

**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: 4 Supporting Positive Change in Service Delivery and Systems

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Narration:

Welcome to the lesson on Supporting Positive Change in Service Delivery and Systems. 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:

In the last few decades, there have been many positive changes in systems and community attitudes. However, there is further to go. Today, human services systems are still not aligned with person-centered practices. They do not reliably provide support in the context of inclusion, opportunity, choice, direction, and control for everyone. More change is needed.

Everyone has a role in making this change happen. This lesson will use terms and concepts that are part of the Learning Community approach to person-centered thinking to describe conditions required to fuel change in systems. It helps the learner understand potential roles and responsibilities for supporting positive change in a system.

Learning Objective

After completing this lesson:

You will be able to use person-centered practices and advocate for changes in the system beyond your direct control, such as those that are organizational or system wide.

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:

Many professionals work hard to be person-centered. Current laws support the idea that people belong in their communities. Choice, direction, and control are central to current views of best practices in service. Public programs and regulations continue to align with these values. However, there are remaining challenges. Many people with support needs still do not experience inclusion. Many miss out on stability or opportunity. Most systems still do not allow people and their families to help define what services and options should be available in the system. Some service options are still likely to lead to ongoing isolation. Please review the information on the page. When you are ready, go to the next page.

Text:

Challenges to Being Person-Centered

A Person-Centered Counseling (PCC) professional must be able to recognize when approaches are not person-centered. They must be willing to take action immediately to support a more person-centered approach. In addition, people in these roles and others in the system often have valuable information about what needs to change in the overall system or at an organizational level. Identifying and supporting broader change can be part of the PCC professional's role.

Reflection Activity: Levels of Change in the PCC Professional Role

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Narration:

A valuable contribution of a robust person-centered approach to support is that it can create discontent. It can clarify what could be happening for people if systems were more responsive. By starting with what makes sense to people and families, the gaps and issues in the system can become more obvious. These gaps can be discouraging and frustrating to all who are involved. However, when the frustrations are properly used, they can be a powerful catalyst for positive change. Please review the information on the page. When you are ready, go to the next page.

Text:

Discontent as the Engine of Change

Thomas Edison is well known for being a prolific inventor. He attributed his success to discontent and a willingness to work harder than most. Edison is reported to have made over 10,000 attempts before he was successful with the light bulb. He had many famous sayings regarding how he viewed his efforts. Edison was neither content nor easy to discourage. Discontent combined with vision and determination creates amazing things.

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Narration:

Discontent does often fuel change if it is combined with optimism and determination. However, when people are discontent but also cynical, it can also halt or slow progress. It's important to look for signs of cynical discontent in ourselves and others. You may see it in your coworkers. You may see it in the people who are looking for services. By being attuned to cynical discontent, you can take steps to manage it and respond in ways that reduce it and support a return optimism. Please review the information on the page. When you are ready, go to the next page.

Text:

Cynical Discontent: Signs and Responses

Positive change is only possible if people believe that it is possible. People must have faith that their efforts will pay off. This can be difficult to sustain at times. According the Learning Community, the following are some signs that cynical discontent has taken hold in an organization:

- <bullet> Denial – People say, “This is no different from what we have always been doing” in response to new initiatives.
- <bullet> Distortion – Perceptions are distorted to suggest that what people want is what they already receive. “Everyone is happy with our services. Why should we change?”
- <bullet> Departure – The people who have the most passion leave the organization when they lose hope for change.

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Narration:

People receiving services can experience trauma and discouragement when they are not heard or supported in ways that make sense. This also can lead to cynical discontent. People supported and their families may act in ways that are confusing to the service provider. They may take services but only reluctantly or with partial participation. They may seek services only when they are compelled to or when they are in crisis. These are often signs that there is a mismatch between the person and how services are being delivered. They can also be signs that the person does not trust the provider or the system. Please review the information on the page. When you are ready, go to the next page.

