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# Critical Time Intervention (CTI) for GPD Case Management Programs

## Supervision and Support for CTI Programs

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# Welcome

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- 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 your name, agency, location (city, state) and how long your PROGRAM has been implementing CTI.



# Agenda

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- Goals of Supervision in CTI Practice
- Supervisory Structures and Strategies
- Team Meetings
- Clinical Consultation
- Resources
  - Using the CTI Self-Assessment Tool
  - **New Resources from QUERI** – CTI Implementation Roadmap, Veterans Benefits Resources, FAQ's
- Wrap up



# Introduction

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- CTI is a practice focused on the transition, making the transition from GPD or shelter with on-site services to a life in the community with a network of care and support.
- Supervision and support are key to this process and provide assistance in three key areas: education on the model and case management techniques, support to the worker to develop skills and resolve challenges, and monitoring the implementation of the practice
- In addition to traditional supervision, agency supports are critical – e.g., hiring, P&P, resources, training

**Poll: How is supervision provided in your program?**



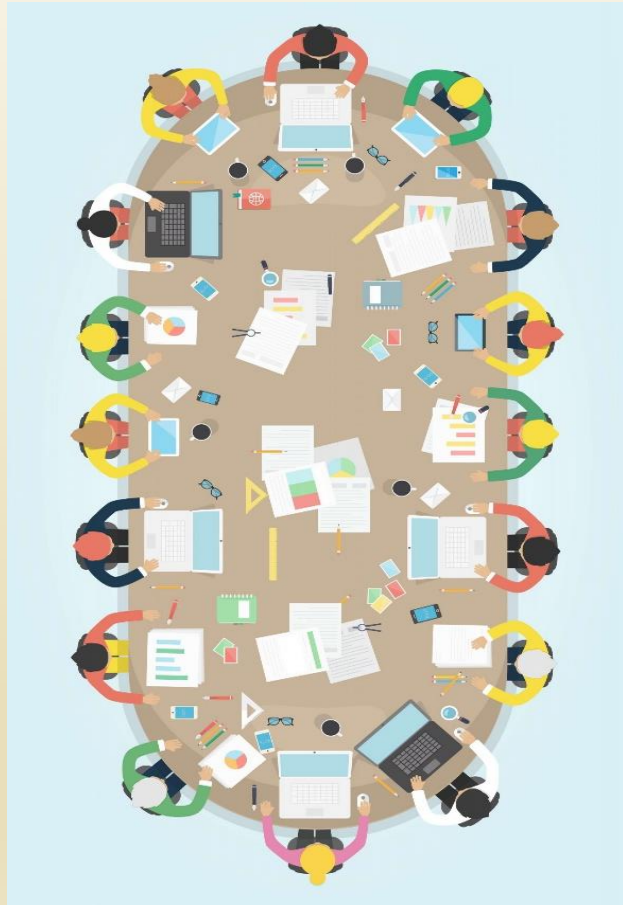
# Supervision Strategies and Supports

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- Individual Supervision
- Team Meetings/Group Supervision
- Clinical Consultation
- Workload Management
- Staff Education and Training
- Agency Negotiation for Resources
- Program Design and Modification
- Policies and Procedures
- Oversight of Documentation and Practice
- Identifying Patterns in the Practice
- Communities of Practice, Coaching and Drop-In hours from the *Housing Transitions QUERI* team
- Online QUERI resources: <http://www.vactitoolkit.com/cti-tools-and-resources.html>

# Goals of Supervision and Support for CTI



Supervision, teamwork and agency support key to implementation

## Goals

- High quality services consistent with the practice
- Achievement of program goals and outcomes
- Support and resources for staff and participants
- Complex needs and challenges posed by participants
- Development of staff skills and knowledge of CTI and other evidence-based practices (EBP's)

# Supervision Structures

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- **Individual Supervision:**
  - Weekly staff supervision meetings
  - Caseload tracking through the phases
- **Case Conferencing:**
  - Highlight best practices, identifies themes around barriers, highlights resources, provides clinical consultation
- **Team Meetings:**
  - Team meetings have an informational, monitoring and support function, track where people are in the transition
  - Recommended weekly in CTI model



