

Case Presentations & CTI Termination

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April 17th, 2024



Housing Transitions

QUERI

CTI Termination & Closing Note



Housing Transitions

QUERI

What Happens in Phase 3


- **Objective:** Complete graduation of services from CTI, transitioning care to the VA and community
- **Action Steps:** Meet with new service providers or others in the support system as needed (key connections formed in Phases 1 and 2), reflect with the Veteran on their progress and connections
- **Intensity:** Low with monthly contacts
- **Paperwork:** Phase Three Plan, Progress Notes, Closing Note

CTI Closing Note



- ✓ This form is best used in month 5, or 2nd to last meeting with Veteran. Be sure Veteran gets a copy!
- ✓ Review progress Veteran made (goals, action steps)
- ✓ Review support and resource network established
- ✓ Plan for ongoing threats to housing stability

CTI Closing Note



Veteran's Name:
Last Name First Name

CTI Worker Initials:
Initials

Today's Date:
Month Day Year

Date Closed:
Month Day Year

Final Meeting with Veteran

Final Meeting Date:
Month Day Year

What was discussed at this meeting? Check all items that apply.

Ongoing challenges to housing stability Review of linkages to resources

Review of Veteran's progress since beginning of CTI intervention Other, please specify:

Veteran feedback about CTI intervention

Notes:

Reflection Questions for Veterans at

- How do you feel about the progress you've made during the program?
- What are you most proud of?
- What are some concerns you have about the future?
- What ongoing threats/risks to your housing stability are there?
- Are there additional resources you would like us to discuss prior to graduation?

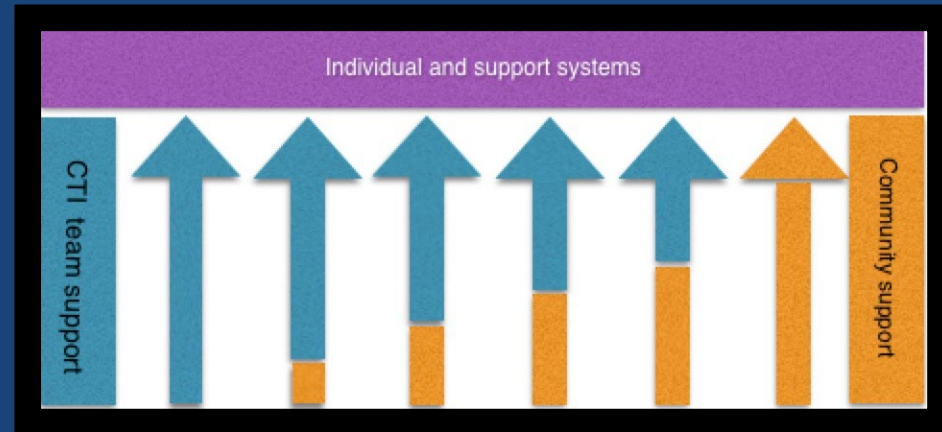
■ Potential Barriers to CTI Graduation

- Anxiety about termination
- Resistance to terminate with CTI case manager
- Crisis happens during Phase 3
- Identifying new needs as you are about to complete Phase 3



Transitioning Supports and Graduating Veterans

- By Phase 3, Veterans & community resources ideally are providing the Veteran with most* of the support
- As shown in diagram, the CTI case managers taper throughout the intervention, as Veterans receive needed support from VA and community resources



Best Practices for Graduation

- CTI case manager and Veteran review the work they have done together using strengths-based conversations
- Reflect on progress made, and Veteran's strengths and skills
- Review resources the Veteran can utilize when supports are needed/ crises arise



Best Practices for Graduation

- Transparency about transitioning from one Phase to the other, and frequent reminders about time left till termination.
- Planning for termination and for the future on Day 1.
- Ensuring clear documentation of linkages and resources with the community and the VA.
- Wrap-up/ warm hand-off meetings with resource and support network.

- **(Optional) Drop-in Hour: April 24th, 2024**

10-11am AKST/ 11am-12pm PST / 12-1pm MST / 1-2pm CST / 2-3pm EST

- Topic spotlight: **Termination**
- Stop by if you have questions, would like to discuss a case, or have a burning desire to learn more about CTI!

- **Next CoP: May 1st, 2024**

10-11am AKST/ 11am-12pm PST / 12-1pm MST / 1-2pm CST / 2-3pm EST

- **Guest Speaker: Carolyn Hanesworth**