Text:

Supporting Optimistic Discontent

Hope is necessary for positive change. Hope is something that has been identified as a critical piece of recovery or well-being for people in all walks of life. It is something a Person-Centered Counseling (PCC) professional has a role in cultivating. When cynical discontent has taken root, hope needs to be re-established. The PCC professional and other professionals can rebuild hope in all their relationships by creating trust. The promises of person-centered thinking help to engage hope.

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Narration:

You've just learned about some ways that trust can be established with people seeking services. These approaches also can build trust if it has been previously broken. However, that might take more time. These approaches can counter cynical discontent. They are useful in interactions with services users. They are also helpful in building trust with coworkers and community partners as well. Use of these approaches may require change at one or more levels in the system. Please review the information on the page. When you are ready, go to the next page.

Text:

Recognizing and Implementing Change at all Levels

As described earlier, this curriculum looks at three different levels of change: individual (Level 1), organizational (Level 2), and system (Level 3). Everyone can implement individual (Level 1) changes. They do not require permission. They are the focus of much of this course. Below are some other examples of how people may need to be engaged.

Managers and administrators must approve organizational (Level 2) changes. Sometimes a policy change is needed. Sometimes more resources must be obtained or shifted.

Policy makers and legislators must create system level (Level 3) changes. An example of this is the set of changes made to the Home and Community Based Services rules (2014).

Person-centered counseling includes making level 1 changes to your own practice. But it also includes recognizing and communicating Level 2 and Level 3 changes.

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Narration:

Let's think a little more about the levels of change. Please review the information on the page. When you are ready, go to the next page.

Text:

Recognizing Levels of Change

As a Person-Centered Counseling professional, you will encounter issues that require change at various levels.

Activity: Levels of Change

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Narration:

Advocating at the organizational and system level is not something that all PCC professionals consider. However, frontline professionals know a lot about what is working and what is not working. The current climate is one of change. Voices of people trying to apply policy, practices and programs to real life situations are very important in this discussion. However, effective advocacy for change is more than complaining about or simply reporting problems. Please review the information on the page. When you are ready, go to the next page.

Text:

Advocating for Level 2 and 3 Changes

Supporting bigger change can be an important role for the Person-Centered Counseling (PCC) professional.

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Narration:

Speaking up and getting involved can be very empowering. Taking time to become part of the solution to system issues can help you stay motivated. You can feel good knowing that even though there are issues today, some of them are on the way to being solved. In the mean time, taking an honest and open approach with people seeking services can help. These actions will build trust. They will clarify the limits of the system. This will provide good information for everyone about what will work today and what needs to change to make things better in the future. Please review the information on the page. When you are ready, go to the next page.

Text:

The Importance of Building Trust

Earlier in lesson, you reflected on a story about a person who needed some help and had signs of a serious mental health condition. However, he did not want to discuss the condition at that time. The approach the Person-Centered Counseling (PCC) professional took created a bigger problem.

Activity: Building Trust Quiz

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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. Current service systems are better at honoring choice, direction, and control on the part of the person engaging services. However, more change is needed. This gap between hopes and reality in the system can create discontent. Discontent is actually necessary to motivate change. This lesson helped you understand more about the roles a Person-Centered Counseling professional can have in system change.

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> Discontent with a system is necessary before change will happen. Person-centered approaches can create discontent by clarifying what could be possible for people.

<bullet> Discontent must be fueled by optimism and hope or it will not lead to positive change.

- <bullet> Person-Centered Counseling (PCC) professionals in the system can support hope and optimism by engaging in strategies that build trust. To do so they must engage their own self-care and watch for signs of burnout or compassion fatigue.
- <bullet> Strategies PCC professionals can use to support optimism in others include being honest and upfront about situations without discouraging people from their goals. They include taking timely action whenever you can. They also include being clear about what will take time, how much time, and checking in on progress.
- <bullet> PCC professionals can support change at the organizational or system level. To do this well requires a willingness to be organized, engage over time, and work with others.

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 person-centered practices and advocate for changes in the system beyond your direct control, such as those that are organizational or system wide.

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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