
Critical Time Intervention (CTI) for GPD Case Management Programs

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Welcome

- Housing Innovations
 - Suzanne Wagner
 - Andrea White
- Goals for the Session
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Put your name as you would like to be addressed as your screen name
 - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!
 - Please put in the chat box your name, agency/program, location and what most inspires you to do the work you do everyday





Agenda

- Elements of Pre-Housing Work
 - Structure of Pre-CTI
- Tasks for Pre-CTI
 - Goal-Setting
 - Housing Preferences and Match
 - Education on Options and Skills for Tenancy
 - Housing Navigation
- Coordination Strategies
- Caseload Management
- Closing

Phases of CTI



- **Pre-CTI: Housing Planning and Preparation**
- Phase 1: Transition to the Community
- Phase 2: Try-out/Practicing
- Phase 3: Transfer/Termination/Step Down
 - Phase 1 begins when person moves into housing or makes transition
 - Phases 1-3 last approximately 2 months each

Introduction

- Focus today on the Housing Planning Stage or Pre-CTI
- Pre-CTI is focused on tasks and discussions that prepare Veterans to access and maintain housing, their base in the community
- Housing search and selection is an important part of the process
- Many tasks from Pre-CTI continue or are re-done in Phase 1
- Think about how your pre-housing services are configured, what is working and what are the challenges to setting Veterans on the track to housing that they have the skills, resources and will to maintain.



Tasks for the Pre-CTI Phase



This phase occurs before moving into housing and may be done by the GPD program, with the CM working with the person to apply to housing. Some evidence shows better outcomes with good Pre-CTI work. Some tasks will continue/repeat in Phase 1.

- Educate on housing options and expectations of each.
- Identify goals and preferences and develop a housing plan
- Assess housing and homelessness history.
- Assist to connect to increased income.
- Gather documents for the application process.
- Assist with housing search and negotiations.
- Connect to resources both within the VA and Community that support community stabilization-treatment and supports.
- Teach tenancy skills. **Poll #1: Pre-CTI Housing Preparation**

Defining Goals

- Goal Setting is the next stage of work.
- Unless people see something, they want and can relate to at the end of the process they will not be motivated to pursue it.
- We want to educate people on what the options are and the expectations of each
- As people start to reach for housing – however that is (for instance I want a house)
- Ask them the “so that” question – you want a house so that what happens?
 - Some goals may be accomplished with a more accessible option and some provide a focus to work towards.



Understand Housing and Homeless History and **Goals**

Housing History –

- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- Roles and responsibilities
- What worked/what didn't
- Satisfaction with current housing
- Housing goal(s)



Homelessness History -

- Cause of initial episode
- Length of time homeless
- Places stayed
- Role and routine
- Supports

Poll #2: Experience as Leaseholders

Understand Housing Needs and Preferences

Location

Access to Transportation

Proximity to Significant Others

Proximity to Services

Unit Size and Housing Density

Pets, reasonable accommodations

Ideal v. Acceptable, Negotiable/Non-Negotiable

Use the *Housing Planning Discussion Tool*



Housing Planning Discussion Tool

| Housing Features | STATUS | IDEAL | NEGOTIABLE/NON |
|--|-----------------------|---|--------------------------------|
| | <i>Where I am now</i> | <i>What I would love – my dream</i> | <i>What I would accept</i> |
| Location/neighborhood | | | |
| Unit type – apartment, house, etc. | | | |
| Access to transportation | | | |
| Proximity to significant others | | | |
| Proximity to services | | | |
| Services availability on site | | | |
| Elevator | | | |
| Cooking facilities | | | |
| Pets | | | |
| Wheelchair accessibility, other reasonable accommodations | | | |
| Other – outdoor space, laundry, near shopping, common space etc. | | | |

Staff Knowledge and Skills



Basics of local landlord tenant law:



<https://bals.org/help/resources/tenants-handbook>



Financial application and certification processes



Apartment standards and requirements



Subsidized housing rules & processes



Negotiation skills

Having the Housing Options conversation

Jack had been living in a tent off the highway. He frequently had others staying nearby. He was in charge of the area, and he ran it like a military camp. He looks out for the others and frequently dispenses some rough justice. He did move to the GPD program but frequently complained about how it was run and offered to whip it into shape. Now he is looking for housing and is looking for an opportunity to help his fellow Veterans.

Maria is applying for the Veteran pension; She says she will get housing when she gets it. She is not interested in any of the options where they throw you out after a year or two. She says that is awful. She doesn't even want a HUD-VASH voucher without her recognition and a pension. She doesn't want to be broke and the little bit she gets now is not enough.

