
Critical Time Intervention

GPD Case Management Programs

Session 3: The Phases of CTI

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Suzanne Wagner

swagner@housinginnovations.us

Andrea White

awhite@housinginnovations.us



Welcome & Reminders

- Housing Innovations
 - Suzanne Wagner
 - Andrea White
- Goals for the Session
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Put your name as you would like to be addressed as your screen name
 - Interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!
 - Put in the chat box whether you prefer a pool, the beach, lake, river or something else?





Recap of Session Two

- Assessment and Developing the Housing Stabilization Plan
- Case Study: “So that” Principle in Goal-Setting
- Establishing the Network of Care and Using the *Tenant Resource List*
- Introduced Phases of CTI with discussions of Pre-CTI and Warm Handoffs

Polls:

- Are interested in using/adapting the Tenant Resource List?
- Will you be implementing tenancy skills classes in your program?

Agenda



Phases of CTI and Worker Roles:
Phases One, Two and Three

Case Discussions

Wrap-up and Questions

Phases of CTI



- Pre-CTI: Housing Planning and Preparation
- Phase 1: Move in and Transition to the Community
- Phase 2: Try-out/Practicing
- Phase 3: Termination/Step Down
 - Phase 1 begins when person moves into housing
 - Phases 1-3 last approximately 2 months each

Phase One: Transition to the Community

Assistance in making linkages:

- Meeting with each Veteran and the resources
- Refine communication structures with supports

Assessment of new needs and resources:

- Engage, review assessment and revise based on current housing and lease compliance.
- Identify resources needed.
- Focus on community support, role and activity

Plan revision:

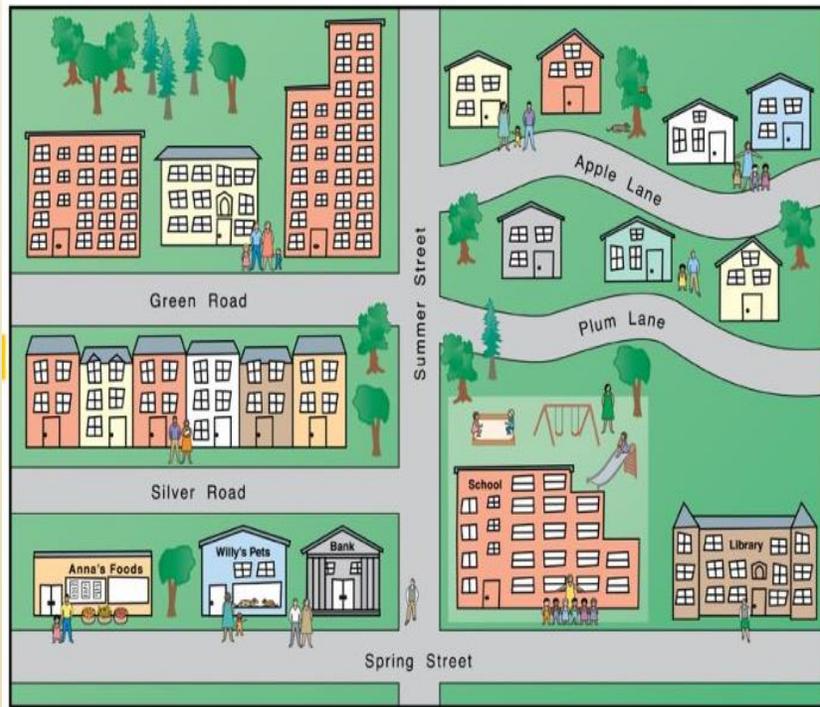
- Review plan and revise based on priorities, immediate needs and current resources.

