

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 1

Narration:

Welcome to the lesson on the Protection and Advocacy System. This lesson is part of the course on Protection and Advocacy 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:

In this lesson Person-Centered Counseling (PCC) professionals will learn about the Protection and Advocacy System, Protection and Advocacy agencies, and the programs and services they provide. The Protection and Advocacy System is a federally mandated network of agencies that provide protection and advocacy services for people with disabilities of all ages, including older adults. There is one Protection and Advocacy agency in every state and territory in the US, including a Native American Protection and Advocacy agency. As a PCC professional, you might already engage in some protection and advocacy duties, but keep in mind that for this lesson the term 'Protection and Advocacy' refers to this formal and specific system of agencies. Also keep in mind that this system and the agencies that are part of it are different from Adult Protective Services, although you might work with both Adult Protective Services and Protection and Advocacy agencies

in your role as a PCC professional. You will learn more about Adult Protective Services in Lesson 5 of this course.

Learning Objective:

After completing this lesson:

You will be able to describe the Protection and Advocacy system and how Protection and Advocacy agencies protect and help people served by the No Wrong Door system. You will also be able to name three types of services Protection and Advocacy agencies provide and three advocacy issues they work on.

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: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 2

Narration:

As a No Wrong Door Person-Centered Counseling professional, it is useful for you to understand what the Protection and Advocacy System is and what your local Protection and Advocacy agency does, since they also focus on disability rights and community living. The people you serve in the No Wrong Door system may benefit from their services, which include monitoring facilities that care for people with disabilities and ensuring full access to inclusive educational programs, financial entitlements, health care, accessible housing, and productive employment opportunities. Please review the information on the page. When you are ready, go to the next page.

Text:

The Protection and Advocacy and No Wrong Door Systems

As a Person-Centered Counseling (PCC) professional, it is useful for you to be familiar with the Protection and Advocacy System and to understand what your local Protection and Advocacy agency does. Among other responsibilities, they help advocate for disability rights and community living, so the people you serve may benefit from their services. According to the National Disability Rights Network, a nonprofit membership organization for Protection and Advocacy agencies:

“Protection and Advocacy agencies have the authority to provide legal representation and other advocacy services, under all federal and state laws, to all people with disabilities (based on a system of priorities for

services). All Protection and Advocacy agencies maintain a presence in facilities that care for people with disabilities, where they monitor, investigate, and attempt to remedy adverse conditions. These agencies also devote considerable resources to ensuring full access to inclusive educational programs, financial entitlements, health care, accessible housing, and productive employment opportunities.”

There are many programs in the Protection and Advocacy System that may administer services. As a PCC professional, you should familiarize yourself with each of them so that you can coordinate appropriate services as needed. Other agencies include one for people seeking vocational rehabilitation services called Client Assistance Program (CAP). There are also separate protection and advocacy programs for the following:

- <bullet> Protection and Advocacy for Individuals with Developmental Disabilities (PADD)
- <bullet> Protection and Advocacy for Individuals with Mental Illness (PAIMI)
- <bullet> Protection and Advocacy for Individual Rights (PAIR)
- <bullet> Protection and Advocacy for Assistive Technology (PAAT)
- <bullet> Protection and Advocacy for Beneficiaries of Social Security (PABSS)
- <bullet> Protection and Advocacy for Individuals with Traumatic Brain Injury (PATBI)
- <bullet> Protection and Advocacy for Voting Accessibility (PAVA)

To learn more about the specific programs in the Protection and Advocacy System visit the National Disability Rights Network: <http://www.ndrn.org/en/about/paacap-network.html>

If you are interested in finding a list of the programs and agencies under the Protection and Advocacy System in your state, the National Disability Rights Network has a link where you can locate them by state:
<http://www.ndrn.org/en/ndrn-member-agencies.html>

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 3

Narration:

Protection and Advocacy agencies believe that people with disabilities of all ages should be free from abuse, neglect, and discrimination. While each Protection and Advocacy agency is unique, many of these agencies provide a variety of services that support people with disabilities of all ages in having the same choices, rights, and opportunities as everyone else. Please review the information on the page. When you are ready, go to the next page.

Text:

Protection and Advocacy Services

Protection and Advocacy agencies serve people with disabilities of all ages, including veterans, children, older adults, and people who experience trauma. They believe that each person should have the same choices, rights, and opportunities as everyone else. This philosophy mirrors the values of the person-centered approach: choice, direction, and control.

