



**Critical Time Intervention (CTI) for
GPD Case Management Aftercare Programs**

Session 1: CTI Overview and Assessment Practices

October 18, 2023



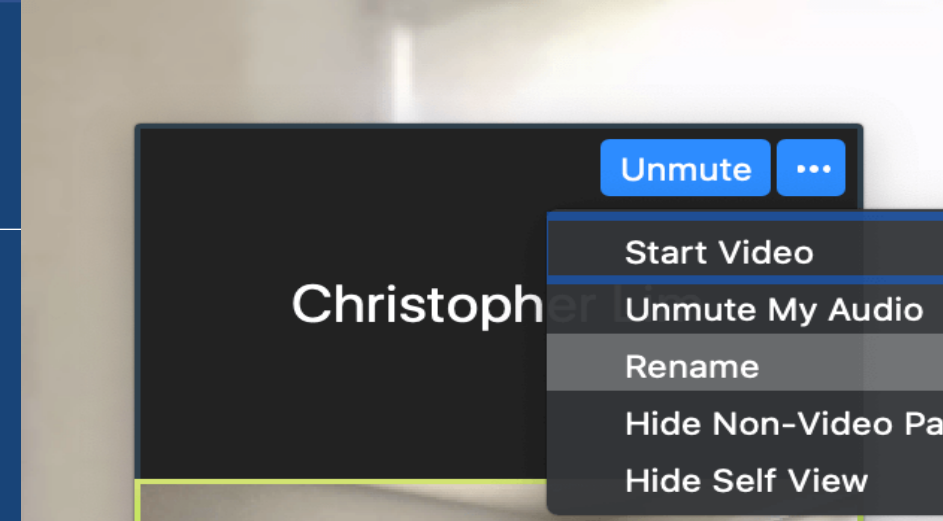
Welcome

Housing Innovations

- Suzanne Wagner and Andrea White

PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN

- Please put your name as you would like to be addressed as your screen name
- Open the Housing Transitions QUERI website for all forms: www.vactitoolkit.com/
- We will upload the slides to the chat box momentarily
- We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!



Agenda

- Introductions
- Overview of the CTI Model
- CTI and Housing Stability
- Assessment Domains for CTI and Risk Factors for Housing Instability
- Wrap-up and Questions



TURN ON YOUR CAMERAS PLEASE

- Type in the Chat box:
 - Preferred Name
 - Agency/Program
 - Role/Title
 - Location
 - Length of time working with people who have experienced homelessness
 - Favorite ice cream flavor



CEU Information

This program is approved by the National Association of Social Workers through the USC Suzanne Dworak-Peck School of Social Work. CEU certificates will be provided to individuals with an associate or licensed social work credential in their respective state, upon completion of a post-event evaluation. A certificate of participation will be provided to all those without an LCSW/ASW (or respective state's classification of licensed/pre-licensed social workers.)

