Implementation of a CTI informed approach in a Rapid Re-Housing program

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Moving to a CTI approach

- Initial steps towards implementing CTI in our program
  - Getting agency / program leadership trained in CTI
  - Assessing your current programs practices / policies and procedures
    - Does it make sense for your program
    - Are there external and/or internal barriers that would prevent from doing so
  - Identifying what changes that need to be made
    - Practices, policies and procedures, structure, paperwork, management, etc…
  - Training direct service staff in CTI
    - This is something that may need to be done ongoing and multiple times for staff
  - Creating a plan / manual for your program / agency

Services needs in a RRH program

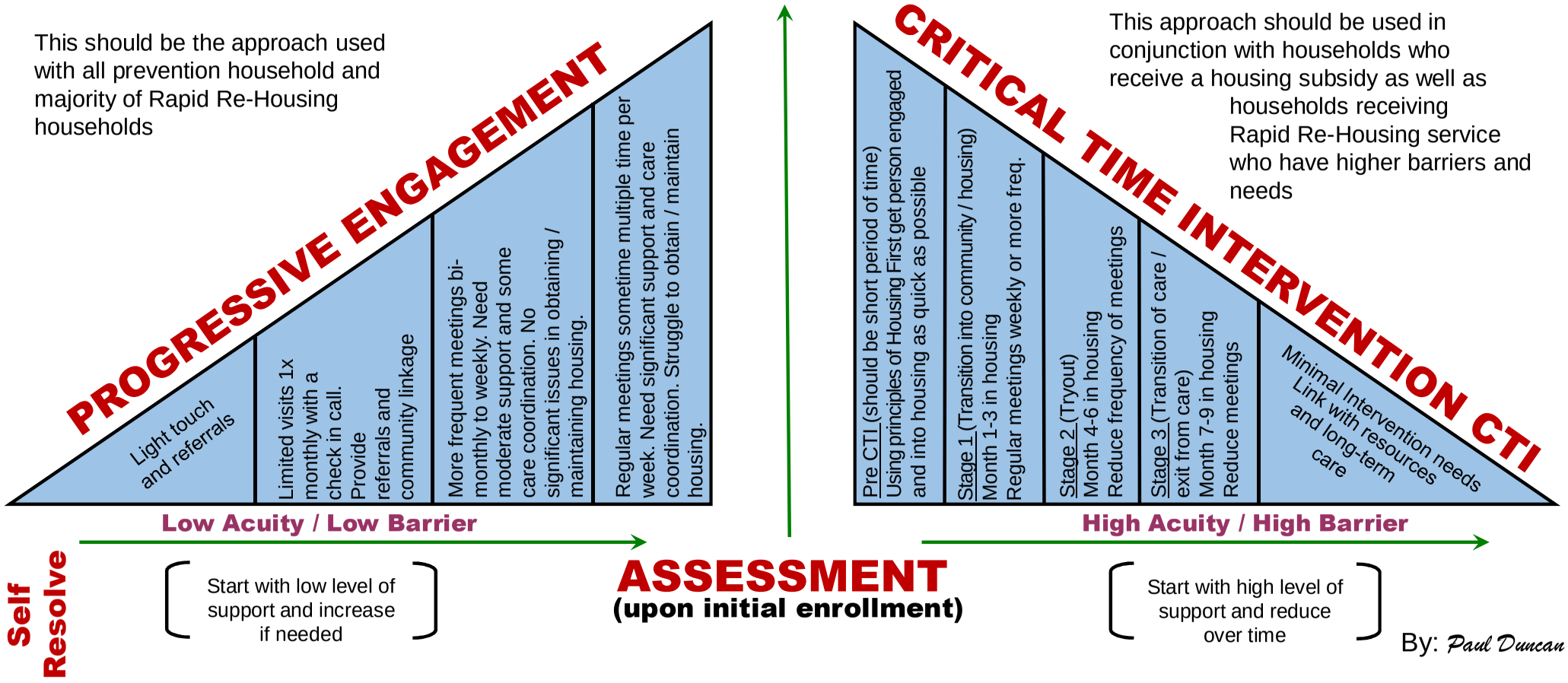
- Who is being served in Rapid Re-Housing programs
  - Typically people being served have low to moderate barriers and needs
  - Rapid Re-Housing programs are being implemented with all populations
  - People of diverse backgrounds
  - Often times people with high barriers that are unable to receive PSH resources
- What services are typically offered
  - Outreach and engagement
  - Case management support: (housing location, living skills, benefits, employment, etc…)
  - Temporary Financial Assistance (varies): Rental Assistance 3 months to 2 years
  - Referrals and linkage to community resources

*A CTI approach can be used for people moving into PSH, however should have ongoing assessment of need of care when looking at reducing care.

Permanent Supportive Housing (PSH)

Households assessed with needs of ongoing indefinite support with housing

This should be the approach used with all prevention household and majority of Rapid Re-Housing households



This approach should be used in conjunction with households who receive a housing subsidy as well as households receiving Rapid Re-Housing service who have higher barriers and needs

Self Resolve

Start with low level of support and increase if needed

ASSESSMENT
(upon initial enrollment)

Start with high level of support and reduce over time

By: *Paul Duncan*

Challenges in implementation & ideas

- External Factors
  - Is your local CoC / system of care in line with housing first and CTI philosophies
  - Lack of affordable housing
  - Contractual obligations with households to be served
- Internal Factors
  - Hiring the right people for your program and managing staff turn-over
  - Being able to implement multiple service approaches in an individualized manner
  - Managing the flow with people coming in and connecting with direct service staff
  - Being able to provide the supervision and team support needed

How incorporating CTI has benefited

- Improved quality of services
  - Services are structured, yet individualized to the persons need
  - Better identification of who needs high level of services and those who can self-coordinate
  - Staff feel better prepared to meet the needs of those they are providing services
- Improved program outcomes
  - Increased housing retention long term
  - Increased linkage to public benefits as well as community employment
  - Decreased hospitalization and incarcerations