Housing Transitions QUERI

Implementing and sustaining Critical Time Intervention (CTI) to support housing transitions for homeless-experienced Veterans
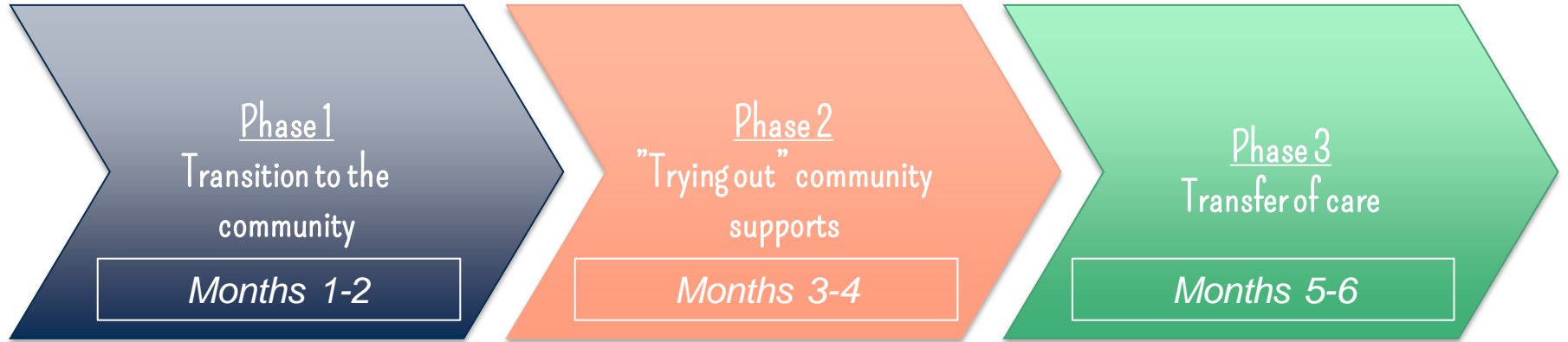
QUERI-VISN Partnered Implementation Initiative
(PII) 21-185

CTI has three phases

CTI is a **time-limited** case management practice that mobilizes support for Veterans with homeless experiences **during transition periods**. It organizes your case management into **three phases of two months each**, with **decreasing intensity of services**.

Phase 1
Transition to the community

Months 1-2

Phase 2
"Trying out" community supports

Months 3-4

Phase 3
Transfer of care

Months 5-6

Housing Transitions
QUERI

The CTI Phase Plan can help you organize your case management into the phases used in CTI

- Using the CTI Phase Plan

CTI Phase Plan

Phase #:   Phase One: Transition ☐   Phase Two: Try-Out ☐   Phase Three: Transfer ☐

Today's Date: ☐ Month ☐ Day ☐ Year   **Veteran's Name:** _____

Date Phase Starts: ☐ Month ☐ Day ☐ Year   **Due Date for End of Phase:** ☐ Month ☐ Day ☐ Year

Check the focus areas for this Phase: (Choose 1 to 3 areas)

☐ Benefits   ☐ Natural Supports
☐ Employment   ☐ Budget Management
☐ Survival Needs (food, clothing, furniture, etc.)   ☐ Health and Mental Health
☐ Child Care   ☐ Children's Health and Mental Health
☐ Transportation   ☐ House
☐ Education (child/adult)   ☐ Legal Concerns

Area #1 _____

Reason for choosing this area:

Overall goal for this area:

Summary of Achievement in Each Area

Complete this section at the end of **Phase One** and **Phase Two** only. Use this information to plan for the next phas[e]
At the end of **Phase Three**, write the *Closing Progress Note* instead.

Area #1	

Why should I implement CTI?

- CTI is an evidence-based practice
  - Aims to connect Veterans to services and resources that can assist them in navigating complex systems
  - Improves housing stability
  - Reduces hospitalizations

What are the core components of CTI?

- Time-limited (6-9 months)
- Three phases of decreasing case management intensity
- Small caseloads
- Field-based services
- Harm reduction approach
- Focus on skill-building
- Weekly case supervision

Housing Transitions
QUERI

Key characteristics that distinguish CTI from regular case management

- Structured and time limited intervention
- Goal focused, not symptom based
- Transition is the focus of the work
- Depends on VA and community connections to services and supports (including landlords)
- Field and home-based services

Housing Transitions
QUERI

Sample discussion questions

How do you feel about serving as a short-term bridge to longer-term system of case management and resources?

Are there elements of CTI you find to be helpful and others you are unsure about?

What challenges or supports do you have to implement CTI in your program?

Housing Transitions
QUERI

How to Notify Us of Staff Changes

If your GPD case management aftercare program has **a change in staff** (Supervisor or Case Manager) please let us know.

Please email **Gracielle.Tan@va.gov** with the following information:
- Name and email of new staff
- Name of departing staff
- Date of change

Housing Transitions
QUERI

New Staff Orientation

- An orientation meeting will be held quarterly for new case managers and supervisors outlining the CTI training and resources available

- We will send new staff a welcome email and Outlook invites for the Community of Practice calls and the Orientation call

- Critical Time Intervention (CTI) Toolkit
    www.VACTItoolkit.com

Housing Transitions
QUERI

Thank You!

Sona.hovsepian@va.gov

https://www.vactitoolkit.com

Housing Transitions
QUERI