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# Implementing Critical Time Intervention (CTI) to Enhance Care Coordination for Veterans in GPD Case Management Programs

## Session 4

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# Welcome & Reminders

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- Housing Innovations
  - Suzanne Wagner & Andrea White
- Goals for the Training
- Housekeeping
  - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
  - Please put your first and last name as you would like to be addressed as your screen name
  - We love interaction – please raise hand, use “reactions”, type comments in the chat box or just unmute and talk!
  - Please put in the chat box your agency, town/city and what your cell phone wall paper is and how long you have had it



# Agenda

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Introductions, Reminders and Recap Last Session

Coordination with Landlords in Housing Retention and Eviction Prevention

Harm Reduction Strategies for Eviction Prevention and Developing A Harm Reduction Plan

Wrap-up and Questions



# Recap of Session Three

## Phases of CTI

- Phase One: Transition
  - Settling in to housing
  - Learning tenancy skills
  - Developing network of care
- Phase Two: Practicing/Try out
  - Working the resources
  - Monitoring housing stability and addressing risks
- Phase Three: Step Down and Transition
  - Planning for the future and closing meetings

*Poll: CTI Implementation*



# CTI Implementation - Poll

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Question: Which aspects of CTI are you already incorporating into your work? (select all that apply)

helping people address issues that result in lease violations or present housing risks

tenant goal/recovery focus in interventions

focused assessment

focused service/housing stabilization plans

learning about housing and homelessness history

connecting to a network of care/support

developing individual resource lists

teaching tenancy and self-advocacy skills

coordination with landlords/property management

helping people develop structure and purpose in their lives

# Coordinating for Housing Stability

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Landlords have a key role in helping Veterans understand their lease obligations and comply with them.

Assertive approach  
Establish clear and consistent tenancy expectations



Services staff provide and arrange for services needed to maintain housing and also function as advocates for each Veteran.

Teach/assist to meet tenancy obligations

Teach negotiation skills with the landlord

# What we are trying to accomplish

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## Strike

Strike a balance among competing forces (financial demands of the building, security of the site's community vs. needs of individual tenants)

## Foster

Foster a collaborative relationship between landlord and social services with separate functions

## Coordinate

Coordinate systems to effectively manage landlords, housing team and services

## Develop

Develop a fully building that is an asset to the community, not a liability. That tenants want to stay in. We understand the goals



# Managing the Collaboration

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- Landlords and Services staff understand each other's roles
- Input and feedback from landlords and services staff is valued
  - This includes all staff including security and maintenance
- Clear procedures and communication on topics such as: confidentiality, eviction prevention process, lease violations and crisis procedures
- Services copied on all lease violations, and/or services checks in at least monthly with each landlord
  
- Resource: Property Managers Manual
- [http://www.csh.org/wp-content/uploads/2011/12/Tool\\_PropertyMgmtManual1.pdf](http://www.csh.org/wp-content/uploads/2011/12/Tool_PropertyMgmtManual1.pdf)
- *Poll: Coordination with Landlords/Property Managers*



# Poll #1 - Coordination with Landlords/Property Managers

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Do you feel that your work with property managers and or landlords is effective at helping people access/maintain housing?

- Yes, very
- Most of the time
- Sometimes
- Not usually
- Not at all

EDIBLE RHYME TIME	BOOKS IN GERMAN	3 "I"s	CHOP CHOP!	THEY SAID IT WOULDN'T LAST	THEY WERE RIGHT
\$200	\$200	\$200	\$200	\$200	\$200
\$400	\$400	\$400	\$400	\$400	\$400
\$600	\$600	\$600	\$600	\$600	\$600
\$800	\$800	\$800	\$800	\$800	\$800
\$1000	\$1000	\$1000	\$1000	\$1000	\$1000

# Poll #2 - Coordination with Landlords/Property Managers

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Which the following issues with Property Management/Landlords do you see as challenges in your work?  
(check all that apply)

Clarity on roles of services staff versus property management staff

Rules aren't clear

Inconsistency in applying the rules or terms of the lease

Gaps in communication

Safety concerns

Other (please type the challenge in the chat box)