# Focus Areas

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- Timely movement through phases
- Assisting workers with making decisions/problem solving
- Sharing of resources between workers and accessing new resources
- Proper documentation (Phase Plans, Progress Notes, Closing Notes)
- Proper weighting of assignments
- Safety on home visits
- Highlighting best practices, common barriers, patterns and challenges in implementation
- Arranging specialized clinical consultation
- Looking at the practice critically, assessing implementation and working on program planning



# Group Discussions

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Introduce yourselves to one another

Discussion prompts:

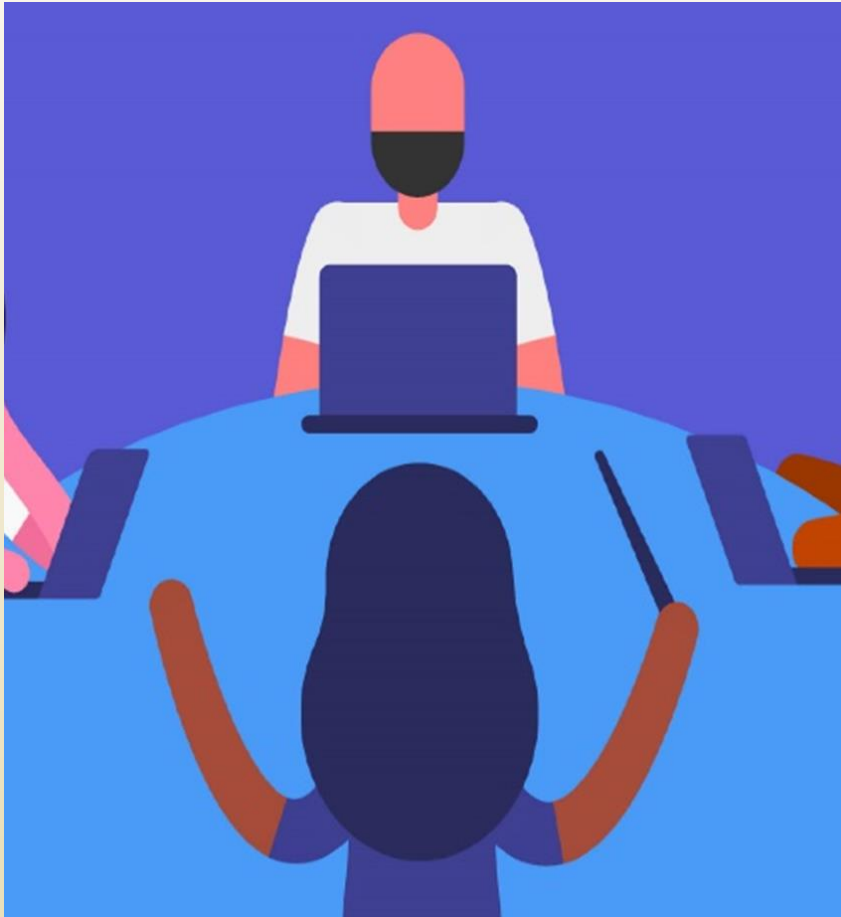
- What are your agency/program supervision practices?
- Are they meeting the needs of staff and the program?
- What support do staff need to implement CTI?
- What has been most effective for you in supervising/implementing CTI?

# Team Meetings

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- Good time to review CTI areas and do some mini trainings specific elements of CTI
- Review resources currently in use and encourage staff to discuss new resources they have developed
- Encourage staff to train on their areas of expertise
  - One staff may be particularly good at SSI applications, negotiating for food stamps, another may be the landlord whisperer
- Identify systemic barriers to accessing resources and enlist the supervisors or other agency senior staff help in negotiating pathways





# Case Review in Team Meetings

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- Case presentation of each new Veteran
- Review of Veterans that will end intervention within the coming month
- Review of Veterans that are facing major crisis or cannot be located
- Review of Veterans that have experienced major success or positive change
- Brief review of entire caseload every two weeks to ensure that phase changes are on schedule and that cases are not overlooked

**Poll: Team Meetings**

# Clinical/Expert Consultation

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\*Specialized consultation is essential. Veterans present with complicated clinical pictures. Having the resources to address these challenges is key.

- \*Use resources from the VA and/or community providers:
  - psychiatry, medical and substance use, trauma specialties
  - your own program resources and the VA Liaison
  - Provide input into assessments and plans
  - Can see Veterans individually when another assessment is needed or may be their regular treatment provider
  - Assist with coordination of care
  - Provide connections with specialty services (such as inpatient programs, PTSD treatment)

# CTI Team Supervision Form

This form is filled out every week during the team supervision meeting to document in-depth discussions about the highest priority clients (use reasons listed below as a guide).

