

Implementing and sustaining Critical Time Intervention (CTI) to support housing transitions for homeless-experienced Veterans

Community of Practice

QUERI-VISN Partnered Implementation Initiative (PII) 21-185 June 14, 2022

Community of Practice

Session 8: Graduating Veterans From CTI Sona Hovsepian, LCSW and Stephanie Chassman, PhD, LCSW June 14, 2022

https://www.vactitoolkit.com

CTI Objective

To **facilitate** community **integration** and continuity of care by **ensuring** that a person has **enduring ties** to their community and support systems during transitions.

- Housing Services
- Mental Health Care
- Medical Care
- Other support services, including case management,

CTI Linking Processes

Why is it done?

- To ensure that a network will provide support around Veteran's own recovery goals
- To continue to provide supports long after CTI is completed

Where does it take place?

In the field, where the Veteran lives, works, or has activities.

CTI Linking Processes

How is it done?

- Identifying a variety of supports (both VA and non-VA)
- Making home visits, accompanying to appointments within and outside the VA, and other services in the community
- Monitoring and improving connections and communications
- Confirming that Veteran and support person agree on type of longterm support

When is it done?

Linking to resources begins on day 1

Graduation from Services

When does graduation from services begin?

- Graduation does not begin in Phase 3
- Graduation planning begins on the first day of Phase 1.

Who do I transition case management services to?

- Identify key points of contact at the VA (and community)
 - PACT/HPACT nurse care manager or social worker
 - HUD-VASH/MHICM case manager
 - Mental health social worker

What Happens in Phase 3

- **Objective**: Complete graduation of services from CTI, transitioning care to the VA and community
- Action Steps: Meet with new service providers or others in the support system as needed (key connections formed in Phases 1 and 2), reflect with the Veteran on their progress and connections
- Intensity: Low with monthly contacts
- Paperwork: Phase Three Plan, Progress Notes, Closing Note

Questions for Veterans on their Progress and Linkages

- How do you feel about the progress you've made during these past 6 months?
- What are you most pleased about?
- What are some concerns you have about the future?
- Review existing VA and community linkages?
- Are there additional resources you would like us to connect you to prior to graduation?

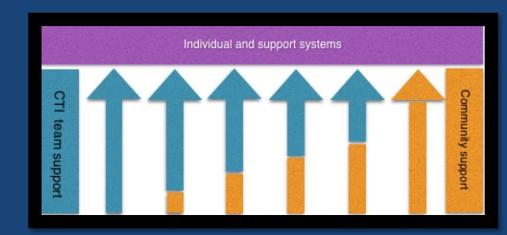
CTI Closing Note

Veteran's Name:							
	Last Name			First N	lame		
CTI Worker Initials:	Initials						
Today's Date:	Initials						
	Month	Day	Year				
Date Closed:							
	Month	Day	Year				
Final Meeting v	with Veto	eran					
Final Meeting Date:							
	Month	Day	Year				
What was discussed	d at this me	eting? Che	ck all items that a	pply.			
Ongoing challer	nges to hou	sing stabilit	У		Review	of linkages to resource	
Review of Veter	an's progre	ss since beg	inning of CTI inte	rvention	Other,	please specify:	

CTI Closing Form

Transitioning Supports and Graduating Veterans

- By beginning of Phase 3, Veterans & community resources should be able to work together without help from the CTI worker
- As shown in diagram, the CTI case managers withdraw throughout the intervention, as Veterans receive needed support from community resources and/or the VA



Potential Barriers to Graduation/Transition from CTI

- Anxiety about termination
- Resistance to terminate with CTI case manager
- Crisis happens during Phase 3
- Identifying new needs as you are about to complete Phase 3



Best Practices for Graduation

- CTI case manager and Veteran should review the work they have done together using strengths-based conversations
- Identify what has worked in the past
- Review Veteran's strengths and skills learned in phase 1 and 2
- Review resources the Veteran can utilize during specific situations
- Continuous communication throughout each phase of CTI

Best Practices for Graduation

- Transparency about transitioning from one phase to the other
- Ensuring clear documentation of linkages and resources with the community and the VA
 - Landlord's information
 - Community contacts
 - VA contacts (i.e., nurse care manager, social worker, PCP, mental health provider, vocational rehabilitation specialist)

Break Out Session

- Identify a case where you experienced challenges with graduation/transfer of services
 - What were the challenges?
 - What worked? Did you use the closing note?
 - What didn't work?
 - What can you do differently?

- You have 12 minutes for discussion
- Identify a person in your group to share your responses to the questions



Program Information and Announcements

CTI Global Network

- Webinars
- Podcasts
- Resources
- News Briefs
- Publications
- www.criticaltime.org



Frequently Asked Questions

- Frequently asked questions (vactitoolkit.com)
- Sample question:
 - If a Veteran has completely disengaged from CTI of their own free will (e.g., after multiple attempted visits to their home, phone calls, texts, emails, letters, collateral contacts, etc.), at what point can we discharge them early from the program and still maintain CTI fidelity? These disengaged Veterans hold valuable spots in a CTI caseload when other Veterans could be served.
 - If Veterans make clear after multiple attempts at engagement that they are not interested in receiving GPD-CM services (with adequate documentation), discharge may be appropriate if this plan is approved by your supervisor and/or GPD-CM liaison.

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 <u>Gracielle.Tan@va.gov</u> with the following information:
 - Name and email of new staff
 - Name of departing staff
 - Date of change

New Staff Orientation

- An orientation meeting will be held monthly 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

Thank You!



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