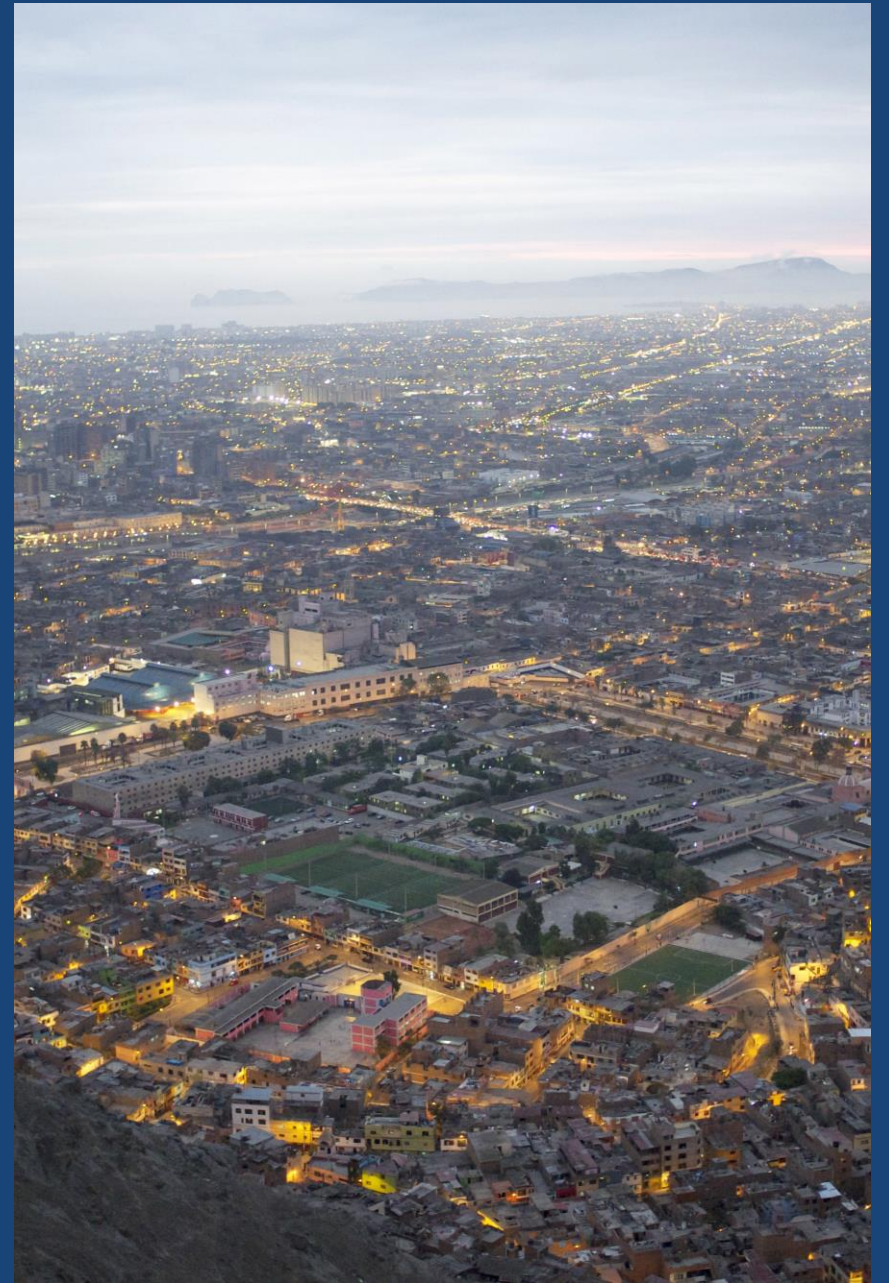
Post-event evaluations for CEUs must be completed by December 2, 2023 to be eligible for CEUs. Evaluations will be sent out after the completion of the training.



CTI Overview



Housing Transitions
QUERI



What is Critical Time Intervention (CTI)?

- Evidence-based practice (EBP) designed to:
 - Support people through transitions, which are very stressful times
 - Build skills, networks of support, and linkages to healthcare
- Helps people with high needs begin to live successfully in the community and reduce returns to homelessness, use of institutions
- Incorporates “supporting EBPs”
 - Harm reduction, Housing First, person-centered planning, Family Psychoeducation (FPE), motivational interviewing, stages of change
- Has been adopted as an approach to delivering case management services in numerous Rapid Rehousing and Permanent Supportive Housing programs



Poll: CTI Experience

Transitions



Core Components of CTI



Focused on housing stability and achieving life goals

- Person-centered recovery orientation

Pre-CTI Phase

- Planning and preparing for the transition
- Important phase before move-in

Three 2-month phases of decreasing intensity starting at move in

- Phase 1: Transition to the community
- Phase 2: Try out
- Phase 3: Transfer of care/termination

Time-limited
(6-9 months post move-in to housing)

- Although other services may continue post CTI intervention

Core Components of CTI

Limited Focus

- 1-3 goals in identified assessment domains

Interventions focused on preventing and addressing threats to housing stability and achieving personal goals

- Meeting obligations (e.g., rent payment and housing)
- Following standard community norms and expectations
- Having sufficient money for basic needs
- Relief from disturbing symptoms and connecting to effective treatment

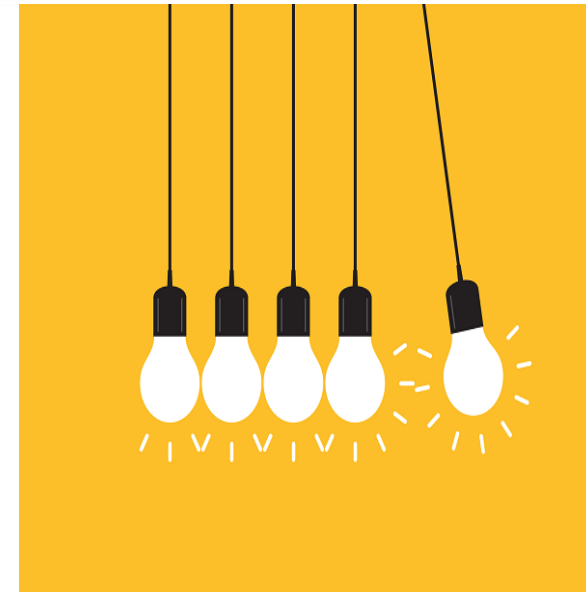
Establishes Linkages to Community Resources