Before the meeting, the case manager fills in the names of clients with highest priority, based on past week's fieldwork and any change to client status and records explanation and one reason code.

The supervisor places a ✓ mark in the far right column next to each client who has been discussed.

Client's name	Worker's initials	Explain why it is important to discuss this client at today's meeting. Record the <b>reason code</b> in the box. 1=ready to give new case presentation 2=client faced with a crisis or big change 3=cannot be located 4=discuss whether refusal is permanent 5=time to prepare for a new phase 6=time to prepare for end of intervention 7= difficult problem with support network 8= positive occurrence to share with team 9=other	Place ✓ mark in box when team discusses client
			<input data-bbox="1905 1205 1982 1278" type="checkbox"/> <input data-bbox="2201 1205 2318 1278" type="checkbox"/>

# Weighting Case Loads

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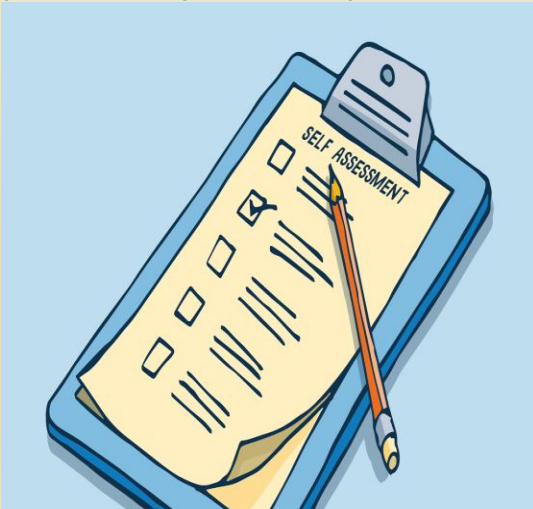


- To provide CTI services, each case manager must have time to spend with Veterans, especially in the initial phases
- Weighted case loads support the step down of services so Veterans can try out skills and resources they have developed
- The recommended weighted caseload in GPD is 20 Veterans per one 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 40 and then weighted by phase
  - Balancing out the caseload by phase is a challenge

# CTI Implementation Self-Assessment Tool

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- Tool to assess your **program's** progress on implementing CTI practices
- Done by program staff
- 32 domains scored on scale of 1 to 5
- Overall score is an average w/max 5
- Conduct pre and post-implementation as check in



## Reviews the following Areas:

- CTI Main Components
- Engagement
- Initial Assessment
- Linking Process
- CTI Worker Role
- Clinical Supervision
- Fieldwork Coordination
- Documentation

[CTI Implementation Self-assessment Form](#)

# Using the Tool

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Regular use of the self-assessment tool can gauge progress, measure elements done well and identify areas for improvement

Many supervisors ask all case managers to individually fill it out and then discuss the results in a team meeting

The self assessment can also provide focus for individualized supervision.

