

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Copyright Notice and Disclaimer Certain materials incorporated herein are Copyright ©2016, Regents of the University Minnesota. All Rights Reserved.

IN NO EVENT SHALL UNIVERSITY OR TLCPCP BE LIABLE TO ANY PARTY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING OUT OF THE USE OF THIS CONTENT, EVEN IF UNIVERSITY OR TLCPCP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 1

Narration:

Welcome to the lesson Needs of People Seeking Services in the No Wrong Door System. This lesson is part of the course Who We Serve 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:

The No Wrong Door (NWD) system is designed to serve all people who may need any type of long-term services and supports regardless of their age, type of disability, income, or source of payer. That being said, everyone served in the NWD system is unique. They will represent different cultures, races, ethnicities, ages, disabilities, and lived experiences. This lesson broadly describes some of the common services a person served in the NWD system may need or want, including information and referral/assistance, benefits counseling, personal assistance services, case management, mental and behavioral health services, housing services, and employment services. This lesson also includes self-advocates talking about the importance of these services in their everyday lives.

Learning Objective:

After completing this lesson:

You will be able to identify, describe, and provide examples of at least five of the services that are commonly provided through the NWD system.

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 person-centered icon to learn about how person-centered thinking approaches are infused throughout these courses.

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.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 2

Narration:

There is no typical type of person served in the No Wrong Door system. The situations you'll encounter will be as diverse as the populations you serve. One of the major goals of the No Wrong Door system is to streamline information on and access to long-term services and supports. Many of the people seeking services might also be trying to access services such as information and referral or assistance, benefits counseling, personal assistance services, care management or care coordination, mental and behavioral health services, housing services, transportation, or employment services. Please review the information on the page. When you are ready, go to the next page.

Text:

Services Provided by the NWD System

Earlier in this course, you learned about the different populations served in the No Wrong Door (NWD) system. There is no typical person served in this system. The situations you'll encounter will be as diverse as the populations you serve. One of the major goals of the NWD system is to streamline information on and access to long-term services and supports (LTSS).

Lesson 5 of this course, Transitions Throughout the Lifespan, described some services that people might need during various transitions in their life. You'll find that there are many other reasons why people seek person-centered planning, counseling, and other services through the NWD system.

This lesson will provide an overview of the following services:

- <bullet> Information and referral/assistance
- <bullet> Benefits counseling
- <bullet> Personal assistance services
- <bullet> Care management/care coordination
- <bullet> Mental and behavioral health services
- <bullet> Housing services
- <bullet> Employment services

This is not meant to be a comprehensive list of all the NWD system services. The NWD system provides many other services, such as adult day and adult day health programs, peer support, Meals on Wheels or other home-delivered meal programs, and transportation. As a Person-Centered Counseling (PCC) professional, you may not provide or refer these types of services, but it's important to be familiar with all of them.

Note: Information on transportation can be found in Lesson 1 in the course Protection and Advocacy Systems. You will learn more about many of the LTSS that people might need, such as personal assistance services (PAS), in the course Person-Centered Access to Long Term Services and Supports.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 3

Narration:

Person-Centered Counseling professionals provide information and referral for services that can best meet the needs of people in the No Wrong Door system. They might provide information on housing, advocacy, community resources, or emergency preparedness, to name a few. They may also refer people seeking services to other agencies and organizations when appropriate. Please review the information on the page. When you are ready, go to the next page.

Text:

Information and Referral/Assistance

Information and referral/assistance:

“...is the art, science, and practice of bringing people and services together. When individuals, families, and communities have questions about human service resources such as home care and housing options; obtaining adaptive equipment for their home or office; or how they can sign up for public benefits” (Source: Alliance of Information and Referral Systems <http://www.airs.org/i4a/pages/index.cfm?pageid=3500>).

In some states, No Wrong Door (NWD) system staff might provide both Information and referral/assistance, as well as person-centered counseling (PCC). However, information and referral/assistance services are distinct and standalone services with their own certification, standards, and best practices that are separate from PCC.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 4

Narration:

Person-Centered Counseling professionals often provide benefits counseling to help people understand, access, or maintain their state or federal benefits. That includes Social Security Disability Insurance, Section 8 Housing, or unemployment benefits, to name just a few. The purpose is to provide information that will help the person make an informed approach. Although the agency or organization you work for may provide some benefits counseling, there are many other organizations that do as well. Some specialize in benefits counseling for employment and others in health. Please review the information on the page. When you are ready, go to the next page.