In addition to agencies and programs that are a part of the Protection and Advocacy System, there are also other agencies and resources that work to protect and advocate for people with disabilities, older adults, veterans, children and other vulnerable populations. Depending on the state in which you work, this might include your State's Long-Term Care Ombudsman, transition staff within an agency or Center for Independent Living, or State Survey Agencies.

Each Protection and Advocacy System is unique and the services they

provide vary depending on the state. However, many of these agencies provide the following services to people with disabilities of all ages:

- <bullet> Education, outreach, and training on the rights of people with disabilities
- <bullet> Monitoring and investigation of facilities that serve people with disabilities, such as mental health facilities and other institutions
- <bullet> Individual and class-action litigation
- <bullet> Information and referral services
- <bullet> Advocacy on local and state laws that affect people with disabilities

Be sure to check the privacy policies of your organization, as well as those of the Protection and Advocacy agencies and programs in your area, before sharing any identifiable information about someone you serve. You will learn more about privacy concerns as it relates to documentation and reporting in Lesson 5: Reporting Abuse and other Legal Requirements for Mandated Reporters.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 4

Narration:

Protection and Advocacy agencies focus on many advocacy issues. Some of them include reducing the likelihood of abuse and neglect of people with disabilities. They also include ensuring access to education, voting, and state and federal benefits, supporting full participation in the community, and ending discrimination around housing, healthcare, and employment. Please review the information on the page. When you are ready, go to the next page.

Text:

Protection and Advocacy Issues

While Protection and Advocacy agencies may vary from state to state, they focus on many similar advocacy issues. You already learned a little bit about advocacy and levels of change in Lesson 4: Supporting Positive Change in Service Delivery and Systems in the Person-Centered Thinking and Practice course. Along with organizational and systems advocacy, there are other specific issues that Protection and Advocacy agencies work on (keep in mind that you will learn more about advocacy and disability organizations in Lesson 7).

The following are some examples of Protection and Advocacy agency advocacy issues:

- <bullet> Reducing the likelihood of abuse and neglect of people with disabilities, in both institutions and the community.
- <bullet> Making sure people with disabilities have the right to live and

participate in the community.

<bullet> Making sure people with disabilities receive access to assistive technology.

<bullet> Making sure people with disabilities have voting rights and the ability to cast their votes privately, independently, and in an accessible manner.

<bullet> Changing the criminal and juvenile justice system to meet the needs of people with disabilities.

<bullet> Helping people with disabilities receive an appropriate education.

<bullet> Ending housing, transportation, healthcare, and employment discrimination of people with disabilities.

<bullet> Helping people who receive Medicare, Medicaid, Social Security, or Vocational Rehabilitation services.

For more information on these issues, go to: <http://www.ndrn.org/en/issues.html>

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 5

Narration:

A Person-Centered Counseling professional may find the need to talk to someone at a Protection and Advocacy agency about someone they serve. It's important to always talk with the person seeking services about potential referrals first. You should also check with your supervisor about privacy and confidentiality practices before discussing someone's case with anyone outside of your organization. Please review the information on the page. When you are ready, go to the next page.

Text:

Contacting a Protection and Advocacy Agency

A Person-Centered Counseling (PCC) professional may find the need to talk to someone at a Protection and Advocacy agency about a person they're working with. But before making any referrals or discussing someone's concerns outside of your agency, it is important to first talk about potential next steps with the person seeking services. Also, review your organization's privacy and confidentiality policies before seeking additional resources.

Activity: Protection and Advocacy Agencies

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 6

Narration:

Many Protection and Advocacy agencies focus on community integration of people with disabilities. Community integration involves the following features: presence, choice, control, competence, respected and valued roles, participation, and belonging. Please review the information on the page. When you are ready, go to the next page.

Text:

Community Integration

Many Protection and Advocacy agencies focus on the community integration of people with disabilities. Community integration is something many advocates strive for. This is also the goal of many of the people who may seek services through the No Wrong Door (NWD) system.

Here are some features of community integration:

- <bullet> Presence
- <bullet> Choice
- <bullet> Control
- <bullet> Competence
- <bullet> Respected and Valued Roles
- <bullet> Participation
- <bullet> Belonging

This is not a complete list, but it broadly describes the major aspects of

community integration.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 7

Narration:

People with disabilities continue to fight for the right to receive long-term services and supports and live in their communities. Protection and Advocacy staff and people working in the No Wrong Door system play an important role in helping people get the services they need so they can live in the community independently and be in control of their daily lives. Please review the information on the page. When you are ready, go to the next page.