None

# Breakout Discussions – LL Coordination

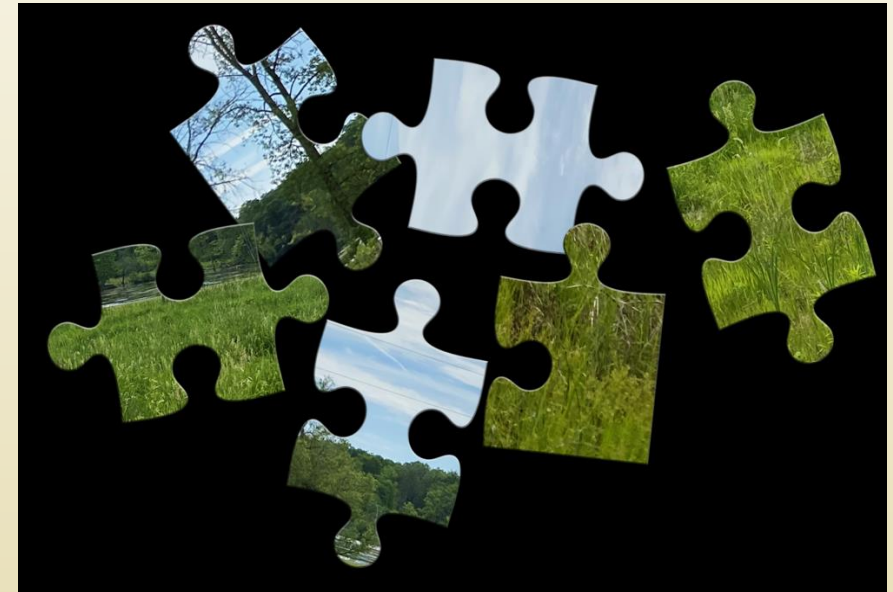
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## PLEASE TURN YOUR CAMERAS ON AND JOIN A BREAKOUT GROUP

Please join your breakout group upon prompting

Discussion Suggestions:

- How are you currently coordinating with landlords?
- What kinds of lease violations are Veterans receiving?
- Are the roles clear about which staff enforce the lease and which staff support tenants to meet these requirements?
- What are some of the challenges you face in supporting tenants/coordinating with Landlords to support stable tenancy?




# Using the Lease to Structure the World



- One of the goals is for each Veteran to be stably housed and to do so, need to learn how to manage tenancy obligations so they may move on.
- Key to achieving this goal is the active coordination between property management and service staff, while maintaining the functional separation of these two staffs.
- Having separation of functions helps tenants learn by being treated no differently from any other tenant. (Don't want to create alternate reality)
- Problems that threaten tenancy may motivate tenants to use services in order to keep their housing.

# Teach Obligations of a Lease/Tenancy

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Allow other tenants the peaceful enjoyment of homes
Make required rent payment on time
Keep unit free of health and safety hazards
Only allow people on the lease to live there
No criminal activity in unit, common areas or grounds
Keep utilities current and paid



# Teach Rights of Tenancy

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- Right to privacy – no entering apartment without permission or emergency
- Right to safe and well-maintained housing – repairs and safety considerations
- Right to due process – no eviction without proper process
- **Review Sample Lease Violation Roles Chart**



# Resources for Tenancy Education

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Tenant laws differ by state and locality. You can usually get a tenant's rights brochure by googling your state and Tenants rights and responsibilities. An example of this is: California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities

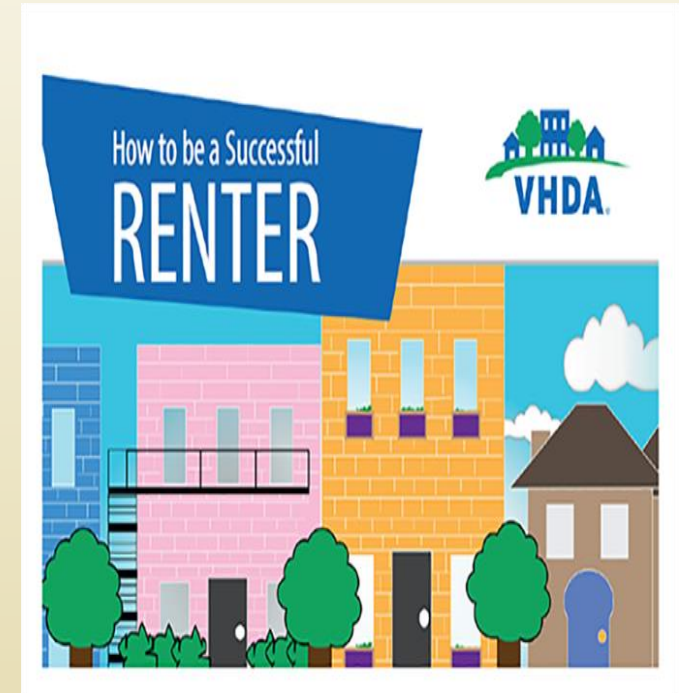
<https://www.hcd.ca.gov/manufactured-mobile-home/mobile-home-ombudsman/docs/tenant-landlord.pdf>

