



**Critical Time Intervention for  
GPD Case Management Programs**

**Session 3: The Phases of CTI**

**November 1, 2023**



# Welcome & Reminders

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## Housing Innovations

- Suzanne Wagner and Andrea White

## Goals for the Session

- 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
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- Interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!
- Put in the chat box your agency, location and whether you prefer a pool, the beach, lake, brook or something else?



# Recap of Session Two

- Developing the Phase Plan
  - Setting Goals and the “So that....” Principle
  - Limiting Focus and Measuring Success
- Establishing the Network of Care
- Using the Veteran’s Resource Guide
- Phases of CTI: Pre-CTI and Warm Handoffs



**Polls**



Phases of CTI and Worker Roles:  
Phases One, Two and Three

Case Discussions

Wrap-up and Questions



- Pre-CTI: Housing Planning and Preparation
- Phase 1: Move in and Transition to the Community
- Phase 2: Try-out/Practicing
- Phase 3: Termination/Step Down
  - Phase 1 begins when person moves into housing
  - Phases 1-3 last two (2) months each



# Phase One: Transition to the Community



## Assistance in making linkages:

- Meeting with the Veteran and the resources
- Refine communication structures with supports

## Assessment of new needs and resources:

- Re-engage, review assessment and revise based on current housing and lease compliance
- Identify resources needed
- Focus on community support, role and activity

## Plan revision:

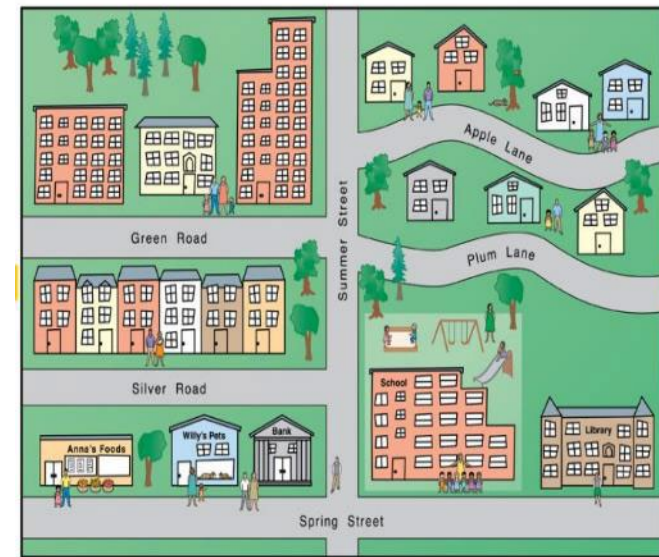
- Review plan and revise based on priorities, immediate needs and current resources

## Skill building for community resources:

- Provide education about rights, responsibilities, and expectations; model negotiation skills

# Phase One: Worker Role

- Clearly articulate your role
- Accompany to housing, assist with apartment set up, and acclimate to the neighborhood – who is the best person to do this?
- Frequency of contact: at least weekly/more frequently based on need
- Frequent contact with all services, supports and housing provider/landlord
  - Scheduling regular check ins



# Phase One: Worker Role

- Develop plan to access needed resources
  - Accompany to resources and teach skills
- Assess how the housing is/isn't working for the Veteran
- Focus on purpose, role, connections and activity
- Monitor lease compliance/connect with landlord





- Educating on tenancy rights and responsibilities
- **Modeling** for each Veteran to negotiate for services
- Trying it out and debrief
- Establishing regular check-ins to see if it is working
- Reviewing cost and benefits – **critical thinking**
- **Recognizing** strong partners and good skills
- Renegotiating the relationship as necessary



# Changing Expectations

- Moving from crisis to planning
  - May be from immediate to 15 minutes from now
- Critical thinking
  - Using strategies and resources that work best for each Veteran
- Structure and purpose
  - Developing a structure and purpose
- Developing new or changed life roles
  - From homeless to tenant, family member, student, worker, advocate, artist



# Breakout Discussions – Phase One

- Introduce yourselves to each other
- Think about and discuss Veterans you are working with who are in housing less than 2 months (Phase 1)
  - What barriers are you seeing to maintaining housing?
  - What successes have you seen?
  - What type of supports/interventions have been most helpful?



