



Housing Transitions

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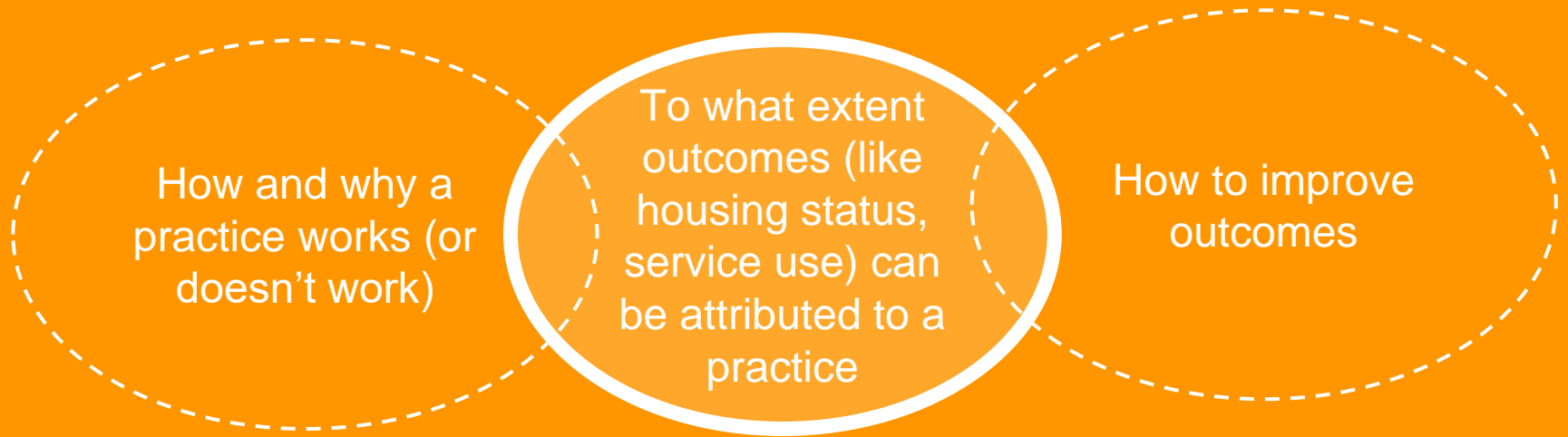
Assessing Fidelity to Critical Time Intervention (CTI)

Community of Practice Session
July 26, 2022

Sonya Gabrielian, MD, MPH

How closely does the actual implementation of CTI in Aftercare align with the CTI model?

Measuring implementation fidelity helps us understand:



Fidelity checkpoints



**Month 12
(January 2023)**



**Month 18
(July 2023)**

■ Assessment methods and tools

- CTI implementation self-assessment form
- Exemplar case review
- Qualitative interviews

CTI implementation self-assessment form domains – part 1

Time-limited

Lasts no longer than 6 months

Three phases

CTI takes place in 3 phases, each being 2 months.

Focused

1-3 focus areas selected per phase from list of pre-determined areas on the CTI phase plan form

Small caseload size

No more than 20 Veterans using the weighted caseload tracker

Weekly team supervision

Specified supervision practices and frequency of supervision sessions.

Decreasing contact over 3 phases

Frequency of meetings decrease over time, as Veterans gain supports

CTI implementation self-assessment form domains – part 2

No early termination

Case management lasts a full 6 months

Case manager roles

Strengths based, person-centered approach.

Documentation

Progress note completed for each Veteran contact

Phase 1

Field-based case management focused on community linkages

Phase 2

Mediations between Veteran and supports

Phase 3

Focused on care transitions

Exemplar case review – which cases will we ask you about at each checkpoint?

Our team will use the case management tracking tool to identify Veterans who completed each phase of CTI over the 6 month period prior to each fidelity checkpoint

We will select two Veterans who completed each of the 3 phases at each site (up to 6 Veterans / site)

Questions asked during the exemplar case review

- We will fill out a structured template for each case:
 - Frequency of case supervision
 - Date at which each phase started
 - Focus areas for each phase
 - Dates of contact per phase, modality/location of contact, presence or absence of supports
 - Transfer of care / closing meetings for phase 3

Reactions to the planned fidelity assessment process?

On what components of CTI do you anticipate
having stronger or weaker fidelity scores?

What information from our fidelity assessments would help your sites?

CTI Resources and Processes Workbook for GPD Aftercare Case Managers and Supervisors

■ *CTI Resources and Processes Workbook*

- Supports case managers and supervisors to track resources/processes at their local VA/community
- Guides sites in documenting ways to coordinate care with resources within and outside VA (e.g., for primary care)
- Assists in onboarding new staff (or training existing staff) regarding local resources
- Adaptable and relevant to what your Veteran needs when helping them to obtain resources

Sample Workbook Topic

[EXAMPLE BASED AT WEST LOS ANGELES (WLA)]

TOPIC: Physical Health

How do you establish primary care for your Veteran at your local VA? (Including primary care teams tailored for special populations, such as homeless-experienced, women and elderly Veterans)

List Resource(s):

Local VA Liaison

List PoC (Name/Email/Phone):

Name: Jeremy Smith

Email: Jeremy.Smith@VA.gov

Phone: Local VA number with Extension

Describe Process:

- Ask GPD Liaison to place a “Homeless PACT (HPACT)/Integrated Community Care Consult” via CPRS which will allow the Veteran to be scheduled with a primary care team (PACT).
- Please help the Veteran call the WLA VA at 310-268-3566 to schedule an appointment with HPACT.
- Also instruct the Veteran that he/she can walk into Building 402, where the HPACT is located, to schedule an appointment.

TOPICS

- VA Benefits
- Non-VA Benefits
- Housing
- Vocation Pursuits/Employment
- Legal Concerns
- Physical Health
- Aging
- Mental Health
- Dental Care
- Substance Use Disorder Treatment
- Concerns about VA Health Care
- Veteran Family/Caregiver Supports

■ Examples

- Topic: VA Benefits
 - At your local VA, what resources/processes can you use to determine if a Veteran is VA Health Care Eligible and how do you enroll into this benefit?
- Topic: Housing
 - What local resources/processes can be used to access furniture or stipends for furniture and who would you contact?

Examples

- Topic: Vocational Pursuits/Employment
 - What local resources/processes can be used to access vocational rehabilitation services (i.e., CWT – Compensated Work Therapy)?
- Topic: Legal Concerns
 - What local resources/processes can be used to assist Veterans who are criminal justice involved (e.g., misdemeanors/felonies expungements or cases, vehicle infractions etc.)?

■ What to do next:

- Start to work with your GPD Liaison or CTI Coach to fill out the workbook
- Work with your site/teams to discuss relevant topics within the workbook where you have established a resource/process
 - Complete sections where you already know the resource/process, and keep on filling it in as you work with new Veterans
- Overall: Try it out and give us feedback

THANKS!

VHAWLAHousingTransitionsQUERI@va.gov

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