A resource to teach tenancy skills:

RentWise Workbook: University of Nebraska

<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>

*Poll: Tenancy Education*





# Polls - Tenancy Education

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#1 - Are you offering tenancy education classes or services in your program?

Yes

No

Not sure

#2 - Do you think it would be useful to do more formal work/programming on tenancy education?

Yes

No

Not sure


# Eviction Prevention Strategies

## THE TENANT EVICTION PROCESS

The outline below should help to explain the eviction process.


### THE EVICTION PROCESS


**STEP 1**

 **DEFAULT ON TENANCY TERMS**


SERVE SECTION 8 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)  
OR  
SERVE SECTION 21 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)

**STEP 2**

 **APPLY FOR COUNTY COURT ORDER FOR POSSESSION**

 **CALL BURLINGTON ON 0845 520 2000**

**STEP 3**

 **ENFORCE ORDER BY COUNTY COURT WARRANT OF POSSESSION (LEAD TIME 2-16 WEEKS, DEPENDENT ON COUNTY COURT WORKLOAD)**

OR

**ENFORCE ORDER BY HIGH COURT WRIT OF POSSESSION (LEAD TIME APPROX 7-10 DAYS)**

Burlington are used to helping clients navigate this process; so if you have any questions, feel free to give us a call on 0845 520 2000.

**0845 520 2000 | WWW.BURLINGTONGROUP.NET**

Educating everyone on rights and responsibilities of tenancy

Regular communication with landlord to catch lease violations early

Agreement between tenant and landlord about working together

Resources or support & address lease violations (back rent, clean up)


Knowledge of timelines and steps in the eviction process

Legal resources

Crisis planning to avoid eviction/respite

## Harm Reduction Defined for Eviction Prevention

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Harm Reduction (HR) is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problem behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior.

Harm reduction goal here is to prevent  
**EVICTION.**

# Harm Reduction Eviction Prevention Strategies

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- Representative payee, fiduciaries or automated rent payments
- Connect to free resources to stretch budget - food, clothing, library, etc.
- Plan to increase income and resources and budget for “recreation”
- Shop at discount stores
- Plan for how to socialize without disturbing neighbors
- Carpets, drapes, headphones, air purifiers, fans
- Activities for children and child-care
- Connection to faith community
- Alternative strategies for substance use
- Adding people to the lease
- Engagement in meaningful and purposeful activity
- Find another unit and landlord agreement to end the lease – “no harm, no foul”  
but.....
- **Type in the chat other harm reduction eviction prevention strategies you have used.**



# Harm Reduction Plan to Prevent Eviction – Example

Housing Risk	Options	Factors in favor	Factors against	Non-negotiable
Eviction: landlord smells marijuana coming from apartment; bothering neighbors in building; nuisance behavior	Stop smoking pot	<ul style="list-style-type: none"> <li>Solve problem with landlord</li> <li>Save money</li> <li>Expand possibilities for employment</li> </ul>	<ul style="list-style-type: none"> <li>No interest in quitting</li> <li>PTSD symptoms reduced with marijuana</li> </ul>	<ul style="list-style-type: none"> <li>Landlord: Must address the nuisance behavior</li> <li>Tenant: Must get relief</li> </ul>
	Find another way to consume marijuana	<ul style="list-style-type: none"> <li>May address landlord concern</li> <li>Allows for use for PTSD</li> </ul>	<ul style="list-style-type: none"> <li>Expense of continuing to consume</li> <li>Still problem with employment</li> </ul>	<ul style="list-style-type: none"> <li>Landlord: Must pay rent</li> <li>Tenant: Must have more money</li> </ul>
	Find a substitute	<ul style="list-style-type: none"> <li>Resolve nuisance</li> </ul>	<ul style="list-style-type: none"> <li>May become addicted to prescription meds</li> </ul>	<ul style="list-style-type: none"> <li>LL: Must address nuisance</li> <li>Tenant: No addiction</li> </ul>



