Person-Centered Access to Long-Term Services and Supports

3 Working in Collaboration with Others to Support the Person

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 Counseling (PCC) professionals are part of changing the experience of accessing long-term services and supports (LTSS). The current system often feels fragmented and difficult to navigate for people seeking assistance. PCC professionals help improve the sense of coordination by using person-centered practices to support streamlined access to appropriate resources.

Welcome! (2/3)

In order to do this, PCC professionals need to cultivate professional relationships with others. This lesson provides the learner with an overview of how formal linkages in the No Wrong Door (NWD) system may influence their role. It will also introduce some of the informal partnerships that PCC professionals can cultivate. It describes the values of networking and offers tips on how to build strong relationships while providing person-centered support.

Welcome! (3/3)

Learning Objective

After completing this lesson: You will be able to work effectively with a variety of people and entities (formally and informally) to ensure consistent, streamlined, and person-centered access to LTSS.

Benefits of Collaboration (1/2)

Collaboration with other professionals is a cornerstone to a strong NWD system. The following are some benefits of collaboration:

- It supports streamlined access for people by ensuring that professionals are familiar with the components of the system and how they work and that they have strategies for simplifying these (for example, eligibility and applications, post-hospitalization follow-up, etc).

- It supports coordinated, person-centered transitions by ensuring that the professional's roles are clear, the person is comfortable and informed, and there are not gaps in support.

Benefits of Collaboration (2/2)

- It increases access to more person-centered services by ensuring professionals are aware of the implications and uses of various resources and choices.

- It minimizes the burden on the person by reducing how much tracking and organizing of information they must do. It decreases their need to retell their story to multiple professionals.

The Person-Centered Counseling (PCC) Professional's Role in Collaborating (1/2)

You can make accessing Long-Term Services and Supports (LTSS) easier for people when you have strong ties to partners. When professionals consider the experience from the person's view, they can consider how to reduce burden and confusion. A PCC professional will try to buffer people from a complex and fragmented system and try to move things along more quickly. This means PCC professionals must have a good ability to work with other professionals both in their own organization and in the community. They must not only work well with people who are part of an individual's network. They must cultivate ongoing relationships with a variety of people.

The Person-Centered Counseling (PCC) Professional's Role in Collaborating (2/2)

This networking and collaborating can be through formal linkages with other entities that provide services for people needing information about LTSS. It can be through systems and processes within your own organization, such as between eligibility specialists and planners. It can also be through informal connections such as having contacts with a variety of service providers and community resources. Your connections and relationships can help streamline the process of gaining access to the resources that make the most sense to each person.

Formal Partnerships Within Long-Term Services and Supports (LTSS) Systems

A No Wrong Door (NWD) system must establish some formal linkages (or partnerships) for LTSS coordination. Building collaborative relationships with professionals in these organizations is critical to ensuring seamless support for each person. PCC professionals will need to work well with transition coordinators, discharge planners, case managers, resources specialists, and others to minimize confusion and consistently support individuals in a person-centered way. This includes clarity about what each professional is doing to support the person. Because of their unique role, PCC professionals can be the very helpful in reducing the gaps between service entities. The development of a person-centered plan can support more seamless experiences. It is important to remember to keep the focus on the person's goals and preferences at all times.

Informal Partnerships Within Long-Term Services and Supports (LTSS) (1/2)

To provide person-centered support for community living requires connecting people appropriately to many resources in their communities. Housing and employment are often essential components. Culturally specific supports are necessary. Crisis transition is one thing, but school to adult life is a critical juncture as well. Reentry after prison or diversion support is another. As a PCC professional, you will benefit from relationships with informal partners. You do not need to know everything about every organization, but you should know that they exist and know how to find additional information as needed.

Informal Partnerships Within Long-Term Services and Supports (LTSS) (2/2)

The main difference between formal and informal partnerships is that formal partnerships will typically have agreements and protocols that you must follow. Informal partnerships will rely much more on the type of collaborative relationship you build with key contacts. Partnerships may not always be strictly formal or informal. Networking with both formal and informal partners will make your job easier and help to ensure consistency for the people you support.

Networking as Part of the Person-Centered Counseling (PCC) Professional Role

Networking is the process of seeking information and developing personal contacts in the context of your goal. This should be a proactive approach for a PCC professional. Activities such as attending community resource fairs or simply being curious and interested in what others in the system do will make you more knowledgeable. You can also learn more as you research resources in response to supporting someone with a specific goal.

Tips for Networking Effectively

Networking takes practice. It may come naturally to you or it may be less familiar. Here are some tips to get you started. These can be applied to both formal and informal partners.

Networking Challenges and Conflict Management (1/3)

Networking is helpful in the Person-Centered Counseling (PCC) professional's role. However, it can sometimes be difficult. Some organizations may struggle with turnover and your contact person may frequently change. This can be frustrating when you have spent time getting to know them. You may notice that not everyone uses person-centered practices. Someone may not appreciate or agree with your roles. You may try to resolve an issue and it may still get worse.

Networking Challenges and Conflict Management (2/3)

When faced with any conflict between yourself and another person (professional, guardian, etc.) in how to arrange services and supports for person, stay focused. Remember that your job is to support the person first. Help the person maintain choice, direction, and control at all times. Your network is meant to support the person in achieving their goals for living.

Networking Challenges and Conflict Management (3/3)

Before working with other professionals, talk to the person seeking support first and ask how they would like to go about it. Would they like to contact the person directly and alone? Would they like you (or someone else) to reach out on their behalf? Would the person like to make the call with you? Do they need you to track details or support them in asking helpful questions? Your role is to support the person at each step, in whatever capacity the person desires. Be careful not to "hand someone off" to another professional. Always check in and offer to follow up to ensure that, when a person is moving forward with contacting others, they are getting the results they hoped for and intended.

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Conclusion and Lesson Review (1/2)

- In the past, collaboration between professionals in different parts of the system was not a high priority, but it is central to the NWD system.

- PCC professionals should seek to build relationships with both formal and informal partners.

- Being proactive, listening to others, and setting goals will help you improve your networking skills.

- Networking can be difficult sometimes. Remember to stay focused on the person you support and try to find ways for everyone to work together to meet the person's goals.

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Conclusion and Lesson Review (2/2)

Learning Objective

After completing this lesson, you will be able to work effectively with a variety of people and entities (formally and informally) to ensure consistent, streamlined, and person-centered access to LTSS.

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?

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