Text:

Community Living and Choice

Accessible and affordable housing and transportation are related to community integration. People with disabilities continue to fight for the right to receive long-term services and supports (LTSS) and with the passage of the Americans with Disabilities Act, the Supreme Court's *Olmstead* Decision, and various laws in states and municipalities, people also continue to fight for their right to live in the community. You will learn more about the *Olmstead* Decision in Lesson 6: Disability-Related Laws and Policies.

People who live in institutions are entitled by law to appropriate services and the option to transition into the community if they choose. There will be more support and resources for them to live independently in the community if appropriate services, an adequate personal assistance workforce, and accessible housing are available. Protection and Advocacy staff and people working in the NWD system play an important role in helping people get the

services they need so they can live in the community independently and be in control of their daily lives.

DRAFT

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 8

Narration:

Accessible and affordable housing is a key part of community integration for people with disabilities of all ages, and older adults. Unfortunately, it's still hard for many people with disabilities to find an accessible place to live in the community or to find helpful housing resources. Please review the information on the page. When you are ready, go to the next page.

Text:

Accessible Housing in the Community

The Fair Housing Act says that housing providers should make reasonable accommodations for people with disabilities to have full access to community housing. These reasonable accommodations are usually made at the expense of the person. The act also says that people with disabilities cannot be denied housing because of their disability.

Many people with disabilities still struggle to find an accessible place to live in the community. This can be even more difficult for someone who is moving out of a nursing home and is not aware of community housing services that might be available to them. Making a home accessible can also cost a lot for someone with limited finances and resources. You will learn more about the Fair Housing Act and other resources in **Lesson 6**.

Directions: Click on the tabs below to learn more about housing programs

that may be available for people with disabilities.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 9

Narration:

Being integrated in the community means being able to get around and participate in community life. The Americans with Disabilities Act requires all public transit services to be accessible for people with different kinds of disabilities, including people who use wheelchairs or other mobility devices. Some cities also have paratransit services. Most paratransit services offer on-demand and door-to-door services, unlike public transportation, which has fixed-routes. Please review the information on the page. When you are ready, go to the next page.

Text:

Accessible Public Transportation and Paratransit

Being integrated in the community means being able to get around and participate in community life. The Americans with Disabilities Act (ADA) requires all public transit services to be accessible for people with different kinds of disabilities, such as people with invisible disabilities and chronic conditions, and people who use wheelchairs or other mobility devices. Most public transportation systems also have reduced-cost fares for older adults and people with disabilities. Accessible public transportation systems are essential for full community integration. They help people do all the things they need to do in life, such as running errands, socializing, volunteering, working, and going to appointments.

Many larger and more urban cities might also have paratransit services in addition to public transportation. Unfortunately, smaller towns and rural

areas may lack one or both of these types of transportation, which can present a barrier to community integration. Most paratransit services offer on-demand and door-to-door services, unlike public transportation, which has fixed-routes. Generally, a person who needs paratransit services will need to make reservations in advance. The pickup place is a specific location, such as a home or doctor's office. The bus or van will come directly to that location. This is another way to get around, but there are eligibility requirements for paratransit services.

To learn more about accessible transportation guidelines and standards under the ADA, visit the U.S. Access Board:

<http://www.access-board.gov/guidelines-and-standards/transportation>

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

Course Title: Protection and Advocacy

Lesson Number & Title: 1 The Protection and Advocacy System

Page No: 10

Narration:

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

Protection and Advocacy agencies are in every state and territory in the United States. There are many agencies and programs within the Protection and Advocacy System, such as programs that advocate for services related to employment, assistive technology, and voting accessibility to name a few. They all advocate for and protect the rights of people with disabilities of all ages. They all focus on such issues as community integration, accessible housing, transportation, and healthcare. They also share many of the same values as person-centered thinking.

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> There is a Protection and Advocacy agency in every state and territory in the United States.

<bullet> There are Protection and Advocacy agencies and programs specifically for services related to employment, assistive technology, and voting accessibility, among others.

<bullet> Protection and Advocacy agencies advocate for and protect the rights of people with disabilities of all ages around issues such as community integration, accessible housing, transportation, and healthcare.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. When you are done click on the “My Notes” icon 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 Objective

After completing this lesson:

You will be able to describe the Protection and Advocacy system and how Protection and Advocacy agencies protect and help people served by the No Wrong Door system. You will also be able to name three types of services Protection and Advocacy agencies provide and three advocacy issues they work on.

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!