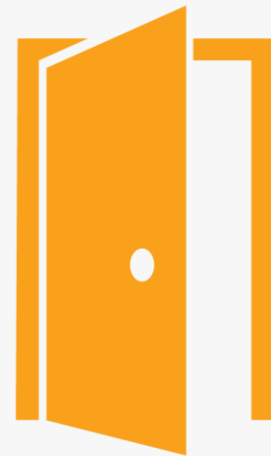
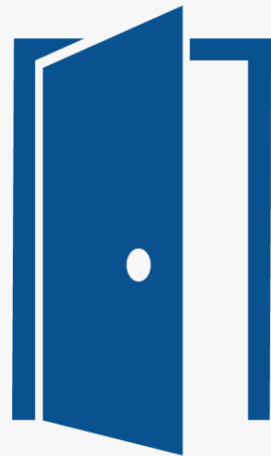
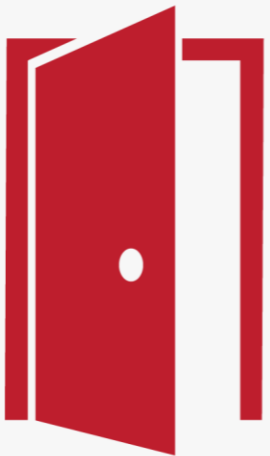


Person-Centered Practice Knowledge, Skills, and Abilities for Community Care Hubs

May 4th, 2026



Logistics

- Participants will be muted. You can use the chat feature in Zoom to post questions and communicate with the hosts and other attendees.
- English captions can be accessed by clicking the “CC” button at the bottom of your Zoom screen.
- An American Sign Language (ASL) interpreter will be spotlighted throughout.
- A link to the webinar recording and slides will be sent to all registrants within 24 hours.



Panelists

- Bevin Croft, Human Services Research Institute
- Saska Rajcevic, Human Services Research Institute
- Dave Crocker, Community Care Solutions/Southern Alabama Regional Council on Aging
- Lauren Solkowski, Administration for Community Living



Purpose of Today's Webinar

- Today's webinar is made possible by the Administration for Community Living's [No Wrong Door Resource Center](#) which helps states integrate aging and disability services.
- This webinar will:
 - Provide an overview of the knowledge, skills, and abilities frontline staff in community care hubs (CCHs) need to provide person-centered support.
 - Highlight new resources designed to strengthen and sustain person-centered practices across CCHs.
 - Share experiences and promising practices from a CCH on implementing person-centered approaches.
 - Identify areas of interest and ongoing needs related to person-centered practices among CCHs.



Defining Person-Centered Practices

- Person-centered practices are present when people have the full benefit of community living and people are supported to work toward their desired life goals.
- The main principles of person-centered practice include:
 - Focus on the person
 - Choice and self-determination
 - Community inclusion
 - Availability of services and supports

[Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Definitions and Principles](#)



Importance of Person-Centered Practices

- Person-centered practices are important because they:
 - Help people make their own choices and stay in control of their lives as much as possible.
 - Meet people where they are and adjust as their needs and preferences change over time.
 - Make supports and services more flexible and responsive to what the person wants and needs.
 - Help people feel less alone by strengthening connections with family, friends, and their community — which can also lead to better health and life outcomes.

[Person-Centered Care: Why Taking Individuals' Care Preferences into Account Matters](#)



CCHs and Person-Centered Practices

- CCHs are strongly positioned to provide person-centered support as they facilitate partnerships between community-based service providers and health care organizations to address upstream drivers of health and wellness for individuals.
- Frontline staff connected to CCHs conduct assessments to identify people's needs, refer people to programs and resources, and often develop person-centered plans that outline specific goals for the person.
- To provide the most person-centered support, frontline staff need to have specific knowledge, skills, and abilities.