# Phase Two: Try Out/Practicing Phase

- Months 3 - 4 in housing
- Solidifying Linkages to Community Resources
  - Legal assistance, employment, faith community, VA or community treatment and support options
- Promote Community Living and Tenancy Skills
  - Ensure income in place, financial management, tenancy obligations, schedule and role
  - Ensure communication with support systems
  - Monitor progress and connections





- Developing longer term plan
  - Look at non-immediate needs such as education planning, career goals, long term plans for a “home”
- Continue to use motivation – building techniques



# Phase Two: Worker Role

- Frequency of contact: at least bi-weekly depending on the Veteran
- At least monthly with services, supports and housing provider
  - This is the beginning of the step-down process and a shift towards resources
- Revise plan and update the assessment to address changing needs and resources
  - Focus on longer term supports and services
  - Recognize progress and reframe setbacks as learning opportunities



## Update the assessment

- Recognize progress and continue to build confidence
- Redefine setbacks
- Look at missing pieces in past assessment

## Update plan

- Review what worked
- Discuss what didn't work
- Integrate the missing pieces
- Goals discussion (importance, priorities and resources)

Veteran's network of care providing 50% of the services

Ensure the connections are working

- Keep communication between housing provider and other services
- Employment programs are playing an increasing role
- Veteran's goal providing structure
- Increasing income supports housing stabilization

Participation in the planning process

- Each team member's experience with each Veteran is different. All contributing to the assessment and planning process is valuable



## Breakout Case Discussions: Phase Two

- Introduce yourselves to each other
- Select a person to discuss: Marco or Silvia
- Questions/Prompts for discussion
  - What are the potential barriers to housing stability?
  - How would you work with the Veteran to build motivation to address the housing risks and connect to their goals?
  - What else do you want to know?



# Marco - Phase Two



- Marco has been housed for 3 months. He had a couple issues but is mostly stable. He got along well with the landlord and was working with the VA Compensated Work Therapy (CWT) Program. This all stopped.
- He now has a friend from the GPD program living with him. He is in trouble with the landlord who knows this guy is living with him. There are frequent noise complaints, seems to be drinking going on and he is short of money. He only paid half the rent last month and his friend can't go back to GPD.

- He doesn't want to talk to the case manager. He says he is grown and can live his life as he sees fit. The landlord should mind is own business. He is not going to leave his buddy out there; the worker just doesn't understand. The worker should get the buddy an apartment too, after all he is a Veteran.

## Questions for Discussion:

- What are the potential barriers to housing stability?
- How would you work with the Veteran to build motivation to address housing risks and connect to their goals?
- What else do you want to know?





# Silvia – Phase Two



- Silvia just turned 60 and has lived in housing for 3 months, she has children who were raised by her mother and sister. She has been in shelters, encampments, the domiciliary and had a brief stay in GPD. She was happy to get her own place and has begun re-connecting with her grown children.
- Silvia had been doing well, paying rent and making friends in the building. She was working in VA's harm reduction program and had decreased her drinking. Silvia was getting consistent medical care for the first time. She had a plan to save for a larger apartment and is thinking of selling her baked goods at the farmer's market. All this has changed.

# Silvia – Phase Two



- She is no longer taking care of herself or her unit. She often looks disheveled, and she is clearly drinking a lot. She has not paid rent in last month and is ducking the landlord. You try to check in with her and she starts to cry. She says she might as well just go back to the encampment. She wants you to leave her alone.

## Questions for Discussion:

- What are the potential barriers to housing stability?
- How would you work with the Veteran to build motivation to address housing risks and connect to their goals?
- What else do you want to know?



