

CTI Self Assessment & Case Presentations

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March 20th, 2024



Housing Transitions

QUERI

Agenda



1. CTI Self Assessment
2. Urgent Care Resource for Veterans
3. Case Presentation from Ronda (VOA Michigan)

**A reminder to turn on cameras when possible. This helps us build community, and support our presenters. If your site needs additional cameras, please email Taylor (taylor.harris2@va.gov) and we will arrange to get them to you.*

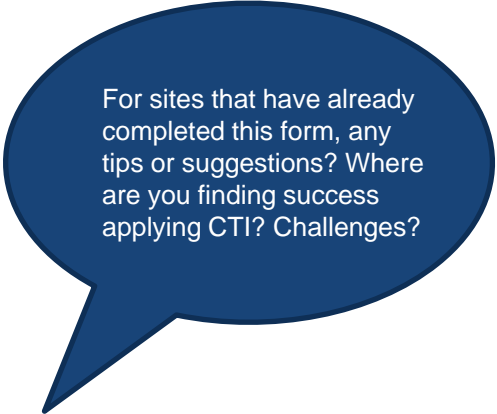
CTI Implementation Self Assessment



- Using and aligning with the CTI model increases the likelihood of achieving successful housing retention outcomes
- The Implementation Self Assessment Form, helps CTI case managers evaluate their work across core components of CTI
- Not a test, rather an opportunity to highlight areas of strength and identify challenges to be addressed
- [Implementation self-assessment form](#)

Using the Self Assessment

- When new to using CTI, it is recommended to use it every 2 months
- Once case managers feel more comfortable with using CTI, it is recommended to use it quarterly or bi-annually
- The form calculates the total score and average for you
- Recommend sharing and discussing within supervision as a tool to refine your CTI practice



For sites that have already completed this form, any tips or suggestions? Where are you finding success applying CTI? Challenges?

Urgent Care Resource for Veterans



- Resource for accessing VA Urgent Care
 - [Everything you need to know about VA urgent care services - VA News](#)
- Provides information about where to access urgent care, what to expect, and how to prepare Veterans who may need urgent care, and follow-up with them after.
- Describes billing and prescription information related to urgent care use.

VETERAN URGENT CARE RESOURCES

Veterans enrolled in VA health care can use over 4,000 urgent care locations.

Care is available to treat non-life threatening conditions.

When to choose VA urgent care:

- If you're a Veteran enrolled in VA health care, and
- You received care at a VA or in-network provider sometime in the past 24 months.
- VA and in-network urgent care providers can meet many of your health care needs. They may be able to provide some diagnostic tests, like certain blood and urine tests.
- You can often get care for minor illnesses or injuries much faster than in an emergency room.

When using urgent care at a community provider:
You can also show the card on your mobile device.

What do to when you arrive at a community urgent care provider:

- Confirm that the provider is in VA's network. If you go to an out-of-network urgent care provider, you may have to pay for the full cost of care.
- Show your VA Health Identification Card and fill out the provider's intake form.
- Tell the provider you want to use your VA urgent care benefit. Show the provider your urgent care assistance card if requested.

Do you need help using your VA urgent care benefits?

Call 866-960-1-6609 if the provider is in Puerto Rico, Washington, D.C., or any of these states:

- AL, AR, CT, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND, NE, NH, NJ, NY, OH, OK, PA, RI, SC, SD, TN, VA, VT, WI, WA, or WV.

Call 866-620-2071 if the provider is in any of these states:

- AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, or WY.

Your region listed on the card to check your eligibility.

CHECK YOUR ELIGIBILITY!

FIRST, CALL:
1-800-MyVA411
(1-800-698-2411)
(TTY: 711).

SELECT:
OPTION 1

THEN
OPTION 3

AND THEN
OPTION 1

Family members are not authorized to use urgent care benefits.

DOWNLOAD VA URGENT CARE BILLING INFORMATION CARD
<https://www.va.gov/COMMUNITYCARE/docs/programs/OCC-Billing-Information-Card.pdf>

FIND VA-APPROVED PROVIDERS AND PHARMACIES
<https://www.va.gov/find-locations>

Choosing VA means getting everything you need in one spot. Learn more about VA urgent care, eligibility requirements and examples of urgent care services by visiting VA's dedicated urgent care benefits page at <https://www.va.gov/resources/getting-urgent-care-at-a-va-or-in-network-community-providers/>.

Have Questions? 1-800-MyVA411 (1-800-698-2411) is always the right number.

Case presentation: Background



- **Demographic information** (age, gender, race & ethnicity, marital status, sexual orientation, current housing situation):
- **Reason for homelessness/ housing instability:**
- **Existing supports** (financial, family, social):

Case presentation: Strengths & Challenges



- **Veteran's strengths:**
- **What is challenging?**
- **What areas do you want feedback on from the group?**

Goals

- What are the Veteran's 1-3 goals for current phase?
- What are action steps for the goals in the current phase?
- How is goal achievement going?
- What are facilitators or barriers to the Veteran accomplishing goals for this Phase?
- What resources and supports linkages are being established to address goal?

- **Planning for the future/upcoming phase?**
 - Thinking ahead, what goals may need to be adjusted or repeated?
 - How are you transferring skills to the Veteran?
 - How are you promoting autonomy and independence in housing?

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- **(Optional) Drop-in Hour: March 27th, 2024**

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

- Topic spotlight: Referrals and resources for Veterans
- 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 3rd, 2024**

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

- **Speaker session:** Caseloads, Recruitment, and Tapering Intensity of Services in the Context of Program Requirements and CTI