

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

Course Title: Person-Centered Access to Long-Term Services and Supports

**Lesson Number & Title: 1 Using Person-Centered Practices to Connect People to Long-Term
Services and Supports**

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Narration:

Welcome to the lesson on Using Person-Centered Practices to Connect People to Long-Term Services and Supports. This lesson is part of the course on Person-Centered Access to Long-Term Services and Supports 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:

People who are seeking assistance do not always know what is available. Finding the right long-term services and supports (LTSS) can be challenging and at times complicated. Person-Centered Counseling professionals are professionals who can help with this. They use person-centered thinking (PCT) and practices to support people in accessing the right LTSS in the right way. This lesson gives a broad overview of LTSS including a range of services that are available. It provides a quick review of the PCC professional role in the No Wrong Door (NWD) system. It gives a basic description of strategies in streamlining access to LTSS options. This lesson is a reminder of these important functions in the context of this course. You can learn more about the PCC professional role in the courses on the NWD

system and person-centered thinking and planning. This lesson and others talk broadly about resources. You need to know about regional resources and access issues that cannot be covered in this course. Please see your supervisor or employer about more support regarding resources and information available to you locally.

Learning Objective

After completing this lesson:

You will be able to use person-centered practices and the values of choice, direction, and control when helping people connect to long-term services and supports in a streamlined 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:

The No Wrong Door system has a goal of being welcoming and efficient in supporting people who are seeking information about services. Person-Centered Counseling professionals play a key role in reaching this goal. They help bridge issues in our current systems that make it more challenging from the view of those seeking support. They work to ensure that people have choice, direction, and control throughout the entire process. They also consider how prevention and coordination at transition points can be helpful. Review the information on the page. When you are ready, go to the next page.

Text:

Your Role in Helping People Access Long-Term Services and Supports

As a Person-Centered Counseling professional, you are the face of the No Wrong Door system. You will use person-centered counseling approaches to support people with a variety of different needs. Accessing long-term services and supports (LTSS) will be important to some people. A focus on the person's strengths, goals, and preferences is important. An emphasis on their ability to experience choice, direction, and control as they choose supports is also important. Duties may include:

- <bullet> Using person-centered discovery
- <bullet> Developing formal person-centered plans as requested
- <bullet> Supporting person-centered action that includes private pay and public options
- <bullet> Supporting streamlined access to public programs when chosen

- <bullet> Conducting ongoing follow-up on plans as requested
- <bullet> Documenting information and entering data as needed

You can learn more about these duties in the course “An Introduction to the No Wrong Door System.” You should also talk to your supervisor about your specific role and responsibilities as these may vary depending on where you work. This lesson will remind you about how you bring person-centered thinking into each of these practices. By using a person-centered approach, you can make sure that the person’s goals and preferences determine support (not just eligibility and/or funding).

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Narration:

Long-term services and supports are distinct from other short-term needs that a person might have. Sometimes long-term and short-term services and supports look similar. Either may be paid for by public or personal funds. Often a person needs access to both. However, it is important to understand that these services are accessed, funded, and organized differently. Review the information on the page. When you are ready, go to the next page.

Text:

What is LTSS?

People often seek long-term services and supports (LTSS) when they are having trouble participating in life activities. That can include daily care support. It can also include things like service coordination. Public LTSS may even provide support to unpaid family members or caregivers involved with someone's care. Services can be delivered in a variety of settings including home, work, or school. People may also be interested in learning about options such as 24-hour nursing facilities, other institutional settings, or home and community-based services (HCBS).

To meet eligibility for publically funded LTSS and long-term care insurance, people must meet criteria that includes necessary support for activities of daily living (ADLs) or instrumental activities of daily living (IADLs). ADLs are basic self-care. They include things like bathing and getting dressed by

oneself. IADLs include being able to manage day-to-day life in a way that keeps you safe and healthy. This can include managing finances and taking medications correctly. LTSS are provided when people cannot perform these activities on their own – usually due to an enduring physical or mental condition. LTSS are different from short-term (or acute) needs. Short-term needs are considered temporary. Often recovery-based services are paid for through health insurance and daily care is provided through family or unpaid caregivers. Typically, LTSS are for people who experience conditions that are likely to be life-long. LTSS may vary depending on where someone lives, the services that are available, and a person's needs. Check with your supervisor to learn more about how LTSS is defined in your area.

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Narration:

Person-Centered Counseling professionals will provide support to many different people. The No Wrong Door system is meant to be a trusted resource for all people and all payers with long-term support needs. As a result, people will come from different ages and backgrounds. They will have different expectations and resources. Review the information on the page. When you are ready, go to the next page.

Text:

Types of Long-Term Services and Supports and How They are Accessed

LTSS are important to people across the lifespan and from all walks of life. Most services are based on the person's ability to function. These are sometimes combined with income limits to create eligibility. Most public programs require an extensive screening process to determine if a person is eligible. Some Person-Centered Counseling (PCC) professionals might be involved with initial screening. They may use screening tools to determine a person's eligibility (i.e. each state will have a functional eligibility determination process). It is good to have a basic understanding of the potential needs someone may have at different stages in life. Keep in mind, publically funded options and other available services will vary depending on where a person lives.

