

**Administration on Community Living (ACL) No Wrong Door System
Person-Centered Counseling (PCC) Training Program**

Course Title: An Introduction to the No Wrong Door System

**Lesson Number & Title: 4 The Role of the Person-Centered Counseling
Professional in a Successful No Wrong Door System**

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Lesson Number & Title: 4 The Role of the Person-Centered Counseling Professional in a Successful No Wrong Door System

Page No: 1

Narration:

Welcome to the lesson on The Role of the Person-Centered Counseling Professional in a Successful No Wrong Door System. This lesson is part of the course An Introduction to the No Wrong Door System in the Person-Centered Counseling Training Program. Please review the information on this screen and go to the next page when you are ready.

Text:

Welcome!

Here is a description of the lesson you are starting:

A previous lesson discussed the major system level changes that each state may implement as part of the No Wrong Door (NWD) system. The role of individual professionals will also change. One of the most significant changes will be the development of the Person-Centered Counseling (PCC) professional role. This lesson gives a short overview of the PCC professional role, including their two key functions in the NWD system. The two key functions are person-centered counseling and streamlining access to public programs. Specific training for the skills a PCC professional needs are completed in the remaining courses of this training program.

Learning Objective

After completing this lesson:

You will be able to describe the PCC professional's role in person-centered counseling and streamlining access to public programs within the NWD system.

To view course information, including On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the "Menu" tab and then click Lesson Information.

This course is one of the six foundational courses in the No Wrong Door System Person-Centered Counseling (PCC) Training Program meant to provide basic skill and knowledge related to the identified competencies for a PCC professional. Click on the box below to learn about how person-centered thinking approaches are infused throughout these courses.

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Narration:

The Person-Centered Counseling professional role is a newer role in the system. States can decide who will be assigned these responsibilities and how these roles will be structured. Organizations that already support people in accessing long-term services and supports will continue to be involved. Review the information on the page. When you are ready, go to the next page.

Text:

What is a Person-Centered Counseling (PCC) Professional?

States will need to make some system-level changes to reduce fragmentation when people wish to access long-term services and supports (LTSS). States will also need to train Person-Centered Counseling (PCC) professionals to carry out the other key functions of the No Wrong Door (NWD) system.

PCC professionals will be a key part of the NWD system. They will be the face of the NWD system and a central part of its success. They will have a special set of skills and duties designed to support the goals of the NWD system. Each state NWD system will also include partners and other organizations, such as those that support people of diverse cultures or advocacy groups, to ensure all populations are well supported.

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Narration:

Person-Centered Counseling professionals will provide streamlined access to long-term services and supports. Some people may want support throughout the entire process. Others may want less help. In order to provide the best support for people, Person-Centered Counseling professionals need to be familiar with eligibility requirements and application processes for common services and programs. They also need to work closely with the staff members who process the applications. However, they will also be skilled in person-centered discovery, which is a process of understanding each individual, before sharing information about programs or eligibility. Review the information on the page. When you are ready, go to the next page.

Text:

What Makes the Person-Centered Counseling (PCC) Professional Role Unique?

The PCC professional role builds on some of the best practices that have developed over the years, including options counseling, decision support, motivational interviewing, and other person-centered approaches. Many professionals who assist people in accessing long-term services and supports (LTSS) already know how to support individual needs. In the No Wrong Door (NWD) system, they will also need to understand everything from Medicaid to locally based resources. PCC professionals will have the

enhanced skills and training to support these new roles.

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Narration:

Each state has the flexibility to decide which organizations will provide person-centered counseling. Anyone serving in a Person-Centered Counseling professional role will need training. The federal partners have been working in collaboration with states and federal contractors to develop this training. This core training program supports states in assuring these professionals have a consistent set of information. In addition to this training program, person-centered counseling professionals will be supported locally with information about resources and training on local procedures. Review the information on the page. When you are ready, go to the next page.

Text:

Becoming a Person-Centered Counseling (PCC) Professional

PCC professionals will need training in order to perform responsibilities. They must complete the approved Person-Centered Counseling Training Program. This program is a competency-based training program. It is delivered online with an in-person component. The six courses currently required are listed below. These courses include foundational and core skills only. States will need to supplement them with local training on aspects of the No Wrong Door (NWD) system.

The Person-Centered Counseling Training Program

Course 1: Introduction to the NWD System (this course)

Course 2: Introduction to Person Centered Thinking and Practice (plus in-person training day)

Course 3: Person-Centered Planning and Implementation

Course 4: Who We Serve: A Look at Disability and Aging Groups

Course 5: Person-Centered Support for Access to Long Term Services and Supports

Course 6: Protection and Advocacy

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Narration:

Person-centered counseling is a flexible process guided by the person seeking long-term services and supports. Person-Centered Counseling professionals should be skilled in five basic areas. Review the information on the page. When you are ready, go to the next page.

