

**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: 8 Accessing Local Resources and Natural Support in  
Community-Based Long-Term Services and Support**

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**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 1

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## **Narration:**

Welcome to the lesson on Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support. 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:

Person-Centered Counseling (PCC) professionals play a vital role in connecting people to meaningful resources. Earlier lessons in this course provided information about some federally funded resources. For some people, accessing those programs will be an essential part of meeting their needs. For others, private pay for services may be the best fit. In both of these situations the use of local and natural support resources may enhance the person's overall quality of life. These sources may also help during periods when a person needs more assistance but for a shorter period of time (transitions). This lesson introduces a variety of resources. It will also

help PCC professionals understand more about how to research, organize, and access them.

### **Learning Objective**

After completing this lesson:

You will be able to support people in accessing local resources and natural support to meet their person-centered goals.

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

**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 2

---

## **Narration:**

Local resources and natural support can assist people in a variety of ways. For example, there may be community resources that offer assistance with finding housing, supplementing nutrition or helping people with transportation. There may be outreach related to helping people get jobs or pursue interests. Other resources may help people get and stay physically fit or to take care of themselves while living with a medical or physical condition. In addition to supporting basic needs, many communities offer enrichment opportunities. These may include affordable access to education, nature, or the arts. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Use of Local Resources and Natural Support**

Local resources and natural support are services, programs, and supports and can come from a variety of sources. They can be part of charitable or mission-based organizational outreach. They can be part of basic support or enrichment available to any person in a community. Here are some examples of the types of local resources that may be useful to explore:

- <bullet> Advocacy or mission-based groups: These may offer social groups, advocacy help, support groups, or peer-to-peer connections.
- <bullet> Community centers: These may offer education, social, and physical health opportunities. They may include or specialize in culturally specific or linguistic support.

<bullet> Faith-based organizations: They may offer food, clothing, support groups, and social or reintegration support. They may offer chore services, such as help with yardwork and home care.

<bullet> Cities and counties: These may offer free or affordable services like tax preparation support, transportation options, or low cost home improvement loans.

<bullet> Schools: These may offer enrichment opportunities for youth and families. They may offer free tutoring or parent education.

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

**Lesson Number & Title:** **8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support**

**Page No:** 3

---

## **Narration:**

For any person seeking assistance with long-term services and supports the use of natural support and local resources should be a consideration. There are many benefits to connecting people to these resources. Review the information on this page. When you are ready, go to the next page.

## **Text:**

### **Benefits of Using Local Resources and Natural Support**

Finding and organizing natural and local supports is not as straightforward as applying for a formal program. They can be difficult to find or understand at first. However, there are also many benefits. Local resources are often easier to access. Eligibility assessment may be informal or simple. A person's financial status may not matter, and there is often little to no reporting. Resources may be available immediately, no waiting required. The options may more precisely fit the person's interest or need. They may be more flexible in terms of when, how, and how often supports are accessed. These types of resources also keep people connected to others in their community. People can make friends, connect with peers, and become part of a social network. When and if the time is right, these connections may offer opportunities for the person to give back to others.

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

**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 4

---

## **Narration:**

Depending on where a person lives and their particular circumstances, there may be a few or many local resources to choose from. However, there are often more than you realize. A foundation of a strong No Wrong Door system will include Person-Centered Counseling professionals who are curious about, knowledgeable, and invested in these local community resources. It's important to consider these for anyone. They can be a great way to fill in the gaps beyond what formal services programs offer or to enhance those core services. Review the information on this page. When you are ready, go to the next page.

## **Text:**

### **Considering a Variety of Local Resources**

As a Person-Centered Counseling (PCC) professional, your role includes helping people identify resources and sort through options to meet their goals. Each person and situation you encounter will be unique.

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

**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 5

---

## **Narration:**

The amount of information you have to manage in order to effectively use local resources may feel overwhelming. It's important that you have strategies as an individual and within your organization to manage information effectively. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Finding and Maintaining Resources**

To help people sensibly use the many community resources available, you will need to know about resources. You will need to know who is eligible and for whom these services or supports are a good fit. You will want to organize and maintain this information in ways that are useful to you. Hopefully, your employer will recommend or have electronic or paper-based resource guides to help you. These are usually a good start. However, it's important to consider how they will stay updated and be used.

Consider the following tips:

<bullet> Use resources wisely: Work with local information (211 and ADRCs), referral specialists, and databases. Their role is to be knowledgeable about resources. Yours is to support the person sorting through options.

<bullet> Seek support and guidance from your employer about limits and expectations in these areas. Find out how you can be engaged in these processes effectively. Make recommendations about what will work from



your view.

<bullet> Network with other professionals. This can include people from your own agency or from other local organizations. (Hint: There is a whole lesson about networking in this course.)

