

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

Course Title: Person-Centered Planning and Implementation

Lesson Number & Title: 1 The PCC Professional's Role in Person-Centered Planning

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Narration:

Welcome to the lesson on The PCC Professional's Role in Person-Centered Planning. This lesson is part of the course on Person-Centered Planning and Implementation 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 planning (PCP) is a type of planning that seeks and organizes information differently than a service or system-driven plan. It also has a different purpose. PCP provides a positive, strengths-based introduction to a person. It helps others quickly identify what's most important to them. It describes how best to support them. Goals and outcomes of the plan are defined by the person and are meaningful to the person. In all No Wrong Door (NWD) interactions there should be a focus on what is important *to* people. However, a formal written plan through the No Wrong Door (NWD) system is always voluntary and driven completely by the person. The plan belongs to them. Having access to planning support from a

Person-Centered Counseling (PCC) professional is an essential component of NWD systems. PCC professionals should be aware of the usefulness of PCPs and have a method of completing one. This lesson will provide you with an overview of your potential role in the NWD system and an overview of what a person-centered plan might look like in that role.

Learning Objective

After completing this lesson:

You will be able to describe your roles and duties in developing person-centered plans.

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:

As a Person-Centered Counseling professional you will come into contact with many people. All of these people should receive person-centered and person-directed services. However, for some, a formal, written person-centered plan may be helpful. Please review the information on the page. When you are ready, go to the next page.

Text:

From Person-Centered Thinking to Person-Centered Planning

No Wrong Door systems seek to develop and embed the skills of person-centered thinking (PCT). This process often illuminates challenges people have. They may not experience choice, direction, control, inclusion, or opportunity. Sometimes a person-centered approach alone is enough to support these valued opportunities. Other times more is needed. A formal planning process that organizes information into a written plan may help people claim their voice in the system.

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Narration:

People have a variety of needs and experiences. Everyone can benefit from professionals who use person-centered approaches. However, not everyone needs, wants, or would greatly benefit from a formal person-centered plan. By using person-centered discovery, you will learn more about each person's situation. In some situations, you may suggest developing a formal, written person-centered plan. Like other types of decision support, you will want to keep in mind that a formal person-centered plan is a valuable resource, but the person's wishes and circumstances will determine whether or not it is a priority. Please review the information on the page. When you are ready, go to the next page.

Text:

An Overview of Your Role in Person-Centered Planning (PCP)

A Person-Centered Counseling (PCC) professional should develop the following skills and knowledge regarding PCP.

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Narration:

Person-centered planning can be thought of as a form of documentation. Documentation is done in our systems all the time. However, system documentation focus on issues with people's functioning as it relates to treatments or eligibility. As a result, information gathered and documented carries with it a deficit-based tone. Very little is learned or shared about a person's strengths, interests, or hopes. Person-centered planning is a completely different view of the person. It discovers and documents authentic, strength-based information. This is useful for supporting the person in making their own decisions within the frame of resources available. Please review the information on the page. When you are ready, go to the next page.

Text:

Sharing Information about Person-Centered Planning (PCP)

A Person-Centered Counseling (PCC) professional is alert to people and their needs. Sometimes a formal person-centered plan (PCP) can be an important option to consider. The following are some reasons why a PCC professional may suggest this option:

<bullet> To keep track of what's been learned. The more often a person interacts with professionals, the more this may be useful. People in transition may find it very helpful.

<sub-bullet> It helps the person share learning with others.

<sub-bullet> It will help ensure the most important things are remembered and built upon.

<sub-bullet> It can prevent the person or family from having to repeat information each time they work with a new provider.

<sub-bullet> To quickly clarify the best approach to increasing, decreasing, or otherwise changing services or supports.

<bullet> To ensure that a person's voice is not drowned out by other voices. A good plan can clarify and maintain their views. It can support the delivery of services that include choice, direction, and control.

<bullet> To discover things that a less robust and person-centered approach might not. If a person struggles to express themselves, the process may help bring things to light that they really want and believe, separate from the views of others.

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Narration:

The term person-centered plan is used to mean many different things. Federal and local laws and regulations may require these plans in some situations. As a result, the people you support may be interested in these plans. They may have different views about what constitutes a person-centered plan. For the purposes of your role, you are being taught a specific way to complete a person-centered plan. However, this does not mean this is the only way to complete a person-centered plan. It is one option out of many. You should be familiar with other methods of planning. Please review the information on the page. When you are ready, go to the next page.

Text:

What is a Person-Centered Plan (PCP) in the No Wrong Door (NWD) System?

The NWD PCP approach shares common values and approaches with other forms of PCP. It is a voluntary but formal process chosen and driven by the person. It quickly provides a positive introduction to the person and what is most important to the person. Important others in the person's life may support the development of this plan; however, they do not control it. The person has the ultimate decision-making authority about what goes in the plan and how it gets used.

Everything on the plan is written from the person's point of view and, if possible, in their own words. Action steps reflect best support from the person's point of view within the context of their situation. In all forms, the PCPs do not include "fixing" approaches or other people's goals for the person. Sometimes a person has limits on their rights due to past behavior. These are handled in the plan by describing how best to support the person with these limits in ways that make sense to them today and support a better future as they have defined it.