The self assessment tool is useful in preparation for a fidelity review







# Important Updates

in the

## Critical Time Intervention Toolkit

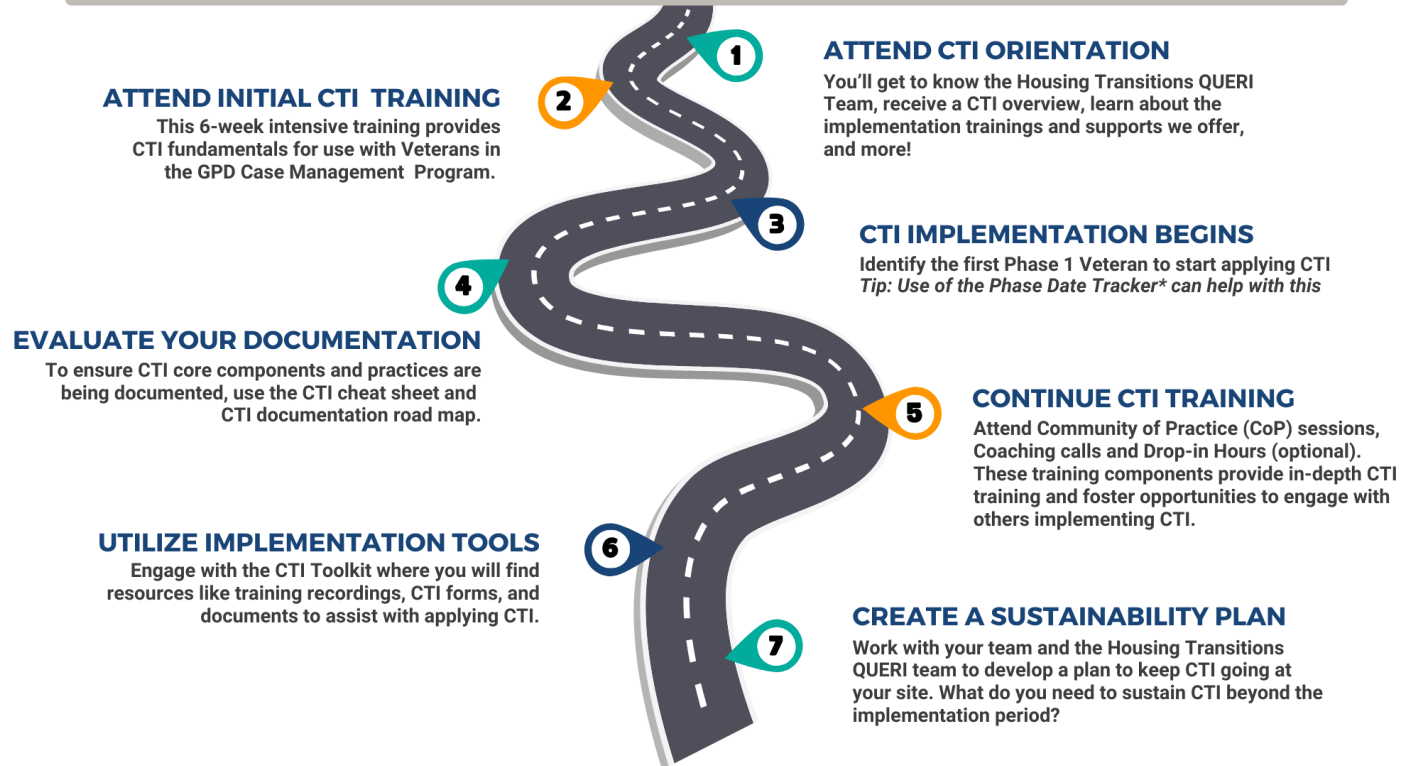
for VA Grant Per Diem (GPD) Case Management Grantees

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[www.VACTItoolkit.com](http://www.VACTItoolkit.com)

# CTI IMPLEMENTATION ROADMAP

for case managers & supervisors in the GPD case management program



- This roadmap serves as a guide for the major steps in the path to implementing CTI
- This is a process of learning and adapting case management practice that takes time
- Training components in place are designed to support you in the process

The **CTI Implementation Roadmap** can be found on our homepage and Tools & Resources page:

[www.VACTIToolkit.com](http://www.VACTIToolkit.com)  
[www.VACTIToolkit.com/cti-tools-and-resources.html](http://www.VACTIToolkit.com/cti-tools-and-resources.html)

# CTI DOCUMENTATION ROADMAP

Steps to align and adapt your documentation practices if adopting CTI forms at your organization is not possible.

