



DISTRICT OF COLUMBIA NO WRONG DOOR INITIATIVE

The District envisions a coordinated “No Wrong Door” System across agencies that will support people with disabilities, older adults, and their families who are in need of Long-Term Services and Supports (LTSS), regardless of where they enter the service system.

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Person-Centered Counseling (PCC) works for everyone and is a key element of DC's No Wrong Door (NWD) System. This issue of the newsletter focuses on the District's NWD partnering agencies' commitment and collaboration to promote and conduct PCC trainings so that a person or family seeking LTSS services can be assured they will maintain positive control over the life they choose while guiding service delivery.

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No Wrong Door Project Management Team

Program Director

[Erin Leveton](#)

Grant Administrator

[Rebecca Salon](#)

Program Manager

[Mark Agosto](#)

Business Analyst

[Robin Barnes](#)

Lead Streamlining Intake & Eligibility

[Donald Clark](#)

Lead Outreach & Engagement

[Vivian Guerra](#)

Lead Person-Centered Thinking

[Emily Price](#)

Strengthening Person-Centered Systems in the District of Columbia



Through the No Wrong Door initiative, the District aims to make it easier for District residents to get access to the long-term services and supports (LTSS) they may need to live independently in the community. We are changing the “front door” to long-term services and supports in the District so that residents experience a system that is person-centered, linguistically and culturally responsive, and links them to government and community-based supports, no matter where they come for help.

Reinforcing person-centered practices across LTSS District agencies is a key element in a No Wrong Door system. A person-centered system recognizes that every individual is unique and the system must be able to respond flexibly to each individual’s situation, strengths, needs and preferences. Some people contacting District agencies in a NWD system may only need detailed information on the LTSS options available in their community. Someone else may have an emergency need that requires a rapid short-term response and then no further help. Others may benefit from assistance with development of a full person-centered plan, but are able to fully implement the plan themselves with minimal support from the agency with which they are engaged. Others will need help with developing plans and assistance with locating services from the community, from a public agency or that they can pay for themselves. Nonetheless, it is essential that staff who engage in Person-Centered Counseling through one of the NWD agencies be able to effectively support person-centered planning and implementation.

For more information on the No Wrong Door Person-Centered Counseling, please contact Emily Price at emily.price@dc.gov or 202-262-2174.

District Agencies Partnering on Person-Centered Practices



The first year efforts to adopt the core element of Person-Centered Counseling (PCC) for the District’s No Wrong Door initiative (NWD) focused on offering person-centered training across all five NWD partnering agencies – [District of Columbia Office on Aging](#) (DCOA), [Department of Behavioral Health](#) (DBH), [Department of Human Services](#) (DHS), [Department of Health Care Finance](#) (DHCF), and the [Department on Disability Services](#) (DDS). From launching the first round of training to drafting PCC policies and guidance supporting best practices, collaboration from each of these agencies has been critically important to ensure ongoing messaging and promotion of person-centered practices (PCP) to support a consistent approach to service delivery throughout the No Wrong Door agencies.

The ultimate goal is for person-centered practices to become standard and sustainable throughout the District’s long-term services and support system. As training introduces and reinforces the importance of PCC, partner agencies and community advocacy partners enlisted staff to undergo an intensive six month training and

Council, the Developmental Disabilities Administration's Health Initiative, and the Administration for Community Living gained certification. Additionally, two existing trainers from the Department on Disability Services gained enhanced certification to become mentor trainers. Mentor trainers provide on-going coaching and support to trainers through observations and by offering facilitation feedback and tips.

The current No Wrong Door PCC training curriculum includes modifications that assist learners in understanding that person-centered counseling works for all people across the lifespan. There are efforts underway to offer on-going coaching to learners and adapting the curriculum further to meet the demanding schedules of the long-term services and support workforce. Including the training on Person-Centered Treatment Planning offered by DBH, nearly 400 learners have taken person-centered training to date. PCC training is offered twice monthly at locations hosted by DCOA, DDS, DHCF and DBH. If you are interested in attending, please register here: <https://goo.gl/forms/8zaXYs1PnSZAUP1a2>.

To bolster the importance of PCP beyond training, the No Wrong Door Person-Centered Practices Subcommittee meets monthly to discuss training needs, review curriculum modification, and draft guiding documents to assist with PCP implementation. The PCP Subcommittee has representatives of each partnering agency.

