

Case Presentations & CTI Termination

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May 15th, 2024



Housing Transitions

QUERI

CTI Termination

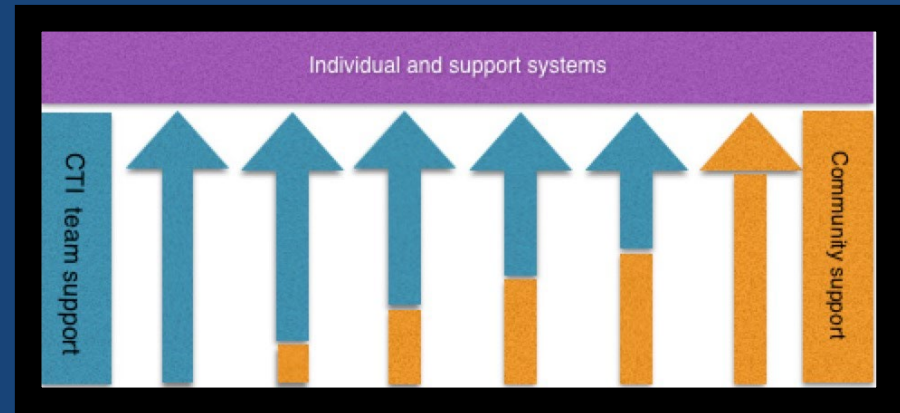


Housing Transitions

QUERI

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



■ Potential Barriers to CTI Graduation

- Anxiety about termination
- Resistance to terminate with CTI case manager/ use other resources
- Crisis happens during Phases 2 & 3
- Identifying new needs as you are about to complete Phase 3



Best Practices: Managing Expectations

- 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.
- Tailoring CTI to meet Veterans individualized needs.
 - *Some Vets have greater need or more needs.*
- Reminders that the case manager is not expected to resolve every need in 6 months.

■ Best Practices: Transfer Skills and Support

- Ensuring clear documentation of linkages and resources with the community and the VA.
- Use crises as opportunities to transfer skills and support.
- If goals are not reached, reassessing and planning. Letting go when you need to.
- Wrap-up/ warm hand-off meetings with resource and support network whenever possible.

Best Practices for Graduation Session

- 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



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 want to discuss prior to graduation?

- **(Optional) Drop-in Hour: May 22nd, 2024**

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

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

- **Final CoP: June 5th, 2024**

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

- **Topic: Reflection and Feedback**