Text:

Benefits Counseling

Person-Centered Counseling (PCC) professionals might provide benefit counseling to help people understand, access, or maintain their state or federal benefits. The purpose is to provide information that will help the person make an informed approach. Examples of benefits that a person might seek or have questions about include the following:

- <bullet> Social Security Disability Insurance
- <bullet> Supplemental Security Income
- <bullet> Food stamps, also known as the Supplemental Nutrition Assistance Program (SNAP)
- <bullet> Section 8 Housing

- <bullet> Unemployment benefits
- <bullet> Medicaid, including long-term services and supports (LTSS)
- <bullet> Medicare, including LTSS
- <bullet> Long-term care insurance
- <bullet> LTSS options

Although the agency or organization you work for might provide some benefits counseling, there are many other organizations that do as well. Some specialize in benefits counseling in employment and others in health. For example, each state has a state health insurance assistance program (SHIP) that is for all Medicare beneficiaries regardless of age, including those with disabilities, families, and caregivers. Each state's SHIP might be known under a different name, but they all provide similar services.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 5

Narration:

As a Person-Centered Counseling professional, you will make referrals to various long-term services and supports. Some of those services and supports are known as personal assistance services. These are services that can be used by any person entering the No Wrong Door system. There are a wide variety of personal assistance services, providers, and funding sources. Please review the information on the page. When you are ready, go to the next page.

Text:

Personal Assistance Services

As a Person-Centered Counseling (PCC) professional, you may refer people to personal assistance services (PAS), another form of long-term services and supports (LTSS). These are services that can be used by any person entering the No Wrong Door (NWD) system. PAS can be hands-on assistance or they can involve nonphysical tasks, such as decision-making or reminding. PAS can take place in the home, workplace, and the community at large. People who need PAS may pay for them out-of-pocket or through programs, such as Medicaid. There are also informal PAS, such as those provided voluntarily by a friend, neighbor, or family member.

People may use PAS in a number of ways, depending on the person's need for care, those activities may include Activities of Daily Living-ADL (eating, bathing, dressing, toileting, transferring (walking) and continence), and

Instrumental Activities of Daily Living-IADL (support with managing personal finances, making transportation arrangements, shopping, using the telephone, managing medications, and basic home maintenance)

Some people may also use PAS in the workplace. There are several examples of workplace PAS. Some may involve activities such as providing travel assistance for an employee with a mobility impairment; helping an employee with a cognitive disability in decision-making; reading printed materials to an employee who is visually impaired; or ensuring a sign language interpreter is present during meetings for an employee who is deaf.

People who provide PAS have many names, and it really depends on type of PAS that they provide. Sometimes, they are referred to as a home care provider, personal care attendant, attendant, or caregiver.

Helpful PAS Online Resources, including links to Federal Regulations and Policies

For more on Personal Assistant Services and the Office of Disability Employment Policy, visit <http://www.dol.gov/odep/topics/PersonalAssistanceServices.htm>).

For a toolkit for youth with disabilities on managing their PAS as they transition to adulthood, go to the National Collaborative on Workforce and Disability for Youth:
<http://www.ncwd-youth.info/sites/default/files/pas-toolkit-052610-print-final.pdf>

For more on PAS in the workplace, go to the Job Accommodation Network:
<http://askjan.org/media/PAS.html>

For more information on PAS programs under Medicaid Home and Community-Based Services (HCBS), go to:
<http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/home-and-community-based-services/home-and-community-based-services.html>

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the
NWD System

Page No: 6

Narration:

You have just learned about some of the different services you might provide information on or referrals to as a Person-Centered Counseling professional. The process of person-centered planning can help you work with the person to figure out what services are important *to* the person and *for* the person. Please review the information on the page. When you are ready, go to the next page.

Text:

Information and Referral

You have just learned about some of the different services you might provide information on or referrals to as a Person-Centered Counseling (PCC) professional. The process of person-centered planning can help you work with the person to figure out what services are important *to* the person and important *for* the person.