Two New Resources

- *Person-Centered Practices Knowledge, Skills, and Abilities for Community Care Hubs:*
<https://tinyurl.com/5en9tz8p>



- *Tips and Resources: Person-Centered Practices Knowledge, Skills, and Abilities for Community Care Hubs:*
<https://tinyurl.com/y3kfkfa8>





PCP KSAs for CCHs Framework

- Builds from the *Five Competency Domains for Person-Centered Planning* from the National Center on Advancing Person-Centered Practices and Systems (NCAPPS).
- Refined by conducting key informant interviews with CCHs.
- Can be used to structure policies, procedures, contract language, trainings, and resources for CCH frontline staff.



Knowledge, Skills, and Abilities Domains

- A. Strengths-Based, Community-Informed, Whole-Person Focus
- B. Cultivating Connections Inside the System and Out
- C. Rights, Choice, and Control
- D. Facilitation and Coordination
- E. Documentation and Monitoring Implementation



Domain A. Strengths-Based, Community-Informed, Whole-Person Focus

Knowledge, Skills, and Abilities

- Asking open-ended questions to generate discussion with the person about their wants, needs, and what they would like to have happen now and in the future.
- Observing the person's body language, tone of voice, and other non-verbal cues to determine if adjustments need to be made to how questions are asked or how information is provided.
- Understanding how a person's background, experiences, culture, community, and idea of a good life can impact their preferences for care.
- Identifying and building upon the person's strengths and existing resources.
- Practicing self-reflection when interacting with the person to prevent incorrect assumptions about a person's preferences.
- Understanding life stages, life domains, and upstream drivers of health.



Chat Questions #1

- What successes have you had with ensuring staff have a strengths-based, community-informed, whole-person focus?
- What challenges have you had?





Domain B. Cultivating Connections Inside the System and Out

Knowledge, Skills, and Abilities

- Having a working and up-to-date knowledge of a wide range of local, state, and federal resources, programs, and policies that address upstream drivers of health.
- Identifying, referring, and connecting the person to resources and programs based on their individual wants and needs.
- Building collaborative relationships with community partners, advocacy groups, and state agencies.



Chat Questions #2

- What successes have you had with building connections with partner organizations inside your CCH and out?
- What challenges have you had?



Domain C. Rights, Choice, and Control

Knowledge, Skills, and Abilities

- Advocating for and respecting the rights of the person.
- Providing support to the person during conflicts or disagreements with service providers or loved ones.
- Educating the person about their rights, what they should expect, and what to do if they feel their rights are being violated.
- Supporting the person to make informed decisions by offering a variety of options for resources and programs and helping them weigh the pros and cons of each option.
- Identifying and responding to signs of abuse, neglect, exploitation, or discrimination



Chat Questions #3

- What successes have you had with advocating for the people you support?
- What challenges have you had?



Domain D. Facilitation and Coordination

Knowledge, Skills, and Abilities

- Communicating in an open, respectful, and empathetic way while maintaining professional boundaries.
- Ensuring shared understanding about goals and services for the person and everyone who is supporting them by using plain language, summarizing decisions, and verifying understanding.
- Using techniques such as motivational interviewing to assist the person in exploring and developing strategies for wellness.
- Facilitating collaborative decision-making between the person, their loved ones, and the service provider.



Chat Questions #4

- What successes have you had with supporting staff to develop person-centered facilitation skills?
- What challenges have you had?



Domain E. Documentation and Monitoring Implementation

Knowledge, Skills, and Abilities

- Using person-centered language and the person's own words when developing a plan.
- Identifying, prioritizing, and documenting goals based on the interests of the person and what matters most to them.
- Documenting the resources and programs that will help support each goal.
- Providing a copy of the plan to the person to ensure it accurately reflects their wishes.
- Adapting documentation to meet specific reporting requirements for compliance while still maintaining a person-centered approach.
- Following up with the person regularly to review progress and determine whether changes need to be made to the plan.
- Using quality review processes such as chart audits and satisfaction surveys to ensure the quality of the plan and identify areas for improvement.



Chat Questions #5

- What successes have you had with measuring the quality of person-centered practices?
- What challenges have you had?



