

ADVANCING PERSON-CENTERED COUNSELING THROUGH NO WRONG DOOR SYSTEMS



Key Elements of a No Wrong Door System

- State governance and administration
- Public outreach and coordination with key referral sources
- **Person-centered counseling**
- Streamlined eligibility for public programs

Person-Centered Counseling

- Explores individuals' goals
- Focuses on both preferences and needs
- Drives individual decision-making
- Promotes choices of services and supports
- Uses a flexible approach
- Applies a whole-person perspective

Person-centered counseling, as one component of a No Wrong Door system, is needed by
25.8 million people per year

Goal: Provide person-centered counseling for all people regardless of funding source

All populations
All payers

States can build on their person-centered counseling function to advance person-centered practices



Individuals and Families

Person-centered practices increase:

- Individual choice and control
- Satisfaction with services
- Overall life experience
- Informed decision-making

States

Enhancing person-centered practices improves:

- Preferred outcomes for people receiving services and supports
- Compliance with federal regulations
- National rankings in long-term services and supports
- Provider experience
- The right services at the right time, reducing unmet need and increasing effectiveness

Providers, Plans, and Organizations

Person-centered service planning and delivery drives:

- Quality and satisfaction for people receiving services and supports
- Employee satisfaction and retention
- Increased opportunities to diversify funding streams
- Access to innovative solutions