

Person-Centered Planning and Implementation

1 The PCC Professional's Role in Person-Centered Planning



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! (1/3)

Person-centered planning (PCP) is a type of planning that seeks and organizes information differently than a service or system-driven plan. It also has a different purpose. PCP provides a positive, strengths-based introduction to a person. It helps others quickly identify what's most important to them. It describes how best to support them. Goals and outcomes of the plan are defined by the person and are meaningful to the person. In all No Wrong Door (NWD) interactions there should be a focus on what is important to people.

Welcome! (2/3)

However, a formal written plan through the No Wrong Door (NWD) system is always voluntary and driven completely by the person. The plan belongs to them. Having access to planning support from a Person-Centered Counseling (PCC) professional is an essential component of NWD systems. PCC professionals should be aware of the usefulness of PCPs and have a method of completing one. This lesson will provide you with an overview of your potential role in the NWD system and an overview of what a person-centered plan might look like in that role.

Welcome! (3/3)

Learning Objective

After completing this lesson: You will be able to describe your roles and duties in developing person-centered plans.

From Person-Centered Thinking to Person-Centered Planning

No Wrong Door systems seek to develop and embed the skills of person-centered thinking (PCT). This process often illuminates challenges people have. They may not experience choice, direction, control, inclusion, or opportunity. Sometimes a person-centered approach alone is enough to support these valued opportunities. Other times more is needed. A formal planning process that organizes information into a written plan may help people claim their voice in the system.

An Overview of Your Role in Person-Centered Planning (PCP)

A Person-Centered Counseling (PCC) professional should develop the following skills and knowledge regarding PCP.

Sharing Information about Person-Centered Planning (PCP) (1/2)

A Person-Centered Counseling (PCC) professional is alert to people and their needs. Sometimes a formal person-centered plan (PCP) can be an important option to consider. The following are some reasons why a PCC professional may suggest this option:

- To keep track of what's been learned. The more often a person interacts with professionals, the more this may be useful. People in transition may find it very helpful.
 - It helps the person share learning with others.
 - It will help ensure the most important things are remembered and built upon.
 - It can prevent the person or family from having to repeat information each time they work with a new provider.

Sharing Information about Person-Centered Planning (PCP) (2/2)

- To quickly clarify the best approach to increasing, decreasing, or otherwise changing services or supports.
- To ensure that a person's voice is not drowned out by other voices. A good plan can clarify and maintain their views. It can support the delivery of services that include choice, direction, and control.
- To discover things that a less robust and person-centered approach might not. If a person struggles to express themselves, the process may help bring things to light that they really want and believe, separate from the views of others.

What is a Person-Centered Plan (PCP) in the No Wrong Door (NWD) System? (1/2)

The NWD PCP approach shares common values and approaches with other forms of PCP. It is a voluntary but formal process chosen and driven by the person. It quickly provides a positive introduction to the person and what is most important to the person. Important others in the person's life may support the development of this plan; however, they do not control it. The person has the ultimate decision-making authority about what goes in the plan and how it gets used.

What is a Person-Centered Plan (PCP) in the No Wrong Door (NWD) System? (2/2)

Everything on the plan is written from the person's point of view and, if possible, in their own words. Action steps reflect best support from the person's point of view within the context of their situation. In all forms, the PCPs do not include "fixing" approaches or other people's goals for the person. Sometimes a person has limits on their rights due to past behavior. These are handled in the plan by describing how best to support the person with these limits in ways that make sense to them today and support a better future as they have defined it.

Using Person-Centered Language on a Person-Centered Plan (PCP)

When completing a person-centered plan the Person-Centered Counseling (PCC) professional will want to avoid system-centered communication and documentation. This will be an ongoing challenge.

The Details of Planning (1/3)

Plans made in a No Wrong Door (NWD) system always have a purpose. Very often, contact with a NWD system is short term or intermittent. However, the plan belongs to the person. It can continue to be helpful as they move forward with organizing supports that help them live their lives as fully as possible. It can be a foundation from which a person-centered service plan is developed. If a person is interested in a plan, and the NWD method is chosen, there are decisions to be made, including when to complete a plan, how to complete discovery, who should be involved and how best to involve them, and how to organize the information gathered.

The Details of Planning (2/3)

There is no one right method or timing that will work for everyone. This course will offer examples of different approaches. You will also get a better feel for this as you complete a number of plans. The Person-Centered Counseling (PCC) professional should consider what works best for each person or situation. Plans are not (and perhaps should not be) developed in one marathon meeting with everyone the person knows present. Use sensible discovery skills and processes based on the person's needs.

The Details of Planning (3/3)

For example, for some people a relationship map or communication chart may be a very important part of the plan. For others, they may not. Let the person set a pace for the process that makes sense to them. Organize what's learned in a way that allows the plan to be helpful and meaningful to the person and those likely to support them.

General Thoughts on Planning (1/2)

Part of a person-centered plan (PCP) will be to create action steps. In addition to the person, the Person-Centered Counseling (PCC) professional and many others may be involved in these action steps. Try to look for generic community resources and natural supports as a way to achieve goals. These options keep people more connected to relationships and ongoing opportunities. A formal PCP will help the PCC professional and others more easily provide decision support. The PCC professional may follow up with the person on some or all of the goals of the plan.

General Thoughts on Planning (2/2)

The person may prefer a certain type of PCP. The person may benefit from this other form of PCP. It's okay for the PCC professional to make a referral. If you feel intimidated by the kind of PCP they request, reach out for mentors. Do your best. However, keep in mind a less than perfect PCP is usually better than none, especially if it is actually implemented and people are committed to updating it.

An Example of a Plan

All No Wrong Door (NWD) person-centered plans (PCPs) share some key components. However, each will be unique. They will be based on the person's circumstances, purpose, and views. The following sample plan meets the NWD criteria. Keep in mind that this is an involved plan with multiple goals and action steps. It has more follow-up than may be typical. It is meant to illustrate one possibility. It should not be considered the best or the only way to plan. You will see other types of plans and actions throughout the course. You will see parts of this plan again in other lessons.

Conclusion and Lesson Review (1/3)

- Person-centered plans (PCPs) are a voluntary but formal process that can help people organize and use important information.
- Developing a formal, written PCP is most important when people ask for one or when their circumstances make communication and advocacy challenging.
- A person who has to engage many supporters over a long period of time will often find these plans useful.

Conclusion and Lesson Review (2/3)

- A PCP provides a positive introduction to the person. It also clearly identifies what's most important to the person and how best to support them.
- No Wrong Door (NWD) PCP are not the only form of PCP available. This course teaches a certain approach and base components for a plan. Individual plans will be conducted in ways that make sense for the person and their circumstances and purpose. A referral for a different process is acceptable.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to describe your roles and duties in developing person-centered plans.

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?