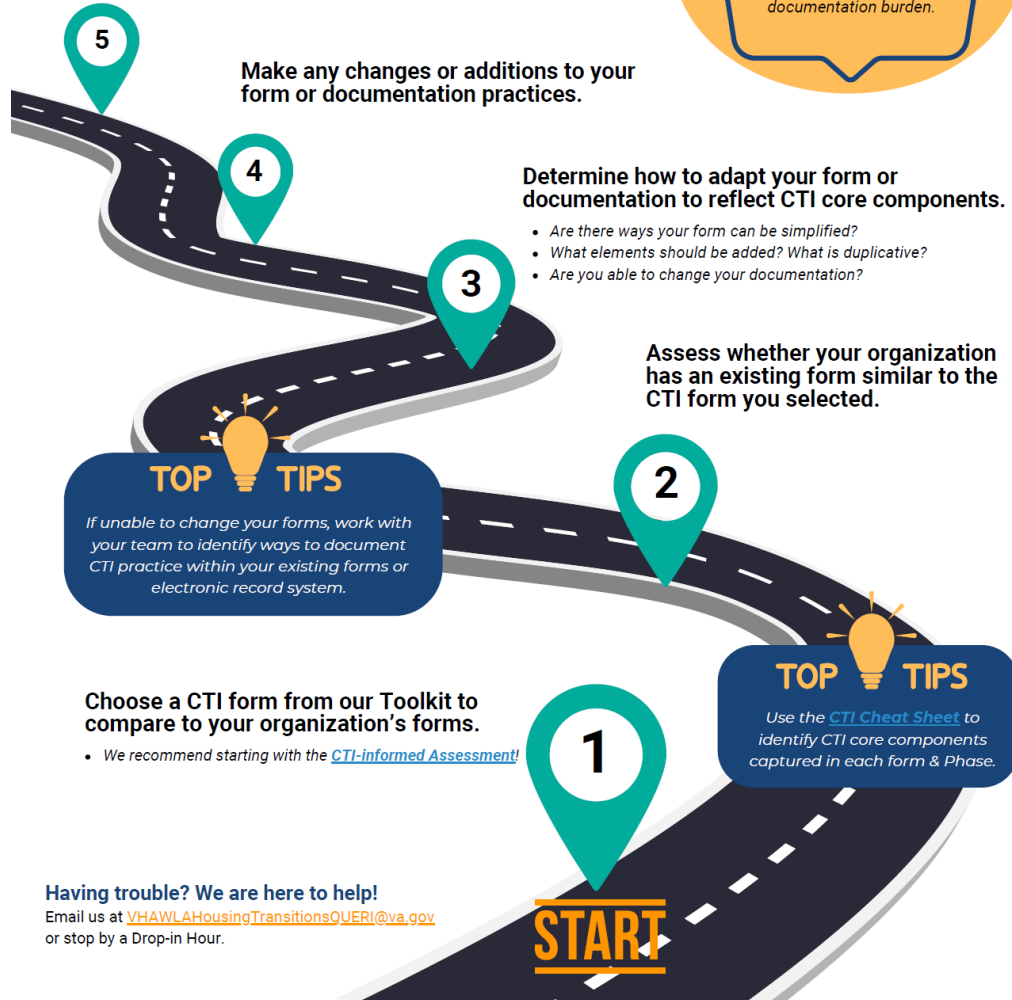


## DID YOU KNOW?

CTI forms are carefully streamlined to capture CTI core components while reducing documentation burden.

Share your updated form or documentation practices with your team to ensure everyone is on the same page.

**Then head back to Step 1 for the next form!**



Having trouble? We are here to help!

Email us at [VHAWLAHousingTransitionsQUERI@va.gov](mailto:VHAWLAHousingTransitionsQUERI@va.gov) or stop by a Drop-in Hour.

- This roadmap serves as a guide to align and adapt documentation practices if adopting CTI forms at your organization is not possible
- Use steps 1-5 in an ongoing iterative process until all documentation reflects CTI core components
- If possible, you may use CTI forms given by the HT QUERI team.
  - These forms were carefully streamlined to capture CTI core components while reducing documentation burden

The **CTI Documentation Roadmap** can be found on our Tools & Resources page:

[www.VACTIToolkit.com/cti-tools-and-resources.html](http://www.VACTIToolkit.com/cti-tools-and-resources.html)

## Veterans Benefits Resources

### Which services are covered by the Veterans Benefits Administration (VBA)?

- Disability Compensation, Pension, Fiduciary, Education, Veteran Readiness and Employment (VR&E), Home Loans, Insurance, Administrative Review, Military-to-Civilian Transition Programs

