

**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: 4 Filling in the Components of a One-Page Description

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Narration:

Welcome to the lesson on Filling in the Components of a One-Page Description. 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:

A No Wrong Door person-centered plan includes a one-page description. It will be developed for a purpose, and it will include a person's goals and actions steps. It may also include other person-centered thinking tools as makes sense. This lesson will help you become more familiar with each section of a one-page description. It will provide you with general guidance in transferring information into a description. It will also help you sort out when you might use other tools such as a relationship map, a communication chart, a matching profile form, or a learning log as part of the plan.

Learning Objective

After completing this lesson:

You will be able to help people transfer information gained in discovery into a person-centered one-page description.

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:

A person-centered one-page description helps you organize discovery information in a concise but helpful way. It is a central part of a No Wrong Door person-centered plan. In previous training, you learned about person-centered discovery. You practiced developing a one-page description. This lesson will help you increase your skill at transferring discovery information to these documents as part of planning. As you complete the lesson, keep in mind that the one-page description is a fluid document. Each one will change and evolve over time. Please review the information on the page. When you are ready, go to the next page.

Text:

The No Wrong Door (NWD) Person-Centered One-Page Description

The one-page description is a central part of a NWD person-centered plan. It quickly makes available the most important information a supporter or professional needs to help a person achieve their goals in a person-centered way. It includes:

- <bullet> A positive introduction to the person, including strengths and what others like, admire, respect or appreciate about the person.
- <bullet> What is most important *to* the person in regards to the purpose of the plan.
- <bullet> How to best support the person in regards to the purpose of the plan.
- <bullet> The characteristics of the people who support the person best for

this purpose.

When combined with the person's goals and action steps, the person-centered plan can be complete. However, other tools such as a communication chart or relationships map may be completed as part of the plan when it makes sense.

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Narration:

Before looking at each component of the one-page description individually, it can be very helpful to remind yourself about some general practices for working with the person and supporters to complete it. We have already emphasized that the description is developed *with* the person and not *for* the person. This means that they control what goes in it and how it is presented. It also means that, when possible, their own words are used on it. Please review the information on the page. When you are ready, go to the next page.

Text:

Basic Approaches to Completing the No Wrong Door (NWD) One-Page Description

Putting the correct information in a one-page description is important. Often the Person-Centered Counseling (PCC) professional serves as a facilitator of the planning process. This process may include the person and a variety of supporters.

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Narration:

A prominent section of a person-centered one-page description is the positive introduction. Typical system-centered documentation is focused on things about a person that they need help for or struggle with. As a result, it creates a first impression of the person that is not balanced. Others will not easily understand the person's strengths. They won't know what other people appreciate or admire about the person. However, most of what anyone accomplishes in life is based on using strengths rather than correcting weaknesses. For that reason, this is an important part of planning. Please review the information on this screen. When you are ready, go to the next page.

Text:

The Positive Introduction

The person's admirable qualities and strengths should be actively sought during discovery. This can happen in a variety of ways. For many people, it is difficult to share their positive traits with others. This can be a cultural issue or simply the person's preference. It may also be that a person has been part of a deficit-based system for a long time. They may have lost touch with their strengths and gifts. When seeking information, you can experiment with words and approaches that help you glean the strengths and attributes that help the person succeed and get along with others. Here are some sample questions you might ask the person:

- <bullet> What are you/is this person good or best at?
- <bullet> What strengths do you/does this person bring to this situation?
- <bullet> What do you like, admire, appreciate or respect about yourself/this person?
- <bullet> What's something nice someone would say about you/this person?

You can adjust the language to be meaningful to supporters or to meet cultural or individual needs. It is important, however, that strengths and gifts are acknowledged. When transferring this to the plan, consider the purpose of the plan. Which things have you learned that will be most applicable to the purpose. Make sure to write these in a way that feels acceptable to the person. Do not include things that are not specific to the person or meaningful. Group items that are similar if this list is long.

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Narration:

People are motivated by what is important *to* them and what they enjoy. If we know what is important *to* people, we can find ways to support their whole lives. This includes best health and reasonable safety on the person's own terms. Please review the information on this screen. When you are ready, go on to the next page.

Text:

What's Important *To* the Person

Sometimes, even though discovery is purposeful, you will uncover many things that are important *to* the person beyond that purpose. Not everything you learn belongs in the personal description. It depends on the purpose of the description. For example, how might the critical pieces of important *to* look different if the purpose is to find good employment versus to identify good helpers for personal care? How might they be the same? When refining the list, consider if the plan is mostly for the person and those who know them well or if the plan is something they will share with others. This can guide decisions about what to include and how. Make sure that the person approves the things that are included. Don't let other people's untested views get written into the plan. (Remember: Guess/ask/write!)