Skill building for community resources:

- Provide education about rights, responsibilities, and expectations; model negotiation skills

Phase One: Worker Role

Neighborhood Map



- Clearly articulate your role
- Accompany to housing, assist with apartment set up, and acclimate to the neighborhood – who is the best person to do this?
- Frequency of contact: at least weekly/more frequently based on need
- Frequent contact with all services, supports and housing provider/landlord
 - Scheduling regular check ins
- Develop plan to access needed resources
 - Accompany to resources and teach skills
- Assess how the housing is/isn't working for the person
- Focus on purpose, role, connections and activity
- Monitor lease compliance/connect with landlord

Building Skills

- Educating on tenancy rights and responsibilities
- **Modeling** for each tenant to negotiate for services
- Trying it out and debrief
- Establishing regular check-ins to see if it is working
- Review cost and benefits – **critical thinking**
- **Recognizing** strong partners and good skills
- Renegotiate the relationship as necessary



Changing Expectations

Moving from crisis to planning

- May be from immediate to 15 minutes from now

Critical thinking

- Using strategies and resources that work best for each Veteran

Structure and purpose

- Developing a structure and purpose to days

Developing new or changed life roles

- From living homeless to tenant, family member, student, worker, Veteran, advocate, artist



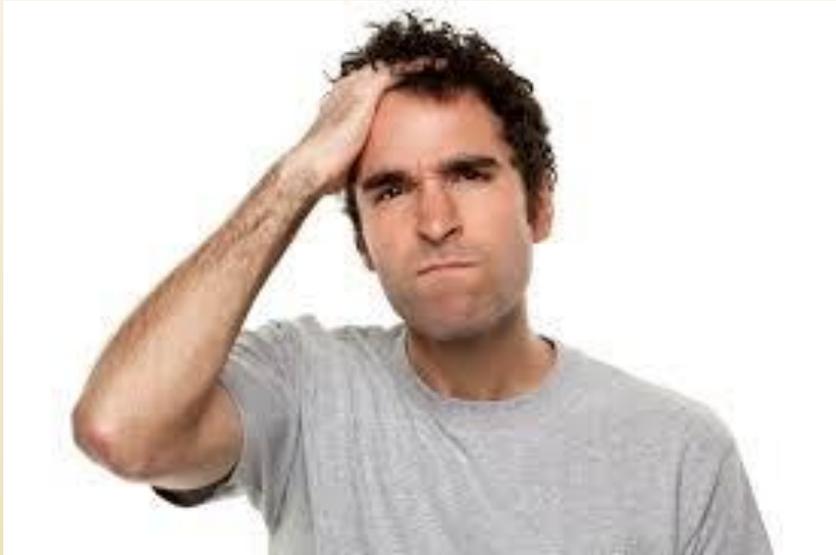
Breakouts: Phase One

PLEASE TURN ON YOUR CAMERAS AND JOIN A BREAKOUT GROUP

- ❑ Introduce yourselves to each other and keep your cameras on
- ❑ Think about and discuss Marco or other people who are in housing less than 2 months, including the prompts below.
- ❑ Discussion Prompts:
 - What are common VA supports or resources that have been helpful for Veterans in your program? What additional VA resources may help Marco?
 - What successes has Marco had in terms of lease compliance? What about other Veterans you are working with?
 - What behaviors are you seeing that are creating barriers to maintaining housing through potential or actual lease violations for Marco and for other Veterans you are serving?
 - How would you engage Marco to connect with him to address the financial hardship he is facing?



Phase One: Marco



Marco just moved into independent housing and was previously living in a GPD. He is not happy with his housing. This is not where he thought he would be at 46, living in a dump with basically no money. He applied for a VA non-service connected pension while he was in GPD, which is pending. He was previously denied a service-connected disability even though he was injured driving a truck.

He has tried several jobs in the past but they were all entry level with managers that are half his age. He got some pick up jobs in construction where he had a shovel and had to watch someone else drive the trucks, badly. He is frustrated and angry. He wants a worker that can help him, not you. He can't pay his portion of the rent easily. He says he has tried with the benefits, the jobs, nothing worked. He wants a worker who can help him get his life back.

Phase Two: Try Out/Practicing Phase



- Months 3 - 4 in housing
- Solidifying Linkages to Community Resources
 - Legal assistance, employment, faith community, VA or community treatment and support options
- Promote Community Living and Tenancy Skills
 - Ensure income in place, financial management, tenancy obligations, schedule and role
- Ensure Communication with Support Systems
 - Monitor progress and connections
- Developing longer term plan
 - Look at non-immediate needs such as education planning, career goals, long term plans for a “home”
- Continue to use motivation – building techniques

Phase Two: Worker Role

Frequency of contact: at least bi-weekly depending on the person

At least monthly with services, supports and housing provider.

