



Housing Transitions

QUERI

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Implementing and sustaining Critical Time Intervention (CTI) to support housing transitions for homeless-experienced Veterans



QUERI-VISN Partnered
Implementation Initiative
(PII) 21-185

Communities of Practice

Session 2: The “CTI pitch” – how to explain CTI and your role as a case manager to Veterans and service providers



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<https://www.vactitoolkit.com>



How do you describe the GPD case management aftercare program to Veterans?

- How do you describe the aftercare program to Veterans that might benefit from the 6 months of case management?
- How would you change this description to describe CTI to Veterans?

What is the purpose of CTI?

- The purpose of CTI is to *actively link* Veterans to a network of supportive services and resources that will meet their long-term needs and goals, in a systematic and meaningful way, over a 6-month period divided into 3 phases.

How do I engage Veterans to enroll in CTI?

- Housing transitions are difficult – returns to homelessness and difficulties getting set up with healthcare are common in the first six months of transition
- CTI offers short-term services that can help with transitions: “As your case manager for six months, I will be your point person and a bridge between you and the services and resources you need.”
- CTI case managers will involve your support systems (friends and family) and help you find and use resources that can help you meet your goals



How do I explain CTI to Veterans who are new to the program?

- Emphasize that your role focuses on helping with **housing transitions**
- **Short-term, field-based** case management that focuses on linkages to services and resources
- Over the six months of CTI, the **frequency of visits and intensity of services will lessen gradually**, as Veterans build their networks of resources and supports

How do I explain CTI to Veterans who are new to the program?

- What does CTI look like?
- “For the first two months, I will meet with you in your apartment and work with you to figure out your goals and get a sense of what resources we need to start looking for. For the first two months, I will want to meet once a week to offer my support as you settle in.”
- Where can we meet? What’s the best time / day for us to meet?

Breakout Session: Role Play

- Practice how you will explain CTI to a:
 - Veteran who has just been added to your case load
 - Veteran with whom you have been working for 3 months
- Select a Veteran, a case manager, and an observer to report back to the group

Explaining CTI to community members and healthcare providers

- CTI is a short-term, evidence-based intervention used with clients undergoing transitions (usually from institutional settings to community living).
- Research shows that CTI decreases returns to homelessness
- CTI helps clients build linkages that will help them achieve their long-term goals

How to Notify Us of Staff Changes

If your GPD case management aftercare program has a **change in staff** (Supervisor or Case Manager) please let us know.

Please email Gracielle.Tan@va.gov with the following information:

- Name and email of new staff
- Name of departing staff
- Date of change

New Staff Orientation

- An orientation meeting will be held quarterly for new case managers and supervisors outlining the CTI training and resources available
- We will send new staff a welcome email and Outlook invites for the Community of Practice calls and the Orientation call
- Critical Time Intervention (CTI) Toolkit
www.VACTItoolkit.com



Thank You!

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