

CTI Resources and Processes



Housing Transitions

QUERI

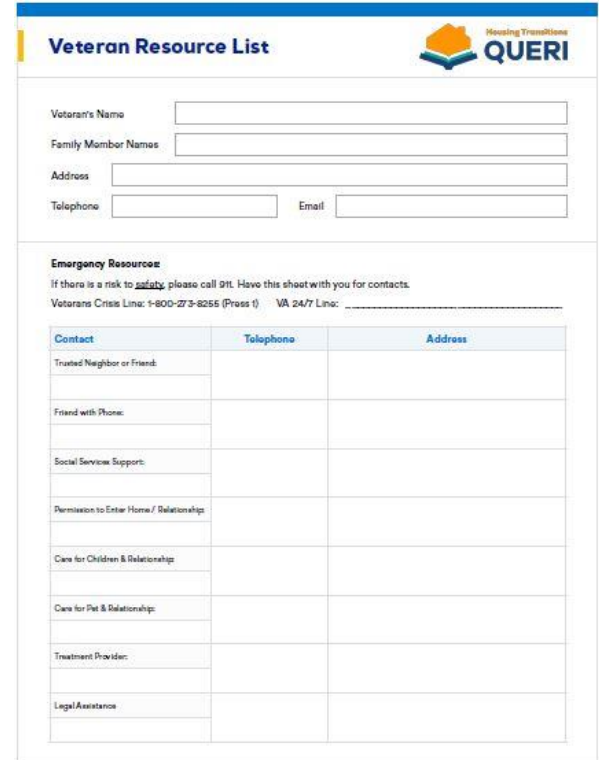
Monitoring & Measuring Resources




- By monitoring and assessing resources we ensure they are effectively supporting the Veteran's housing stability
- By documenting resources, the case manager can provide the Veteran with a tangible document to refer to
- There are no specific guidelines regarding the number or types of linkages that should take place during the CTI process
- The resources the Veteran is connected to should be tailored to the needs, strengths, and goals of each individual

Veteran Resource List

- Source for documenting the support and resource network, personalized to each Veteran
- Tracks contact information for each resource
- Organizes by focus areas/ recovery goals
- [veteran_resource_list_fillable_2022.pdf](#) (vactitoolkit.com)



Veteran Resource List 

Veteran's Name

Family Member Names

Address

Telephone Email

Emergency Resources:
If there is a risk to safety, please call 911. Have this sheet with you for contacts.
Veterans Crisis Line: 1-800-273-8255 (Press 1) VA 24/7 Line: _____

Contact	Telephone	Address
Treated Neighbor or Friend:		
Friend with Phone:		
Social Services Support:		
Permission to Enter Home / Relationship:		
Care for Children & Relationship:		
Care for Pet & Relationship:		
Treatment Provider:		
Legal Assistance:		

Resources and Processes Workbook

- Designed for Aftercare case managers and their supervisors to document resources and processes available through their local VA and community partners
- Creates an information hub for each GPD Aftercare site to refer to
- [cti resources workbook 2022.11.04.docx \(live.com\)](#)



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 \(vactoolkit.com\)](#).

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

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 Smith Email: Jeremy.Smith@VA.gov Phone: Local VA number with Extension
Describe Process: <ul style="list-style-type: none">• 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.	

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 Smith Email: Jeremy.Smith@VA.gov Phone: Local VA number with Extension
Describe Process: <ul style="list-style-type: none">• 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.	

- **What is going well** (generally; with applying CTI):

- **What is challenging** (generally; with applying CTI):

- **Planning for upcoming phases or discharge**
 - What goals need to be adjusted?
 - What are the ongoing threats to housing stability?
 - Are there life skills that can be transferred?
 - Are there ways to promote autonomy and independence in housing?

- **(Optional) Drop-in Hour: March 22nd, 2023**

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: April 5th, 2023**

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

- Speaker session

- **No drop in hour or CoP on March 29th**