
Implementing Critical Time Intervention (CTI) to Enhance Care Coordination for Veterans Leaving GPD Programs

Session 2

Recorded Session

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Welcome & Reminders

- Housing Innovations
 - Suzanne Wagner
 - Andrea White
- Goals for the Training Series
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Please put your name as you would like to be addressed as your screen name
 - We love interaction – please raise hand, indicate in chat box that you would like to comment or just unmute and talk!
 - Please put in the chat box where you are located and what your favorite morning beverage is?



Agenda

Introductions, Reminders and Recap of Last Session

Setting Goals to Develop the CTI Service/Housing Stabilization Plan

Linking to Community Resources and Developing an Individual Resource Guide

Pre-CTI - tasks and strategies

Wrap-up



Recap of Session One

- Support through transition
- Phased approach
- Decreasing intensity
- Support tenancy skills and lease compliance
- Connect to network of supports
- Focused assessment
- Breakout discussions on homeless histories
- Comments? Questions? Reflections?

Poll: CTI Reflections



Poll : CTI Reflections

CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	CATEGORY 5
\$100	\$100	\$100	\$100	\$100
\$200	\$200	\$200	\$200	\$200
\$300	\$300	\$300	\$300	\$300
\$400	\$400	\$400	\$400	\$400
\$500	\$500	\$500	\$500	\$500

Question 1: Which aspect of CTI most interests you? (select one)

Responses:

- focused assessment
- teaching tenancy skills
- connecting to a network of care/support
- tenant goal and recovery focus (as opposed to symptom driven)
- coordination with landlords/property management

Review: Understand Housing and Homeless History

Housing History –

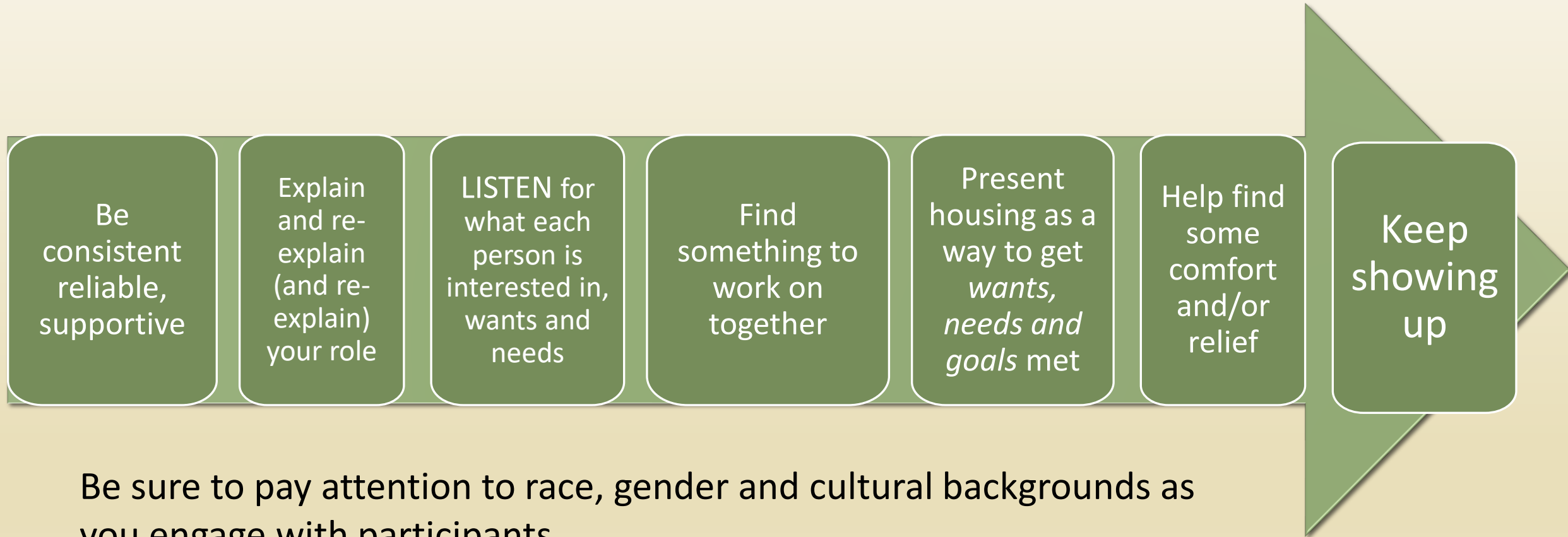
- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- Roles and responsibilities
- What worked/what didn't
- Satisfaction with current housing



Homelessness History -

- Cause of initial episode
- Length of time homeless
- Places stayed
- Routine
- Supports

Engagement around Goal-Setting



Be sure to pay attention to race, gender and cultural backgrounds as you engage with participants.

