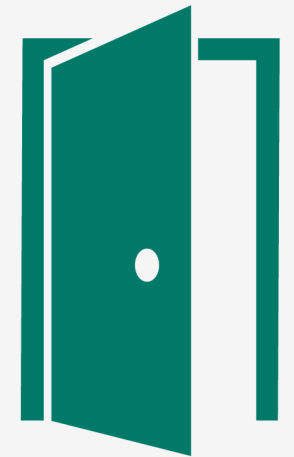
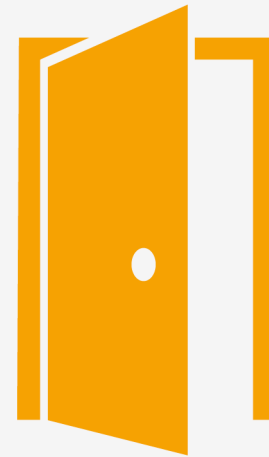
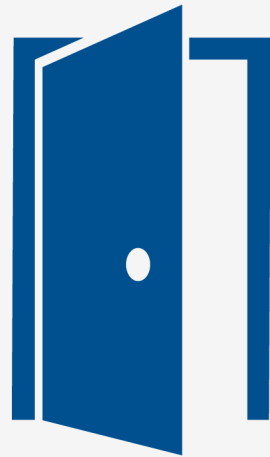
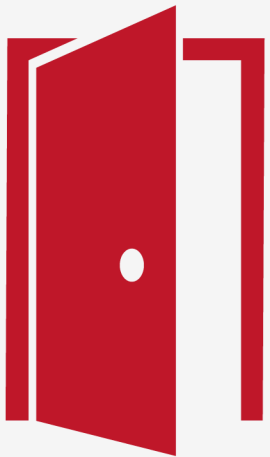


A Person-Centered Approach to Health Information and Counseling

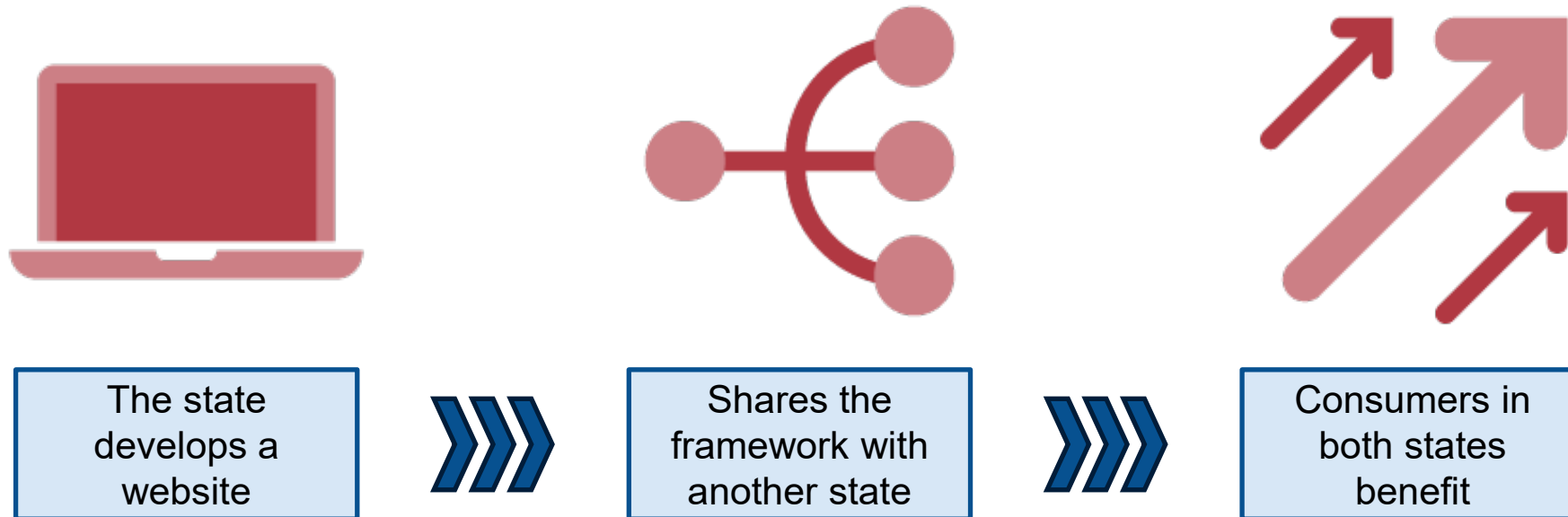
Age + Action

May 27th, 2026, 10:45am to 11:45am



No Wrong Door Resource Center Promotional Video

A website redesign project



Agenda



Warm-up



No Wrong Door Vision



Interactive Activity
Rounds



Objectives

- Explain how person-centered practices demonstrate and promote a No Wrong Door vision
- Provide tangible tips and practical strategies for applying person-centered practices in daily work
- Share specific tools and resources to help SMP, SHIP, and MIPPA teams implement person-centered practices at individual and organizational levels



Think. Pair. Share.

