

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

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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: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 1

Narration:

Welcome to the lesson on Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy. 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:

The core values of the person-centered counseling (PCC) approach in the No Wrong Door (NWD) system are choice, direction, and control. This lesson orients the learner to person-centered thinking and practices as it relates to a Person-Centered Counseling professional's protection and advocacy role. This lesson will help the learner incorporate the PCC approach in their protection and advocacy work and address issues of informed choice, decision support, self-direction, and person-centered advocacy.

Learning Objective:

After completing this lesson:

You will be able to identify and describe the three core values of person-centered counseling and give an example of how each one can be

incorporated into protection and advocacy work.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 2

Narration:

In this lesson, you will learn how person-centered counseling and person-centered thinking relates to protection and advocacy work in the No Wrong Door system. Choice, direction, and control are the core values of person-centered counseling. Person-centered thinking is an approach to interacting with people in ways that help identify what's important *to* them in the context of their life. Together, person-centered counseling and person-centered thinking help people who are served in the No Wrong Door system maintain choice, direction, and control when they are seeking services. Please review the information on the page. When you are ready, go to the next page.

Text:

What is Person-Centered Counseling?

Person Centered Counseling is the No Wrong Door system for Person Centered Thinking – PCT. It's a way of interacting with people that helps identify what's important *to* them and *for* them in the context of their life. Through the use of a PCC approach, people receiving services will be able to make informed choices about their LTSS options consistent with their personal goals, and successfully find various organizations, agencies and other resources in their communities that provide LTSS.

Person-centered thinking starts with respectful listening so that people's concerns can be heard and meaningful interactions can follow. Using a PCT

approach can help people seeking services feel respected. A PCT approach also reconfirms that they are the ones in control of the services and supports they receive. Together, PCC and PCT help people who are served maintain choice, direction, and control when they seek services through the NWD system.

It is not the job of a Person-Centered Counseling (PCC) professional to solve people's problems, to decide how they should live or what they should advocate for, or to make choices for them. As a PCC professional, your job is to be honest with people, to support their desires and goals, and to respect their right to make decisions and choices with as much help as they need and want.

DRAFT

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 3

Narration:

The work you do as a Person-Centered Counseling professional may be similar to the work of someone in a Protection and Advocacy agency. You may help monitor adverse conditions, advocate for disability rights, or help people reduce their barriers to community living. The people you serve may be in crisis or have no resources readily available. By practicing person-centered counseling, you can help address potentially distressing situations, and if needed, advocate for or with a person for services and supports. Please review the information on the page. When you are ready, go to the next page.

Text:

Person-Centered Counseling (PCC) and Protection and Advocacy Agencies

The work you do in the NWD system may be similar to a Protection and Advocacy agency. For example, you may help monitor adverse conditions, advocate for disability rights, or help people reduce their barriers to community living. The people you serve may be in crisis, emotional distress, or in a period of transition with no resources readily available. If you work with people who have intellectual or developmental disabilities or cognitive impairments, you might also help with supported decision-making and provide various degrees of support and assistance, as determined by the person. Just keep in mind that if you think a Protection and Advocacy agency or program needs to be contacted, you should discuss it with the person seeking services first.

By practicing PCC and person-centered thinking in your job, you can help people address potentially distressing situations. And you can do it in a way that takes into account their needs and preferences at a time when they might be feeling vulnerable.

Activity: Protection, Advocacy, and Person-Centered Counseling

Directions: Listen to Dave's experience working with Gerard. Then, answer the multiple choice questions by choosing the best answer.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 4

Narration:

As you have learned, choice, direction, and control are values central to person-centered counseling. Everyone's decisions will be made in the context of their own values and beliefs. If you are working with or advocating for someone in a crisis situation, the elements of choice, direction, or control may be lost. Due to their crisis, distress, trauma, or transition, they may feel like they have lost control of a situation, lost direction on what to do, and have no choice in a matter. Keep in mind that it's important to work together with the person to build trust and re-establish a person's sense of control in decision-making and next steps. Please review the information on the page. When you are ready, go to the next page.