Chat Questions #6

- Is there anything else you want to share about your successes and challenges regarding the knowledge, skills, and abilities for person-centered practices?
 - A. Strengths-Based, Community-Informed, Whole-Person Focus
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 - C. Rights, Choice, and Control
 - D. Facilitation and Coordination
 - E. Documentation and Monitoring Implementation





Community Care
SOLUTIONS



SARCOA
healthy • active • home



Dave Crocker
MSHA, MBA

*Director, Community Care &
Home Based Services*

Community Care Solutions/Sarcoa

Considerations from the Field

- *How can you “embed” a Person-Centered Approach in your staff?*
- *Considerations in implementation*
 - *Ensure contract deliverables and staffing levels allow sufficient time to perform quality assessment and development of goals, resources, and follow up.*
 - *Continue to revisit with staff the true goal of program. Maintain a focus on impact on population, not just meeting numbers!*

Questions and Answers

- Type your questions into the chat box.



Post-Webinar Poll

Please take a moment to respond to these four evaluation questions to help us deliver high-quality webinars.

1. Overall, how would you rate the quality of this webinar? (Excellent, Very Good, Good, Fair, Poor)
2. How could future webinars be improved? (Open text)
3. What other information or resources regarding person-centered practices do you need? (Open text)
4. Is there anything else you want to share with us about today's webinar? (Open text)

Stay in Touch!

The Monday Mailer is a brief, weekly email with resources, events, and opportunities related to No Wrong Door





No Wrong Door TA Community

The TA Community is a collaboration space for the **No Wrong Door community and partners** to stay informed, access resources, and connect with one another.

<https://www.ta-community.com/>

The screenshot shows the homepage of the NWD Technical Assistance Community. At the top left is the No Wrong Door logo. The main header reads "NWD Technical Assistance Community" with the tagline "A collaboration space for No Wrong Door (NWD) community and partners". On the top right, there are links for "Sign Up" and "Login". Below the header is a navigation bar with ten categories: "NO WRONG DOOR 101", "GOVERNANCE", "PUBLIC OUTREACH", "PERSON-CENTERED COUNSELING", "STREAMLINED ELIGIBILITY", "NWD COMMUNITY DISCUSSION BOARD", "CARE TRANSITIONS COMMUNITY", "VDC COMMUNITY", "HEALTH & SOCIAL CARE", and "HOUSING & SERVICES PARTNERSHIP ACCELERATOR". A search bar is located below the navigation bar. The main content area features a welcome message and a list of community sections: "Stay-Up-to-Date", "Resource Hub", "Search the community" search bar, and "Tags". At the bottom, there are sections for "No Wrong Door 101" and "CONTACT US".

NWD Technical Assistance Community
A collaboration space for No Wrong Door (NWD) community and partners

Sign Up | Login

NO WRONG DOOR 101 | GOVERNANCE | PUBLIC OUTREACH | PERSON-CENTERED COUNSELING | STREAMLINED ELIGIBILITY | NWD COMMUNITY DISCUSSION BOARD | CARE TRANSITIONS COMMUNITY | VDC COMMUNITY | HEALTH & SOCIAL CARE | HOUSING & SERVICES PARTNERSHIP ACCELERATOR | SAMHSA CONFERENCE 2025

Search the community

Welcome to the No Wrong Door (NWD) Technical Assistance (TA) Community!

The NWD TA Community is a collaboration space for the NWD community and partners to stay informed, access resources, and connect with one another! A quick overview of the community's sections:

- **Stay-Up-to-Date:** Users can get the latest updates on NWD-related news and upcoming events.
- **Resource Hub:** Resources and promising practices related to NWD, ADRCs, COVID-19, and more will be continually updated and posted.
- **"Search the community" search bar:** For quick access to resources, events, or posts by a keyword, type into the search bar at the top of the page.
- **Tags:** Users can access resources organized by TA topic by clicking on the "View all tags" button on the right-hand side column.

More information on NWD can be found here: <https://nwd.acl.gov/>.

Click here to view a walkthrough of the TA Community and quick tips on accessing resources: <https://youtu.be/4T-K-CvXPUC>

No Wrong Door 101
A No Wrong Door system makes it easier for people to get information about the services they need.

Essential NWD Resources

CONTACT US
To contact the ACL/Technical Assistance team, please email: NoWrongDoor@acl.hhs.gov