



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 3: Utilizing S.M.A.R.T Goals with CTI



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<https://www.vactitoolkit.com>



Importance of collaborating and identifying goals

- What goals have you identified in the past during your work with Veterans?
- What worked and was helpful?
 - Time specific
 - Meeting the Veteran where he/she is at
 - Patient-Centered
- What were challenges you encountered?
 - Poor follow through
 - General goals without enough details

What are SMART goals?

Specific – Measurable – Actionable – Realistic – Timely



- **Specific**: A specific goal has a much greater chance of being accomplished than a general goal
- **Measurable** - Establish concrete criteria for measuring progress toward the attainment of each goal you set
- **Actionable** - The goal is able to be completed or acted on. It should have practical value, ready to go or be put into use

What are SMART goals?

Specific – Measurable – Actionable – Realistic – Timely



- **Realistic/Relevant**-To be realistic, a goal must represent an objective toward which you are both *willing* and *able* to work
- **Timely**-A goal should be grounded within a time frame. With no time frame tied to it there's no sense of urgency

General and SMART goals

- Broad/General goal: I don't want to drink anymore (if I continue to drink, I may be faced with an eviction notice)
 - SMART goals:
 - I will attend 2-3 early bird (7 am/8 am) AA meetings at the San Fernando Women's Center weekly for the next 4 weeks. I will take bus #213 from Vanowen and Van Nuys at 6:30 am.
 - I will commit to weekly sessions with my social worker at the substance abuse clinic.
- I want to work- poor example of a SMART goal

CTI has Three Phases

CTI is a **time-limited** case management practice that mobilizes support for Veterans with homeless experiences **during transition periods**. It organizes your case management into **three phases of two months each**, with **decreasing intensity of services**.

We focus on 1-3 recovery goals in each phase





Domains on the Phase Plan Form

Utilizing the Phase Plan Form for SMART goals

- Identify SMART goals that fall within one of these domains

Check the focus areas for this Phase: (Choose 1 to 3 areas)

- | | |
|---|--|
| <input type="checkbox"/> Benefits | <input type="checkbox"/> Natural Supports |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Budget Management |
| <input type="checkbox"/> Survival Needs (food, clothing, furniture, etc.) | <input type="checkbox"/> Health and Mental Health |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Children's Health and Mental Health |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> House |
| <input type="checkbox"/> Education (child/adult) | <input type="checkbox"/> Legal Concerns |

Area #1

Reason for choosing this area:

Overall goal for this area:

Break Out Session- Practicing SMART goals



Share an example from your caseload. Identify a general recovery goal (be sure it falls within one of the domains on the phase plan form) and at least two SMART goals.

Identify a case manager, Veteran, and an observer in your group to report back a broad recovery goal and at least two SMART 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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