

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

Course Title: Person-Centered Thinking and Practices

**Lesson Number & Title: 12 Integrating the Tools and Skills in the No Wrong Door
Person-Centered Counseling Role**

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Page No: 1

Narration:

Welcome to the lesson on Integrating the Tools and Skills in the No Wrong Door Person-Centered Counseling Role. This lesson is part of the course on Person-Centered Thinking and Practices in the 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:

Person-Centered Counseling (PCC) professionals have a challenging but exciting job. They are at the forefront of new attitudes and approaches in long-term services and supports. However, there are many competing demands and expectations. In addition, the role is evolving in the current environment. Incorporating different practices on top of many job duties can feel intimidating. This lesson will provide information about the importance of integrating person-centered thinking (PCT) skills. It will provide support for approaches that make it possible.

Learning Objective

After completing this lesson:

You will be able to use strategies for maintaining person-centered approaches in daily practice.

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:

Supporting people with long-term services and supports needs is a dynamic area today. There are many pressures on the system to change. There has been a progressive move from custodial and segregated models of care to support approaches. These approaches focus on helping individuals stay in their communities and participate as full members regardless of their support needs. While this is an exciting time for great improvements in our systems, it comes with stresses. Person-Centered Counseling professionals are an important piece to these changes. However, as a result, they must manage, absorb, and use new information rapidly and often. Please review the information on the page. When you are ready, go to the next page.

Text:

The No Wrong Door Workplace Today

As we have moved from the practice of care in larger facilities to support for life in the community, service options and approaches have become more fragmented. There are more options than ever before. However, understanding how to access them and decide if they are appropriate can be very challenging to people and their families. The Person-Centered Counseling (PCC) professional can ease this process. They can set a person-centered tone to the process that will increase satisfaction and decrease stress. They can support the person in clarifying their needs, sorting through options, and identifying helpful actions. They can offer ongoing support, follow-up, and a consistent place where people can return over time if needed. In order to do this well, PCC professionals must

develop their individual skills. They must also work as parts of teams and systems.

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Narration:

The skills and tools you have learned about are meant to help keep a focus on what's important *to* each person and find their unique “to/for balance” as the process of counseling unfolds. They can be useful other aspects of the Person-Centered Counseling professional's role as well. However, learning new skills is time-consuming. It can be stressful when the Person-Centered Counseling professional is not confident about how to integrate them into existing practices.

Please review the information on the page. When you are ready, go to the next page.

Text:

Integrating the Approaches and Developing Your Skills

It's important to remember that you already have many strengths and skills in Person-Centered Counseling (PCC). The approaches in this course are unlikely to be completely new to you. They are meant to enhance your skills and offer you new tools to try. For example, you may have already felt comfortable working with individuals. However, when there was disagreement between a person and a caregiver or another professional, you may not have had the skills to manage that. You may know how to engage person-centered discovery, but not have thought about how to help someone carry that learning forward. This course provided a variety of tools and strategies for defining roles and expectations, problem-solving, and negotiating. The person-centered thinking tools and concepts are meant to solidify your understanding and ability to keep your focus on the person

receiving support. They are also designed to ensure that your focus is balanced and starts with what is important *to* the person.

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Narration:

Often, in our minds, when being asked to change or learn new approaches, we may wonder: “As busy as I am, how can I realistically add more?” There is a saying many know from recovery groups: “progress not perfection.” Your goal is to continually enhance your ability, your organization’s ability, and the system’s ability to be person-centered. However, remember to keep your expectations realistic. Change takes time and it takes practice. Please review the information on the page. When you are ready, go to the next page.

Text:

Integrating the Approaches and Developing Your Skills

Finding realistic ways to build your skill while completing your duties takes a little thought. It’s important to make it manageable.

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Narration:

It's not uncommon for Person-Centered Counseling professionals, like others, to be challenged by stress and burnout. This is common, especially during times of change. This can lead to cynical discontent as described in the lesson on Supporting Positive Change in Service Delivery and Systems. Your organization likely offers some support in this area. However, some common areas of stress and burnout may be reduced by integrating the person-centered tools and skills into your work environment. Please review the information on the page. When you are ready, go to the next page.

Text:

Using Skills and Tools to Reduce Stress and Burnout

One of the keys to providing person-centered services is to apply these practices to ourselves and our interactions with coworkers. It's hard to be person-centered towards people seeking support if you feel disconnected at work. Common sources of stress include:

- <bullet> Not getting along with coworkers or supervisors
- <bullet> Feeling like you do not know how to correctly prioritize your work
- <bullet> Not having the resources you need to do your job
- <bullet> Feeling the policies and practices are out of sync with expectations

All of these things may have many solutions. However, you need a process to discover them. Also, keep in mind, a basic tenant of handling stress and burnout is rigorous self-care. Make sure you are finding ways to take care of

yourself along the way. You can also consider how these tools can help you clarify expectations, solve problems, and negotiate agreements.

