

PERSON-CENTERED OPTIONS COUNSELING FACT SHEET

PCOC Fast Facts

Purpose The primary goal of the PCOC program is to support people with disabilities, older adults and their families in identifying their health care goals and preferences and accessing the information they need to make reasoned choices about their care.

Timing PCOC is a pre-eligibility function that typically occurs prior to a consumer receiving publicly or privately funded LTSS.

Process PCOC offers an in-depth conversation that helps consumers understand their needs/preferences and weigh the pros and cons of available alternatives. The process typically includes multiple contacts over a limited time period.

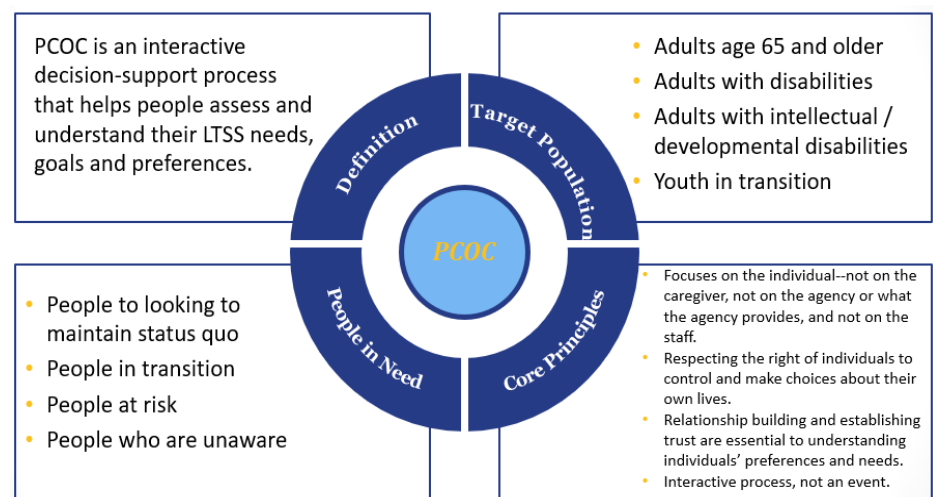


PCOC is NOT:

- **Information, Referral & Awareness**
- **Intake & Screening**
- **Person-Centered Planning (PCP) / Conflict-Free Case Management (CFCM)**
- **Assessing** (*but it can lead to an assessment for eligibility*)
- **Developing a service or support plan** (*but it can involve a referral for service plan development*)
- **Simply providing information** (*but it involve this!*)
- **Simply making a referral** (*but it certainly can involve this!*)

WHAT IS PERSON-CENTERED OPTIONS COUNSELING (PCOC)?

Rhode Island's Executive Office of Health and Human Services (EOHHS) is developing a PCOC program state-wide to better support consumers in their search for long-term services and supports (LTSS). **PCOC is an interactive decision-support process that helps people assess and understand their LTSS needs, goals, and preferences.** This approach of supporting consumers is directed by the individual and may include caregivers, natural supports, or those who are legally authorized to represent the individual. PCOC emphasizes person-centered thinking to support consumers in making informed decisions about their LTSS options.



HOW IS PCOC DELIVERED?

PCOC is a multi-step approach of asking for and providing information, offering decision support, and offering assistance in accessing services and programs. Through the PCOC process, individuals and their families receive:

1. Unbiased information about relevant programs, support services, and financial resources to help pay for services
2. Support in determining next steps; and
3. Assistance accessing referral services.

WHEN WILL PCOC BE AVAILABLE AND TO WHOM?

EOHHS anticipates offering PCOC to a limited number of LTSS consumers via a pilot program by February 2021. During the pilot program, PCOC will use a web-based tool to support PCOC intake and follow-up and will be provided by select staff within several state agencies including DHS, EOHHS, BHDDH, and The POINT. PCOC will be available to all LTSS consumers by July 1, 2021. As the PCOC process is currently under development, EOHHS will release additional information to stakeholders regarding its pilot program prior to its launch.

For questions, please email OHHS.LTSSNWD@ohhs.ri.gov.