- This is the beginning of the step-down process and a shift towards resources

Revise plan and update the assessment to address changing needs and resources

- Focus on longer term supports and services
- Recognize progress and reframe set-backs





Phase Two: Updates

Update the assessment:

- Recognize progress and continue to build confidence
- Redefine set-backs
- Look at missing pieces in past assessment

Update plan

- Review what worked
- Discuss what didn't work
- Integrate the missing pieces
- Goals discussion (importance, priorities and resources)

Phase Two: Communication



The Veteran's network of care is providing 50% of the services. Ensure the connections are working

- Keep communication between housing provider and other services.
- Employment programs are play an increasing role.
 - Veteran's goal providing structure
 - Increasing income supports housing stabilization.

Participation in the planning process

- Each team's experience with each person is different. All contributing to the assessment and planning process is valuable

Phase Two Discussion

- ❑ Please turn your cameras on
- ❑ Please use the “raise your hand” emoji or the chat box if you want to comment
- ❑ Questions for Discussion:
 - What are the potential barriers to housing stability and what is causing them?
 - What is the Veteran’s goal? What does he want?
 - How can you link the Veteran to resources for his medical problems, given his experience with HPACT that you linked him to in Phase I?
 - How would you engage the Veteran to build motivation to address his housing risks and connect that to his goals?



Phase Two: Jerrod



Jerrod is just turned 66 and has lived in housing for 3 months. He did well when he left the service. He had a transport company with a friend and was married with children. He lost all that, his friend took the company and his wife left. He has a 10% service-connected disability and is collecting Social Security. That's it. He lost his house and has been homeless on and off since. He loved the GPD program, he had friends and people to do things with and talk to. He tried going to the VA Homeless primary care team (HPACT) that you referred him to in Phase One, but a nurse in that clinic called him 'Pops'; he didn't go back.

He has chronic back pain, is pre-diabetic and recently started drinking heavily again. He now sits in his apartment alone. The apartment is a mess, full of food trash and dirty. He gets food from the corner store as he has no interest in cooking. It is expensive and you worry about him paying his rent. He says who cares, he will pay his electric as he needs the microwave but that's it. He wants to go back to GPD.

Phase Three: Step Down

Fine Tuning Linkages

Higher Level Skills Training

- Focus on Negotiating Skills

Plan to Address Risks to Housing Stability as they arise

Step down and let go having other linkages take primary role

- Ensure basic needs are met, develop adjust linkages if needed
- Assess worker role going forward
- Develop formal plan with household and Linkages

Planning for the long term



Phase Three: Worker Role



- Frequency of contact: monthly with person and at least monthly with services, supports, and landlord.
- Planning for post-CTI and beyond
- Working with person to use resources in future
- Develop list of all contacts and supports with the resident
 - WRAP plan and a crisis plan if needed
 - <https://www.dpt.nhs.uk/download/918wY1we9E>
- Discuss progress, skills and resources developed and ongoing risks/threats to housing stability

Phase Three: Worker Role - 2



Review progress
made

Case
Closing/Transition

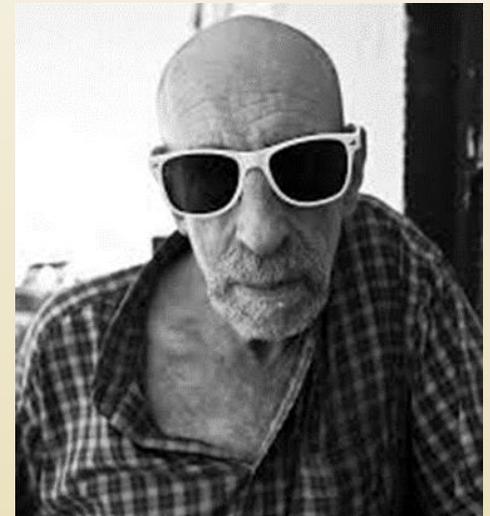
- CTI Closing Meeting with Participant - Evaluation of the CTI and any recommendations for the future
- Identification of ongoing challenges to stability and development of plan to address pre-crisis

