

CTI IMPLEMENTATION & TOOLKIT

Case Presentation Session

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January 17th, 2023



Housing Transitions

QUERI

Agenda



1. CTI Toolkit Overview with Gracielle
2. CTI Implementation Roadmap
3. Case Presentation from Jennifer (Neighborhood Properties)

**A reminder to turn on cameras when possible. This helps us build community, and support our presenters. If your site needs additional cameras, please email Taylor (taylor.harris2@va.gov) and we will arrange to get them to you.*

CTI IMPLEMENTATION ROADMAP

for case managers & supervisors in the GPD case management program

ATTEND INITIAL CTI TRAINING

This 6-week intensive training provides CTI fundamentals for use with Veterans in the GPD Case Management Program.

2

1

ATTEND CTI ORIENTATION

You'll get to know the Housing Transitions QUERI Team, receive a CTI overview, learn about the implementation trainings and supports we offer, and more!

3

CTI IMPLEMENTATION BEGINS

Identify the first Phase 1 Veteran to start applying CTI
Tip: Use of the Phase Date Tracker can help with this*

4

EVALUATE YOUR DOCUMENTATION

To ensure CTI core components and practices are being documented, use the CTI cheat sheet and CTI documentation road map.

5

CONTINUE CTI TRAINING

Attend Community of Practice (CoP) sessions, Coaching calls and Drop-in Hours (optional). These training components provide in-depth CTI training and foster opportunities to engage with others implementing CTI.

6

UTILIZE IMPLEMENTATION TOOLS

Engage with the CTI Toolkit where you will find resources like training recordings, CTI forms, and documents to assist with applying CTI.

7

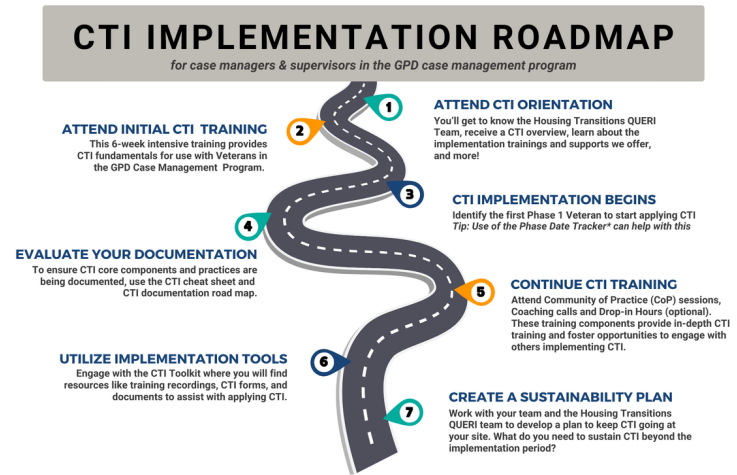
CREATE A SUSTAINABILITY PLAN

Work with your team and the Housing Transitions QUERI team to develop a plan to keep CTI going at your site. What do you need to sustain CTI beyond the implementation period?

A Roadmap to Implementing CTI



- The Roadmap serves as a guide for the major steps in the path to implementing CTI.
- Most of you are somewhere between steps 3 and 6.
- This is a process of learning and adapting your case management practice that takes time.
- Training components in place are designed to support you in the process.



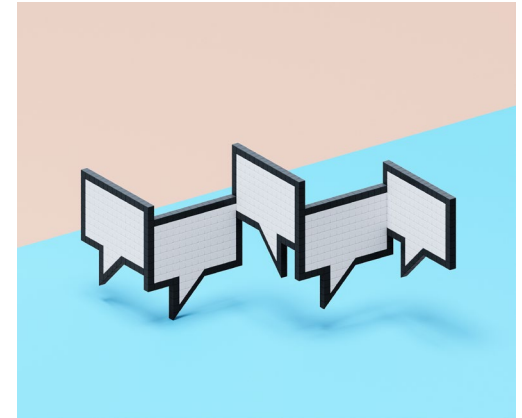
Community Agreements (Ground Rules)



- **This is a safe space; what is said here stays here**
 - We will not be recording during case presentations or break out groups
 - Sharing names of Veterans is optional
- **Be mindful and respectful of other's backgrounds, experiences, training, and knowledge of CTI**
 - We are all here to learn from one another
- **We encourage you to contribute often while making room for others to share**
- **Cameras are on as much as possible**
 - This helps build connection and promotes learning

Case Presentation Feedback

1. Use observation and avoid assumptions.
2. Focus on Veteran's behavior (what they do/ their actions).
3. Provide recommendations and solutions.
4. Be specific. Provide specific examples and solutions.
5. Provide actionable advice. Suggest things that can be changed.



Case presentation: Background



- **Demographic information** (age, gender, race & ethnicity, marital status, sexual orientation, current housing situation): male, 58 years old, divorced, in supportive housing
 - Medical, mental health and substance use concerns:
 - Alcoholism, mental and physical health issues, diabetes, no recall and needs prompting
 - CTI phase: 2
- **Reason for homelessness/ housing instability:** substance use and needs prompting, dependent
- **Existing supports** (financial, family, social): no family or support system, cleaning services

Case presentation: Strengths & Challenges



- **Veteran's strengths:**
 - Long term memory is better than short
- **What is challenging?**
 - Hard to track him, budget mismanagement (alcohol and cigarettes)
 - Cognitive test does not seem accurate
- **What areas do you want feedback on from the group?**
 - New suggestions that Jennifer has not yet implemented

Goals

- What are the Veteran's 1-3 goals for current phase?
- What are action steps for the goals in the current phase?
- How is goal achievement going?
- What are facilitators or barriers to the Veteran accomplishing goals for this Phase?
- What resources and supports linkages are being established to address goal?

- **Planning for the future/upcoming phase?**
 - Thinking ahead, what goals may need to be adjusted or repeated?
 - How are you transferring skills to the Veteran?
 - How are you promoting autonomy and independence in housing?

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

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

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

- **Next CoP: February 7th, 2024**

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

- CTI Supervision
- Guest Speaker: Carolyn Hanesworth