

Person-Centered Counseling Defined



Person-centered counseling (PCC) makes it easier for people to make informed choices about their long-term services and supports (LTSS) options, consistent with their personal goals and needs, and assists them with navigating the various organizations, agencies, and resources in their communities. By enhancing the PCC function within their No Wrong Door system, states can embed this state-of-the-art practice for promoting personal choice, self-determination, and supportive decision-making across the aging and disability networks.

State PCC Resources



- [Washington: Person-Centered Options Counseling Standards](#)
- [Virginia: Options Counseling Standards](#)
- [Pennsylvania: Growing Robust No Wrong Door System Partnerships Via Person-Centered Counseling and Medicaid Support](#)
- [New Hampshire's No Wrong Door System and Aging and Disability Resource Centers](#)

What are the Components of PCC?

States use varying terms to describe their LTSS access programs and systems and use different job titles for staff working in those programs and systems. In many cases these terms are used for branding purposes and are often grounded in state statutes. For example, a number of states use the term options counseling to refer to PCC.

PCC consists of the following components:

- **Personal Interview** - *begin with a personal conversation that includes elements of screening and assessment*
- **Development of a Person-Centered Plan** - *record the person's goals and the supports needed to achieve them*
- **Facilitating Access to Private Sector Services and Supports** - *assist in determining how to pay for and arrange the delivery of services including un-biased education on options*
- **Facilitating Access to Public Programs** - *facilitate access to public programs for those who may be eligible for one or more public LTSS options*
- **Follow-up** - *check back in with people to see if they got what they needed*

Staff Who May Provide Components of PCC in a No Wrong Door System

- Information and Referral Staff
- Options Counselors
- Case Managers
- Resource Navigators
- Caregiver Support Specialists
- Dementia Care Specialists
- Benefits Counselors

Key Concepts Related to PCC

- **Person-centered thinking** focuses language, values, and actions toward respecting the views of the person and their loved ones. It emphasizes quality of life, well-being, and informed choice.
- **Person-centered planning** is directed by the person with helpers they choose. It is a way to learn about the choices and interests that make up a good life and identify the supports (paid and unpaid) needed to achieve it.
- **Person-centered practices** are present when people have the full benefit of community living and supports are designed to assist people as they work toward their desired life goals.

ADVANCING PERSON-CENTERED COUNSELING THROUGH NO WRONG DOOR SYSTEMS



Key Elements of a No Wrong Door System

- State governance and administration
- Public outreach and coordination with key referral sources
- Person-centered counseling**
- Streamlined eligibility for public programs

Person-Centered Counseling

- 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

Person-centered counseling, as one component of a No Wrong Door system, is needed by **39.2 million people per year**

Goal: Provide person-centered counseling for all people regardless of funding source
All populations
All payers

States can build on their person-centered counseling 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
- 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