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Narration:

At some point, despite all our person-centered hopes and efforts we are going to have to figure out eligibility and how to bill for services. These processes rarely feel person-centered because they are not. However, for many people, they must be done. There are ways that you can complete these activities to be as person-centered as possible. Please review the information on the page. When you are ready, go to the next page.

Text:

Maintaining Your Person-Centered Approach

Start your interactions with people in a person-centered way. It's important to know what's important to them. This will help the process of eligibility or other types of screening to go better. By the time a program is being considered, you and the individual should have a pretty good idea that this option is one that they are interested in. They should also already have a sense of the processes, including what type of personal information must be shared and in what format. However, during the process, you can assess for discomfort or confusion. A person always has a right to stop the process and look at other options. Make sure to use your diversity awareness to find the right way to approach this process with them.

Be sensitive to people's feeling about being labeled or listing their deficits. Some people might designate a proxy, such as a family caregiver or paid supporter, for this if it distresses them. While we want people engaged in all aspects of making decisions, one decision they may make is to not listen to

people discussing their bowl habits or other private issues if their presence is not needed and they do not want to be there. Avoid and explain jargon in these processes. Pace them and schedule them in times, places, and ways that work for the person and their important others. Make sure you never unnecessarily use documentation that is labeling or judging. Whenever possible be descriptive and objective and include the person's own words in context.

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Narration:

Time management is something all of us have to work on. Flexibility is required to be person-centered. Things like being willing to meet people where they are or taking enough time to let them express themselves are very important. At the same time, efficiencies count. Being good at managing your time frees you up to do what's most important. It makes it more likely you will have time to take a break or do a good job with something. Please review the information on the page. When you are ready, go to the next page.

Text:

Maintaining Your Person-Centered Approach

If you struggle with time management consider the following tips and ideas:

- <bullet> Be realistic about how much time things take. When deciding how much time you have to accomplish tasks make sure you include time to wrap-up one thing before moving on to the next. Schedule time to organize and plan. Make sure basics like lunch and reasonable breaks are built in. Leave some time for unexpected things in your schedule each day.
- <bullet> Consider a time study or methods to analyze how you spend your time and what might make you more efficient.
- <bullet> Find the coworker who does it well and ask them to share their secrets.
- <bullet> Organize your day for efficiency. Many people find it helps to set aside specific times in the day to check email or voice mail. Checking these

communications only 2-3 times a day lowers distractions. Encourage all “emergencies” to come through text or a beeper if needed, so you don’t have to stay connected all the time.

<bullet> Use the donut sort, what’s working/not working, and 4 + 1 questions to define expectations and priorities and organize what you like or don’t like about the things you have done to improve your time management.

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Narration:

There are many things that you can change in your own practices. However, sometimes things must change at a different level. By making person-centered thinking part of your own practice, you begin to notice when other issues are getting in the way. Policies, procedures, and practices may limit your ability to be as person-centered as you'd like. No Wrong Door systems as a whole are encouraged to consider what's working and what's not working in trying to coordinate these approaches. Please review the information on the page. When you are ready, go to the next page.

Text:

We are All Part of the Answer

The many pressures on the system to become more person-centered are a call to action for all of us. This is an unprecedented time to rethink systems and look at what is really working for people. Being willing to participate in this growth in our own communities and nationally is critical if changes are going to be positive. The Person-Centered Counseling (PCC) professional can help by recording and organizing thoughts in ways that are helpful to local and national decision-makers. They can help by getting involved in committees and other methods of guiding change. They can also include information for people and their families about how to get involved in their resources. Hearing directly from users of these services will ultimately help us all know if we are doing what we intended.

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Narration:

You are at the very end of this course. If you have not made some beginning commitments to continue your growth in the practice of person-centered thinking, consider doing so now.

Please review the information on the page. When you are ready, go to the next page.

Text:

Using Person-Centered Thinking (PCT) Skill

Activity: A PCT Skills Wrap-Up

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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 at the forefront of many hoped for changes in long-term supports and services today. They can uniquely influence how individuals and communities respond to situations in which a person is seeking services and supports. By working vigorously to instill the values of person-centered counseling and the vision of Olmstead, Person-Centered Counseling professionals can help usher in these new changes. Being able to manage competing demands and dynamic environments is a must. The tools and strategies of this course can help.

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> Changes in the system mean more ways for people to be supported. However, it also means many more things to explore and decision to be made. The No Wrong Door (NWD) system is designed to make this process easier. Person-centered counseling skills help make sure it's a person-centered process.

<bullet> Starting right away and taking small but regular chances to practice the skills will help your growth and confidence with the approaches. Connecting with like-minded peers, attending conferences, and continuing with the blended learning

model will help you take your skills further. You already have strengths, try to build on them.

<bullet> A challenge will be to look at each aspect of your work and ensure the person-centered thinking approaches are part of it. These tools work for human interactions. They can support your ability to work with individuals. However, they can also help with stimulating person-centered growth in your organizations and communities.

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 use strategies for maintaining person-centered approaches in daily practice.

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!