

**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: 7 Considering and Using Natural Supports, Private Pay,  
and Community Resources in Planning**

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## **Lesson Number & Title: 7 Considering and Using Natural Supports, Private Pay, and Community Resources in Planning**

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### **Narration:**

Welcome to the lesson on Considering and Using Natural Supports, Private Pay, and Community Resources in 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 Counseling (PCC) professionals help people describe their situations and hopes in a person-centered way. The understanding of the person's situation and how they prefer to handle it is based on the individual's own values, beliefs, and preferences. The plan is never is defined by or described in terms of service eligibility. PCC professionals must work with people to try to achieve their goals. There are many reasons to look at meeting needs with natural supports first. For many people, local or generic resources and private pay options are going to be given first consideration over larger, publically funded options. This lesson helps you support people in thinking about these resources as part of their plans.

There are additional lessons about accessing and using these types of resources as part of a person-centered approach in the course on long-term services and supports (LTSS).

**Learning Objective:**

After completing this lesson:

You will be able to support people in identifying and incorporating natural supports, private pay, and local resource options into their plan in a person-centered way.

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:**

You've already learned in previous course work about the many benefits to people when they stay engaged with others in their community. Having positive social roles keeps us healthier and provides more opportunity. Most people prefer to stay in their own homes and communities when they need support. In addition, services and supports like these are less expensive than facility-based or 24-hour professional care. These are valuable reasons for considering natural supports and community resources as critical assets in carrying out a person-centered plan. Review the information on this page. When you are ready, go to the next page.

### **Text:**

#### **Benefits of Natural Supports and Other Community Resources**

Natural supports include people we may already know. They are friends, family, and coworkers. They are the people we see regularly. They could include people like our neighbors or the familiar barista at our favorite coffee shop. They can include people we know from our places of worship or community groups, such as Alcoholics Anonymous. Community resources are available to anyone in the community. They include things such as cab services or city buses for transportation. They could include shops where handy gadgets are sold that make life easier. Thinking about things that are commonly available to anyone when putting together a person-centered plan is a good idea. These options are typically less expensive and more

quickly available than specialized services and supports.

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#### **Narration:**

Even though natural supports and common community resources are critical to helping people achieve affordable person-centered supports, it's important to remember that most people turn to these type of supports first. By the time they have contacted you, they may believe they need more than what they can organize on their own. Part of person-centered discovery will be to help identify what the person has tried already. This will ensure the professional does not suggest things that have already been tried or that will not work for this person. Review the information on this page. When you are ready go to the next page.

#### **Text:**

#### **Considering Natural and Community Supports**

Each person's situation will be unique. The idea of encouraging natural support is not to prevent people from having access to needed services or supports. Nor is it to make assumptions about who a person wants involved in their care and how. Some will have many close ties to family or other unpaid supporters who may be able to help them. Some will have few. Whether you use a relationship map formally or not, you can see the value of knowing who the person relies on and who relies on them. Also, keep in mind that each family member or other unpaid supporter will be unique. They will have their own ideas about what they see as their roles. They will also have different capacities to provide support, as well as the talents and gifts they bring to the situation. It's important to explore these carefully with

the person and supporters.

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#### **Narration:**

The dynamics of family or unpaid caregiving must be managed in a person-centered way. When it comes to formal planning, work with the person to identify who they want involved and in what ways. It's okay to have some parts of planning completed alone and some with a primary caregiver. It's also okay to involve others who may have no formal support roles in the plan. This is up to the person to decide who to involve and how. The plan is theirs but involving others can have benefits. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Involving Natural Supports in Planning**

In the lesson on using the person-centered skills flexibly and in a variety of settings, you learned a little about managing groups and helping them stay focused on the supporting not fixing. When we include natural supporters as part of the planning process, it can help families and others gain a fresh perspective. It offers them a chance to think about the person's goals in a different way. It let's them see what others are doing to support the person. It's important that caregivers and supporters understand this is the person's plan.

