

An Introduction to the No Wrong Door System

4 The Role of the Person-Centered Counseling Professional in a Successful No Wrong Door System



Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit nwd.acl.gov or contact NoWrongDoor@acl.hhs.gov.

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Welcome! (1/2)

A previous lesson discussed the major system level changes that each state may implement as part of the No Wrong Door (NWD) system. The role of individual professionals will also change. One of the most significant changes will be the development of the Person-Centered Counseling (PCC) professional role.

This lesson gives a short overview of the PCC professional role, including their two key functions in the NWD system. The two key functions are person-centered counseling and streamlining access to public programs. Specific training for the skills a PCC professional needs are completed in the remaining courses of this training program.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will be able to describe the PCC professional's role in person-centered counseling and streamlining access to public programs within the NWD system.

What is a Person-Centered Counseling (PCC) Professional? (1/2)

States will need to make some system-level changes to reduce fragmentation when people wish to access long-term services and supports (LTSS). States will also need to train Person-Centered Counseling (PCC) professionals to carry out the other key functions of the No Wrong Door (NWD) system.

What is a Person-Centered Counseling (PCC) Professional? (2/2)

PCC professionals will be a key part of the NWD system. They will be the face of the NWD system and a central part of its success. They will have a special set of skills and duties designed to support the goals of the NWD system. Each state NWD system will also include partners and other organizations, such as those that support people of diverse cultures or advocacy groups, to ensure all populations are well supported.

What Makes the Person-Centered Counseling (PCC) Professional Role Unique?

The PCC professional role builds on some of the best practices that have developed over the years, including options counseling, decision support, motivational interviewing, and other person-centered approaches. Many professionals who assist people in accessing long-term services and supports (LTSS) already know how to support individual needs. In the No Wrong Door (NWD) system, they will also need to understand everything from Medicaid to locally based resources. PCC professionals will have the enhanced skills and training to support these new roles.

Becoming a Person-Centered Counseling (PCC) Professional

PCC professionals will need training in order to perform responsibilities. They must complete the approved Person-Centered Counseling Training Program. This program is a competency-based training program. It is delivered online with an in-person component. The six required courses include foundational and core skills only. States will need to supplement them with local training on aspects of the No Wrong Door (NWD) system.

The Five Basic Components of Person-Centered Counseling (PCC)

PCC gives people choice, direction, and control as they pursue their goals. To be effective, PCC professionals must be skilled in the five basic support areas. These supports do not have to occur sequentially. The person seeking long-term services and supports (LTSS) should guide the process.

Person-Centered Counseling (PCC) Specialties

NWD System is designed to serve all people and all payers regardless of age, income or disability. In practice, states might assign PCC professionals to a specialty area, for example a specific population or service. All PCC professionals will need to be skilled in person-centered counseling and discovery. In addition, some PCC professionals develop or have skills in a specialty area. Specialties may focus on life transitions such as returning home from a hospital or transitioning from school to work. Others may focus on populations with unique disabilities, such as those that are intellectual, developmental, physical, or cognitive.

Streamlined Access to Public Programs

Public long-term services and support (LTSS) programs typically have staff members trained in processing applications and determining eligibility. In order to streamline access, Person-Centered Counseling (PCC) professionals should work closely with these staff members. PCC professionals should know how to assist people in navigating the entire application process.

Conclusion and Lesson Review (1/2)

- Person-Centered Counseling (PCC) professionals play an important role in carrying out person-centered counseling and streamlined access to long-term services and supports (LTSS) in the No Wrong Door (NWD) system.
- Person-centered counseling is a framework to empower people to make meaningful and informed decisions about LTSS.
- Each state can leverage the strengths of its workforce to reach all populations and all payers. This might include training PCC professionals to support specific populations or services.
- Streamlining access can save time by eliminating repetitive steps when people access LTSS.

Conclusion and Lesson Review (2/2)

Learning Objective

After completing this lesson, you will be able to describe the PCC professional's role in person-centered counseling and streamlining access to public programs within the NWD system.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?