



Person-Centered Counseling Training Program For the No Wrong Door System

Elsevier has worked in collaboration with the University of Minnesota's Research and Training Center on Community Living, the Community Living Policy Center at the University of California, San Francisco, and Support Development Associates to create new DirectCourse content that supports the "No Wrong Door" (NWD) system.

The Person-Centered Counseling (PCC) function within the No Wrong Door (NWD) System serves as the formal "point of entry" into the long-term services and supports (LTSS) system for individuals and their families who need, or may at some point need, LTSS. The NWD System PCC Training Program equips the staff working in the NWD System with the knowledge and skills to provide services based on the NWD competencies in a person-centered manner. This foundational curriculum brings person-centered principles and practices to scale through interactive, online training.

To help states develop the personnel and community knowledge base and expertise needed to meet the vision and goals of NWD, Elsevier has partnered with leaders in the industry to create targeted coursework within the DirectCourse curriculum.

Through a project funded by the Administration for Community Living, the courses will be used in eight pilot states. Additionally, **the courses will be available for purchase in January of 2016.**

For more information, please visit directcourseonline.com/pcc

See courses on the following pages!

Course 1: Introduction to No Wrong Door

No Wrong Door (NWD) systems are meant to support positive changes in the way that people understand and access long-term services and supports (LTSS). This course is designed for professionals and community members who have an interest in understanding or implementing aspects of the NWD system. It is part of a training program developed for people who will serve as Person-Centered Counseling (PCC) professionals. However, it is not a skill-building course. It is a course that provides some basic information about the NWD system. It introduces the vision, values, and key system structures of the proposed NWD system. It describes key aspects of the evolution of the service system and lessons learned that have been infused in this vision. It introduces the PCC professional role and how this role supports the NWD vision.

Lessons:

1. The NWD System: Vision, Values, and Structure
2. The Evolution of the NWD System
3. System Level Changes to Create a No Wrong Door System: Outreach, Partnerships, and Governance
4. Roles of the Person-Centered Counseling Professional in Successful No Wrong Door Systems

Course 2 Part A: Person-Centered Thinking and Practice - PCTP

This Person-Centered Thinking and Practice course is for people who will work in the No Wrong Door (NWD) system. The content is part of the Person-Centered Counseling (PCC) training program being developed by the US Administration on Community Living (ACL). It is meant to ensure states access to core training that supports movement toward a single entry point to long-term services and supports (LTSS) for all payers and all ages. The primary terms and approaches of Person-Centered Thinking (PCT) practices taught in this course are based on training developed and maintained by The Learning Community (TLC). This course is a prerequisite to the Person-Centered Planning and Implementation course. In between the two online courses, learners are expected to complete a one-day facilitated training. This course introduces the concepts, terms, strategies, and tools. Additional training supports actual application of skills.

Lessons:

1. The Core Values of Person-Centered Counseling (PCC)
2. Community Life for Everyone
3. What is Person-Centered Thinking in the PCC Professional's Role?
4. Supporting Positive Change in Service Delivery and Systems
5. PCT Core Concept: Important To and Important For and the Balance Between Them
6. The Role of Relationships and Cultural Context in Person-centered Thinking
7. An Overview of Person-Centered Thinking Skills and Tools
8. First Impression and Conversation Skills
9. Further Exploration of Discovery Approaches
10. Further Exploration of Everyday Learning Approaches

Course 2 Part B: Person-Centered Thinking and Practice In-Person Course PCTP*

This one-day in-person Person-Centered Counseling Course is a hands-on course designed to teach learners a core set of Discovery, Everyday Learning and Problem Solving Tools of Person-Centered Thinking. Learners participate in experiential exercises including didactic presentation mixed with individual and partner practice.

Learners engage in hands-on learning tasks to practice and apply the skills, including:

- Understanding the concept of Toxic to Healing Environments
- Learning how to use the Discovery Tools:
 - Relationship Maps
 - Rituals and Routines
 - Good Day/Bad Day
 - Reframing and Supporting Reputations
 - Communication Charts
- Learning from the Everyday Learning Tools:
 - 4+1
 - Learning Logs
- Problem Solving Tools:
 - Pro-Con (Working/Not Working) charts
 - Matching

Course 3: Person-Centered Planning and Implementation - PCPI

The Person-Centered Planning and Implementation (PCPI) is designed to help the learner understand their roles in person-centered planning. This course will help the No Wrong Door (NWD) person-centered professional understand when a developing a formal person-centered plan might be helpful. It outlines a person-centered planning process that the NWD counselors can use. It builds on the skills and tools outlined in the Person-Centered Thinking and Practices (PCTP) course.