- Develop network of supports/linkages and adjust
- Connect to natural supports



Goals of the CTI Intervention

- Establish a stable base in the community
 - All threats to housing will not be resolved in 6 months; but the goal is that each Veteran has options to resolve these issues as they come up in the future
- Develop a network of care to support work going forward
 - One connection to primary care may bring multiple referrals
 - Focus on building the skills to make the connections (“meaningful linkages”); not necessarily making all the connections
- Teach Veterans the skills to manage the connections needed after CTI ends





Access and sustainability of services and supports is critical



Lease and landlord provide the expectations and structure



Goal/Recovery based intervention - not crisis or problem based



The expectations of a lease or the community do not change and apply to everyone



Conditions of the lease must be made clear and consistently enforced



Lease violation issues will often be a reason to seek services



Case managers focus on behaviors that interfere with functioning as a tenant and as a member of the community

- CTI promotes collaborations based on:
 - Common goals
 - Common understanding of eligibility, needs and resources
 - Commitment to achieving participant goals
 - Effective outreach to high need people on behalf of the system, identifying the right resource for each person



- CTI promotes collaborations based on:
 - Clear roles and responsibilities for staff
 - Clear expectations for participants
 - Good communication and ensuring all experiences with participants within the system are shared
 - Cross team collaboration and warm handoffs to ensure the continuity of care



CTI Measures of Success

Maintaining a base in the community

Increase in income

Expanded network of supports

Decrease in emergency interventions

Structure, purpose and valued role(s)

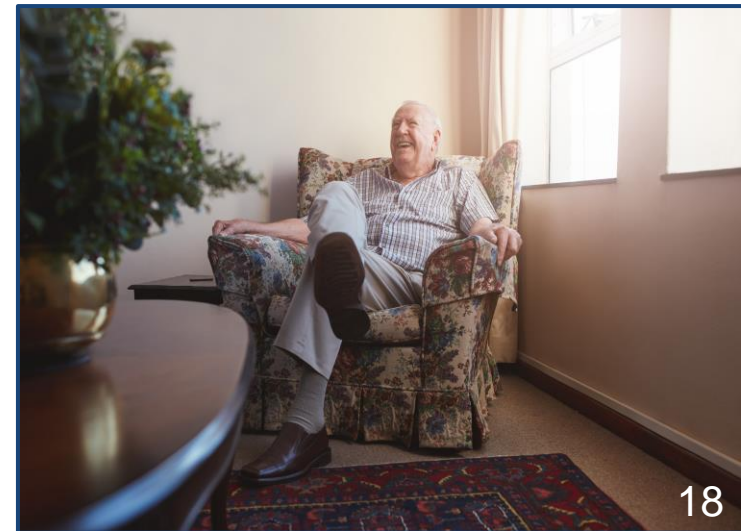


Discussion Breakouts

- Introduce yourselves to each other
- Discussion Prompts:
 - Reactions to/thoughts about the CTI model
 - Your prior or current experience with CTI
 - What is similar in CTI from the way you already work with people?
 - What is different about CTI from your current practice?



- Applied and researched in a variety of settings among different populations.
- Shown to reduce returns to homelessness, use of emergency interventions and institutions.
- Improves housing outcomes, decreases days spent in institutions, and improves mental health and substance use.
- See www.criticaltime.org



How is CTI Different from “Regular” Case Management?