- How will you approach this Veteran to begin the housing conversation?
- What options are available?
- What does the history tell you?
- Who is part of the team to move this person to housing?
(GPD Worker, Peer Support, Clinical Services, Liaison/Clinician, etc.)
- What are the positives and negatives of options identified given what the Veteran has told you?



Housing Location



- Key to the process are seeing apartments with people as needed
- Preparing people for the landlord interview
- Assistance in getting documents
- Negotiating preferences
- Education around vouchers
- Looking for apartments, assist to access listings, neighborhood boards, walk neighborhoods, section 8 listings
- Develop a bank of landlords through tenants, civic or spiritual groups, landlord associations
- Developing an agreement with landlords to work together
- Orientation to the unit and neighborhood

Connecting and Collaborating



Poll #3: Communication

‘Warm’ handoffs are recommended and a standard CTI practice

- Meeting between the GPD worker and Case Management staff with the Veteran
- Build bridge between workers and the participant, transfer engagement
- Review rights and responsibilities for housing
- Share info on what possible threats to stable tenancy may be
- Review Case Manager’s role and review GPD program's role and tasks.
- Discuss what people can expect from the last worker – how will follow up be handled? Are they available for a consult?
- May set up weekly meetings to discuss new persons when you have regular referrals from another program to yours
- For Veterans who go to HUD-VASH, SSVF or other supports, there should be another warm handoff from the GPD CM program to the new provider.

Enrollment, Workload and Intensity of Services: Pre-CTI to Phase Three termination

The GPD case managers engage with Veterans in the housing planning stage

They work with the staff at the GPD program to prepare Veterans to manage tenancy and access supports in their communities

If Pre-CTI is a collaborative process with the housing planning being done with the GPD staff, this is your team

- In some instances, GPD follow up case managers will provide housing location services and collaborate with HUD-VASH to provide the service need to sustain housing and reach self-identified goals.
- Phase one then would be delivered as a team with GPD CM and HUD-VASH staff having distinct roles and a timeline for the next warm handoff.
- In others, the GPD Follow up case management will provide the services of CTI for a six-month period



Caseload Management



- In order to provide CTI services, each case manager must have to time to spend with Veterans, especially in the initial two months of the program.
- Weighted case loads also support the step down of services so that Veterans may try out skills and resources they have developed.
- The weighted case load is in the context of a total caseload of 16 - 20 Veterans per one full-time staff equivalent (FTE)
- The first phase is the most intensive and counts double. If there are 10 Veterans in Phase one that counts as a full caseload of 20.
 - However, CTI is often delivered in a team approach, so it is a caseload of 16-20 per FTE on the team
 - For example, if a full-time peer support specialist and a full-time case manager are serving Veterans, the team caseload could be 32 - 40 and then weighted by phase.

Closing

- In order to sustain a practice, it must be woven through the fabric of the program
- Pre-CTI is critical for a successful transition to housing
- Given the expertise, experience and commitment of the programs available through GPD and GPD CM some will focus on providing Pre-CTI as a team
- This will allow all Veterans to receive the intensive services they need while maintaining the required case loads
- Though these elements, defined roles and ongoing reflections on outcomes we ensure the practice is fully integrated and sustainable





Comments and Questions

Wrap up

Please turn on your cameras to say “good-bye”.

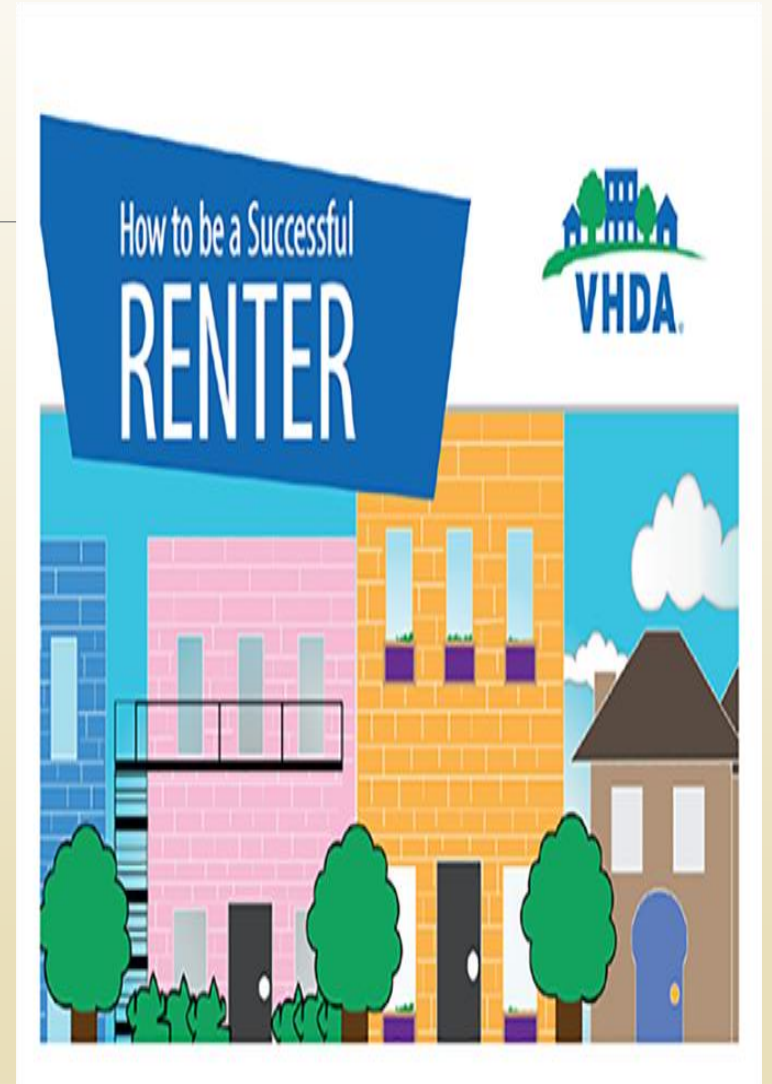
Many thanks, see you in December!