- Meeting with all resources including family, housing, services and supports – discuss roles
- Develop a plan for next six months
- Identifying more long-term goals and identifying resources for assistance
- Document Plan
- May be difficult to get all parties together – may need to be separate meetings
- Complete Closing Meeting and Note

CTI Closing Note

Breakouts: Phase Three

- ❑ Turn your cameras on and introduce yourselves to each other.
- ❑ Decide which person to discuss.
- ❑ Prompts for Discussion:
 - Discuss barriers/threat/risks to housing stability and the possible lease violations?
 - What does the Veteran want?
 - What information would be helpful for the Veteran to know?
 - Given the intensity of services in Phase 3 of CTI, how would you engage the Veteran to address housing issues and potential risks?
 - What should be in the plan for support after CTI ends? What VA and non-VA resources does the Veteran need?



Phase Three: Carmen



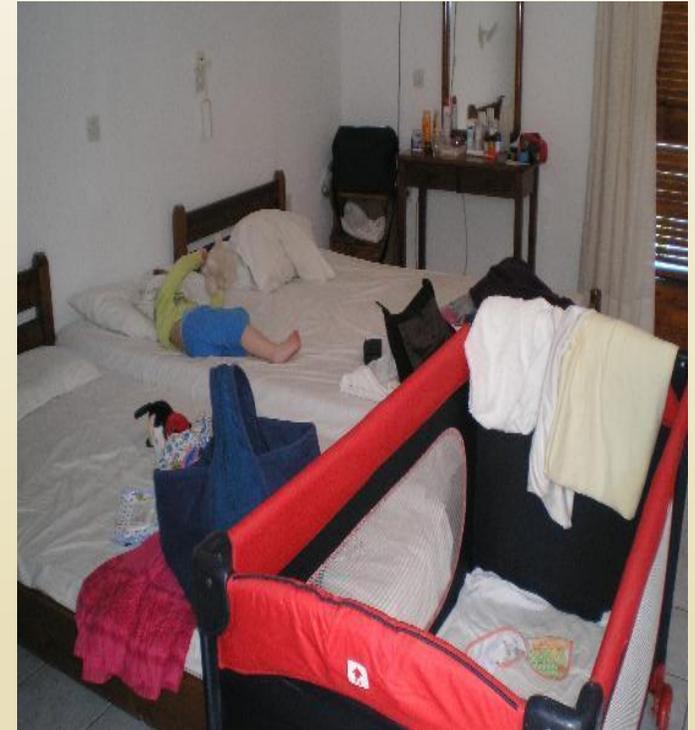
Carmen was a nurse in the service. She is 35, has an honorable discharge and continued working as a nurse after her service. There had been some substance problems; she was fired and lost her license. She has been sober for two years and doing well, going to AA meetings at her local VA facility each week. In Phases 1 and 2 she has focused on goals of building friendships and finding a job in home healthcare. Prior to that she was a big help at the GPD program and got along well with staff.

She struggles in housing as other Veterans did not seem to want her council, about health, sobriety or anything. She recently took in another Veteran from the GPD program. She is helping him “get his life in order” and work towards sobriety. The landlord is not happy, especially since she paid partial rent last month. Her job as a home health aide is suffering; she needs to take him to meetings and all appointments so she works a limited schedule. She tells you this knowing you will understand and support her with the landlord or subsidize her rent.

Phase Three: Mahdi

Mahdi is a 42-year-old US Marine Corp Veteran. He saw a guy he served with the other day. The friend showed him pictures of his family and asked how Mahdi was doing. This is hard for him as he never expected to be where he is at this age. He has been doing well in housing. In Phases I and II, he had a hard time budgeting but you referred him to one of VA's community partners that provides financial counseling to Veterans on the VA campus. Working with them has improved his budgeting a lot.

He has paid his rent on time for the last 3 months. He has talked about wanting a girlfriend and starting a family. Early on he made some questionable relationship choices and was hurt. This was also the core of some of the budgeting problems. He has now had a new girlfriend for a month. She has several children. He would like to move them in and be a family, but doesn't know how to serve in a parental role. He wants to have a normal life, like his buddies.



Wrap up

Please turn on your cameras to say “good-bye”.

Many thanks, see you next session!