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Narration:

The person determines everything on a person-centered plan. It is written from the person's point of view and in their own words as often as possible. It's best to use plain, common language to describe people, situations, and actions. This can be much more challenging than it first appears. Person-Centered Counseling professionals, and even people receiving services, can become very accustomed to the language and the views of the system. Unintentionally, these words and approaches can filter into their communication. Professionals can support each other by reviewing plans and other communications for these issues. Please review the information on the page. When you are ready, go to the next page.

Text:

Using Person-Centered Language on a Person-Centered Plan (PCP)

When completing a person-centered plan the Person-Centered Counseling (PCC) professional will want to avoid system-centered communication and documentation. This will be an ongoing challenge.

Activity: Person-Centered Language

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Narration:

In supporting a formal person-centered plan, the Person-Centered Counseling professional will have many things to think about. Discovery and planning will need to have a purpose. How, where, when, and with whom to engage the planning process will all need to be decided with the person. This will be based on the purpose, the timing of the plan, and other conditions. How the plan is best organized and presented is another consideration. Please review the information on the page. When you are ready, go to the next page.

Text:

The Details of Planning

Plans made in a No Wrong Door (NWD) system always have a purpose. Very often, contact with a NWD system is short term or intermittent. However, the plan belongs to the person. It can continue to be helpful as they move forward with organizing supports that help them live their lives as fully as possible. It can be a foundation from which a person-centered service plan is developed. If a person is interested in a plan, and the NWD method is chosen, there are decisions to be made, including when to complete a plan, how to complete discovery, who should be involved and how best to involve them, and how to organize the information gathered.

There is no one right method or timing that will work for everyone. This course will offer examples of different approaches. You will also get a better feel for this as you complete a number of plans. The Person-Centered Counseling (PCC) professional should consider what works best for each person or situation. Plans are not (and perhaps should not be) developed in one marathon meeting with everyone the person knows present. Use sensible discovery skills and processes based on the person's needs. For example, for some people a relationship map or communication chart may be a very important part of the plan. For others, they may not. Let the person set a pace for the process that makes sense to them. Organize what's learned in a way that allows the plan to be helpful and meaningful to the person and those likely to support them.

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Narration:

Each person's situation is different. A plan is most useful when there is time to develop it and there is a purpose that goes beyond an immediate need. You may meet people when they are in crisis. A crisis requires person-centered thinking, discovery, and action. However, a formal plan is usually not a priority. That said, a formal plan can be helpful in preventing crisis or ensuring responses to crisis support choice, direction, and control. For each person you support, consider if planning may be helpful, even if you will support them in other ways first. Please review the information on this page. When you are ready, go to the next page.

Text:

General Thoughts on Planning

Part of a person-centered plan (PCP) will be to create action steps. In addition to the person, the Person-Centered Counseling (PCC) professional and many others may be involved in these action steps. Try to look for generic community resources and natural supports as a way to achieve goals. These options keep people more connected to relationships and ongoing opportunities. A formal PCP will help the PCC professional and others more easily provide decision support. The PCC professional may follow up with the person on some or all of the goals of the plan.

The person may prefer a certain type of PCP. The person may benefit from

this other form of PCP. It's okay for the PCC professional to make a referral. If you feel intimidated by the kind of PCP they request, reach out for mentors. Do your best. However, keep in mind a less than perfect PCP is usually better than none, especially if it is actually implemented and people are committed to updating it.

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Narration:

This course is devoted to helping you learn more about why you might help someone develop a plan and how to do so. Multiple examples will be provided throughout this course. They will show parts of a plans and how person-centered thinking approaches can be used. Ultimately this is something you will need to continue to learn about as you practice and work with your coworkers to make this type of planning available. Please review the information on the page. When you are ready, go to the next page.

Text:

An Example of a Plan

All No Wrong Door (NWD) person-centered plans (PCPs) share some key components. However, each will be unique. They will be based on the person's circumstances, purpose, and views. The following sample plan meets the NWD criteria. Keep in mind that this is an involved plan with multiple goals and action steps. It has more follow-up than may be typical. It is meant to illustrate one possibility. It should not be considered the best or the only way to plan. You will see other types of plans and actions throughout the course. You will see parts of this plan again in other lessons.

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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 planning is a different process and has different outcomes than system-centered planning. Person-centered planning starts with discovery in order to understand the person. It pulls together information in a strength-based way. It focuses on what's important to the person and what works best for them in terms of support.

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 plans (PCPs) are a voluntary but formal process that can help people organize and use important information.
- <bullet> Developing a formal, written PCP is most important when people ask for one or when their circumstances make communication and advocacy challenging.

<bullet> A person who has to engage many supporters over a long period of time will often find these plans useful.

<bullet> A PCP provides a positive introduction to the person. It also clearly identifies what's most important to the person and how best to support them.

<bullet> No Wrong Door (NWD) PCP are not the only form of PCP available. This course teaches a certain approach and base components for a plan. Individual plans will be conducted in ways that make sense for the person and their circumstances and purpose. A referral for a different process is acceptable.

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 your roles and duties in developing person-centered plans.

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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