What does “person-centered” mean to you in your role on SHIP, SMP, MIPPA, or aging and disability resource center (ADRC) programs?

ACL and Person-Centered Practices



Mission

Maximize the independence, well-being, and health of older adults, people with disabilities, and their families and caregivers.

Vision

All people, regardless of age and disability, live with dignity, make their own choices, and participate in society.

Key Functions

- Administer 40+ disability and aging programs
- Fund services and supports provided by networks of state, tribal, educational, and community-based organizations
- Advance research and innovation to address the nation's most pressing disability and rehabilitation challenges
- Advise the HHS Secretary and other departments and agencies on aging and disability policy



Administration for Community Living

*Advancing independence and inclusion of
older adults and people with disabilities*



ACL Office of Healthcare Information & Counseling (OHIC) Medicare Assistance

Senior Medicare Patrol (SMP)

- Protect, Detect, Report Suspected Medicare Fraud, Errors, and Abuse
- 54 State & Territory Grants

Medicare Improvements for Patients and Providers Act (MIPPA)

- Educate, Enroll, Connect to Access Medicare Savings and Preventive Services
- Up to Three Available Grants per State & Territory

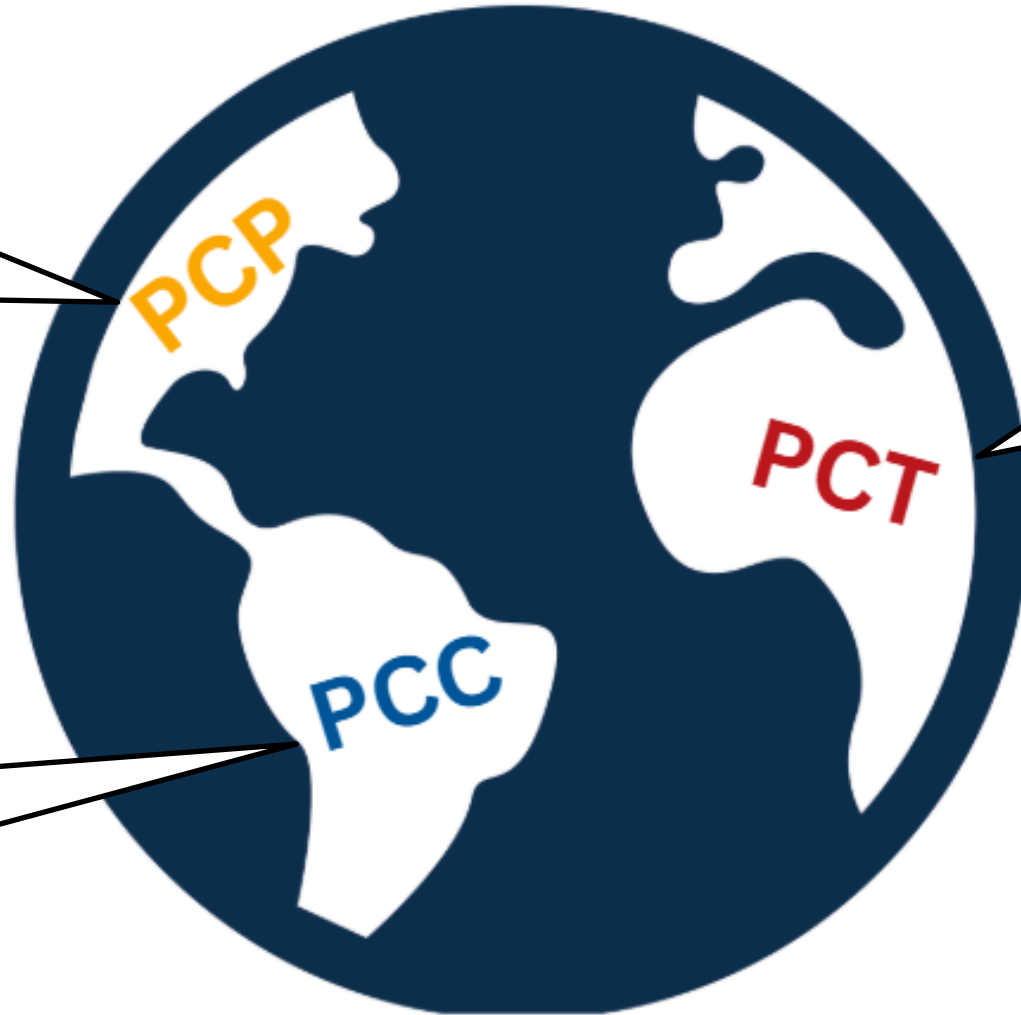
State Health Insurance Assistance Program (SHIP)

