

# PERSON-CENTERED COUNSELING TRAINING PROGRAM: EVALUATION RESULTS

ADMINISTRATION FOR COMMUNITY LIVING, EVALUATION OF THE PERSON-CENTERED COUNSELING TRAINING PROGRAM



is a partnership between...



## KEY FUNCTIONS OF A NO WRONG DOOR SYSTEM

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources
- **Person-Centered Counseling (PCC)**
- Streamlined Eligibility for Public Programs

Person-Centered Counseling is an interactive process whereby individuals, family members and significant others are supported by a trained counselor in their decision making about LTSS.

**50,976**

Total number of full time Person-Centered Counselors needed to meet demand

**GOAL:**  
Streamline access to Long Term Services and Supports (LTSS) for all people regardless of funding source

**ALL POPULATIONS + ALL PAYERS**

**23.6 MILLION**

Total number of people needing Person-Centered Counseling each year

## SPECIALIZED KNOWLEDGE AND SKILLS NEEDED:

- Person-Centered Thinking and Practice
- Person-Centered Planning and Implementation
- Understanding of all Populations Served
- Long Term Services and Supports
- Protection and Advocacy

Informed by extensive stakeholder support

## PERSON-CENTERED COUNSELING TRAINING PROGRAM

- Course 1: Introduction to No Wrong Door (Online)
- Course 2A: Person-Centered Thinking and Practice (Online)
- Course 2B: Person-Centered Thinking and Practice (In-Person)
- Course 3: Person-Centered Planning and Implementation (Online)
- Course 4: Who We Serve (Online)
- Course 5: Person-Centered Access to Long Term Services and Supports (Online)
- Course 6: Protection and Advocacy (Online)

A competency-based training program to build knowledge and skill among employees working in NWD Systems.

piloted by:

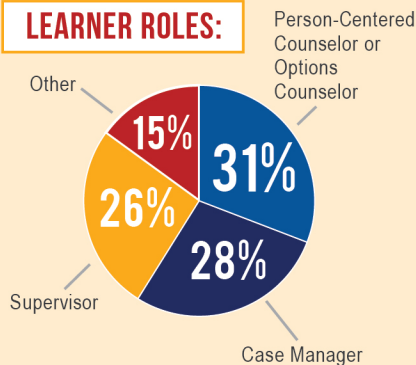
**1,498 LEARNERS**

## POPULATIONS SERVED:



- 75% worked with people with physical disabilities
- 49% worked with people with mental health or substance use disorders
- 56% worked with people with intellectual and developmental disabilities
- 70% worked with people with cognitive disorders
- 86% worked with adults age 60 and older
- 66% worked with Veterans

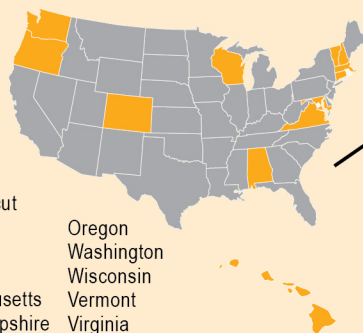
## LEARNER ROLES:



in

**13 STATES**

Alabama  
Colorado  
Connecticut  
DC  
Hawaii  
Maryland  
Massachusetts  
New Hampshire  
Oregon  
Washington  
Wisconsin  
Vermont  
Virginia



## FINDINGS!

### LEARNERS

- **70%** of learners found the blended learning design very accessible
- **73%** of learners intend to do something different in their work as a result of the training
- **100%** of lessons in each of the six courses showed a statistically significant increase in learners' pre- to post-test scores

### STATES

- Training program brought together **diverse organizations**
- Learning Management System (LMS) and implementation **support benefitted states**
- Training content was **ambitious and high quality**