

ADVANCING PERSON-CENTERED COUNSELING THROUGH NO WRONG DOOR SYSTEMS



KEY ELEMENTS OF A NWD SYSTEM

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources
- **Person-Centered Counseling (PCC)**
- Streamlined Eligibility for Public Programs

PERSON-CENTERED COUNSELING (PCC)

- Explores individuals' goals
- Focuses on both preferences and needs
- Drives individual decision-making
- Promotes choices of services and supports
- Uses a flexible approach
- Applies a whole-person perspective

PCC, as one component of a NWD System, is needed by

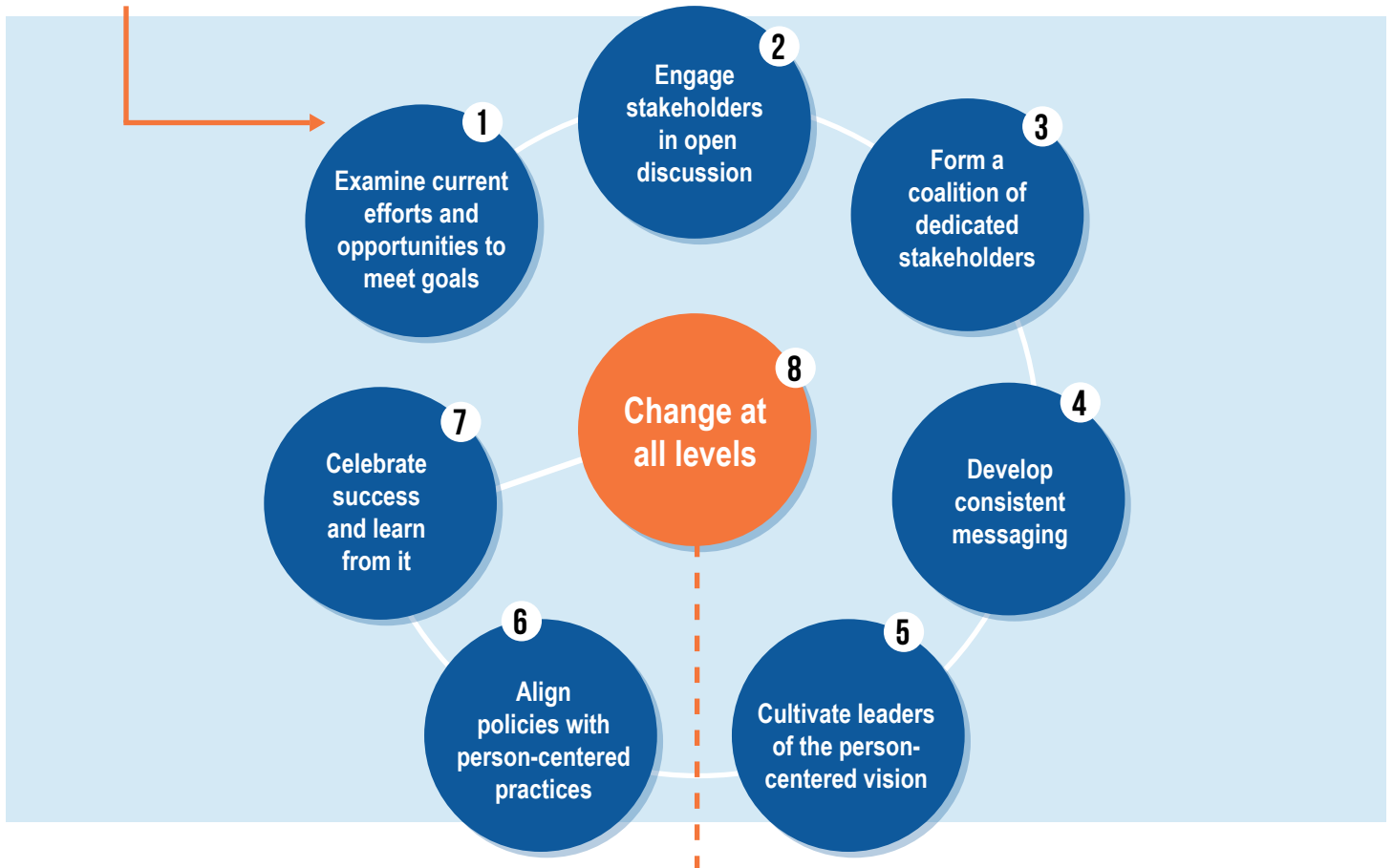
23.6 MILLION
people each year

GOAL:

Provide PCC for all people regardless of funding source



STATES CAN BUILD ON THEIR PCC FUNCTION TO ADVANCE PERSON-CENTERED PRACTICES



INDIVIDUALS AND FAMILIES

Person-centered practices increase:

- Individual choice and control
- Satisfaction with services
- Overall life experience
- Informed decision-making

STATES

Enhancing person-centered practices improves:

- Preferred outcomes for people receiving services and supports
- Compliance with federal regulations
- National rankings in LTSS
- Provider experience
- The right services at the right time, reducing unmet need and increasing effectiveness

PROVIDERS, PLANS AND ORGANIZATIONS

Person-centered service planning and delivery drives:

- Quality and satisfaction for people receiving services and supports
- Employee satisfaction and retention
- Increased opportunities to diversify funding streams
- Access to innovative solutions

FOR MORE INFORMATION AND TO GET INVOLVED

• Visit [ACL's No Wrong Door System Website](#)

• National Center for Advancing Person-Centered Practices and Systems



NATIONAL CENTER FOR THE ADVANCEMENT OF PERSON-CENTERED PRACTICES AND SYSTEMS

ACL's National Center for Advancing Person-Centered Practices and Systems (NCAPPS) aims to advance person-centered practices by transforming the way states and systems think, plan, and practice.