- Educate & Assist with Medicare Eligibility, Options, Enrollment, & Benefits Access
- 54 State & Territory Grants



Person-Centered Practices Universe

Person-Centered Planning (PCP)
in Older Americans Act programs
and supports



Person-Centered Thinking (PCT)
in SHIP, SMP, MIPPA
Grant Programs

Person-Centered Counseling (PCC)
in No Wrong Door Systems



ACL's Vision for Access Systems

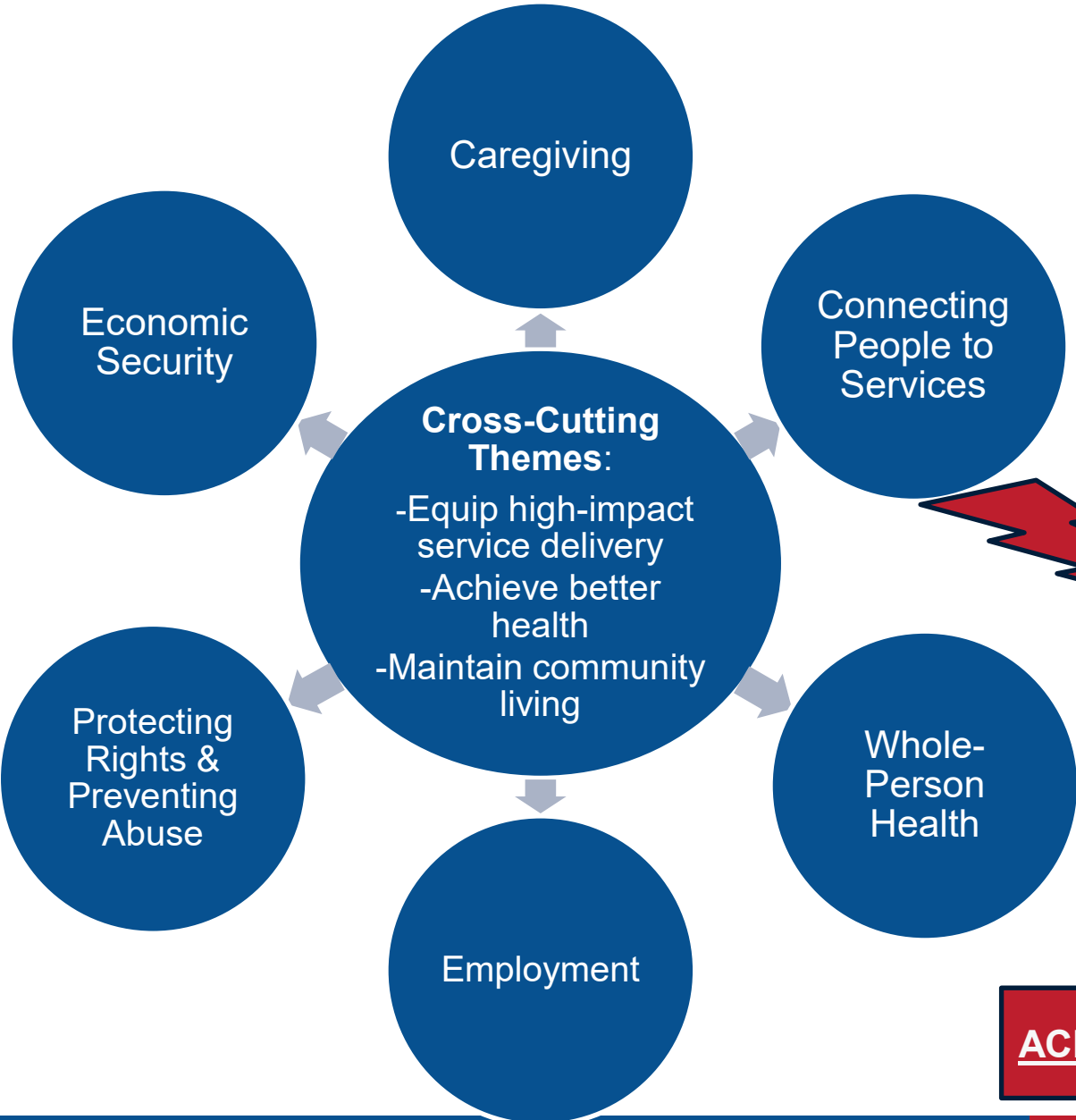


No Wrong Door: Catalyst for ACL Strategic Priorities

Governance:
Aligning state government for efficiency

MAHA Agenda

Public Outreach:
Building partnerships so more organizations are working together



Person-Centered Counseling:
Workforce focused on what matters to the person and ensuring people can make informed choices.

Streamlined Eligibility:
Making the process easier, starting with the initial request for help

ACL: Mission, Vision, & Priorities

No Wrong Door



One-Stop Coordinated System
Not just one entity or network



Single Standard Process
Common protocols and information exchange



Objective and Neutral
Impartial and unbiased



Person-Centered
Focusing on you and not the system



Seamless and Person-Friendly
Tell your story once



Use of Private and Public Programs
Streamlined access to Long Term Support and Services

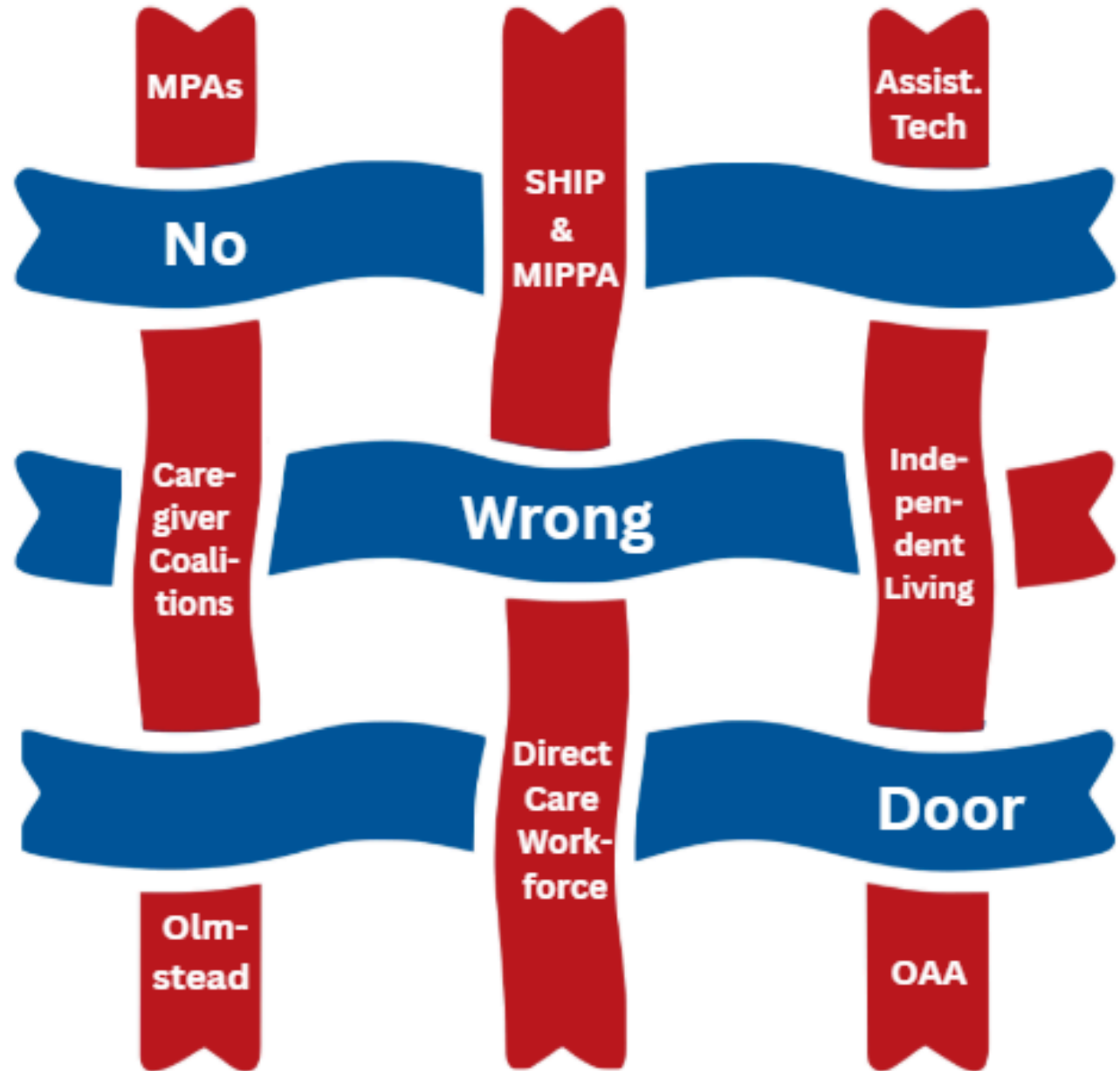
A No Wrong Door system makes it easier for people to get the services they need.

