

Person-Centered Counseling Defined

- Empowers individuals to make informed choices about their long-term services and supports (LTSS) options, consistent with their personal goals and needs.
- Stems from an overall approach of person-centered thinking, planning and practice (defined below).
- Assists individuals with navigating the various organizations, agencies, and other resources in their communities.

By enhancing the PCC function within their No Wrong Door (NWD) System, states can embed the state-of-the-art practice for promoting individual 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 NWD System Partnerships Via Person-Centered Counseling and Medicaid Support](#)
- [New Hampshire's No Wrong Door \(NWD\) System and Aging and Disability Resource Center \(ADRC\)s](#)

What are the components of PCC?

PCC consists of six components that differentiate it from information/referral and assistance. These components are:

- **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*
- **Facilitating Access to Public Programs** - *facilitate access to public programs for those who may be eligible for one or more public LTSS options*
- **Specialized Person-Centered Counselors** - *ensure all counselors have the requisite skills to do person-centered planning and ensure a subset of staff have skills to carry out specialized NWD functions involving self-direction and care transitions*
- **Follow-up** - *check back in with people to see if they got what they needed*

Different states use different 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. A number of states use the term options counseling (OC) to refer to PCC.

Status of PCC in the U.S.

31 states have PCC standards

28 states have written protocols for routinely conducting follow-up with individuals assisted by staff in the NWD System to develop and implement a person-centered plan to determine if they need further assistance

PCC staff in **23** states are able to track individuals' eligibility status throughout the process of eligibility determination and redetermination

Data from [AARP's 2023 LTSS State Scorecard](#)

Key Concepts

- **Person-centered thinking** focuses language, values, and actions toward respecting the views of the person. 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 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

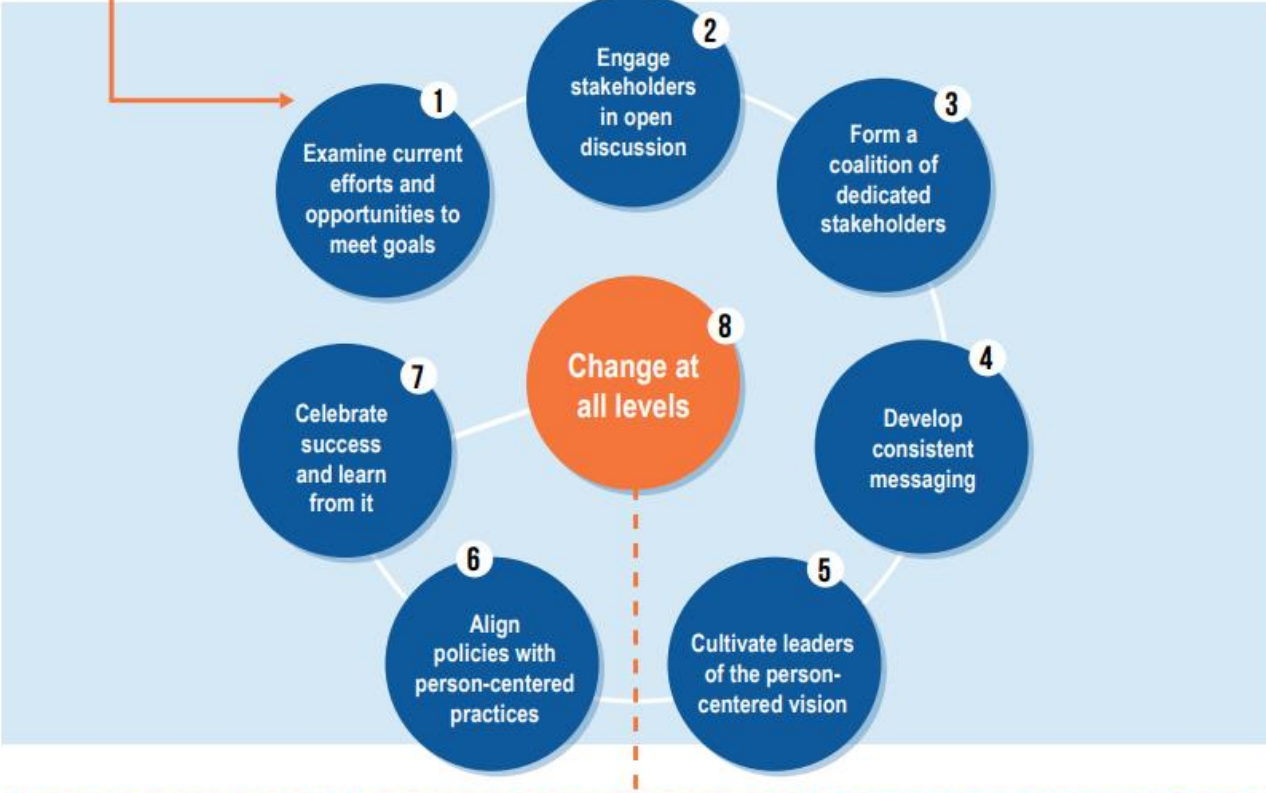
PCC, as one component of a NWD System, is needed by

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