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Narration:

Now you have learned a little more about long-term services and supports. You know that people of all ages and backgrounds may need to access these resources. You also know that Person-Centered Counseling professionals help people understand and select from options using a person-centered approach. Keep in mind, that what is available and what people are eligible for do not define the process of discovery. Let's take a moment to review person-centered practices. By using these strategies, you will be able to provide the best support to people. Review the information on the page. When you are ready, go to the next page.

Text:

Review of Person-Centered Approaches

Using person-centered thinking and person-centered planning practices helps ensure information shared with people is meaningful and helpful to them. Always start with discovery and organize support around what is important to the person. Review some basics here.

Activity: Person-Centered Thinking and Planning Review

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Narration:

Person-centered counseling professionals are responsible for streamlining access to long-term services and support options. This will help to reduce the amount of extra work and confusion that often deter people when seeking services and supports. Person-centered practices play a big role in supporting these efforts. By understanding the person's goals and preferences, you can suggest relevant options and provide the appropriate amount of support in accessing those options. Review the information on the page. When you are ready, go to the next page.

Text:

How to Support People in Accessing Long-Term Services and Supports (LTSS)

Person-Centered Counseling (PCC) professionals will use person-centered counseling as a foundation for streamlining access to LTSS. Streamlining access means connecting people to meaningful resources in ways that reduce confusion and burden along the way. Available services and funding sources will vary by state. PCC professionals do not need to know everything about every service. However, they do need to be willing to support people as they explore options. You should talk to your supervisor about your specific role in streamlining access. Here are some tips for streamlining access to LTSS. These strategies are discussed in more detail in other lessons in this course.

Tips for Streamlining Access to LTSS

- <bullet> Use person-centered discovery to understand a person's goals and preferences. Use this as a foundation for all work with the person.
- <bullet> Address urgent and basic concerns (such as homelessness) as immediately as possible. However, look at longer-term solutions with the person.
- <bullet> Collaborate with other professionals, such as Medicaid staff, to speed processes and access to services.
- <bullet> Consider natural support and typical solutions to issues (such as asking a neighbor for help) as a part of organizing options.
- <bullet> Provide accurate information about eligibility criteria and application processes for federal, state, and local programs.
- <bullet> Support the person in researching alternative LTSS resources as appropriate (i.e. if they do not qualify for a specific program or prefer not to use some available options).
- <bullet> Offer to follow up and adjust plans and goals as desired by the person.
- <bullet> Keep good records to avoid duplicative efforts or confusion later.

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Narration:

Person-centered counseling professionals will help to support those who are seeking long-term services and supports. Knowing the basics about long-term services and supports and person-centered practices will help you offer streamlined access. Review the information on the page. When you are ready, go to the next page.

Text:

Apply Your Knowledge

Knowing the basics about long-term services and supports (LTSS) and person-centered practices can help Person-Centered Counseling (PCC) professionals streamline access to options. Complete the following activity based on what you know about supporting access to LTSS.

Activity: Supporting Access to LTSS

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Narration:

There is a lot of information to consider in how to connect people to long-term services and supports in a person-centered way. It is impossible to consider every possibility or describe every option. This course will help you understand a range of potential needs and options. In each of the remaining lessons, you will have the opportunity to look at some content regarding ideas and examples of how connecting people to services can look. You will review some potential resources for supporting variable needs and wishes. Review the information on this page. When you are ready, go to the next page.

Text:

Ongoing Learning in the Person-Centered Counseling Professional Role

This lesson gave you a brief overview of the PCC professional's role in person-centered access to long-term services and supports (LTSS). This course will give you a good foundation for supporting people who wish to access LTSS. You will learn more about handling a variety of different situations. It is impossible to cover every type of situation that may arise or provide detailed information about specific local resources. You will need additional training and support. You will need to learn more about how formal LTSS options are accessed in your location. You will need experience helping people with LTSS needs in a person-centered and streamlined way. Completing all the courses in this training program will help.

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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.

Finding the right long-term services and supports can be challenging. Person-Centered Counseling professionals use person-centered practices to support people in identifying which long-term services and supports would be helpful. This lesson provided an overview of common long-term services and supports and funding options based on age groups. It reminded learners of why person-centered practices are important when considering options and streamlining access to long-term services and supports.

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 PCC professional uses person-centered practices to ensure a

good match with the person's goals before connecting people to potential long-term services and supports.

<bullet> Long-term services and supports are needed by people of all ages and backgrounds. They are often provided by unpaid family members or caregivers.

<bullet> PCC professionals should be aware of the wide range of services and informal supports available in local communities. They should have strategies for streamlining access to public programs in a person-centered way.

<bullet> Long-term services and supports can be paid for by public or private funds. PCC professionals should include natural supports and private pay options in their discussions with people.

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 use person-centered practices and the values of choice, direction, and control when helping people connect to long-term services and supports in a streamlined 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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