Use Stages of Change to Assess Motivation for Housing

Stage	Relationship to Problem	Staff Tasks
Pre-Contemplation	No awareness/interest in addressing problem/housing issue	Ask q's/ raise awareness of obstacles to goals
Contemplation	Aware of problem & considering housing	Pros & cons of changing/not
Preparation	Making plans for how/when to change	Options: strategies, supports & services
Action	Changing behavior (pursuing housing/following lease)	Support/eviction prevention
Maintenance	Change sustained for 3-6 months	New goals/continue eviction prevention
Relapse	Return to problem behavior/homelessness	Assess stage and intervene accordingly

Components of the CTI Plan - Goals

- Goals set as a team of client and worker
- “So that” principle
- Focus on the issues that affect stability in the community – base on the current crisis and previous episodes of homelessness/housing instability
- Immediate and longer-term goals clear
 - Focus by phase
 - Use the plan for the intervention
- Steps to reach goal clearly defined and measurable
- Longer term needs require connections to other resources.



Focus Areas for Service Plan

Focus on greater Self Sufficiency

- Goals setting by Veteran in partnership with the worker
- Connection to high quality sustainable services and supports
- Shared-Decision Making (SDM) model and Harm Reduction approach
- Use success on service plan goals to build confidence for making other changes

Focus on Long-Term Stability

- Use Veteran's goals and housing stability focus
- Help assume role and meet expectations of tenancy and community
- Teach rather than do

Strong Expectation that Person becomes Integral Part of Community

- Work on structure purpose and activity
- Transition and recovery of valued life roles



Breakouts - Goals Discussion



- PLEASE TURN ON YOUR CAMERAS
- You will be asked to join a break-out room in groups of three
- One person will share an example of something a Veteran wants to set as a personal goal or give an example of a goal of your own (simple, not too personal)
- One person is the worker and has the “so that” conversation to find out:
 - What are the reasons behind this goal?
 - “So that” what?
 - Try to elicit from the participant, “I want to so that”
- The third person is the observer and gives feedback to the other two and reports back on the conversation
- If there are only two people, please proceed without the observer.

Focused Service Planning



Limit the areas of intervention – no more than 3 goals

Focus on the most pressing needs that impact housing

Relate all interventions to the tenants long term goals

Be aware this may not be a linear process

Be mindful about moving from crisis

Components of the CTI Plan - Roles

Veteran and Worker Role

- Designs plans for two-month intervals
- Reflects areas of the assessment
- Prioritizes areas for work
- Sets time frames for work to be accomplished
- See fillable “CTI Phase Plan”



Components of the CTI Plan - Resources

Resource Identification



- Clearly defines resources needed to access and/or maintain stability including:
- **Income**, credit repair, legal services, employment assistance/support, financial planning and management, access to medical services, educational support, natural supports, VA and community based treatment services such a mental health, substance abuse, socialization and recreation etc.

Evaluating the Plan



Measure Success

- Use documented steps to reach goal and benchmarks set
- Use service plan as an opportunity for success
- Uses phases to gauge expectations and progress
- Identify need to renegotiate goals and resources
- Reframe setbacks as learning opportunities
- **Polls: CTI Integration**

Poll: CTI Integration



Question #1: Which aspects of CTI Service/Housing Planning are you already incorporating into your work? (check all that apply)

- Using the “so that” principle
- Limiting goals to one to three
- Goal-focused
- Looking toward long-term stability
- Identified role for worker
- Resource identification
- Evaluating the plan and re-framing any set backs

Question #2: Which aspects of CTI Service/Housing Planning are you planning to integrate into your work? (check all that apply)

- Using the “so that” principle
- Limiting goals to one to three
- Goal-focused
- Looking toward long-term stability
- Identified role for worker
- Resource identification
- Evaluating the plan and re-framing any set backs

Focus on Resources

- In order to fully integrate in the community, each person needs a range of services and supports
- CTI helps each person or family to connect with and begin to manage each support as a full partner
- Connections to resources is core to CTI practice



Community Resources


- Develop a Veteran focused resource list
- Identify resources by CTI focus areas tasks
- Review resources in current use
- Add resources developed through work with other consumers
- Identify needed connections
- Income, benefits AND services
- Formal and informal (natural) supports
- See fillable “VETERANS RESOURCE LIST”












Using the Resource Guide

- May take multiple conversations
- Will and should be built over time and throughout the phases
- Standard domains prompts conversations about resources person may not have considered
- Shows areas of strong support as well as gaps
- Opportunity for evaluative conversation about usefulness of resources

Community Resource Guide
Marin's online search tool for information, services and resources.

