

# Person-Centered Planning and Implementation

## 4 Filling in the Components of a One-Page Description



# Introduction

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# Welcome! (1/2)

A No Wrong Door person-centered plan includes a one-page description. It will be developed for a purpose, and it will include a person's goals and actions steps. It may also include other person-centered thinking tools as makes sense.

This lesson will help you become more familiar with each section of a one-page description. It will provide you with general guidance in transferring information into a description. It will also help you sort out when you might use other tools such as a relationship map, a communication chart, a matching profile form, or a learning log as part of the plan.

# Welcome! (2/2)

## **Learning Objective**

After completing this lesson: You will be able to help people transfer information gained in discovery into a person-centered one-page description.

# The No Wrong Door (NWD) Person-Centered One-Page Description (1/2)

The one-page description is a central part of a NWD person-centered plan. It quickly makes available the most important information a supporter or professional needs to help a person achieve their goals in a person-centered way.

# The No Wrong Door (NWD) Person-Centered One-Page Description (2/2)

It includes:

- A positive introduction to the person, including strengths and what others like, admire, respect or appreciate about the person. What is most important to the person in regards to the purpose of the plan.
- How to best support the person in regards to the purpose of the plan.
- The characteristics of the people who support the person best for this purpose.
- When combined with the person's goals and action steps, the person-centered plan can be complete. However, other tools such as a communication chart or relationships map may be completed as part of the plan when it makes sense.

# Basic Approaches to Completing the No Wrong Door (NWD) One-Page Description

Putting the correct information in a one-page description is important. Often the Person-Centered Counseling (PCC) professional serves as a facilitator of the planning process. This process may include the person and a variety of supporters.

# The Positive Introduction (1/3)

The person's admirable qualities and strengths should be actively sought during discovery. This can happen in a variety of ways. For many people, it is difficult to share their positive traits with others. This can be a cultural issue or simply the person's preference. It may also be that a person has been part of a deficit-based system for a long time. They may have lost touch with their strengths and gifts. When seeking information, you can experiment with words and approaches that help you glean the strengths and attributes that help the person succeed and get along with others.



# The Positive Introduction (2/3)

Here are some sample questions you might ask the person:

- What are you/is this person good or best at?
- What strengths do you/does this person bring to this situation?
- What do you like, admire, appreciate or respect about yourself/this person?
- What's something nice someone would say about you/this person?

# The Positive Introduction (3/3)

You can adjust the language to be meaningful to supporters or to meet cultural or individual needs. It is important, however, that strengths and gifts are acknowledged. When transferring this to the plan, consider the purpose of the plan. Which things have you learned that will be most applicable to the purpose. Make sure to write these in a way that feels acceptable to the person. Do not include things that are not specific to the person or meaningful. Group items that are similar if this list is long.

# — What's Important To the Person (1/3)

Sometimes, even though discovery is purposeful, you will uncover many things that are important to the person beyond that purpose. Not everything you learn belongs in the personal description. It depends on the purpose of the description. For example, how might the critical pieces of important to look different if the purpose is to find good employment versus to identify good helpers for personal care? How might they be the same?

## — What's Important To the Person (2/3)

When refining the list, consider if the plan is mostly for the person and those who know them well or if the plan is something they will share with others. This can guide decisions about what to include and how. Make sure that the person approves the things that are included. Don't let other people's untested views get written into the plan. (Remember: Guess/ask/write!)

# What's Important To the Person (3/3)

You want the description to keep people focused on what is most useful to the person. It needs to be specific enough that people reading it can tell the difference between the person's preferences and someone else's preferences.

- For example, “doing fun things” is important to almost anyone. What is uniquely fun for this person?
- Another example: “Having control” over some part of our environment is important to many of us. What specific things does this person need to have control over? What things don't matter so much? Is that clear from the description?

# Best Support (1/2)

Best support is support for what is important to and for the person in the right balance. It is written specifically enough that a supporter can quickly know what will work best for the person and what will not work for them. It's important to watch for "fixing" language (what others see as important for the person). Ensure that all aspects of best support are framed in what works for and is preferred by the individual.

## Best Support (2/2)

For some people, this section may have to be bolstered with additional instructions for day-to-day supporters. Other tools such as communication charts or learning logs may be used to clarify specifics of best support. People may have crisis prevention and response plans. They may have specific medical protocols that others need to know. All of these additional documents and approaches can be supported and refined by the person-centered thinking and planning process. They should align well with the person's "to/for balance." The person should experience choice, direction, and control in all aspects of services and support.

As a Person-Centered Counseling (PCC) professional, your role will vary in these activities. However, creating a good solid plan and serving as a sounding board and advocate for people as they navigate the system is an important part of your role.

# Characteristics of People who Support the Person Best (1/3)

Characteristics are attributes people come with. They are not skills. They include things like what a person thinks is funny. They also include whether a person is active or sedentary, and quiet or boisterous. There are many ways that characteristics of a good match can be identified. When people talk about what's working or not working, there are often hints regarding this that can be explored.



# Characteristics of People who Support the Person Best (2/3)

When people talk about the relationships that work for them, you can explore the common traits of preferred people. You should also attend to common traits of people who are not preferred by the person. You will also learn through your own interactions what traits the person finds helpful or less desirable. Good day/bad day approaches will often help identify who is most helpful to this person and who challenges them.

# Characteristics of People who Support the Person Best (3/3)

Like other aspects of the plan, the success of this area will depend on the purpose. It may be a tight list of traits for a limited purpose. For example, the list of characteristics desired in a medical professional may be shorter than those desired in a day companion. There will often be commonalities. However, the more time a supporter spends with the person, and the more influence they have over the person's experiences, the more important and detailed this list might become.

# Conclusion and Lesson Review (1/3)

- A one-page description is a brief, strength-based profile that assists others in learning about the person and how best to support them.
- A No Wrong Door (NWD) one-page description is developed with the person as part of their overall person-centered plan. It should have the following parts as a minimum: A positive introduction; a section on what is important to the person; a section on how best to support the person; and the characteristics of those who support the person best.

# Conclusion and Lesson Review (2/3)

- It is combined with other person-centered thinking tools (as necessary), goals, and measureable action steps to create the written NWD person-centered plan.
- Nothing on the description or plan is written without the person's permission.
- Statements should use common language, represent the person's view and, when possible and preferred, use their own words.

# Conclusion and Lesson Review (3/3)

## Learning Objective

After completing this lesson, you will be able to help people transfer information gained in discovery into a person-centered one-page description.

## 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?