Person-Centered Planning and Implementation

10 Implementation and Follow-Up

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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)

Specific actions of a person-centered plan may be completed by anyone the person chooses and who is willing. Completing actions may or may not be a part of the Person-Centered Counseling (PCC) professional's role. However, sometimes they have role in implementing actions in the plan. At a minimum, the PCC professional's role will include follow-up regarding plans as desired by individuals. In addition, the PCC professional may have a role in identifying gaps in services and supports. These may be in the community or their agency's capacity to support people in a person-centered way. This lesson will help you understand when these duties may be a part of your role and how to accomplish them.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will be able to complete designated aspects of implementation and follow-up in person-centered planning.

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Implementation and Follow-up

People seeking services often experience systems as disjointed. The professionals they contact are often unaware of the whole experience of navigating services and supports. This can be confusing, overwhelming, and disheartening. Person-Centered Counseling (PCC) professionals can help ease this process. By supporting the development of a good person-centered plan or using person-centered discovery, they help clarify what is meaningful for individuals. This will make person-centered outcomes more likely. It also helps organizations and communities identify what might be missing to make this a reality. The PCC professional's role in implementation and follow-up can be very meaningful.

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Review for Common Missteps During Follow-Up

Despite best efforts, planning can be challenging. You will learn to do better each time. However, no plan is ever perfect. Follow-up allows for these common missteps and other barriers to be discovered before momentum is lost. If plans are stalled out, you will want to review the situation with common missteps in mind. In another lesson, you learned about are common missteps in plans. You review them when you make a plan. However, they can be useful when you are trying to understand why action is not being taken on a plan.

Specifics of Follow-up Contact (1/2)

The point of follow-up is to make sure people are supported and to help problem-solve when barriers occur. To complete follow-up, you will want to consider the following:

1. When would be a good time? It needs to be after the components of a plan can be started. But not so far off that people will have lost momentum if they have gotten off track. For longer term, more complex plans, a series of check-in points should be planned.

2. How is follow-up best done? For many people, a phone call will be helpful and work. However, for others, it may be best to follow up in person. Find out the person's preferred way of communicating.

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Specifics of Follow-up Contact (2/2)

Make sure follow-up gets embedded into the action plan. It's important to be persistent in trying to reach the person to follow up. Many things can come up. Try your best to be a resource and support to the person. You can't assume a situation got better or the person doesn't need any more assistance. It may be that things have gotten worse. Also, remember that you may have some documentation requirements related to your follow-up efforts. You should know your agency's guidelines regarding follow-up and documentation.

Learning From Effort and Moving Forward

When checking in, you may find that things have gone well and the plan worked as hoped. It may be that at this new stage, a new plan for a different purpose may be helpful. Or it may be that your role with the person should come to an end. Other times there may be problems and barriers you can help solve. Use your person-centered thinking skills and approaches as needed.

Follow-up When Action Steps Aren't Taken

The purpose in developing the plan is to support greater choice, direction, and control in person-centered goals. This is especially important for people at risk of losing their voice in the system. If there is no progress, it will be helpful for you to understand why. This may be a time for you to help the person or their team regroup and clarify. While you want to get answers that can help, this is a discovery process and not an interrogation.

Follow-up for People Who Need Significant Help

Person-Centered Counseling (PCC) professionals will work with natural and professional supporters to help arrange person-centered supports for people who need them. Sometimes the people may not be able to advocate for themselves easily. Sometimes their families may not be able to be as engaged as they would like or at all. Building in a planned follow-up can help to ensure things stay on track.

Support for Tracking Multiple Goals and Action Steps (1/2)

You have met Carla in some previous lessons. Carla has a lot of goals and some significant challenges, She also has few natural or paid supports to rely on. As a result, Neil, her Person-Centered Counseling (PCC) professional makes a regular, every-other-week meeting with her as she sorts through housing and employment issues. They have had two successful check-ins. However when they talk this week, Carla is very frustrated that they haven't found good housing yet. She is angry about an interaction that frightened her at the last place. "You are expecting too much of me. I can't keep track of everything. You need to come with me to these visits too!" she demands.

Support for Tracking Multiple Goals and Action Steps (2/2)

Neil is not able to open that much time in his schedule on a regular basis. He works with Carla to prioritize her goals. He also helps her identify who might be available to help her. She considers her sister and her cousin Willie. She decides to ask Willie because he has a car. Neil also tells her about the learning log tool. He asks her if she is willing to track some of the details on there. This will give them concrete information to work with regarding what's working or not on her plan.

What do you see that was helpful and might shape the plan in the future?

Support for System Change (1/2)

There are barriers to people being included and supported in their communities. Even with help from committed professionals, there may be gaps between what people want and what communities provide. Tracking and reporting information may be a part of your job as a Person-Centered Counseling (PCC) professional. So can gathering information specifically related to the satisfaction of people connecting with No Wrong Door (NWD) services. This can support evidence regarding what needs to change.

Support for System Change (2/3)

PCC professionals may participate in the following types of gap analysis or information tracking and reporting:

- Gaps in the particular needs related to plans for individuals. Ongoing creativity, problem-solving, and decision support will be needed. This is part of keeping the promises of person-centered thinking.

- Services gaps within the local NWD hub. Consider: What's missing? What can be improved? How can we work smarter? Who else do we need to collaborate with?

Support for System Change (3/3)

- Gaps in the community regarding accessibility and affordability of community services, events, and common areas. Think about public transportation and information accessibility: Are people fully welcomed and supported by the community and in public places?

- Services eligibility gaps or barriers. Think about rules, regulations, laws, and program eligibility: What needs to change to make this better and more person-centered?

Talk to your supervisor or managers about what your role will be in system and organizational change related to person-centered practices.

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Conclusion and Lesson Review (1/2)

- Follow-up is making contact after the plan and action steps have been put into place.

- Follow-up is a way of ensuring that the plan is person-centered and useful and that there is enough support arranged.

- Get permission to follow up. However, be persistent. People can have many barriers to success, and follow-up can really help.

- A learning log might help in a situation where someone had multiple goals and action steps to keep track of. Regularly scheduled check-ins can help as well.

- You may be asked to track and share information that supports system, community or organizational changes. Check with your employer.

Conclusion and Lesson Review (2/2)

Learning Objective

After completing this lesson, you will be able to complete designated aspects of implementation and follow-up in person-centered planning.

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?