Resource for Tenancy Education

Rentwise Renter's Workbook/Organizer
(University of Nebraska)

<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>



CTI Tools and Resources

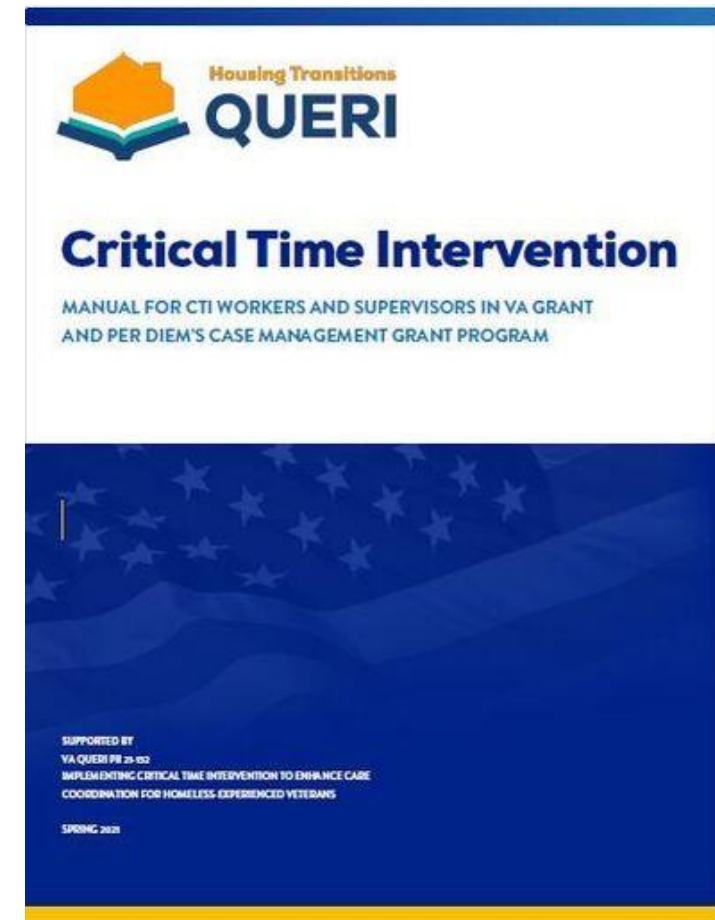


The **CTI Tools and Resources** page of the CTI Toolkit includes **downloadable and fillable PDF** forms that can be used by GPD aftercare grantee case managers and supervisors to support the delivery of CTI

- The [Assessment Domains](#) and [Phase Plan](#) focus on domains that most effect housing retention, identifies goals, defines roles
- The [Veteran Resource List](#) structures work around community resources and supports
- The [Harm Reduction Plan](#) helps Veterans think through options to mitigate behavior that is threatening tenancy/creating risk for eviction
- The [Closing Note](#) outlines the process for the end of the transition and provides guidance for final meetings and handoffs to network of care.

Plus, many more...

[VA CTI GPD Case Management Manual](#)



- Center for the Advancement of Critical Time Intervention (CACTI) www.criticaltime.org
- Join the CACTI Global Network <https://www.criticaltime.org/global-network/join/>
- Facebook : Critical Time Intervention (CTI) Global Network <https://www.facebook.com/groups/1651442821759519/>