Some people who have been reluctant to get involved may be more willing, once they see a concrete and limited role for themselves. Others, who



perhaps have been “over-doing” might be more comfortable letting go of things that the person could do for themselves or that others could help with. The person gets an opportunity to clarify what’s really important to them in a supportive atmosphere where their views are the focus. Groups also spur creativity. They may come up with helpful ways to solve problems. Don’t forget to include the use of other community resources, adaptations, and technology in the planning process.

To complete a plan with many members you will need good facilitation skills. This will include the ability to support constructive person-centered dialogue over points of disagreement. Preparation may be needed to make this successful. However, the benefits can be worth the effort.

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#### **Narration:**

Consideration and support for family or unpaid caregivers should be part of the plan. To be realistic, there must be some balance for everyone involved. People have various tolerances for how much they can devote to this, but everyone needs a break and everyone needs support. Helping people connect to methods of rejuvenating themselves and attending to their own basic needs is a critical part of community support. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Taking Care of Family or Unpaid Caregivers**

People who provide significant or daily support to a loved one are often called caregivers. Keep in mind, they may not call themselves caregivers but simply see themselves in a natural role of helping out their loved one. Although it is often something that loved ones want to do or expect to do for each other, it can be still be a demanding role. Not everyone has the ability or capacity to be a great caregiver. Even people who have the ability can become overwhelmed. Sometimes caregivers themselves need support. However, they may not find it easy to acknowledge they need help or to easily find help. Caregivers need to have a good “to/for balance” as well. If they get too depleted, their own health and the care of their loved one can suffer. One of your roles might be to check in with them too, making sure they have what they need to continue in their supporting role. You can use the same tools and even help them with their own person-centered plan.

## ***Reflection Activity: Family and Caregiver Support***

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#### **Narration:**

Private pay services are another avenue for support. People may not immediately consider private pay services. However, in many situations these may be useful and reasonable. Keep in mind, people may feel they cannot afford to pay anything for services. Some people may also believe incorrectly, that certain things are entitlements that are not. They may have assumed they will have access to services that in fact have very strict financial and other need-based eligibility guidelines. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Private Pay Services and Supports**

Paying for services and support directly can be a viable option. For most people this means supplementing natural support with part-time, paid support. PCC professionals can help people understand how to access these services in ways that are helpful and avoid missteps.

Support in this area may include:

- <bullet> Helping people recognize the limits and requirements of many public programs to make an informed choice about their use.
- <bullet> Helping people consider the options in private pay and the

pros/cons of each based on their unique needs. For example, should they hire for themselves, hire through a program, get care for specific duties or care for respite, etc.

<bullet> Help people find or connect to places that can provide private pay services.

<bullet> Help people consider the financial implications of options and assist them in considering various approaches. For example, budgeting, roommates, live in help in exchange for room and board, reverse mortgages, long-term care insurance, etc.

<bullet> Help people research options and engage decision support. For example, weighing the pros and cons of each decision, such as the cost of services, having strangers in the home, maintaining friendships after a move, easy access to medical care and transportation, etc.

<bullet> Helping people manage problems with private pay workers, such as theft, poor performance, and abuse or neglect issues.

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#### **Narration:**

It's important people don't overlook the use of sources they already have available to them. For example, their health insurance may pay for certain services or equipment. Their bank may provide financial counseling. Organizing supports should include using local or community resources. When these are combined with natural supports and private pay options, they can help to stretch resources and enrich lives. As a Person-Centered Counseling professional, you can support awareness of the many options out there and thinking creatively about organizing resources. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Use of Local and Community Resources**

Local and community low-cost, no-cost, or sliding fee services and supports are often available in a community. With a good person-centered plan in place, the Person-Centered Counseling professional can organize options that may make sense and help the people and their caregivers consider some of these.

The following are some different types of options that may be available to people:

- <bullet> Health-care coverage of items and support. For example, durable equipment, acute care, care navigators.

