

Person-Centered Access to Long-Term Services and Supports

8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Supports



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)

Person-Centered Counseling (PCC) professionals play a vital role in connecting people to meaningful resources. Earlier lessons in this course provided information about some federally funded resources. For some people, accessing those programs will be an essential part of meeting their needs. For others, private pay for services may be the best fit. In both of these situations the use of local and natural support resources may enhance the person's overall quality of life. These sources may also help during periods when a person needs more assistance but for a shorter period of time (transitions). This lesson introduces a variety of resources. It will also help PCC professionals understand more about how to research, organize, and access them.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will be able to support people in accessing local resources and natural support to meet their person-centered goals.

Use of Local Resources and Natural Support (1/2)

Local resources and natural support are services, programs, and supports and can come from a variety of sources. They can be part of charitable or mission-based organizational outreach. They can be part of basic support or enrichment available to any person in a community. Here are some examples of the types of local resources that may be useful to explore:

- **Advocacy or mission-based groups:** These may offer social groups, advocacy help, support groups, or peer-to-peer connections.
- **Community centers:** These may offer education, social, and physical health opportunities. They may include or specialize in culturally specific or linguistic support.

Use of Local Resources and Natural Support (2/2)

- **Faith-based organizations:** They may offer food, clothing, support groups, and social or reintegration support. They may offer chore services, such as help with yardwork and home care.
- **Cities and counties:** These may offer free or affordable services like tax preparation support, transportation options, or low cost home improvement loans.
- **Schools:** These may offer enrichment opportunities for youth and families. They may offer free tutoring or parent education.

Benefits of Using Local Resources and Natural Support (1/2)

Finding and organizing natural and local supports is not as straightforward as applying for a formal program. They can be difficult to find or understand at first. However, there are also many benefits. Local resources are often easier to access. Eligibility assessment may be informal or simple. A person's financial status may not matter, and there is often little to no reporting. Resources may be available immediately, no waiting required. The options may more precisely fit the person's interest or need. They may be more flexible in terms of when, how, and how often supports are accessed.

Benefits of Using Local Resources and Natural Support (2/2)

These types of resources also keep people connected to others in their community. People can make friends, connect with peers, and become part of a social network. When and if the time is right, these connections may offer opportunities for the person to give back to others.

Considering a Variety of Local Resources

As a Person-Centered Counseling (PCC) professional, your role includes helping people identify resources and sort through options to meet their goals. Each person and situation you encounter will be unique.

Finding and Maintaining Resources (1/3)

To help people sensibly use the many community resources available, you will need to know about resources. You will need to know who is eligible and for whom these services or supports are a good fit. You will want to organize and maintain this information in ways that are useful to you. Hopefully, your employer will recommend or have electronic or paper-based resource guides to help you. These are usually a good start. However, it's important to consider how they will stay updated and be used.

Finding and Maintaining Resources (2/3)

Consider the following tips:

- Use resources wisely: Work with local information (211 and ADRCs), referral specialists, and databases. Their role is to be knowledgeable about resources. Yours it to support the person sorting through options.
- Seek support and guidance from your employer about limits and expectations in these areas. Find out how you can be engaged in these processes effectively. Make recommendations about what will work from your view.
- Network with other professionals. This can include people from your own agency or from other local organizations. (Hint: There is a whole lesson about networking in this course.)

Finding and Maintaining Resources (3/3)

- Keep track of the local resources you find and update the keeper of the resource guides. It's important to have facts about programs. However, check in with others who have actually recommended the resource if you can. This way you understand how it really works. (For example, is there a 24-hour wait for services after calling a “crisis” line? It might be important for people to know that.)
- Have standardized methods for updating your resource lists. Circumstances can change quickly with many community programs. Collaborate with others in your community to be creative in meeting people's needs.
- Provide feedback to programs as appropriate about what you are hearing or experiencing. Most will appreciate feedback about how their services are helping (or not helping) people. This can lead to improved services and supports for everyone.

Supporting Access (1/3)

The Person-Centered Counseling (PCC) professional's role is not just to provide a list of resources. The role includes helping people sort through these options. It also includes helping them access options as easily as possible and following up.

Consider the following tips:

- Ask people what resources they have tried before. This way you will not recommend the same ones.
- Ask them what has been most helpful and what has not worked about past experiences. Use this information to customize your approach.

Supporting Access (2/3)

- Help people sort through potential options and make decisions about what to try. Be transparent. People should understand how to access resources including the amount of time and personal disclosure. They should know if there are limits that will make them ineligible, such as having to be sober for a period of time first. The person's comfort level should help in guiding the selection process. The person may not be comfortable with some options, such as friends, family, and neighbors.
- Setbacks in reaching out to resources can be very discouraging to people and stall out the process. Contact resources in advance or with the person if they are willing. This is especially important under the following circumstances:
 - You have never recommended the resource before.
 - There is a possibility it no longer exists or has substantially changed.
 - The person is in crisis or highly stressed.

Supporting Access (3/3)

- When supporting someone, help them prepare their questions in advance. Follow up with them to see how things are going. Document their feedback and use it for future referrals.

Use Your Person-Centered Thinking (PCT) Strategies and Tools (1/2)

In your use of local resources and natural support don't forget your PCT tools and strategies. Consider the following.

- If they have them, people's one-page descriptions and person-centered plans should provide strong guidance in this area. Otherwise, informal person-centered discovery is a good place to start.
- Consider their relationship maps and matching profiles (If they have them.). What can these tell you that is helpful?
- Ask the person about updating person-centered information when it makes sense in this process.

Use Your Person-Centered Thinking (PCT) Strategies and Tools (2/2)

- If you have tried a number of resources but still aren't where you want to be, use a 4 +1 questions approach.
- Use working/not working frequently throughout the process.
- Consider tracking information in a learning log, especially when you are trying a new process or resource. Make sure the important information you document is included in any formal processes for keeping track of information.

Conclusion and Lesson Review (1/3)

- Local resources can help people reach their goals and improve their quality of life. They can fill gaps or offer enhancement to formal services and supports.
- Person-Centered Counseling (PCC) professionals can learn about local resources by networking with other professionals. They need systems for learning about and staying up-to-date with local resources.

Conclusion and Lesson Review (2/3)

- It is important to start with discovery and then present options based on what is important to the person. Helping people sort through options and weigh pros and cons is also a role.
- Don't forget to use person-centered thinking (PCT) approaches and problem-solving strategies, such as working/not working or 4 +1 questions, when finding resources is challenging. Keeping learning logs about resources may help you organize important learning about your community and these approaches.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to support people in accessing local resources and natural support to meet their person-centered goals.

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?