Text:

The Five Basic Components of Person-Centered Counseling (PCC)

PCC gives people choice, direction, and control as they pursue their goals. To be effective, PCC professionals must be skilled in the five basic support areas. These supports do not have to occur sequentially. The person seeking long-term services and supports (LTSS) should guide the process.

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Narration:

No Wrong Door systems must serve all people and all payers. In order to reach everyone, the network of Person-Centered Counseling professionals will include generalists. However, some may also serve a specific population or have a specific area of expertise. States can decide how to best use their workforce to carry out the key functions of the No Wrong Door system. Review the information on the page. When you are ready, go to the next page.

Text:

Person-Centered Counseling (PCC) Specialties

NWD System is designed to serve all people and all payers regardless of age, income or disability. In practice, states might assign PCC professionals to a specialty area, for example a specific population or service. All PCC professionals will need to be skilled in person-centered counseling and discovery. In addition, some PCC professionals develop or have skills in a specialty area. Specialties may focus on life transitions such as returning home from a hospital or transitioning from school to work. Others may focus on populations with unique disabilities, such as those that are intellectual, developmental, physical, or cognitive.

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Narration:

Person-Centered Counseling professionals are responsible for carrying out two key functions in the No Wrong Door system. First, they are responsible for using a person-centered counseling approach when working with people. Second, they are responsible for supporting streamlined access to long-term services and supports. These roles and responsibilities make the Person-Centered Counseling professional's job unique. Review the information on the page. When you are ready, go to the next page.

Text:

Streamlined Access to Public Programs

Public long-term services and support (LTSS) programs typically have staff members trained in processing applications and determining eligibility. In order to streamline access, Person-Centered Counseling (PCC) professionals should work closely with these staff members. PCC professionals should know how to assist people in navigating the entire application process.

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Narration:

Person-centered counseling and streamlined access to long-term services and supports are key functions in the No Wrong Door system. The Person-Centered Counseling professional will be trained and supported in their role. Let's review these two key functions now. Review the information on the page. When you are ready, go to the next page.

Text:
Review

Activity: The Person-Centered Counseling (PCC) Professional's Role

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Narration:

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives.

Person-centered counseling professionals are central to the No Wrong Door system. They will have a great impact on the overall success of the system. They carry out two key functions. First, they provide person-centered counseling. Person-centered counseling is a framework that focuses on a person's strengths, goals, and preferences. It is used in a spirit that recognizes people's right to have choice, direction, and control in all aspects of this process. Second, Person-Centered Counseling professionals help in streamlining access to public programs. Streamlining access is important for ensuring that needs are met in a timely fashion. This helps people access needed support without feeling isolated or overwhelmed.

Please review the information on this page. You can also review the content as needed by using the "Left Arrow" icon at the bottom of the screen. This will take you back through the lesson. You may take the test now, later, or as requested by your employer. Good luck and thanks for completing the lesson!

Text:

Conclusion and Lesson Review

- <bullet> Person-Centered Counseling (PCC) professionals play an important role in carrying out person-centered counseling and streamlined access to long-term services and supports (LTSS) in the No Wrong Door (NWD) system.
- <bullet> Person-centered counseling is a framework to empower people to make meaningful and informed decisions about LTSS.
- <bullet> Each state can leverage the strengths of its workforce to reach all populations and all payers. This might include training PCC professionals to support specific populations or services.
- <bullet> Streamlining access can save time by eliminating repetitive steps when people access LTSS.

Reflection on Learning Objectives

Directions: Review the objective(s) on this page. When you are done click on the “My Notes” icon at the top of the screen to use the electronic journal or use your own notebook. 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?

Learning Objectives

After completing this lesson, you will be able to describe the PCC professional’s role in person-centered counseling and streamlining access to public programs within the NWD system.

If you are ready to take the test, click on the “Take Test” tab. You can also take the test later: It will be available from your “Personal Page.” To access it, click on the “My eLearning Lessons View” button. Choose the lesson title from the list of assignments, and then click on the “Start the Lesson” button at the bottom of the screen. Click the “Take Test” tab to start the test.

We recommend that you complete the On-the-Job Training Assessments and Portfolio Assignments for this lesson. They will help you demonstrate

competencies for the ideas presented. To view On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click “Lesson Information.”

Again, congratulations and good luck!

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