Text:

The importance of Choice, Direction, and Control in Protection and Advocacy

Choice, direction, and control are different but related values central to the person-centered counseling approach. Making good choices depends on having high-quality, relevant, and understandable information to choose from. Direction comes from a person's internal sense of what works and what does not work for them and/or their family. From an independent living perspective, direction is being able to dictate what, how, and when activities or services are carried out. Control is the person's ability to be in charge of their life and influence those things that are important to them. It relates to a person's sense of security and comfort about their lives. Some people need

to control almost every aspect of their life -- others might prefer to have others take control. When provided information, choice, and control, people will make decisions in the context of their own values and beliefs. Everyone's choices, desire to direct their own life activities and services, and sense of control will be different.

If you are working with someone in a crisis situation the elements of choice, direction, or control may be unknown, unfamiliar, or lost. Keep in mind that it's important to work together with the person to build trust and provide help as requested. Create a warm, respectful, welcoming, and individualized environment to help people engage with the counseling process. This can help to re-establish a person's sense of control in decision-making. There may be risks involved in decision-making during a crisis situation, but it's important that the person seeking services is always encouraged and supported in making their own choices. Reassure the person that choice, direction, and control still rests with the person, even if they don't feel that way. Then support the person's choices, direction, and degree of control.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 5

Narration:

Keep in mind that people will exercise choice, direction, and control based on their own values, beliefs, and experiences – not yours. In addition, remember that people have a right to reject the help and resources presented to them. They have a right to live a life of their choosing. Even if you don't agree with someone's choices, try not to introduce your own bias or judgment into the situation. Support and respect the choices that they make and continue to provide options and resources, even if those options or resources seem less than desirable to you. Please review the information on the page. When you are ready, go to the next page.

Text:

Supporting Choice, Direction, and Control

Multiple approaches can be used that support people in exercising as much choice, direction, and control as possible given their unique circumstances, lifestyle, and personal goals. As you just learned on the previous screen, one of these approaches is supported decision-making. It allows a person to maintain control of their decisions, but make those decisions using the help and support they need and want. Other person-centered approaches can also help identify what could happen to help the person regain the ability to exercise more choice, direction, and control in the future.

Keep in mind that people will make decisions based on their own values, beliefs, and experiences – not yours. In addition, remember that people

have a right to reject the help or resources presented to them. This is part of accepting and respecting a person's right to choice, direction, and control. It is also part of the dignity of risk. Everyone seeking services in the NWD system has a right to live a life of their choosing. Even if you don't agree with someone's choice, it's important not to introduce your own bias or judgment into the situation. Support and respect the choices that are made and continue to provide options and resources at the person's request, even if those options seem less than desirable to you.

DRAFT

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of
Person-Centered Counseling into Protection and Advocacy

Page No: 6

Narration:

In this lesson, you've learned a lot about person-centered counseling. Now let's see if you can recognize when it is and isn't being practiced. Please review the information on the page. When you are ready, go to the next page.

Text:

Person-Centered Counseling (PCC) in Practice

In this lesson you've learned a lot about person-centered counseling and how it relates to protection and advocacy.

Reflection Activity: Using the Tools and Approaches of PCC

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 7

Narration:

Depending on the state they work in, Person-Centered Counseling professionals are often mandated reporters. Although requirements differ in every state, there are certain situations that always have to be reported to other agencies, certain authorities, or the state. Be mindful that there has to be a balance between your potential role as a mandated reporter protecting a person's health and safety and your role as a Person-Centered Counseling professional who values a person's choice, direction, and control. If a person seeking services, family member, or caregiver shares an incident or experience with you, be honest and forthright about what you will have to report. Please review the information on the page. When you are ready, go to the next page.