Lastly, through the No Wrong Door initiative, the District has developed the nation's first Person-Centered Thinking (PCT) Learning Community, which includes families, people in need of services, and service professionals across the LTSS system. The PCT Learning Community provides continuing support for person-centered practices and encourages a culture of accountability, continuous feedback, and the commitment to learn from each other to make the long-term service and support system work for District residents and staff. Meetings are held monthly at locations hosted by direct service providers and No Wrong Door agency partners.

If you are interested in attending the next meeting, please contact Emily Price at emily.price@dc.gov or 202-262-2174.

Person-Centered Trainers Certified Across District Agencies



First Row (front): Jacqueline Smith (DDS), Michael Smull (SDA), DaVeena White (DDS). Second Row: Tasha Klusman (DDS) Rhode Bernadel (DDS) Sonya Smith (DDS) Michael Sigelman (UCEDD) Linda Irizarry (DCOA) Mathew McCollough (DDC). Third Row (back): Mark Agosto (NWD), Lourdine Jean-Francois (DCOA), Emily Price (NWD), Erin Leveton (DDS), Elbridge James (DHCF).

Behavioral Health Person-Centered Care Trainings

The Department of Behavioral Health (DBH) offers training on Treatment Planning for Person-Centered Care, which reinforces the value of a person-centered approach. Below are DBH trainings:

Treatment Planning for Person-Centered Care: Emerging Best Practices Training (2 days, 9-4pm)

This workshop on person-centered treatment planning is targeted for clinicians who provide services and develop recovery plans in a variety of settings, including one-to-one approaches and multi-disciplinary teams in community based organizations. This is especially geared to staff in supervisory roles who can act as change agents in reinforcing the value of a person-centered approach within their organization. This workshop is also relevant for clinicians who provide outpatient mental health, addiction, or co-occurring services for adults, adolescents and children.

Person-Centered Care Part II: Instructor Training

This training is a follow-up for individuals who attended “Treatment Planning for Person-Centered Care: Emerging Best Practice Training.” The purpose is to reinforce the clinical concepts of Person-Centered Care to ensure attendees have the confidence and skills to teach these concepts to other clinicians. Theories of adult learning, instructional design and basic presentation skills will be introduced as attendees prepare to present the clinical content to the group. Each participant will present a portion of the content to reinforce understanding and build presentation skills. By the end of the training, each attendee will be prepared to teach the full content back at their place of employment.

For more information on future trainings visit the DBH Training Institute:

<http://dbhtraininginstitute.networkofcare4elearning.org/default.aspx>

Upcoming Trainings: Person-Centered Thinking

Do you have frequent interaction with people with long-term services or support (LTSS)?

Do you work on policies and practices that influence the LTSS system?

Are you interested in becoming a certified Person-Centered Counselor?

If you answered yes, please join us in a 2-Day Person-Centered Thinking Training which is offered monthly and is hosted at the Department of Healthcare Finance (DHCF) located at 441 4th Street, NW.

To register and learn more about the training, please complete the brief survey located at:

<https://goo.gl/forms/WyAgNhDaBigQ8ehF3>

For more information, contact Emily Price at emily.price@dc.gov.

Tools and Resources through Family Workshops



The District’s No Wrong Door project is proud to support the second cohort of participants in the family workshop series, “Defining the Basics: Thinking about a Good Life for our Families.” As part of No Wrong Door’s efforts to provide tools and resources to people with long term service and support needs and their family members, this 5-part series covers topics like person centered thinking, the LifeCourse Framework, supported decision making, self-determination, cultural competence, Medicaid waivers, and sibling relationships. These workshops are facilitated by family members of people with disabilities in an effort to provide peer support and also to acknowledge that families are the experts on what they need. The support families provide to each other is invaluable and unique compared to the support professionals can provide. Over 40 people have completed the Defining the Basics series and have gone on to be successful advocates, both on a systemic level, as well as an individual level for their families and communities.

For more information about these workshops, please contact Alison Whyte, alison.whyte@dc.gov or 202-870-9640.

Did You Know?

In 2013, about 40 million family caregivers in the United States provided an estimated 37 billion hours of care to adults with limitations in daily activities. The estimated economic value of their unpaid contributions was approximately \$470 billion in 2013. Source: Valuing the Invaluable: 2015 Update www.aarp.org/valuing

Visit the No Wrong Door website for more information: <http://dds.dc.gov/page/no-wrong-door>
