

Best Practices in Critical Time Intervention and Rapid Re-Housing

Tracks:

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Family Homelessness***

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Critical Time Intervention: Background

- CTI was originally developed to assist individuals during a period of transition between homelessness and permanent housing.
- CTI emphasizes maintaining continuity of care while gradually passing primary responsibility to supports in the community.
- Research has found the model to be effective in promoting housing stability with chronically homeless single adults with mental disorders; the recent pilot was the first attempt to formally adapt for the RRH recipients

Critical Time Intervention for Rapid Rehousing Pilot Study

- January 2016- ongoing
- Partners: CCEH, The Melville Charitable Trust, NAEH, CT DOH, Center to Advance Critical Time Intervention at CUNY, Provider agencies in CT
 - Literature Review
 - Model Development
 - Training and Implementation
 - Technical Assistance
 - Fidelity Reviews

Critical Time Intervention for Rapid Rehousing Pilot Study

Why did we embark on this project?

Case management strategies for RRH recipients vary widely across the country;

Lack of data describing or evaluating effective case management strategies

Study Purpose:

To provide a standardized best practice model for use with RRH to be employed across multiple settings, populations and locations

2 Years into the pilot

- Fidelity Reviews have been conducted and results sent to individual agencies.
 - As a State Average of 72% implementation rate or “Well Implemented.”
 - Identification of what works, what doesn’t
 - Challenges to implementation for agencies identified (capacity/resources/culture)
 - Effectiveness of the timeframe for CTI- 6 months
 - Differences between large and small organizations, urban vs. rural, different housing markets

Implementing CTI
into Rapid
Rehousing

CTI & RRH

RRH Core Components

- Housing Identification
- Rental and Move in Assistance
- Time Limited Case Management
- Time Limited Rental Assistance

CTI Core Components

- Designed for transition from homelessness to Housing
- Time Limited- 6 month model
- 3 phases- each phase is the same duration
- Decreasing Contact over time
- Small caseloads- using the weighted caseload tracker
- Community-Based

CTI Core Values

- Strengths-Based/Client Centered; client's right to self-determination; empowering clients; shared decision making
- Housing First
- Motivational Interviewing
- Trauma Informed
- Individualized
- Transparent- clients have a right to know when services will end
 - Discharge planning happens at Day #1
- Fidelity to the CTI Model

Lessons Learned

What did we do well?

What could we improve?

Mistakes to avoid

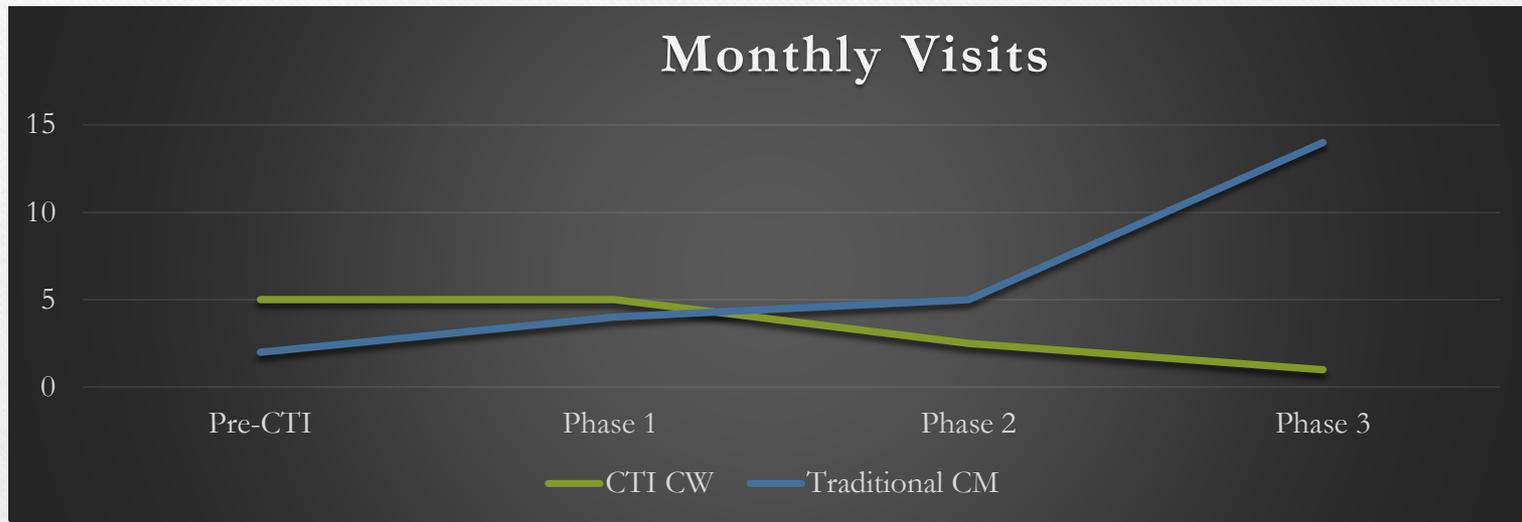
Problems we could have avoided

4PM.com
877.332.2599

There are Benefits to CTI in RRH

- It's a good fit. Time limited Case Management for a time limited rental assistance program
- Manageable Case Loads with regular transition (serving more clients)
- Taking pressure off of case workers who often fulfill multiple roles for a client within a relatively small timeframe.
 - Housing, Benefits, Employment, Legal, Medical, Mental Health, Counseling, Education, Community Resources, Self Care, Skill Building, Finances
- Assists clients in getting the resources and skills they need to succeed without ongoing case management