Text:

Mandated Reporting vs. Choice, Control, and Direction

In your work as a Person-Centered Counseling (PCC) professional, you provide various resources, services, and support for people so they can live in their community as independently as possible and on their own terms. Depending on the state in which you live, you may also be a mandated reporter. Although requirements and reporting responsibilities differ in every state, there are certain situations that always have to be reported to other agencies, authorities, or the state. Make sure you know what your state and agency requirements are and whether or not you are a mandated reporter. Also, let the person seeking services know that even though conversations

are mostly confidential, there are some issues or incidents that have to be reported. Also, if you are a mandated reporter, be mindful about balancing your responsibilities to protect a person's health and safety with your role as a PCC professional that values a person's choice, direction, and control. You will learn more about mandated reporting in Lesson 5: Reporting Abuse and other Legal Requirements for Mandated Reporters.

By practicing PCC, you are working to establish a trusting relationship with the person. Sharing an incident of abuse, neglect, or exploitation takes a lot of courage and trust. Sometimes these incidents are not easy to define or discuss. If a person seeking services, family member, or caregiver shares an incident or experience with you, be honest and forthright about what you will have to report. Reassure the person that (unless required by law) they can decide on the next steps. If the person reporting abuse has an intellectual or developmental disability or a cognitive impairment, these decisions can be made with as much help and support as they want. Work with the person and their support system (as requested) to discuss options together. You can also use some person-centered thinking tools to discuss the potential consequences of their decisions, the context in which these decisions will occur, and the person's wants and needs.

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of
Person-Centered Counseling into Protection and Advocacy

Page No: 8

Narration:

In this lesson we have described person-centered counseling within the context of a protection and advocacy perspective. Please review the information on the page. When you are ready, go to the next page.

Text:

Putting Person-Centered Counseling (PCC) into Practice: Protection and Advocacy

In previous courses, you learned about person-centered counseling and thinking and how to put them into practice in the No Wrong Door (NWD) system. In this lesson, we have presented PCC in the context of a protection and advocacy perspective.

Activity: The PCC Perspective

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

Course Title: Protection and Advocacy

Lesson Number & Title: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

Page No: 9

Narration:

Your work in the No Wrong Door system includes providing resources and options that make the most sense for the person's own life and goals. That includes their preferences and strengths. Part of your job is to advocate for those services, supports, or opportunities that might enable a person to become more involved and feel more included. As you advocate in support of a person's desires, remember that the choices and options provided are opportunities for the person to explore and assert their own direction in life. Be mindful that even if you don't agree with the options you present to a person, the resources you provide should be guided by the person's desires. Please review the information on the page. When you are ready, go to the next page.

Text:

Person-Centered Advocacy: Opportunity and Community Inclusion

In the course Introduction to Person-Centered Thinking and Practice, you learned about relationships and social networks and how they are a part of what creates a fulfilling life. Your work in the No Wrong Door (NWD) system includes providing resources and options that make the most sense for the person's own life and goals. That includes their preferences and strengths. The person's goals might include wanting more opportunities to feel included in the community. Part of your job is to advocate for those services, supports, or opportunities that might help a person become more involved or feel more included. This could include help with getting assistive technology,

finding affordable and accessible housing in the community of the person's choosing, or finding productive employment opportunities.

If you advocate in support of a person's desires, remember that the options and resources you provide are opportunities for the person to explore and assert their own direction in life. Any resources you provide should be guided by the person's desires, and not by what you think is needed or appropriate. Be mindful that even if you feel a person's goals around community inclusion or employment seem unrealistic or inappropriate, they should still be supported. Remember that just because someone needs services doesn't mean that they shouldn't be given the same supports, resources, and opportunities as someone else who is looking for a job or opportunities to become more engaged with their community.

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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: 2 Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy

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.

As a Person-Centered Counseling professional, always support a person's choice, direction, and control. Supporting these core values is central to the person-centered planning and thinking that you will carry out in your work. It can be especially important in your protection and advocacy work with people seeking services.

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> Choice, direction, and control are the core values of person-centered counseling.
- <bullet> Person-centered planning and thinking should be incorporated into

the protection and advocacy work of all Person-Centered Counseling (PCC) professionals.

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 identify and describe the three core values of person-centered counseling and give an example of how each one can be incorporated into protection and advocacy work.

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!