Reflection Activity: Patrice's Experience

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the
NWD System

Page No: 7

Narration:

Terms such as case management, care management, and care coordination are often used interchangeably. While definitions may vary, a case manager or care coordinator usually works in a multidisciplinary team with the person seeking services. They use a person-centered approach to identify the person's goals, needs, and available resources. There are many different models and approaches to case or care management, so it will look different for each person, depending on their needs and situation. Please review the information on the page. When you are ready, go to the next page.

Text:

Care Management

Terms such as case management, care management, and care coordination are often used interchangeably. While definitions may vary, a case manager or care coordinator usually works in a multidisciplinary team with the person seeking services. They use a person-centered approach to identify the person's goals, needs, and available resources. Working with the person (and possibly family members, support network members, or a legal guardian), the care manager develops a plan to help meet those goals. There are many different models and approaches to case/care management, so it will look different for each person depending on their needs and situation. Oftentimes people with complex medical needs or people transitioning in or out of institutions will utilize case/care management.

As with all services and supports, the person being served should have choice, direction, and control over the plan and how it is executed. The case manager communicates with the person regularly and keeps other service providers and healthcare professionals on the care team informed as well. Depending on where you work, Person-Centered Counseling (PCC) professionals may have roles and responsibilities that are not related to care management or care coordination. However, PCC professionals may interact with a person's case manager or care coordinator as a member of their support network.

DRAFT

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 8

Narration:

As a Person-Centered Counseling professional you might work with people seeking mental or behavioral health services in the No Wrong Door system. Mental health service provision is focused on community-based services and supports, but in the past that wasn't always the case. Beginning in the mid-1950s and continuing in earnest through the 1980s, the mental health policy of deinstitutionalization in the United States focused on transitioning people to a growing number of community-based services. This policy recognized that confinement in institutions was unnecessary, costly, and deprived people of their full rights and opportunities as citizens.

The concept of recovery has been the focus in the mental health system over the past two decades, moving the system toward the creation of services and supports that promote individual empowerment, self-direction, and a belief that people with mental illness can create a life of meaning and purpose for themselves in the communities of their choice. Please review the information on the page. When you are ready, go to the next page.

Text:

Mental Health Services

As a Person-Centered Counseling (PCC) professional in the No Wrong Door (NWD) System, you may work with people who have mental illnesses. Mental health service provision is now focused on community-based services and supports, versus institutionalization. In the past, that wasn't

always the case. Beginning in the mid-1950s and continuing in earnest through the 1980s, the mental health policy of deinstitutionalization in the United States focused on transitioning people to a growing number of community based services. This policy recognized that confinement in institutions was unnecessary, costly, and deprived people of their full rights and opportunities as citizens.

At the same time, this policy also diverted those individuals who would have gone to state hospitals into community-based treatment and residential settings. There was also a growing recognition of the importance of self-direction, community participation, and the Social Model of Disability, all of which supported individuals to choose how they want to live.

Recovery has been the focus in the mental health system over the past two decades. However, there has been a shift towards the creation of services and supports that promote individual empowerment, self-determination, and a belief that people with mental illness can create a life of meaning and purpose for themselves in the communities of their choice. It is important to remember that most people who use mental health services do live independently in the community with supports and that they are not patients or clients who are hospitalized or under the supervision of a professional.

For more on SAMHSA's principles of recovery:

<http://store.samhsa.gov/product/Guiding-Principles-and-Elements-of-Recovery-Oriented-Systems-of-Care/SMA09-4439>

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 9

Narration:

In some communities, mental health professionals and peer-run organizations have begun to develop community-based alternatives to hospital care. There are also a number of alternative behavioral health programs around the country that respond to crises. However, these types of services are not available in all communities and mental health systems. Make sure that you're familiar with the mental and behavioral health services and programs available in your community. Please review the information on the page. When you are ready, go to the next page.

Text:

Behavioral Health Services

Part of your work as a Person-Centered Counseling (PCC) professional in the No Wrong Door (NWD) system is to help people identify and access long-term services and supports, including any behavioral health services. The Americans with Disabilities Act mandates that these services and programs be provided in the most integrated settings. This keeps individuals connected to the positive benefits of the natural supports in their communities. In some communities, mental health professionals and peer-run organizations have begun to develop community-based alternatives to hospital care. There are also a number of alternative programs around the country that respond to crises. However, these types of services are not available in all communities and mental health systems.