CTI	Traditional Case Management
Time-limited	Ongoing
Structured; three phases	Variable structure
1-3 focused goal(s) in each phase	Goals are less defined or are symptom-driven
Decrease intensity of services based on phases	Intensity of services based on acuity
Focus: establishing a long-term support network	Focus: addressing current Veteran's service needs
Preparing for hand-off to long term support network	Hand-offs are less central to care
Routine field-based services	Variable field-based services



Housing is the base for Veterans to stabilize in the community

- Provides structure and expectations
- Provides a vehicle to move to pro-active role: Tenant
- Requires an assertive landlord that will flag any lease violations and give an opportunity to correct the violations
- Requires the support of case managers to maintain tenancy
- Provides an early warning system and can be a trigger to accept services

Documentation can help guide and structure staff's work

Examples are the "CTI Informed" Assessment and Plan

Can adapt forms currently in use

- Modify to incorporate CTI-informed domains and elements

Recommended Frequency

- Update assessment and plans within a couple of weeks after move-in and at each new phase
- The [Assessment Domains](#) and [Phase Plan](#) focus on domains that most effect housing retention, identifies goals, defines roles

Areas of Focus for Assessment and Planning

- Housing and homelessness history and barriers to stability
- Income and financial literacy, education/training and employment
- Life skills
- Family, friends, and other supports
- Psychiatric and substance abuse issues
- Health and medical issues

Assessment looks at history, current, strengths, barriers, motivation and GOALS

Service plans reflect the participant's goals and connect housing success to personal goals

■ Housing History

- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- Roles and responsibilities
- What worked/what didn't
- Satisfaction with current housing
- Housing goal(s)



■ Homelessness History

- Cause of initial episode
- Length of time homeless
- Places stayed
- Routine
- Supports



Poll: Leaseholders

- Introduce yourselves to each other.
- **Discussion Prompts:**
 - What kind of housing and homelessness histories are you seeing?
 - What behaviors (not conditions) have caused people to lose housing in the past?
 - What skills do people bring that will help them to maintain housing?

- CTI is focused on the transition to housing stabilization
 - Longer term goals require connections to sustainable resources
- Focus is on establishing and maintaining a base in the community
 - Attention to immediate issues and needs that affect housing retention
 - Assist people to increase income and resources
- Assess barriers and strengths to maintaining housing
 - Understand housing and homelessness history
 - Anticipate challenges in this transition to help increase success



Tools and Resources



Visit the Housing Transitions QUERI Critical Time Intervention Toolkit

www.VACTItoolkit.com

Getting Started Page

Intensive CTI Training Page

CTI Tools and Resources

And much more.....

A screenshot of the VACTItoolkit.com website. The header includes the Housing Transitions QUERI logo and a starburst graphic that says "Visit the CTI Toolkit www.VACTItoolkit.com". Below the header, the text reads "Critical Time Intervention (CTI) Toolkit for VA Grant Per Diem (GPD) Case Management Aftercare Grantees www.VACTItoolkit.com". A paragraph states: "The CTI Toolkit was developed to provide case managers and supervisors with information and resources to support implementation of CTI in GPD case management programs." There are three main sections: "Available Resources" (with a list of links), "Learn" (How to Use CTI), "Connect" (Community of Practice), and "Consult" (Ask our CTI Experts). A "Quick Link to CTI Tools & Resources" button is also present. At the bottom, there is a contact information bar: "Still have questions? Email us! VHAWLAHousingTransitionsQUERI@va.gov".

Housing Transitions QUERI

Visit the CTI Toolkit
www.VACTItoolkit.com

Critical Time Intervention (CTI) Toolkit
for VA Grant Per Diem (GPD) Case Management Aftercare Grantees
www.VACTItoolkit.com

The CTI Toolkit was developed to provide case managers and supervisors with information and resources to support implementation of CTI in GPD case management programs.

Available Resources

- CTI Training Videos
- Community of Practice Session Videos and Materials
- CTI Manual
- Fillable Forms/Tools
- Case Consultation
- Meet the Team
- Resources
- Frequently Asked Questions (FAQ)

Learn
How to Use CTI

Connect
Community of Practice

Consult
Ask our CTI Experts

- **Check out The Getting Started page!**
An overview of the training, resources, and technical support available to participating case managers and supervisors.
- **Visit the CTI Training page!**
Includes an outline of the intensive CTI Trainings and information about CEUs.
- **Explore the Community of Practice page!**
Find out when the next Community of Practice session will be held and watch videos of past sessions.
- **Request a Case Consultation!**
CTI experts provide CTI tailored advice about one of your cases.