Federal Vision; State Governance

No Wrong Door is a network of state agencies and community-based organizations that help people access long-term services and supports (LTSS) by coordinating entry points.



Intersecting Initiatives



No Wrong Door Reach & Marketing

1.6M: Individuals and caregivers receiving person-centered counseling

Narrow the gap through person-centered counseling to support current and future needs

39.2M: Demand for person-centered counseling



2.4M SHIP counseling sessions

1.2M MIPPA total contacts

1.7M Reached through SMP

Accessing LTSS: Missouri's Front Door

Access Points: How do people who need LTSS find you?

- Personal network (e.g. family, friends, caregivers)
- Professional relationships
- Self-referrals
- Referral by other community partners
- Referral by other state/local government agencies
- Agency's website
- Community events or presentation
- Internet search
- Healthcare providers
- Center for Independent Living (CIL)
- Area Agencies on Aging (AAA)
- Social media groups
- Printed resources
- Referral by a federal government agency
- Referral by schools
- Faith-based organizations
- Eldercare Locator
- 211
- Statewide 800 number
- Disability Information and Access Line (DIAL)



What types of organizations provide front door supports?

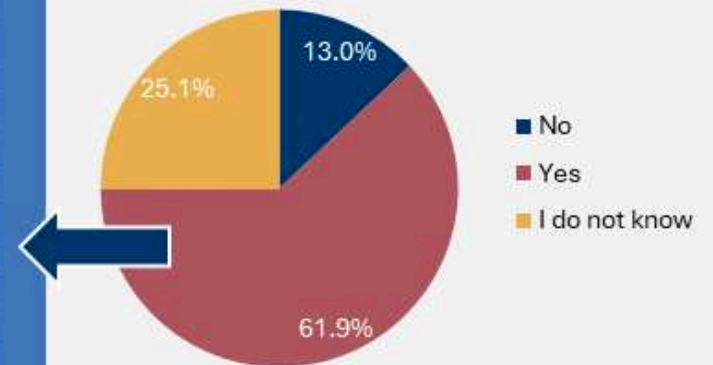


What roles provide front door supports?







- Independent Living Specialist
- Information & Referral Specialist
- Services Liaison/Navigator
- Person-Centered Care Provider
- Social Service Specialist
- Case Manager
- Care Coordinator/Specialist
- Service Coordinator
- Public Information Director
- Social Worker
- Intake Worker
- Benefits Counselor
- CDS Support Specialist
- EVW Specialist
- Office Assistant
- Consumer Directed Service Specialist
- Care Manager
- Eligibility Specialist
- Integrated Care Specialist
- Ombudsman
- Resource Development Specialist
- Senior Integrated Care Specialist
- Community Skills Teacher
- Community Living Specialist
- Integrated Care Specialist
- Direct Support Professional
- Employment Specialist
- Life Skills Teacher

| PCC Services | % Respondents Who Provide |
|--|---------------------------|
| Informed decision making | 72.6% |
| Person-centered plan development | 69.5% |
| Informal supports (e.g., technology, relationships, community-based resources) | 65.6% |
| Personal goals, strengths, and preferences | 64.1% |
| Implementation support of person-centered plan | 56.8% |
| Assess for future needs | 52.1% |
| Navigation support of multiple organizations, agencies, and resources | 51.7% |
| Transition from post-secondary school to post-secondary life | 32.4% |
| Immediate LTSS needs | 27.8% |
| Unexpressed needs | 27.8% |
| Transition from institutional to community-based living | 26.6% |
| Transition from nursing homes | 25.9% |
| Application to public LTSS programs | 23.2% |
| Private/ private pay resources | 23.2% |

