

CTI Smart Goals & Case Presentations

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Housing Transitions

QUERI

- Gracielle will be sharing the CTI Toolkit website
- The CTI Toolkit contains:
 - *Resources for Veterans*
 - *Frequently asked questions about CTI*
 - *On-demand Case Consultation link*
 - *CTI forms for case managers, supervisors and CTI implementation*
 - *And more!*
- www.vaCTItoolkit.com

- One case will be presented from each site
 - If there are multiple case managers from each site, we encourage you to work together to present a case
- This will give you an opportunity to work through a Veteran case, identify ways to apply CTI and get feedback about resources and supports
- We encourage you to pick a Veteran currently on your caseload in months 1-3
 - If you are having trouble identifying a Veteran reach out to us

- Link to sign up:

<https://appt.link/ht-queri-community-of-practice/CoPCaseConsultationSignUp>

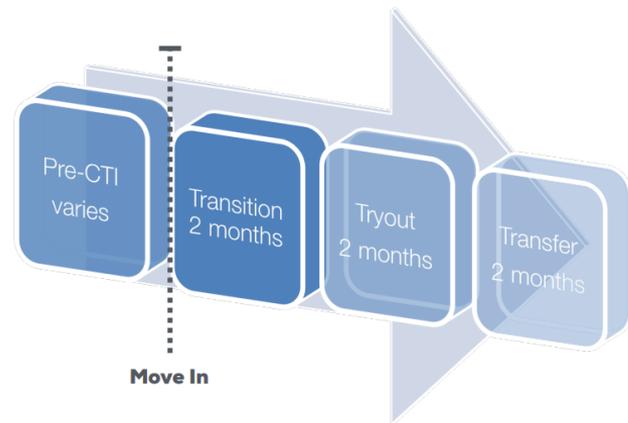
- Presentation Questions:

- Background, demographics, recruitment, goals, CTI Phase planning
- You will know the questions ahead of time

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- Background information (while protecting anonymity of Veteran)
 - Age
 - Gender
 - Race/Ethnicity
 - Current housing situation
 - Reason for becoming homeless/ experiencing housing instability including medical, mental health or substance use concerns
 - Existing supports (financial, social, familial) upon enrollment in Aftercare
 - CTI Phase
 - Recruitment info
 - How did the Veteran learn about the Aftercare program?
 - Where was the Veteran staying before?
 - Goals for the current phase
 - Action steps for each goal in current Phase
 - Resource and supports to address each goal
 - Plans to taper support in upcoming Phases
 - How are you transferring skills to the Veteran?
 - How are you promoting autonomy and independence in housing?
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CTI Phases & Goals

- CTI is a time-limited case management practice that mobilizes support for Veterans undergoing housing transitions
- It structures Aftercare case management into three Phases of two months each, with decreasing intensity of services
- In each Phase, 1-3 recovery goals are focused on



- **Specific** - What *exactly* will you accomplish? What will it take to achieve it?
- **Measurable** - How will you know when you have reached this goal? What will be different? What will you be doing more regularly? What will you be doing less of?
- **Actionable/Achievable** – How can the goal be accomplished? What do you need to accomplish it? *What are the action steps?*
- **Relevant** - Why is this goal significant to your housing stability? To your life? How will it benefit you?
- **Timely** – When will you achieve this goal? How long will it take to accomplish it?

Broad recovery goal:

- “I want to get a job.”
 - “I want to stop drinking.”
 - “I want to keep my housing.”
- Broad recovery goals are a great starting point, but are often insufficient to successfully achieve a goal
- *What are other broad recovery goals you come across?*



SMART goal:

- “I will secure a part-time position working 15 – 20 hours per week and will save \$200 each month to use toward traveling to my grandchildren to spend time with them.”
- “Being around my grandchildren makes me feel at peace and allows me to help my daughter out.”
- “I will spend 30 minutes at the library 3 days/week to develop a draft of my resume to send to my VA Voc Rehab specialist in 2 weeks. I will apply to 5 or more restaurants within 1 month.”



CTI Phase Plan Form



- https://www.vactitoolkit.com/uploads/1/3/7/6/137694226/phase_plan_fillable_2022.pdf
- Let's walk through how to use the CTI Phase Plan Form

A screenshot of the CTI Phase Plan Form. The form is titled "CTI Phase Plan" and features the Housing Transitions QUERI logo in the top right corner. It includes sections for selecting a phase, entering dates and the veteran's name, choosing focus areas, and providing details for a specific area.

CTI Phase Plan

Phase #: Phase One: Transition Phase Two: Try-Out Phase Three: Transfer

Today's Date: Veteran's Name:
Month Day Year

Date Phase Starts: Due Date for End of Phase:
Month Day Year

Check the **focus areas** for this Phase: (Choose 1 to 3 areas)

<input type="checkbox"/> Benefits	<input type="checkbox"/> Natural Supports
<input type="checkbox"/> Employment	<input type="checkbox"/> Budget Management
<input type="checkbox"/> Survival Needs (food, clothing, furniture, etc.)	<input type="checkbox"/> Health and Mental Health
<input type="checkbox"/> Child Care	<input type="checkbox"/> Children's Health and Mental Health
<input type="checkbox"/> Transportation	<input type="checkbox"/> House
<input type="checkbox"/> Education (child/adult)	<input type="checkbox"/> Legal Concerns

Area #1

Reason for choosing this area:

Overall goal for this area:

The CTI Phase Plan Form is helpful for documenting and tracking SMART Goals across Phases:

- *“Reason for choosing this area:”*
 - ✓ Tie back to larger specific goal & relevance of the goal
- *“Overall goal for this area:”*
 - ✓ Break down the goal into 3-5 action steps that are achievable in the next two months

You may be thinking... “This is great, but how do we get Veterans to develop SMART goals??”