Quick Link to CTI Tools & Resources

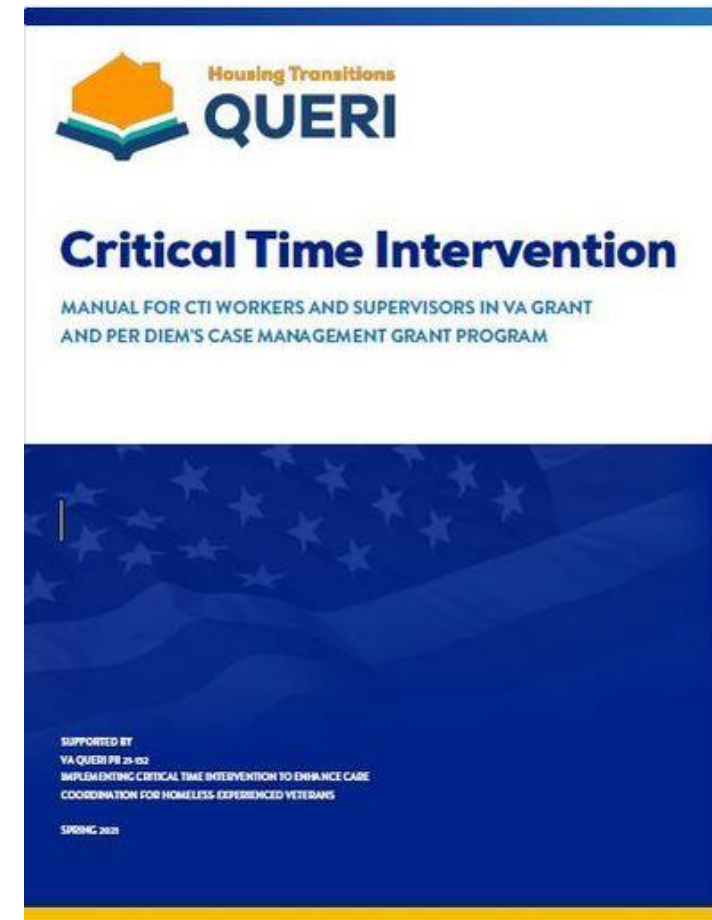
Still have questions? Email us! VHAWLAHousingTransitionsQUERI@va.gov

The **CTI Tools and Resources** page of the CTI Toolkit includes **downloadable and fillable PDF** forms that can be used by GPD aftercare grantee case managers and supervisors to support the delivery of CTI

- The [Assessment Domains](#) and [Phase Plan](#) focus on domains that most effect housing retention, identifies goals, defines roles
- The [Veteran Resource List](#) structures work around community resources and supports
- The [Harm Reduction Plan](#) helps Veterans think through options to mitigate behavior that is threatening tenancy/creating risk for eviction
- The [Closing Note](#) outlines the process for the end of the transition and provides guidance for final meetings and handoffs to network of care.

Plus, many more...

[VA CTI GPD Case Management Manual](#)



- Center for the Advancement of Critical Time Intervention (CACTI) www.criticaltime.org
- Join the CACTI Global Network <https://www.criticaltime.org/global-network/join/>
- Facebook : Critical Time Intervention (CTI) Global Network <https://www.facebook.com/groups/1651442821759519/>

Citations

- De Vet, R., Beijersbergen, M., Jonker, I., Lako, D., van Hemert, A., Herman, D., and Wolf, J. (2017). Critical Time Intervention for Homeless People Making the Transition to Community Living: A Randomized Controlled Trial. *American Journal of Community Psychology*, 60(1-2), 175–186.
- Herman, D., Opler, L., Felix, A., Valencia, E., Wyatt, R.J., & Susser, E. (2000). A critical time intervention with mentally ill homeless men: impact on psychiatric symptoms. *Journal of Mental and Nervous Disorders*, 188(3), 135-140.
- Herman, D., Mandiberg, J. (2010). Critical Time Intervention: model description and implications for the significance of timing social work interventions.. *Research on Social Work Practice*, 20(5), 502-508.
- Kaspro, W. J., & Rosenheck, R. A. (2007). Outcomes of critical time intervention case management of homeless veterans after psychiatric hospitalization. *Psychiatric Services*, 58(7), 929-935.
- Susser, E., Valencia, E., Conover, S., Felix, A., Tsai, W.Y., & Wyatt, R.J. (1997). Preventing recurrent homelessness among mentally ill men: a “critical time” intervention after discharge from a shelter. *American Journal of Public Health*, 87(2), 256-262.





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Thank you!

Email the Housing Transitions QUERI Team:
VHAWLAHousingTransitionsQUERI@va.gov

Visit the CTI Toolkit:
www.VACTItoolkit.com