### How can a Veteran apply for a disability rating (service-connected benefits) and who can help?

- A disability rating could be between 0%–100%. A disability rating may give you access to certain VA benefits, such as compensation and ongoing health care.
- Who can help file a claim?
  - Work with an [accredited Veterans Service Organization \(VSO\)](#) free of charge
- What do accredited representatives and VSOs work on?
  - They work on behalf of Veterans and service members—as well as their dependents and survivors. They can help you understand and apply for benefits, like:
    - Disability compensation, Education, Veteran Readiness and Employment (VR&E), Home loans, Life insurance, Pension, Health care, Burial benefits
- Help Veterans gather supporting documents (like a doctor's report or medical test results)
- File a claim or request a decision review on behalf of the Veteran
- Provide added support, like helping with transportation to medical appointments or emergency funds
- Vet Centers can also provide VA benefits explanation and referral
  - Vet Centers are community based to be more accessible in areas where you live. [Locate a Vet Center](#) near you or call 1-877-927-8387
- How to file a claim:
  - Apply online using [How To File A VA Disability Claim | Veterans Affairs](#)
  - Write to the Pension Management Center (PMC). You can find more information at [How To Apply For A VA Pension As A Veteran | Veterans Affairs](#) or call 800-MyVA411 at 800-698-2411 and talk to a VA staff member.
  - Complete a claim form in-person at a VA Regional Office
    - Where is my nearest VA Regional Office?
      - [Find VA Locations | Veterans Affairs](#)

- Designed for Aftercare case managers and their supervisors
- Answers frequently asked questions regarding Veteran Benefits Resources
- Serves as an information hub for each GPD Aftercare site to refer to
- Can also be used to orient new GPD staff to the resources and processes

The **Veterans Benefits Resources** can be found on our Tools & Resources page:

[www.VACTIToolkit.com/cti-tools-and-resources.html](http://www.VACTIToolkit.com/cti-tools-and-resources.html)



## Frequently Asked Questions

We're here to help.

Download our FAQs 

### Your Questions Answered

Can anyone view the recordings in the CTI toolkit? +

Can anyone join the live CTI trainings? +

What if I have questions between training sessions? +

When are the Community of Practice sessions? +

Is there a way to get advice about a Veteran on my caseload? +

As a supervisor, how can I support my case managers to use CTI with Veterans? +

If we are already using forms similar to the ones on the CTI website, can we continue to use those forms? +

Who can we talk to if we are having problems recruiting Veterans into our GPD case management program? +

### Case Consultation

Expert case consultants use the CTI model to provide tailored advice relevant to your work with Veterans.



### Drop-In Hour

Drop-In Hour requires no preparation and provides opportunities to apply CTI with Veterans on your caseloads.



### Send Us Your Suggestions

Do you have an additional topic you would like us to address in the FAQs? Send your suggestions to [VHAWLAHousingTransitionsQUERI@va.gov](mailto:VHAWLAHousingTransitionsQUERI@va.gov)

Answers to **Frequently Asked Questions**  
can be found on the FAQ page:

[www.VACTIToolkit.com/frequently-asked-questions.html](http://www.VACTIToolkit.com/frequently-asked-questions.html)

# Closing

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- Supervision is key to the process of fully implementing CTI.
- Supervision provides assistance in three key areas: education on the model and case management techniques, support to the worker to develop skills and monitoring the implementation of the practice
- The supervisor is often responsible for engaging resources to support the practice, identifying patterns of strong work as well as challenges, training staff in the model and providing support to the staff that directly support Veterans during this transition
- The tools, supports and resources are many but access and perception of need is often an issue. It is an essential role of supervisors to support this important work.
- Supervisors need support too.



# Wrap up

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Final comments, questions?

Many thanks!

PLEASE TURN ON YOUR CAMERAS TO SAY GOOD-BYE



# Visit the Housing Transitions QUERI Critical Time Intervention Toolkit

[www.VACTItoolkit.com](http://www.VACTItoolkit.com)

[Getting Started Page](#)

[Intensive CTI Training Page](#)

[CTI Tools and Resources](#)

And much more.....



A screenshot of the VACTItoolkit.com website. The page has a blue and white color scheme with a decorative border. At the top left is the Housing Transitions QUERI logo. To its right is a starburst graphic with the text "Visit the CTI Toolkit www.VACTItoolkit.com". Below this is the title "Critical Time Intervention (CTI) Toolkit for VA Grant Per Diem (GPD) Case Management Aftercare Grantees" and the URL "www.VACTItoolkit.com". A paragraph explains that the toolkit was developed to provide case managers and supervisors with information and resources to support implementation of CTI in GPD case management programs. There are three main sections: "Available Resources" (a scrollable list), "Learn" (How to Use CTI), "Connect" (Community of Practice), and "Consult" (Ask our CTI Experts). The "Available Resources" list includes: CTI Training Videos, Community of Practice Session Videos and Materials, CTI Manual, Fillable Forms/Tools, Case Consultation, Meet the Team, Resources, and Frequently Asked Questions (FAQ). The "Learn" section includes: Check out The Getting Started page! (An overview of the training, resources, and technical support available to participating case managers and supervisors.), Visit the CTI Training page! (Includes an outline of the intensive CTI Trainings and information about CEUs.), Explore the Community of Practice page! (Find out when the next Community of Practice session will be held and watch videos of past sessions.), and Request a Case Consultation! (CTI experts provide CTI tailored advice about one of your cases.). At the bottom, there is a "Quick Link to CTI Tools &amp; Resources" button and a footer with the email address "VHAWLAHousingTransitionsQUERI@va.gov".



