

**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: 8 Use of Publicly Funded Programs in Planning**

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

## **Course Title: Person-Centered Planning and Implementation**

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#### **Narration:**

Welcome to the lesson on the Use of Publicly Funded Programs 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 helps people to organize services and supports in ways that make sense to them. Many people will never be eligible for public programs. Those who are eligible may choose not to use them. However, sometimes people are eligible and are interested in these programs. Others may already be using publicly funded programs but still want support from the Person-Centered Counseling (PCC) professional. This lesson gives a brief overview of the PCC professional's potential roles in this process. This lesson is a short overview of incorporating these programs into a plan. For more information regarding the specifics of these programs, you can refer to the course on long-term services and support (LTSS) in this curriculum.

**Learning Objective:**

After completing this lesson:

You will be able to support people in identifying and incorporating publicly funded options into their plan.

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:**

People who contact a No Wrong Door system can come from a variety of backgrounds and situations. They will include people already using publicly funded long-term services and supports. They will include people who are unaware of programs but may be eligible for them. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Supporting People with Public Programs**

People will have different starting places and different hopes when it comes to looking for long-term services and supports. They may use public benefits to help them achieve their goals. The type of benefits that are most helpful will depend on what the person's situations is. Some will need only intermittent if intense supports. Others may have ongoing needs.

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#### **Narration:**

Whether or not a public program will work for a person will depend on their needs and hopes. It will also depend on the way in which the state and region organizes and uses these options. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Federal, State, and Regional Funding for Public Programs**

The federal government provides many resources to states so that they can offer public programs. To receive benefits, people usually need to have low- or poverty level incomes. They often have to be in a special population. Some populations include children, older adults, pregnant or nursing women, or those living with a disability. These programs provide support for major life needs. These can include food, shelter, medical care, services and support for daily living, and employment.

Major sources of long-term services and support (LTSS) funding come through Medicaid, Medicare, Vocational Rehabilitation, Veterans' benefits, housing assistance (through HUD), and Supplemental Nutrition Assistance Program (SNAP), and other federal programs. Individuals may also be eligible for social security payments or special benefits through programs for American Indians. The federal government also supports state initiatives through grant programs and demonstration projects. You can learn more

about these types of programs in the LTSS course of this curriculum.

Often, states have the option to decide what to offer and to whom within the federal guidelines. They can sometimes opt out of programs completely. If they do participate, they will usually carry a share of the costs for these programs. They also have to submit a detailed plan or proposal for use of funds. In addition, public programs that are funded only through state and local resources may also be available in communities. Unfortunately, some public programs that could be used to support people have long waiting lists.

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#### **Narration:**

There are significant differences in states regarding the use and availability of publicly funded programs. A Person-Centered Counseling professional must be familiar with local options. Your employer and coworkers should support you in this. You can use databases or other resources to enhance your knowledge in this area. Professionals who can support access and blend different options in a helpful, person-centered, and resource-wise approach are invaluable to both individuals and communities. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Roles in Use of Public Programs**

There are many things to think about when considering public programs. Support for seamless and sensible access to available resources and services is part of the person-centered counseling role. Person-Centered Counseling (PCC) professionals need to ensure processes for identifying what people want are not based on program eligibility or availability. Person-centered discovery is important for everyone. So is the wise use of personal and public resources. PCC professionals may not be responsible for completing the eligibility assessment. However, they should be knowledgeable. They can support the process. They can help to sort, share, and organize use of potential options based on the person's goals. The goal is to minimize the sense of fragmentation and streamline a person's access

to any programs they are eligible for. In the No Wrong Door (NWD) system, this should include being able to access all federally supported public programs from any NWD hub and having to apply for eligibility only one time.

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#### **Narration:**

It's important to recognize that people will have variable experiences and understanding of these programs. They may already know a lot about the system and what they need. Or they may know about parts of the system, but not have information about other options. They may significantly misunderstand these programs. These misunderstandings may lead to unrealistic expectations or surprises. As you engage in discovery and decision support, you will want to carefully explore people's knowledge without making assumptions either way. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Integrating Public Programs into a Plan**

In order to effectively integrate public programs into a plan you will want to consider the following.

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#### **Narration:**

If people are already connected to these programs or if they get connected, the Person-Centered Counseling professional can continue to have a role. They can help the person transition smoothly to other professionals, such as case managers and support navigators who help set up services. They can follow-up to ensure services are working well for the person. They can help fill in service gaps. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Working with Others to Engage the Plan**

If a person gets connected to services and supports, they may be required to or have the opportunity to work with professionals that have similar roles to Person-Centered Counseling (PCC) professionals. There are differences between a PCC professional and many of the other professionals. Ideally the PCC professionals are not affiliated with any specific program or service. When they are, rigorous conflict of interest policies help ensure they can perform their duties well. They are available regardless of eligibility for services of any type. This helps to ensure a focus on the person's needs and ongoing support, regardless of which services they choose to engage. However, clarifying roles and expectations may take some work.

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#### **Narration:**

Being in a situation where you are potentially eligible for public programs means something. It usually means your income is very low or your needs are very high, or both. The people who need and want access to these programs are often struggling with the basics. They have experienced losses and, often, disempowerment. Supporting people in ways that help them experience choice, direction, and control is very important. Review the information on this page. When you are ready, go to the next page.

#### **Text:**

#### **Choice, Direction, and Control in Public Programs**

People engaging public programs are often at high risk of being treated without care and respect. This is not always deliberate. However, over time these programs can be overwhelmed by volume. The needs of communities can be high but the resources limited. Lingering attitudes toward people who use public programs can create a culture in services that is not as respectful as it should be.

Engaging person-centered approaches with every person who seeks No Wrong Door (NWD) services helps refocus individuals and communities. It reengages the individuals by listening honestly to them, without assumptions. It supports them in creating the best solutions they can. People should experience choice, direction, and control in every part of the

process. Unconditional positive regard for each person coming to the NWD system is critical. This helps return both power and responsibility to people. It provides them person-centered and self-directed support to meet their real needs.

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**Narration:**

The process of person-centered counseling is meant to support people in defining what is meaningful to them. It is meant to do this through balanced person-centered discovery. This is especially important for people who may be eligible for public programs. Review the information on this page. When you are ready, go to the next page.

**Text:**

**Review of Public Program Basics**

***Activity: Public Programs***

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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.

Many people connecting to No Wrong Door services will not be eligible for major public programs like Medicaid. This will be due to their incomes, assets, and ability to care for themselves. However, some will be eligible. A Person-Centered Counseling professional should be familiar with these programs. They should know how they are accessed and used in their communities. If discovery and planning indicates a person may be eligible and may benefit from these programs, they should be among those considered in planning.

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> The federal government provides resources and guidance for major

public programs that provide long-term services and supports. These usually correspond to specific populations and expectations. States decide how and if they will participate in these programs. This creates variability of access and eligibility.

<bullet> Person-Centered Counseling (PCC) professionals should be familiar with what is available locally. They should know how to access these programs. They should offer them only if, based on discovery, it makes sense.

<bullet> Clear and complete information regarding the eligibility process and access should be shared when asked. Help people understand: what must be shared in the application, who will help them, how long it might take, the likelihood of being eligible, and what the process and outcomes mean for next steps.

<bullet> PCC professional can support the person in completing applications, connecting to assessors and following up on progress of applications. They can also help them organize short term support during the application period. PCC professionals can support people in organizing services through these programs.

<bullet> Person-centered counseling and the roles of other coordination and planning professionals may overlap. Proactive and frequent communication between planning and coordination professionals is important.

## **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 publicly funded options into their plan.

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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