You want the description to keep people focused on what is most useful to the person. It needs to be specific enough that people reading it can tell the

difference between the person's preferences and someone else's preferences. For example, "doing fun things" is important *to* almost anyone. What is uniquely fun for this person? Another example: "Having control" over some part of our environment is important *to* many of us. What specific things does this person need to have control over? What things don't matter so much? Is that clear from the description?

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Narration:

The section on best support is meant to help those who will be supporting this person get it right. This section connects what's important *to* the person and important *for* the person in the right balance. It provides specific instruction and guidance on how to support this person. Review the information on this page. When you are ready, go to the next page.

Text:

Best Support

Best support is support for what is important to and for the person in the right balance. It is written specifically enough that a supporter can quickly know what will work best for the person and what will not work for them. It's important to watch for "fixing" language (what others see as important for the person). Ensure that all aspects of best support are framed in what works for and is preferred by the individual.

For some people, this section may have to be bolstered with additional instructions for day-to-day supporters. Other tools such as communication charts or learning logs may be used to clarify specifics of best support. People may have crisis prevention and response plans. They may have specific medical protocols that others need to know. All of these additional documents and approaches can be supported and refined by the person-centered thinking and planning process. They should align well with the

person's "to/for balance." The person should experience choice, direction, and control in all aspects of services and support. As a Person-Centered Counseling (PCC) professional, your role will vary in these activities. However, creating a good solid plan and serving as a sounding board and advocate for people as they navigate the system is an important part of your role.

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Narration:

The No Wrong Door one-page description includes characteristics of people who support the person best. A good match between the person and their supporters can make all the difference in quality of life and willingness to engage the services. Describing a good match can make it easier for people implementing aspects of the plan to support good matches. It can also help clarify why some situations might not be working for the person. Please review the information on this screen. When you are ready, go on to the next page.

Text:

Characteristics of People who Support the Person Best

Characteristics are attributes people come with. They are not skills. They include things like what a person thinks is funny. They also include whether a person is active or sedentary, and quiet or boisterous. There are many ways that characteristics of a good match can be identified. When people talk about what's working or not working, there are often hints regarding this that can be explored. When people talk about the relationships that work for them, you can explore the common traits of preferred people. You should also attend to common traits of people who are not preferred by the person. You will also learn through your own interactions what traits the person finds helpful or less desirable. Good day/bad day approaches will often help identify who is most helpful to this person and who challenges them.

Like other aspects of the plan, the success of this area will depend on the purpose. It may be a tight list of traits for a limited purpose. For example, the list of characteristic desired in a medical professional may be shorter than those desired in a day companion. There will often be commonalities. However, the more time a supporter spends with the person, and the more influence they have over the person's experiences, the more important and detailed this list might become.

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Narration:

We have reviewed the four major components of the No Wrong Door one-page description as part of the person-centered plan. Getting from discovery to the description requires staying focused on the person's views while organizing and expressing them in ways that are helpful to supporters and the purpose. Helping the person organize this information can help them experience more choice, direction, and control. Review the information on this page. When you are ready, go to the next page.

Text:

From Discovery to Description

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Narration:

When completing a person-centered description, many if not all of the tools and approaches learned in the person-centered thinking course may be helpful, even if you don't use them formally. They can help support discovery and make sure it is well rounded. A relationship map is a good example of a tool that is often useful for framing discussions. However, it will not always need to be included formally as part of planning or in the final plan. Review the information on this page. When you are ready, go to the next page.

Text:

From Discovery to Description

You may have noticed on the previous screens that Ms. Vang's plan referred to two other tools: the communication chart and matching profile. One was completed to support the identification of qualities needed in day companions. The other was to help day companions recognize what some of Ms. Vang's behavior meant and how to support her well. You can review these by **clicking here**.

Reflection Activity: Using Discovery Tools

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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. Formal person-centered planning uses purposeful discovery and organizes it in a useful way to achieve the person's goals. A one-page description is a positive and balanced way to "introduce" someone to others for a specific purpose related to the plan. It will be combined with other tools, goals, and measurable action steps to create a full person-centered plan.

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> A one-page description is a brief, strength-based profile that assists others in learning about the person and how best to support them.
- <bullet> A No Wrong Door (NWD) one-page description is developed with the person as part of their overall person-centered plan. It should have the following parts as a minimum: A positive introduction; a section on what is

important *to* the person; a section on how best to support the person; and the characteristics of those who support the person best.

<bullet> It is combined with other person-centered thinking tools (as necessary), goals, and measureable action steps to create the written NWD person-centered plan.

<bullet> Nothing on the description or plan is written without the person's permission.

<bullet> Statements should use common language, represent the person's view and, when possible and preferred, use their own words.

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 help people transfer information gained in discovery into a person-centered one-page description.

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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