Number of visits per month CTI vs. Traditional





Mindset



- Has to be “buy-in” to the model & the belief it will work
- Adjusting from clients needing ongoing case management to more intensive, less time engaged
- EBP Model

*CTI WILL NOT WORK IF YOU DO NOT FOSTER FIDELITY

"mindset" {noun}

a set of beliefs or a way of thinking that determines one's behavior, outlook and mental attitude.

Challenges & How We Overcame Them

- Lack of Agency Capacity to provide the needed supervision and oversight.
- Community and Client traditional expectation of “Case Management”
- CTI Workers/Supervisors holding to traditional case management
- Discharging clients at 6 months
- Provider meetings
- Lack of Client follow up with community resources
- Case Worker and Supervisor Drift

Challenges & How We Overcame Them

Lack of agency capacity to provide proper oversight and supervision.

- Determine if CTI is the proper fit
 - Does implementation of CTI coincide with your agencies mission, regulations, and funding sources?
- Determine if your agency/program has the capacity to
 - Have weekly individual and/or team supervision
 - Implement additional tracking tools and paperwork refreshers
 - Be time limited with the intervention linkages
 - Be community based
 - Take necessary trainings and
 - Focus solely on making

Importance of CTI Supervision

- Weekly supervision
 - Individual and/or team supervision
- Group supervision is preferred
 - Encourages sharing of community resources, bonding amongst staff, and joint problem-solving/ support
- Should include
 - Case presentation of new clients
 - Review of success/ positive change
 - Review of clients being discharged or transferring phases
 - Brief review of entire caseload
 - Review of clients in crisis
 - Review of CTI Principles

Challenges & How We Overcame Them

Community and client expectation of traditional "Case Management"

- Do not refer to CTI as Case Management. It is not.
 - Utilize other names such as interventionist, liaison, specialist, worker, etc.
- Educate clients and partners from the beginning with handout's, brochures, presentations etc.
- Change job titles from 'Case Manager'
- It is not the responsibility of staff to "do" everything for their clients
 - CTI focuses on client empowerment

Challenges & How We Overcame Them

CTI Workers/Supervisors holding to traditional case management

* The change in mindset is often very challenging. This can be addressed by having:

- A direct supervisor with solid understanding of CTI Principles
- Weekly Team Supervision
- Frequent Individual Supervision
- Full CTI Training and regular follow up/refreshers

Challenges & How We Overcame Them

Discharging clients after just 6 months

- Many CTI staff will often struggle with “letting clients go” or not being the “go-to person”.
- Client situation sometimes necessitate prolonging services
- Solutions
 - Clients do not have to be “Stable” to be discharged. Most won’t be. We aren’t ending poverty.
 - Work from day one to establish support systems and linkages
 - Step down visits and turn over responsibility
 - Establish a support system discharge plan
 - On rare occasions extension of Case Management is indicated
 - Continued CM/ Financial assistance after CTI utilizing RRH Case Management

Redefining Success

SUCCESS IS NOT LINEAR!



Challenges & How We Overcame Them

Lack of Client follow up with community linkages

- Reevaluation of Goals. Is this what the client really wants/needs?
- Linking the clients vs. providing a referral.
- Develop relationships with providers and other supports we link clients to
- Linkages do not always have to be formal- informal linkages are important as well

Challenges & How We Overcame Them

Provider Meetings

- If you linked the client to the provider versus referred, the provider is familiar with the RRP and your role with the client
- Landlord communication is critical!
- There should be a minimum of 1 provider meeting prior to discharge

Challenges & How We Overcame Them

Drift

- Drift from CTI principles is a common issue
- Both CTI Workers and Supervisors are affected
- Crises can lead us away from CTI Fidelity and increase drift.

Solutions:

- Hold to the purpose of the paperwork and the phases: Weighted Caseload Spreadsheet, Phase Date Tracker, Supervision Forms, etc. Review the principles regularly. Particularly during crisis situations. FAQ's other resources from CCEH Website.



What Have We Learned?

- Pre-CTI is critical – implemented dual intake between the housing coordinator and case worker
- The CTI model works best when followed to fidelity BUT implementing pieces of it improve overall case management services
- Trust in the client's ability to be successful
- Discussions around discharge happen at day 1
- The work should be happening in the community, not in the office

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Resources and Tools

See CCEH website and Critical Time Intervention (CACTI):

cceh.org/cti-rrh

www.criticaltime.org

Onboarding Video

Self Assessment

Phase Plan/ Closing Document

Weighted Caseload Tracker.. And more..

Questions?

***Visit: <https://www.cceh.org/ati-2019/> or
contact training@cceh.org***

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