Do you feel that your organization provides PCC? (n=642)



Person-Centered Counseling Indicators

-  Client expresses a desire to remain at home or transition out of a facility
-  Needs go beyond Medicare — housing, transportation, or personal care
-  Client feels overwhelmed or doesn't know “what to do next”
-  Has complex, intersecting needs — Medicaid, disability, and aging together
-  A caregiver is present and needs support for planning
-  Needs help creating a future care or transition plan



ACL's Person-Centered Counseling Training Program

- Six courses on person-centered thinking and practice, person-centered planning and implementation, and person-centered access to LTSS.
 - First course available in Elsevier's Learning Management System.
 - Content for the remaining courses is available to complement or inform a robust training program, but it is not designed to stand alone as a training curriculum.
- Public content users are encouraged to adapt the content based on their own unique needs and context.

[ACL.gov Person-Centered Counseling](#)

[No Wrong Door TA Community Person-Centered Counseling Training Program](#)

DOOR

Activity Round #1

Beth Mount Video



Activity Round #2

Integrated Supports Star



Leaving in Action

What is one action you will take related to today's topic?

Resources

- [OHIC Toolkit](#)
- [ACL: NWD Person-Centered Counseling Defined](#)
- [ACL: NWD Person-Centered Counseling Policies](#)
- [ACL: NWD Person-Centered Counseling Training](#)
- [Person Centered Practices Knowledge, Skills, and Abilities for Community Care Hubs](#)
- [Tips and Resources: Person Centered Practices Knowledge, Skills, and Abilities for Community Care Hubs](#)
- [Person-Centered Counseling Tag](#)
- [NWD Community Discussion Board](#)
- [Integrated Support Star: Tips for No Wrong Door Systems](#)

Resources cont.

- [Tips for SMP, SHIP, and MIPPA Grantees: Asking Demographic Questions](#)
- [Cultural Humility: A Quick Reference Guide for SMP, SHIP, and MIPPA Grantees](#)
- [Cultural Humility: A National Environmental Scan for the Office of Healthcare Information and Counseling](#)
- [Demographic Data Visualization Toolkit](#)
- [PCC Infographic](#)
- [Strengthening the NWD Business Case: Developing a National Return on Investment \(ROI\), spotlight on PCC ROI Calculator](#)
- [National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\): Facilitating Person Centered Planning](#)
- [NCAPPS: Person-Centered Practices Self-Assessment](#)

Stay in touch!

The Monday Mailer is a brief, weekly email with resources, events, and opportunities related to No Wrong Door



The No Wrong Door Community Discussion Board is a closed community for you to engage with your peers



Good afternoon,

Here is today's Monday Mailer for you:

No Wrong Door Fall Reading List

As the weather cools down and the season begins to change, we want to add a few No Wrong Door resources to your Fall reading list.



- [The No Wrong Door Fact Sheet](#) provides a succinct definition of No Wrong Door and its purpose. It also describes how to connect with ACL for No Wrong Door technical assistance.
- [Resources to Strengthen No Wrong Door Systems](#) is a complement to the [No Wrong Door Key Elements](#) document and offers resources to states and territories as they operationalize their No Wrong Door vision.
- [Disability and Aging Partnerships in No Wrong Door](#) offers state examples of disability and aging organizations partnering to achieve their shared goal of providing comprehensive long-term services and supports (LTSS).

Check out these resources and more under the [Essential NWD Resources](#) page on the TA Community.

Discussion Board

Active Newest Popular Tags

F **Virginia Department for Aging and Rehabilitative Services (DARS) No Wrong Door Road Tour**
The Virginia No Wrong Door (NWD) team recently completed a statewide road tour, visiting all 25 Area Agencies on...
Felencia McGee · STATE UNIT ON AGING · 33 min ago · 3 · 2

M **MAC Random Moment Sampling**
Iowa has been using 100% Time Study for our ADRC Medicaid Administrative Claiming for several years, and we are...
Morgan Casey · STATE UNIT ON AGING · 4 mths ago · 1 reply · 16 · 2 · Last reply 4 mths ago

Medicaid Claiming Surveys IT/Data

J **IT infrastructure for a NWD System**
Hello from West Virginia!! We are reaching out to ask if any states are utilizing Salesforce for their IT infrastructure/...
Justin Knapp · STATE UNIT ON AGING · 4 mths ago · 2 replies · 27 · 1 · Last reply 4 mths ago