## Phase Three: Step Down

- Fine Tuning Linkages
- Higher Level Skills Training
  - Focus on negotiating skills
- Plan to Address Risks to Housing Stability as they arise
- Step down and let go, having other linkages take primary role
  - Ensure needs are met, adjust linkages if needed
  - Assess worker role going forward
  - Develop formal plan with household and linkages
- Planning for the long term



# Phase Three: Worker Role

- Frequency of contact: monthly with Veteran and at least monthly with services, supports, and landlord
- Planning for post-CTI and beyond
- Working with Veterans to use resources in future
- Develop list of all contacts and supports with the Veteran
  - WRAP plan and a crisis plan if needed
  - [https://ghc.nhs.uk/files/WRAP\\_personalworkbook.pdf](https://ghc.nhs.uk/files/WRAP_personalworkbook.pdf)
- Discuss progress, skills and resources developed and ongoing risks/threats to housing stability



# Phase Three: Closing Meeting and Note



## Review progress made

- CTI Closing Meeting with Veteran - Evaluation of CTI and any recommendations for the future
- Identification of ongoing challenges to stability and development of plan to address pre-crisis

## Case Closing/ Transition

- Meet with all resources including family, housing, services and supports – discuss roles
- Develop a plan for next six months
- Identify more long-term goals and identify resources for assistance
- Document Plan - The [Closing Note](#) outlines the process for the end of the transition and provides guidance for final meetings and handoffs to network of care
- May be difficult to get all parties together – may need to be separate meetings



# Breakout Discussions – Phase Three



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Turn your cameras on and introduce yourselves to each other. Decide whether to discuss Josh or Mahdi

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Discuss barriers to housing stability. What concerns do you have about the Veteran maintaining the unit?

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Discuss tasks, skills and resources needed to achieve housing stability post-CTI

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Develop a plan to work with the Veteran to address housing issues



# Phase Three - Josh

- Josh has been doing well in housing
- His apartment is clean and organized
- He pays his rent
- He has a job, cooking part time in a restaurant and he is connected with VA vocational rehabilitation services

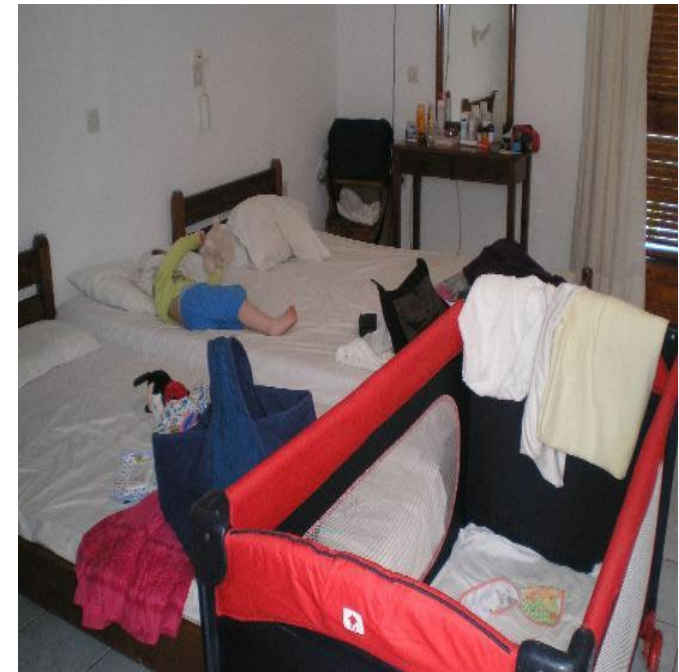


- He goes to the VA for services and his blood pressure is under control
- He is off the meds for depression with his doctor's ok
- He wants to buy a car
- Marijuana is always present in his bloodwork; he also likes box wine. He is not interested in treatment and says he enjoys having a glass of wine...or two with a smoke in the evenings. "Nothing wrong with that," he says



# Phase Three - Mahdi

- Mahdi has been doing well in housing
- He initially had a hard time budgeting but has improved a
- He has paid his rent on time for the last 3 months. He had talked about wanting a girlfriend and starting a family
- Early on he made some questionable choices and was hurt. This was also the core of some of the budgeting problems
- He has a girlfriend now for two months. She has several children
- He would like to move them in and be a family





Housing Transitions

**QUERI**

**Thank you!**

**See you next week!**

Visit the CTI Toolkit: [www.VACTItoolkit.com](http://www.VACTItoolkit.com)

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