Food, Rent, etc. 

 Care	 Health	 Education
 Legal	 Emergency	 Food
 Housing	 Money	 Transit

Need Additional Help?

Call the Aging and Adult Information & Assistance Line
at 415-457-INFO (415-457-4636) to speak with a
representative.

Links to Resources



- Ensure knowledge of them – directory, visits to programs, ask users of the service for feedback, know goals of the service and what they provide
- Introduce yourself and your service, especially if there will be a lot of referrals and identify how you can help them meet their goals
- Explain your role and what they can expect
- Gather and share history (with consent) and attempt coordinated planning
- Accompany each Veteran to assist with engagement with new service
- Maintain regular contact to see how things are going
- Keep your promises

Poll : Tenant Resource Guide



Question: Do you think this tool will be helpful in your or your staff's work? (select one)

Responses:

- Yes
- No
- Maybe
- Not sure

Phases of CTI



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

Tasks for Pre-CTI Housing Planning

This phase occurs before moving into housing and should be done by the GPD or shelter/homeless program working with the Veteran to locate housing.

- Educate on housing options and expectations of each.
- Identify goals and preferences.
- Assess housing and homelessness history.
- Assist to connect to income.
- Gather documents for the application process.
- Assist with housing search and negotiations.
- Connect to resources that support community stabilization-treatment and supports.
- Develop a housing stabilization plan.
- Teach tenancy skills.



Case managers will need to assess how much of this work has been done and how much will need to be addressed in Phase One.

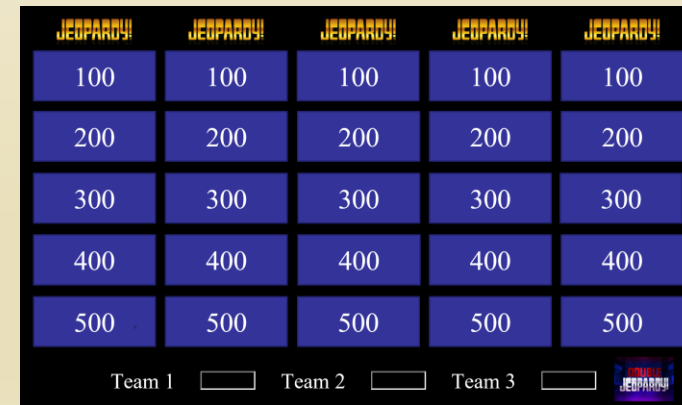
Warm handoffs from referring program to the CM Grant programs are highly recommended!

Poll: Pre-CTI Housing Preparation

#4. Pre-CTI Housing Preparation Support

How many of the people you are working with received or are receiving comprehensive Pre-CTI services when they were homeless to learn tenancy skills and prepare to assume a lease? Please type additional comments in the chat box (Select one option)

1. Most
2. Some
3. A few
4. None



Warm Hand Offs

‘Warm’ handoffs are recommended and a standard CTI practice

Each Veteran will know their rights and responsibilities for housing

Each will know the expectations of each service and workers’ roles

- What can Veterans expect from the last worker – how will follow up be handled?
- Teams can set up weekly meetings to discuss new persons and persons transferring between programs.
- Ensure all information is communicated
- Be available to meet with the person and the new worker
- Agreement to a series of visits
- Agreement to consult when needed
- **POLL: Pre-CTI Tasks**



Polls: Pre-CTI Tasks

1: Which of the following services do participants receive before moving into housing? (Check all that apply)

- Educate on housing options and expectations of each.
- Identify goals and preferences.
- Assess housing and homelessness history.
- Assist to connect to income.
- Gather documents for the application process.
- Assist with housing search and negotiations.
- Connect to resources that support community stabilization-treatment and supports.
- Develop a housing stabilization plan.
- Teach tenancy skills.

2. How is this work communicated to the GPD Case Management Program? (Check all that apply)

- Warm hand off
- Ongoing consultation
- Presentation to Housing Team
- Written/electronic case records
- Offer information when asked
- Not communicated
- Other (please put specifics in the chat)



Wrap up

Many thanks, see you next session!