## Breakouts - Harm Reduction Plan

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***Meet people  
where they are,  
but don't leave  
them where they  
are.***

**Poll:** Do you have  
tenants/participants who might  
benefit from a harm reduction  
plan to prevent eviction?

- Breakout into groups of 3, join a group
- One is participant/tenant; one is staff person and one is observer
- Using the template provided, develop a Harm Reduction plan with a current participant.
- Identify risk/barrier to stable housing and options to mitigate/ eliminate the risk
- Observer gives feedback/suggestions

# Action Planning

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- Next steps in training:
  - There is a session next weeks for supervisors/team leaders on implementation and supervising the practice.
  - All are welcome to attend. Please check with your team/ agency if you would like to come and are not in a supervisory role.
  - Training will be recorded separately and available on the website. All materials are also on the website.
- *Polls: Action Planning*  
*More Action Planning*





# Action Planning: Identify one to three things that you will do as follow-up to the training

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helping people address issues that result in lease violations or present housing risks

tenant goal/recovery focus in interventions

focused assessment

limited goals in Service Plans

more emphasis on housing and homelessness history and current skill level

focus on developing resources to connect to a network of care/support

developing individual resource lists

providing education on tenancy and self-advocacy skills

coordination with landlords/property management

helping people develop structure and purpose in their lives

# More Action Planning: What approaches will you use to integrate CTI into your practice or work? (select all that apply)

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Use of tools/sample forms/resources provided in the training	Discuss adopting some or all of the model with my team mates	Discuss adopting some or all of the model in staff meeting	Discussion of adopting some or all of the model with my supervisor/manager
Establish implementation work group or committee	Read more about CTI	Attend more training	Tell my friends about it
	Other (please type in the chat box or shout out)	None	

# Wrap up

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Many thanks!

Next session is “Implementing CTI:  
Session for Supervisors and Team  
Leaders”

PLEASE TURN ON YOUR CAMERAS  
OR TYPE IN THE CHATBOX TO SAY  
GOOD-BYE

# Resources

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Center for the Advancement of CTI:

- [www.criticaltime.org](http://www.criticaltime.org)

CTI Global Network:

- <http://sssw.hunter.cuny.edu/cti/global-network/join/>

Refusal Skills:

- Bennett, M. E., Bellack, A. S., Gearon, J. S. (2013). Behavioral Treatment for Substance Abuse in People with Serious and Persistent Mental Illness: A Handbook for Mental Health Professionals. United Kingdom: Taylor & Francis.



# Income Deductions for Rent Calculation

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Income is 'adjusted' based on:

- Household with elderly or disabled head/co-head (\$400/year)
- Dependents (under 18 or full time students)  
\$480/dependent/year
- 'Reasonable' child care expenses
- **For disabled households:**
  - **Medical expenses that exceed 3% of gross income (Including costs of service/emotional support animals)**
  - Medical equipment or support that enable a disabled participant to be employed
- Temporary, sporadic income not counted

# Assistance Animals

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HUD Directive:

<https://www.hud.gov/sites/dfiles/PA/documents/HUDAsstAnimalNC1-28-2020.pdf>

According to the ADA, a **service animal** is a **dog** that has been individually trained to work or perform tasks for a person with a disability. ... **Service animals** are not **pets**; under the law, they are **considered** to be necessary **medical equipment**. Oct 8, 2018

FAQ's Emotional Support Animals, Michigan State University

<https://www.animallaw.info/article/faqs-emotional-support-animals#s1>

An argument may be made that as these animals are recommended to provide comfort and support to a person with a disability that they may be considered a medical device, however the laws are less clear for companion animals. Service animals including psychiatric service animals are a medical device.