- <bullet> Assistance focused options. For example, support for life's basics: food, clothing, shelter, utilities, and health related.
- <bullet> Targeted enrichment. For example cultural, academic, arts-through schools, museums, cultural centers, libraries, universities, etc.
- <bullet> Community. For example, meet-ups, 12-steps, support groups, clubs, member services at banks, health clubs, etc.
- <bullet> Work-based or faith-based support. For example, employee assistance programs; services and prayer groups, communal meals, toys for tots, etc.

Each community is different. Some have many of these options available. Others have few. You likely have some resource databases available to you in your role. Check with your employer to find out what support you have for identifying these types of resources. Also, a full lesson in the long-term services and supports course is devoted to learning more about community supports.

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#### **Narration:**

Local, generic, and population specific resources may be available to anyone. Or they may have some eligibility requirements. Very often, however, these requirements are not as cumbersome as those of some of the larger federally funded programs. Sometimes it's as simple as proof of residency. Other times it is based on a certain status, such as being a registered church member, a veteran of a particular war, or an employee of an organization. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **No Wrong Door (NWD) Support for Using Local Resources**

Person-Centered Counseling professionals should actively consider the use of any resources available in the community that matches well with the person's goals. They should think creatively about this. They can support the person and caregivers as needed to pull together these supports. The following are basics of this role:

- <bullet> Support people in finding community supports (based on plan goals)
- <bullet> Support people in considering if a community support is something that might work for them
- <bullet> Supporting people in navigating and completing any eligibility requirements



The course on long-term services and supports in this training program provides more detail about local resources and how to connect to them.

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#### **Narration:**

It's important to keep in mind that the use of natural supports or private pay resources is not without problems. People who use these options are less likely to have other professionals such as case managers to help them navigate and plan. Even if a plan seems very well thought out and organized, a Person-Centered Counseling professional should plan to do follow-up. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

##### **Follow-up with Natural Supports**

There is a lesson on follow-up and its importance in person-centered counseling in this course. It's important to consider the need for follow-up with any type of support arrangement. First plans are often based on best guesses and a lot of unknowns. The person's situation might change. Caregiver or other supporters' situations might change. What seemed like a good idea or match at the time might prove to be less than satisfactory. Try asking the person from their perspective, what might get in the way of the plan working. Problem-solve resources, support, or other methods of avoiding these issues. Ensure follow-up timing is good to catch concerns early.

When working with family or unpaid caregivers, it is important to ensure follow-up is not seen as "checking up" on them. If things prove to be difficult,

it's important everyone involved sees you, the Person-Centered Counseling professional, as a support and ally. Ideally the person and their caregivers would feel free to contact you quickly and frequently as they sort this out. You should make it clear that it's likely there will be some bumps. Let people know that you want to be contacted. You should also ask for permission to follow-up at a specific time and in a way that makes sense given the plan.

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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.

Part of person-centered counseling is helping people to consider and use the resources they have available to them in a person-centered way. By starting with a person-centered plan, it will be easier to help the person identify and sort through various options. Including family or other supporters in some of the planning activities, with the person's approval, can be a way to help supporters and the person get on the same page.

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> Natural supports are part of everyone's life. They are made up of family members, friends and acquaintances. They help to make our life

meaningful and rewarding. We all depend on others to get by.

<bullet> Natural supporters can be part of creating a plan. They can be connected to specific action steps. They are an important asset when exploring and identifying options.

<bullet> Private pay options may be something the person has not considered or has had misconceptions about. Person-Centered Counseling professionals can help people understand the implications of this option. They can help meet needs today and be part of a plan for the future.

<bullet> There may be local resources useful in supporting people in achieving their goals. These may be in the form of assistance or enrichment. They are often the same community resources anyone can use.

<bullet> A plan that relies on natural support can benefit from follow-up like other plans. However, make sure the person and unpaid caregivers see this as supportive. They shouldn't feel as if they are being evaluated. Proactively scheduling follow-up can help.

## **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 support people in identifying and incorporating natural supports, private pay, and local resource options into their plan in a person-centered way.

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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