Lessons:

1. The PCC Professional's Role in Person-Centered Planning
2. Applying the Core Values and Principles in a No Wrong Door Person-Centered Planning Process
3. Using Person-Centered Thinking Approaches to Support Discovery and Build the Plan
4. Filling in the Components of a One Page Description
5. Applying the Skills Flexibly and in a Variety of Settings
6. Writing Action Steps for Meaningful Outcomes
7. Considering and using Natural Supports, Private Pay, and Community Resources in Planning
8. Use of Publicly Funded Programs in Planning
9. Ensuring the Plan is Useful and Useable
10. Implementation and Follow-up

* This course was developed by Support Development Associates for the The Learning Community for Person Centered Practices and is implemented by trainers credentialed by The Learning Community for Person Centered Practice.

Course 4: Who We Serve – WWS

The No Wrong Door (NWD) system is designed to serve all people who may need any type of long-term services and supports (LTSS) regardless of their income or the source of payer. That being said, everyone served in the NWD system is unique. As a Person-Centered Counseling (PCC) professional, you will come into contact with many different populations, such as people with disabilities, veterans, immigrants, and many others. Some people you serve in the NWD system might not even identify as having a disability or even use the word ‘disability’ to talk about what’s important to them and for them. Regardless of who you work with, it’s important that you’re familiar with the different groups of people who may seek NWD services, how to be more culturally-sensitive to the variety of cultures that they may represent, the different types of disabilities, and the varied and unique life experiences they have had.

It’s also important for PCC professionals to be familiar with some of the services a person might be seeking through the NWD system. This might include information and referrals or assistance, benefits counseling, personal assistance services, care management, mental or behavioral health services, housing services, and employment services. Knowing all these things about the people being served in the NWD system can help PCC professionals provide effective and appropriate person-centered counseling.

Lessons:

1. Who Needs LTSS
2. Working with Diverse Populations
3. Communicating with Diverse Populations
4. Becoming More Culturally Competent
5. Transitions Throughout the Lifespan
6. Needs of People Seeking Services in the NWD System

Course 5: Long Term Services and Supports - LTSS

The No Wrong Door (NWD) systems seek to improve the way people understand and access long-term services and supports (LTSS). Person-Centered Counseling (PCC) professionals play a key role. They support people to have a positive experience as they consider and access LTSS. They use person-centered discovery approaches as a way to ensure people have information that is meaningful to them. They support streamlined access to public programs and actions that minimize the sense of system fragmentation. In order to do this, the professional must be aware of a number of community resources. This course defines LTSS. It describes consideration in supporting access to LTSS. It introduces a wide range of public and private programs, supports, and services that may be beneficial. This course discusses ways to help people combine available resources to meet their individual preferences. It describes a variety of situations that PCC professionals may encounter. It explains options for addressing these situations and provides suggestions of what these may look like at local level.

Lessons:

1. Using Person-Centered Practices to Connect People to LTSS
2. Considerations in Presenting and Determining Options
3. Working in Collaboration with Others to Support the Person
4. Personal Finances
5. Medicaid and LTSS
6. The Influence of Health Insurance on LTSS
7. Other Federal Programs to Consider with Community-Based LTSS
8. Accessing Local Resources and Natural Support in Community-Based LTSS

Course 6: Protection and Advocacy – P&A

This course describes what the Protection and Advocacy System is and what protection and advocacy agencies and organizations do. Person-Centered Counseling (PCC) Professionals will gain an understanding of how protection and advocacy relates to working in the No Wrong Door (NWD) system, and when it might be appropriate to partner with or refer someone to a protection and advocacy agency. The learner will also become oriented to person-centered thinking and practices as it relates to the protection and advocacy role of PCC Professionals working in the NWD system. The core values of the person-centered counseling approach – choice, control, and direction, is described and issues of informed choice, decision support, self-direction, and person-centered advocacy are addressed. This course provides information on defining and identifying various types of abuse, neglect, and exploitation, as well as the responsibilities of mandated reporters.

Lessons:

1. The Protection and Advocacy System
2. Incorporating the Values and Views of Person-Centered Counseling into Protection and Advocacy
3. Defining and Identifying Abuse
4. Defining and Identifying Neglect and Exploitation
5. Reporting Abuse and other Legal Requirements for Mandated Reporters
6. Disability and Aging –Related Laws and Policies
7. Advocacy and Disability Organizations

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