CTI Phase Plan



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Today's Date: Veteran's Name:

Month Day Year

Date Phase Starts: Due Date for End of Phase:

Month Day Year

Check the focus areas for this Phase: (Choose 1 to 3 areas)

<input type="checkbox"/> Benefits	<input type="checkbox"/> Natural Supports
<input checked="" type="checkbox"/> Employment	<input checked="" type="checkbox"/> Budget Management
<input type="checkbox"/> Survival Needs (food, clothing, furniture, etc.)	<input type="checkbox"/> Health and Mental Health
<input type="checkbox"/> Child Care	<input type="checkbox"/> Children's Health and Mental Health
<input type="checkbox"/> Transportation	<input type="checkbox"/> House
<input type="checkbox"/> Education (child/adult)	<input type="checkbox"/> Legal Concerns

Area #1

Reason for choosing this area:

Overall goal for this area:

CTI SMART Goals Worksheet



Tool for helping Veterans develop SMART goals

- cti_smart_goals_worksheet_editable_pdf.pdf
vactitoolkit.com

CTI SMART GOALS WORKSHEET



CTI Goal Focus Areas:

<input type="checkbox"/> Benefits	<input type="checkbox"/> Transportation	<input type="checkbox"/> Social/Relationships
<input type="checkbox"/> Vocational	<input type="checkbox"/> Education (self or child)	<input type="checkbox"/> Financial
<input type="checkbox"/> Basic needs	<input type="checkbox"/> Legal Concerns	<input type="checkbox"/> Health/ Healthcare
<input type="checkbox"/> Children	<input type="checkbox"/> Housing	<input type="checkbox"/> Mental health
<input type="checkbox"/> Life skills	<input type="checkbox"/> Spiritual	<input type="checkbox"/> Substance Use

Turn your goal focus area into a SMART goal:

<u>S</u>	Specific	What exactly will you accomplish? What are small steps you can take to achieve it?
<u>M</u>	Measurable	How will you know when you have reached this goal? What will be different? What will you be doing more regularly? What will you be doing less of?
<u>A</u>	Achievable	How can the goal be accomplished? What do you need to accomplish it?
<u>R</u>	Relevant	Why is this goal significant to your housing stability? To your life? How will it benefit you?
<u>T</u>		When will you achieve this goal? How long will it take to accomplish it?

Taking action!

Potential obstacles:	Potential solutions:
-	-
-	-
-	-
Veteran's strengths and abilities:	
Who are the people that will help you achieve this goal?	
How will you reward yourself for this goal?	
Break down your goal into 3 to 5 Action Step you will take to achieve this goal in the next two months. Remember to use action words for each Action Step!	
Action Steps:	Completion Date:
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____
5) _____	_____
6) _____	_____

Veteran Vignette



Mr. Williams is a Vietnam Veteran who moved into his apartment a little over 2 months ago and is now starting Phase 2 of CTI. He became homeless 7 years ago after his wife left him and he lost his job and savings due to his heavy drinking. He was living in an abandoned RV for 2 years before he entered housing.

In Phase 1, Mr. Williams identified two recovery goals: 1) “Get his diabetes under control” and 2) “Stop drinking so much.” In Phase 1, you connected Mr. Williams to a Homeless Patient Aligned Care Team (HPACT) to manage his diabetes. His primary care doctor advised him to monitor his glucose levels at least once per day, but lately he has been misplacing his glucose meter and is only checking about once a week. Mr. Williams no longer drinks as often as he did in the RV, though on two occasions in the last month he overspent at the sports bar he frequents on Fridays with his Veteran friends. This left him without enough money for groceries, so he skipped some meals.

Mr. Williams enjoys spending time in nature, socializing with other Vietnam Veterans, and watching basketball. He really misses his Vet buddies he used to camp with and wants to get a truck to be able to do that again.

Break Out- Practicing SMART Goals



1. Identify someone from your group who will share with the larger community (ideally someone who did not share last CoP)
2. Select one of Mr. Williams Phase 2 recovery goals and turn it into a SMART Goal with 3-5 action steps that are achievable in the next two months
3. Discuss how you would teach and motivate Mr. Williams to develop this goal. Consider:
 - *What is the important information Mr. Williams needs to know?*
 - *What would you say to Mr. Williams?*
 - *How will you incorporate your Phase 2 role into SMART goal planning?*

- **(Optional) Drop-in Hour: December 28th, 2022**

11-12am AKST/ 12am-1pm PST / 1-2pm MST / 2-3pm CST / 3-4pm EST

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

- **Next CoP: January 4th, 2023**

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

- Speaker Session: Navigating VA resources (Dr. Sonya Gabrielian)