

**CTI Resources and Processes Workbook**

**for GPD Aftercare Case Managers and Supervisors**

**Introduction**

The CTI Resources and Processes Workbook has been designed for GPD case managers and their supervisors to use, to describe resources and processes available in their local VAs and communities. Since VAs and communities have a wide variation in available resources, and in processes for using these resources, documenting the resources and processes will create an information hub for each GPD Aftercare site. Furthermore, the CTI Resources and Processes workbook can be used to orient new GPD staff to the local resources and processes. The topics outlined in this workbook are similar to the CTI Focus Areas listed in the Phase Plan form, with a few additions. The Phase Plan form, and other CTI documents can be found at [CTI Tools and Resources (vactitoolkit.com)](https://www.vactitoolkit.com/cti-tools-and-resources.html).

**Instructions**

Each topic in the CTI Resources and Processes Workbook includes one or more questions about the topic and provides a table to populate with relevant details and information. Answer each of the questions by listing local VA resources, identifying points of contact (POC), and providing details about the process. Imagine you are creating a training guide for your site, and someone reading the completed workbook would have the information needed to provide Veterans with the details and instructions about their local resources and processes.

**EXAMPLE: Based at the West Los Angeles VA (WLA)**

TOPIC: Physical Health

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| **How do you establish primary care for a 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 SmithEmail: Jeremy.Smith@VA.govPhone: 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.
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# Topic: VA Benefits

**VA Health Care Eligibility:**

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| **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 a Veteran into this benefit?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |
| **What (and who) are your resources for finding out more information about and/or troubleshooting questions about VA Health Care eligibility?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |
| **What is the process at your VA site to enroll Veterans into VA (non-healthcare) Benefits (e.g., Service connection, VA Pension, etc.) and/or how do you apply to increase them if needed?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |

**If the Veteran is *not* VA Health Care Eligible:**

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| **What is the process by which a Veteran who is not Health Care eligible can access emergency mental health services at your local VA and who would you contact?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |
| **If a Veteran is not VA Health Care Eligible because of their military discharge status, what local resources can you access to apply for a military discharge upgrade and who would you contact?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |

**Disability Benefits:**

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| **How do I determine what financial compensation/benefits a Veteran has from the VA? (service connection, non-service connected pension, etc.) and who would you contact to get this information?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |

# Topic: Non-VA Benefits

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| **What is the process at your site to enroll Veterans into Non-VA Financial Benefits (i.e., SSI, SSDI, Unemployment, etc.) and/or how do you apply to increase them if needed?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |
| **What health care related benefits can be obtained to support Veterans (i.e., Medicaid, Medicare, In-Home Supportive programs, other state/locally sponsored programs, etc.)?** **List any local resources/processes and any PoC that can assist.** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |

# Topic: Housing

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| **What local resources/processes can be used to access furniture or stipends for furniture and who would you contact?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to find financial support to help Veterans move into their units (moving resources and financial resources)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to support a Veteran who has back due rent or upcoming rent that they are unable to pay?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes and subsidies can be used to access funds for first/last month’s rent and deposit?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

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| **What local legal resources/processes can be used to help Veterans who are at risk of eviction?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to help Veterans with poor credit (e.g., credit repair resources, money management programs)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to help Veterans who would benefit from fiduciaries/payees?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to help Veterans navigate problems they are having (e.g., lease violations, rent increases, unsafe housing conditions etc.) with their landlord?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to help Veterans identify and rent new places to live?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes** |

# Topic: Vocational Pursuits/Employment

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| **What local resources/processes can be used to access vocational rehabilitation services (i.e., CWT – Compensated Work Therapy)?** |
| **For Veterans who seek therapeutic employment** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **For Veterans who seek competitive employment** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to determine financial benefits that Veterans may qualify for to pay for school or other training opportunities?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local volunteering opportunities are available for Veterans in your location and who would you contact?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Legal Concerns

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| **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.)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to assist Veterans with civil legal needs (e.g., divorce and custody issues, breach of contracts, landlord/tenant issues, etc.)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to assist in conservatorship for mental illness, what resources/process are available to help with this process? (\*Processes related to Aging can go here)** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used for Veterans with cognitive limitations to address their legal needs?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Process:** |

# Topic: Physical Health

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| **How do you establish primary care for a Veteran at your local VA? (Including primary care teams tailored for special populations, such as homeless-experienced, women and elderly Veterans)** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to provide local home-based primary care (HBPC) services for Veterans who are frail or who have complex medical conditions?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access urgent (i.e., same day non-emergency) care?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access emergency care?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **How can you access local same day primary care for your Veteran? (Describe process and list any resources/Points of Contact (POC) you have to assist you)** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Aging

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| **What local skilled nursing facility resources/process are available for Veterans at your location?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local assisted living/adult residential facility resources/process are available for Veterans?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local homemaker/home health aide/in home support resources are available for Veterans who need assistance with ADLs and IADLs in their home?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Mental Health

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| **What local resources/processes can be used to access non-urgent Mental Health Care at your local VA?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access urgent (e.g., same day) Mental Health care at your local VA?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access Assertive Community Treatment program (i.e., the Mental Health Intensive Case Management Program) at your local VA?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Dental Care

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| **What is the process to booking Dental Care Appointments for your Veteran at your local VA and what resource do you use?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access emergency Dental Care services for your Veteran?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Substance Use Disorder Treatment

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| **What local resources/processes can be used to access residential substance abuse treatment?** |
| List Resource(s): | List PoC (Name/Email/Phone): |
| Describe Processes: |
| **What local resources/processes can be used to access outpatient substance abuse treatment?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access a 12-Step program?** **(Describe process and list any Resources/Points of Contact (POC) you have to assist you)** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access medication management for substance use disorder (e.g., methadone, suboxone, naltrexone)?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can be used to access Harm Reduction resources?**  |
| List Resource(s): | List PoC (Name/Email/Phone): |
| Describe Processes: |

# Topic: Concerns about VA Health Care

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| **What local resources/processes can be used to access to review and discuss behavioral flags?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can Veterans use to file a complaint or express concerns about their experiences receiving care at their local VA?**  |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |

# Topic: Veteran Family/Caregiver Supports

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| **What local resources/processes can be used to obtain supports for Veterans who have families with dependent children (i.e., childcare, family support groups, etc.)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |
| **What local resources/processes can support Veterans’ caregivers (i.e., CSP, PCAFC, PCAFC, etc.)?** |
| **List Resource(s):** | **List PoC (Name/Email/Phone):** |
| **Describe Processes:** |