<bullet> Keep track of the local resources you find and update the keeper of the resource guides. It's important to have facts about programs. However, check in with others who have actually recommended the resource if you can. This way you understand how it really works. (For example, is there a 24-hour wait for services after calling a "crisis" line? It might be important for people to know that.)

<bullet> Have standardized methods for updating your resource lists. Circumstances can change quickly with many community programs.

<bullet> Collaborate with others in your community to be creative in meeting people's needs.

<bullet> Provide feedback to programs as appropriate about what you are hearing or experiencing. Most will appreciate feedback about how their services are helping (or not helping) people. This can lead to improved services and supports for everyone.

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

**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 6

---

## **Narration:**

Today most people can find information about resources online. However, the amount of information can be overwhelming to them also. Your role is not to just provide resources. It is to help people sensibly navigate these options based on what they are trying to achieve and what is important to them. If you are knowledgeable about the details of these resources and you use person-centered discovery and planning, you can more quickly know which will most likely be of interest. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Supporting Access**

The Person-Centered Counseling (PCC) professional's role is not just to provide a list of resources. The role includes helping people sort through these options. It also includes helping them access options as easily as possible and following up. Consider the following tips:

- <bullet> Ask people what resources they have tried before. This way you will not recommend the same ones.
- <bullet> Ask them what has been most helpful and what has not worked about past experiences. Use this information to customize your approach.
- <bullet> Help people sort through potential options and make decisions about what to try. Be transparent. People should understand how to access resources including the amount of time and personal disclosure. They should know if there are limits that will make them ineligible, such as having

to be sober for a period of time first. The person's comfort level should help in guiding the selection process. The person may not be comfortable with some options, such as friends, family, and neighbors.

<bullet> Setbacks in reaching out to resources can be very discouraging to people and stall out the process. Contact resources in advance or with the person if they are willing. This is especially important under the following circumstances:

<sub-bullet> You have never recommended the resource before.

<sub-bullet> There is a possibility it no longer exists or has substantially changed.

<sub-bullet> The person is in crisis or highly stressed.

<bullet> When supporting someone, help them prepare their questions in advance. Follow up with them to see how things are going. Document their feedback and use it for future referrals.

DRAFT

# 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:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 7

---

## **Narration:**

Great job so far! You have learned some of the many ways local resources can support people. You have seen how a Person-Centered Counseling professional listens to people and then connects them to meaningful resources in the community. Now take some time to reflect on your own local community. Review the information on this page. When you are ready, go to the next page.

## **Text:**

**Local Resources**

***Reflection Activity: Finding and Accessing Local Resources***

# 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:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 8

---

## **Narration:**

As you consider think about how to use local resources and natural supports, don't forget about the tools and strategies you have learned about in the person-centered thinking course. The ability to problem-solve, learn, and organize information is critical to the best use of resources. Review the information on this page. When you are ready, go to the next page.

## **Text:**

### **Use Your Person-Centered Thinking (PCT) Strategies and Tools**

In your use of local resources and natural support don't forget your PCT tools and strategies. Consider the following.

- <bullet> If they have them, people's one-page descriptions and person-centered plans should provide strong guidance in this area. Otherwise, informal person-centered discovery is a good place to start.
- <bullet> Consider their relationship maps and matching profiles (If they have them.). What can these tell you that is helpful?
- <bullet> Ask the person about updating person-centered information when it makes sense in this process.
- <bullet> If you have tried a number of resources but still aren't where you want to be, use a 4 +1 questions approach
- <bullet> Use working/not working frequently throughout the process.
- <bullet> Consider tracking information in a learning log, especially when you are trying a new process or resource. Make sure the important information you document is included in any formal processes for keeping track of

information.

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

**Lesson Number & Title:** 8 Accessing Local Resources and Natural Support in Community-Based Long-Term Services and Support

**Page No:** 9

---

## **Narration:**

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

Supporting the use of local resources and natural support can assist people in managing their transitions better. It can also improve their quality of life. It can ensure they have enough support at critical times. These resources are typically easier to access than formal, long-term services and supports programs or services. They also help people stay connected to their local community. However, they can be harder to manage. To use these resources well you must have systems for learning about them and keeping your contacts current.

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> Local resources can help people reach their goals and improve their quality of life. They can fill gaps or offer enhancement to formal services and supports.
- <bullet> Person-Centered Counseling (PCC) professionals can learn about local resources by networking with other professionals. They need systems for learning about and staying up-to-date with local resources.
- <bullet> It is important to start with discovery and then present options based on what is important to the person. Helping people sort through options and weigh pros and cons is also a role.
- <bullet> Don't forget to use person-centered thinking (PCT) approaches and problem-solving strategies, such as working/not working or 4 +1 questions, when finding resources is challenging. Keeping learning logs about resources may help you organize important learning about your community and these approaches.

## 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 accessing local resources and natural support to meet their person-centered goals.

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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