

This document elaborates on key Person-Centered Counseling (PCC) policy milestones for states to consider.

PCC is a Cornerstone of NWD Systems of Access

No Wrong Door is a network of state agencies and community-based organizations that help people access services and supports by coordinating entry points. At the local level, aging and disability resource centers, area agencies on aging, centers for independent living, community care hubs, and other community-based organizations forge partnerships to streamline access to services and must have the capacity to support people to make informed choices through PCC. Ensuring the network has the capacity to implement PCC policy requires building a system that taps into current policy on person-centered thinking, planning and practice.

State PCC Policies

- [Indiana: Person-Centered Counseling and Care Transition Intervention](#)
- [Pennsylvania: PA Link: Person-Centered Counseling Operational Guide and Assessment Form](#)
- [Wisconsin: Options Counseling ADRC Operations Manual](#)

Resources

- [Five Competency Domains for Person-Centered Planning](#): This resource describes five skill areas, or domains, that facilitators should possess to support a fully person-centered planning process. The five competency domains can be used to inform hiring, training, and supervision; quality improvement activities; and other systems change initiatives.
- [Person-Centered Practices Self-Assessment](#): This self-assessment is designed to help leadership at human service agencies measure their progress in developing a more person-centered system.
- [National Core Indicators \(NCI\) and National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\): Person-Centered Practices in the NCI Data](#): This resource highlights examples of existing person-centered supports outcome measures and can help states use NCI data to understand person-centered outcomes within their state.
- [National Quality Forum \(NQF\): Person Centered Planning and Practice Final Report](#): This report draws upon stakeholder expertise to refine the definition of Person-Centered Planning, establish a list of core competencies for person-centered planning facilitation, and help establish a framework for measuring quality in person-centered planning.
- [The Long-Term Services and Supports State Scorecard](#) includes a metric for No Wrong Door systems that measures state progress on PCC. See Appendix P for details.

The Older Americans Act, Rehabilitation Act, and Developmental Disabilities and Bill of Rights Assistance Act establish the core networks that support a No Wrong Door system.

See the [No Wrong Door Fact Sheet](#) for a definition of No Wrong Door and its purpose, an overview of the four key elements, and how to connect with ACL for No Wrong Door technical assistance.

No Wrong Door Suggested Actions and Key Policy Influencers¹

Get paid to provide PCC for Veterans. In 2008, the U.S. Department of Veterans Affairs launched the [Veteran Directed Care \(VDC\)](#) program. The VDC program offers Veterans and their caregivers greater access, choice, and control over the long-term services and supports that help Veterans live at home and remain a part of their community. The program is self-directed and allows Veterans to decide for themselves what mix of goods and services best meet their needs. Veteran Medical Centers can contract with local No Wrong Door organizations to offer person-centered support to Veterans.

Standardize training across the state. In 2017, the Administration for Community Living (ACL) launched the [No Wrong Door PCC Training Program](#), a competency-based training program to build knowledge and skill among employees working in No Wrong Door systems. While the training program must be purchased, ACL shared the course content publicly for states to use to complement or inform their own robust training programs.

Collaborate on person-centered training across systems. In 2014, the Centers for Medicare & Medicaid Services (CMS) released the [Home & Community Based Services \(HCBS\) Final Regulation](#) which requires systems that deliver HCBS to be based upon a strong foundation of person-centered planning and approaches to service delivery in order to fully meet individual needs and ensure meaningful access to their surrounding community. Many states established training for Medicaid waiver program staff. Make sure you are aware of this and open to collaboration for any new No Wrong Door training.

Coordinate with other state planning efforts. All states have state plans on aging and state plans on disability. Many states have [Multisector Plans for Aging](#) which set strategy for 10 years. No Wrong Door planning should integrate with these efforts to ensure coordination and collaboration.

Insert discussions on No Wrong Door and access into state plans to comply with federal rules.

- The [2024 Final Rule](#) update to the Older Americans Act requires that services must be provided to older adults and family caregivers in a manner that is person-centered, trauma-informed, and culturally sensitive. Services should be responsive to their interests, physical and mental health, social and cultural needs, available supports, and desire to live where and with whom they choose.
- In 2024, CMS enacted the [Ensuring Access to Medicaid Services Rule \(Access Rule\)](#) to ensure a more consistent application of person-centered service plan requirements across states. It codified a minimum performance level for states to demonstrate that a reassessment of functional need is conducted annually for at least 90 percent of people continuously enrolled in the state's HCBS programs.

¹ Enhanced No Wrong Door systems include a collaboration between aging and disability service systems. The disability community has a rich history of person-centered supports, and their consistent advocacy has contributed to many policy advances.