

# Person-Centered Planning and Implementation

## 3 Using Person-Centered Thinking Approaches to Support Discovery and Build the Plan



# 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](http://nwd.acl.gov) or contact [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov).

## Copyright Notice and Disclaimer

Certain materials incorporated herein are Copyright ©2016, Regents of the University Minnesota. All Rights Reserved. IN NO EVENT SHALL UNIVERSITY OR TLCPCP BE LIABLE TO ANY PARTY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING OUT OF THE USE OF THIS CONTENT, EVEN IF UNIVERSITY OR TLCPCP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

# Welcome! (1/2)

Gathering and organizing useful information is a crucial task when helping to develop person-centered plans (PCPs). This discovery process uses purposeful but branching conversations as a core strategy. The skills and approaches from the person-centered thinking course are used to help identify a person's goals and build the components of the plan. This lesson will review these skills and approaches and the basics of how they relate to formal, written PCPs in the No Wrong Door (NWD) system.

# Welcome! (2/2)

## **Learning Objective**

After completing this lesson: You will be able to use purposeful, branching conversations and other person-centered thinking skills as part of discovery to guide the development of a person-centered plan.

# Discovery for the Purpose of Planning (1/2)

You may not know right away if a person is going to want to complete a formal person-centered plan (PCP). You may need to support them in meeting high-priority needs right away. However, person-centered discovery starts with your first interaction. It is a part of every interaction you have, even after a plan is developed. Keep in mind, the things you need to know in order to build the basic components of a plan are the very things that any person-centered discovery process should elicit, regardless of the need for a formal plan.

# Discovery for the Purpose of Planning (2/2)

It's critical to have a specific purpose in mind when you engage in discovery. It can be easy to get distracted in discovery. You can become focused on system needs or the needs of others if you are not careful. You must start with the person and purpose in front of you at the moment. This may or may not be a person you develop a plan for. However you should always try to understand what the correct "to/for balance" is for the person you are engaging at the moment.

# Keeping the Promises of Person-Centered Thinking (1/2)

It's important to keep the three promises of person-centered thinking (PCT) whenever you engage people coming to the No Wrong Door (NWD) system. As a reminder these are:

- A promise to listen, listen for meaning, and keep listening.
- A promise to act on what is said in a timely and person-centered way. A promise to keep working with people to achieve their goals.
- A promise to be honest, upfront, and transparent.
- A promise to keep people informed about progress, what you can and cannot do, and when you are unsure how to help them yet.

# Keeping the Promises of Person-Centered Thinking (2/2)

It's also important to commit to working in partnership with everyone who must be involved. Be respectful and appreciative of others. Agree to be unconditionally constructive in your interactions around discovery, planning, and problem solving.

It is the person's decision whether they want a formal person-centered plan to help meet their goals.



# The Discovery Conversation (1/3)

Purposeful branching conversations are foundational to discovery. Branching conversations use open-ended questions and active listening. They share the “spirit of motivational interviewing, which you may already be familiar with at this point. As a Person-Centered Counseling (PCC) professional, you will guide branching conversations. They should lead to identification of the person’s “to/for balance,” which informs the goals of the plan.

# The Discovery Conversation (2/3)

As a PCC professional, you will use the discovery, every day learning, and management approaches taught in the Person-Centered Thinking and Practices course to help explore and organize information as needed. The information you gather in discovery will be used to complete the plan. Remember: You will never include anything in the plan that isn't approved by the person. (If you're not sure, try using the guess/ask/write tool). It should also be clear that developing a plan takes time and that the plan is unlikely to be completed after just one meeting with the person.

# The Discovery Conversation (3/3)

The discovery conversation may include others who provide support or are important to the person. As a PCC professional, it's important to be able to work with a variety of people and to allow a pace that works well for everyone involved. Not everyone has experience or comfort with the types of decisions that need to be made. It's important to encourage questions and be patient with each person's need to process. You must respect the value of silences and pauses.

# Discovery Approaches and Tools

All of these tools and approaches should be used flexibly. As a Person-Centered Counseling professional, you will use them in ways that make sense for each situation and each individual.

# — Everyday Learning Approaches and Tools

These tools and approaches should be used flexibly. As a Person-Centered Counseling professional, you will use them in ways that make sense for each situation and individual.

# Approaches and Tools for Managing Information and Expectations

These tools and approaches should be used flexibly. As a Person-Centered Counseling professional, you will use them in ways that make sense for each situation and individual.

# — Bringing It Altogether in a Plan (1/3)

In the next few lessons you will learn more about specifically how discovery from conversations and interactions is organized into a plan. Discovery results will be organized for a purpose. They will be transferred with support and guidance from the person into a one-page description. This will help professionals and other supporters quickly know the most important things about the person in regards to their goals and working with them.

## — Bringing It Altogether in a Plan (2/3)

The goals will be written from the person's view and supported by specific, measurable, assigned, relevant, and time bound action steps that you help develop. Other tools such as matching profiles and communication charts may be included as needed to help people carrying out the plan.



## — Bringing It Altogether in a Plan (3/3)

When more is learned through exploration, problem solving, or negotiating, the plan can be updated. This plan will belong to the person. They will use it in ways that they prefer to experience more continuity in services and supports, more opportunity, and maximum choice, direction, and control in services. As a Person-Centered Counseling professional, you may engage in researching options. You may support the person in evaluating options, including the financial ramifications of choices as part of pulling together the plan.

# Conclusion and Lesson Review (1/3)

- Not every person who contacts the No Wrong Door (NWD) system will be interested in a formal plan immediately. However, using basic person-centered discovery skills in every interaction will support formal planning in the future.
- Once a person decides they want a plan, the tools and approaches may be used more formally. Other people the person identifies may be part of discovery and planning.
- In the NWD system, a plan is unlikely to be completed after just one interaction. Planning should be paced and organized in a way that makes sense for the situation and the person.

# Conclusion and Lesson Review (2/3)

- Every person-centered thinking tool and approach will work well in a variety of situations. They should be used flexibly in discovery and planning. It can take practice and skill to understand which tool or approach might be best in a given situation.

# Conclusion and Lesson Review (3/3)

## Learning Objective

After completing this lesson, you will be able to use purposeful, branching conversations and other person-centered thinking skills as part of discovery to guide the development of a person-centered plan.

## 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?