Housing Transitions  
**QUERI**



**Critical Time Intervention (CTI) Toolkit  
for VA Grant Per Diem (GPD) Case Management Aftercare Grantees**  
[www.VACTItoolkit.com](http://www.VACTItoolkit.com)

The CTI Toolkit was developed to provide case managers and supervisors with information and resources to support implementation of CTI in GPD case management programs.

- Available Resources**
- CTI Training Videos
  - Community of Practice Session Videos and Materials
  - CTI Manual
  - Fillable Forms/Tools
  - Case Consultation
  - Meet the Team
  - Resources
  - Frequently Asked Questions (FAQ)

**Learn** How to Use CTI   **Connect** Community of Practice   **Consult** Ask our CTI Experts

- **Check out The Getting Started page!**  
An overview of the training, resources, and technical support available to participating case managers and supervisors.
- **Visit the CTI Training page!**  
Includes an outline of the intensive CTI Trainings and information about CEUs.
- **Explore the Community of Practice page!**  
Find out when the next Community of Practice session will be held and watch videos of past sessions.
- **Request a Case Consultation!**  
CTI experts provide CTI tailored advice about one of your cases.

**Quick Link to CTI Tools & Resources**

Still have questions? Email us! [VHAWLAHousingTransitionsQUERI@va.gov](mailto:VHAWLAHousingTransitionsQUERI@va.gov)



# CTI Tools and Resources

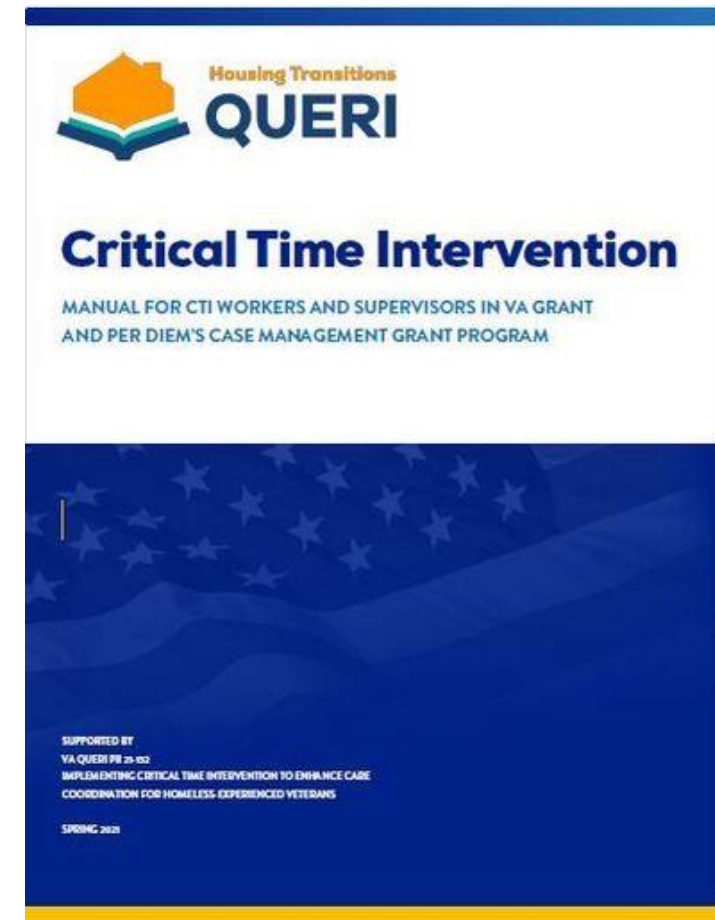


The **CTI Tools and Resources** page of the CTI Toolkit includes **downloadable and fillable PDF** forms that can be used by GPD aftercare grantee case managers and supervisors to support the delivery of CTI

- 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](http://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/>
- [CTI Implementation Manual](#)