

This document serves as a companion to [ACL: NWD Person-Centered Counseling Defined](#) and elaborates on key Person-Centered Counseling (PCC) policy milestones for states to consider.

## PCC is a Cornerstone of NWD Systems of Access

No Wrong Door (NWD) Systems engage key agencies responsible for access to long-term services and supports (LTSS) at the state level such as the state unit on aging, state Medicaid agency, and state agency for disabilities. At the local level, aging and disability resource centers (ADRCs) area agencies on aging (AAAs), centers for independent living (CILs), and other community-based organizations forge partnerships to streamline access to LTSS and must have the capacity to support individuals in selecting the most appropriate supports through PCC. Ensuring the network has the capacity to implement PCC policy requires building a system that taps into current policy on person-centered thinking, planning and practice.

## State PCC Policies

- [Indiana: Person-Centered Counseling and Care Transition Intervention](#)
- [Pennsylvania: PA Link: Person-Centered Counseling Operational Guide and Assessment Form](#)
- [Wisconsin: Options Counseling ADRC Operations Manual](#)

## Resources

- [Five Competency Domains for Person-Centered Planning](#): This resource describes five skill areas, or domains, that facilitators should possess to support a fully person-centered planning process. The five competency domains can be used to inform hiring, training, and supervision; quality improvement activities; and other systems change initiatives.
- [Person-Centered Practices Self-Assessment](#): This self-assessment is designed to help leadership at human service agencies measure their progress in developing a more person-centered system.
- [National Core Indicators \(NCI\) and National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\): Person-Centered Practices in the NCI Data](#): This resource highlights examples of existing person-centered supports outcome measures and can help states use NCI data to understand person-centered outcomes within their state.
- [National Quality Forum \(NQF\): Person Centered Planning and Practice Final Report](#): This report draws upon stakeholder expertise to refine the definition of Person-Centered Planning, establish a list of core competencies for person-centered planning facilitation, and help establish a framework for measuring quality in person-centered planning.
- [The Long-Term Services and Supports State Scorecard](#) includes a metric for NWD Systems that measures state progress on PCC. See Appendix P for details.

# Recent Policy Milestones<sup>1</sup>

In 2008, the U.S. Department of Veterans Affairs launched the [Veteran Directed Care \(VDC\)](#) program. The VDC program offers Veterans and their caregivers greater access, choice, and control over the LTSS that help Veterans live at home and remain a part of their community. The program is self-directed and allows Veterans to decide for themselves what mix of goods and services best meet their needs.

2008

2010

Section 2402(a) of the [Affordable Care Act](#), enacted in 2010, required the Health and Human Services Secretary to administer regulations mandating that states develop person-centered community-based services and supports systems to maximize independence and self-direction and to be responsive to the needs and care decisions of older adults and people with disabilities.

In 2014, the Centers for Medicare & Medicaid Services (CMS) released the [Home & Community Based Services \(HCBS\) Final Regulation](#) which requires systems that deliver HCBS to be based upon a strong foundation of person-centered planning and approaches to service delivery in order to fully meet individual needs and ensure meaningful access to their surrounding community.

2014

2017

In 2017, the Administration for Community Living (ACL) launched the [NWD PCC Training Program](#), a competency-based training program to build knowledge and skill among employees working in NWD Systems. While the training program must be purchased, ACL shared the course content publicly for states to use to complement or inform their own robust training programs.

In 2019, ACL and CMS launched the [National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\)](#), an initiative to implement person-centered thinking, planning, and practice and promote systems change. NCAPPS asserts that a person-centered system is mission-led, advocacy, supportive, trauma-informed, quality-controlled, and aligned internally and externally. The Center offers technical assistance to states implementing person-centered planning.

2019

2024

In 2024, CMS enacted the [Ensuring Access to Medicaid Services Rule \(Access Rule\)](#) to ensure a more consistent application of person-centered service plan requirements across states. It codified a minimum performance level for states to demonstrate that a reassessment of functional need is conducted annually for at least 90 percent of individuals continuously enrolled in the state's HCBS programs.

The [2024 Final Rule update](#) to the Older Americans Act requires that services must be provided to older adults and family caregivers in a manner that is person-centered, trauma-informed, and culturally sensitive. Services should be responsive to their interests, physical and mental health, social and cultural needs, available supports, and desire to live where and with whom they choose.

2024

<sup>1</sup> Enhanced NWD Systems include a collaboration between aging and disability service systems. The disability community has a rich history of person-centered supports, and their consistent advocacy has contributed to these recent policy advances.