The tabs below provide a few examples of behavioral health services that people may receive in the community or in facilities. If you provide behavioral health services, some of these services will be familiar to you. Even if you don't provide behavioral health services, it's still a good idea to be familiar with the types of mental and behavioral health services that may be used by people in your community.

For more on information, training, and technical assistance on behavioral health services, go to the Substance Abuse and Mental Health Services Administration's (SAMHSA) Programs and Campaigns page:

<http://www.samhsa.gov/programs-campaigns>

[

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 10

Narration:

People who seek services in the No Wrong Door system may face limited options in housing when it comes to accessibility and affordability, in addition to any supportive housing needs they may have. Two federal programs help with housing needs, Section 8 Housing Choice Voucher Program and Section 811 Supportive Housing for Persons with Disabilities Program. Stable housing is a critical piece that can help ensure community living and the integration of all populations served in the No Wrong Door system. Please review the information on the page. When you are ready, go to the next page.

Text: **Housing Services**

Some people seeking services in the No Wrong Door (NWD) system may have trouble finding and keeping housing. Housing services might be needed for reasons such as:

- <bullet> Homelessness
- <bullet> Recent evictions or foreclosure
- <bullet> Need to find accessible housing
- <bullet> Need to find affordable housing
- <bullet> Need to modify current housing
- <bullet> Need for supportive services
- <bullet> Transitioning from institution to community living
- <bullet> Transitioning from military service to civilian life

There are two federal programs administered by the Department of Housing and Urban Development (HUD) that can help with housing needs:

<bullet> Section 8 Housing Choice Voucher Program

The housing choice voucher program is the federal government's major program for assisting very low-income families, older adults, and people with disabilities to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses, and apartments.

<bullet> Section 811 Supportive Housing for Persons with Disabilities Program

HUD provides funding to develop and subsidize rental housing with the availability of supportive services for very low- and extremely low-income adults with disabilities.

For more information on housing-related issues for people with disabilities:

<https://www.disability.gov/resource/disability-govs-guide-housing/>

For more information on supportive housing, go to the Technical Assistance Collaborative Resource Center:

<http://811resourcecenter.tacinc.org/about>

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 11

Narration:

People seeking services in the No Wrong Door system may need educational or training resources in order to become employed. Some of the people in the No Wrong Door system may be in a transitional phase and want to adapt their skills and abilities for the current job market. Others may have been employed in the past and are currently unemployed or underemployed. As a Person-Centered Counseling professional you may be helping people with their employment-related goals or referring them to federal programs or local employment resources. Please review the information on the page. When you are ready, go to the next page.

Text:

Employment Services

People seeking services in the No Wrong Door (NWD) system may need educational or training resources in order to become employed. Some of the people in the NWD system may be in a transitional phase and want to adapt their skills and abilities for the current job market. Others may have been employed in the past and are currently unemployed or underemployed. Many people served in the system will face barriers to employment and experience higher rates of unemployment than people without disabilities. Part of your role as a Person-Centered Counseling (PCC) professional may be to help people with their employment-related goals.

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 12

Narration:

You've learned about some of the common service and support needs that bring people to the No Wrong Door system. Let's see what you can remember. Please review the information on the page. When you are ready, go to the next page.

Text:

Types of Services

You have just learned about some of the common service and support needs that bring people to the No Wrong Door (NWD) system. Let's see what you can remember.

Activity: Why People Visit the NWD System

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

Course Title: Who We Serve

Lesson Number & Title: 6 Needs of People Seeking Services in the NWD System

Page No: 13

Narration:

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives.

People seeking services in the No Wrong Door system will need help with a variety of services. Some of them include information or referrals, benefits counseling, personal assistance services, care management, mental and behavioral health services, housing, or employment. As a Person-Centered Counseling professional, you may not provide all of these services directly, but you should still be familiar with them.

Please review the information on this page. You can review the content as needed by going back through the lesson. You may take the test now, later, or as requested by your employer. Please review the information on this page. Good luck and thanks for completing the lesson!

Text:

Conclusion and Lesson Review

<bullet> People seeking services in the No Wrong Door (NWD) system may need help with information or referrals, benefits counseling, personal assistance services, care management, mental or behavioral health

services, housing, or employment.

<bullet> As a Person-Centered Counseling (PCC) professional, you may not provide all of these services directly, but you should still be familiar with them.

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 identify, describe, and provide examples of at least five of the services that are commonly provided through the NWD system.

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!