Recording link: https://youtu.be/wMUkt37XnQQ

Critical Time Intervention Rapid Re-Housing Programs

Contra Costa County

Session 3

September 7, 2022

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Welcome & Reminders

- Housing Innovations
  - Suzanne Wagner
  - Andrea White
- Goals for the Session
- 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**
  - **Interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!**
  - **Put in the chat box whether you prefer a pool, the beach, lake, river or something else?**

Agenda

- Introductions, Reminders and Recap of Last Session
- Phases of CTI and Worker Roles: Phases One, Two and Three
- Case Discussions
- Wrap-up and Questions

Recap of Session Two

- Assessment and Developing the Housing Stabilization Plan
- Case Study: “So that” Principle in Goal-setting
- Establishing the Network of Care and Using the Resource List
- Pre-CTI and Warm Handoffs
- Polls:
- Are interested in using/adapting the Tenant Resource List?
- Will you be implementing tenancy skills classes in your program?

Phases of CTI

- 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 approximately 2 months each

Phase One: Transition to the Community

Assistance in making linkages:

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

Building Skills

- Educating on tenancy rights and responsibilities
- **Modeling** for each tenant to negotiate for services
- Trying it out and debrief
- Establishing regular check-ins to see if it is working
- Review cost and benefits – **critical thinking**
- **Recognizing** strong partners and good skills
- Renegotiate 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 person

Structure and purpose

- Developing a structure and purpose to days

Developing new or changed life roles

- From homeless to tenant, family member, student, worker, advocate, artist

Breakout Discussions – Phase One

PLEASE TURN ON YOUR CAMERAS AND JOIN A BREAKOUT GROUP

- Introduce yourselves to each other
- Think about and discuss people you are working with who are in housing less than 2 months (Phase 1).
  - What behaviors are you seeing that are creating barriers to maintaining housing through potential or actual lease violations?
  - What successes have you seen?
  - What type of supports/interventions have been most helpful?

Phase Two: Try Out/Practicing Phase

- Months 3 and 4 in housing
- Solidifying Linkages to Community Resources
  - This might include legal assistance, schools for children, religious/spiritual, community treatment and support options
- Promote Independent 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 person

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 set-backs

Phase Two: Updates

Update the assessment:

- Recognize progress and continue to build confidence
- Redefine set-backs
- 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)

Phase Two: Communication

Tenant'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 play an increasing role.
  - Tenant's goal providing structure
  - Increasing income supports housing stabilization.

Participation in the planning process

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

Breakout Case Discussions: Phase Two

PLEASE TURN ON YOUR CAMERAS AND JOIN A BREAKOUT GROUP

Introduce yourselves to each other

Select a person to discuss

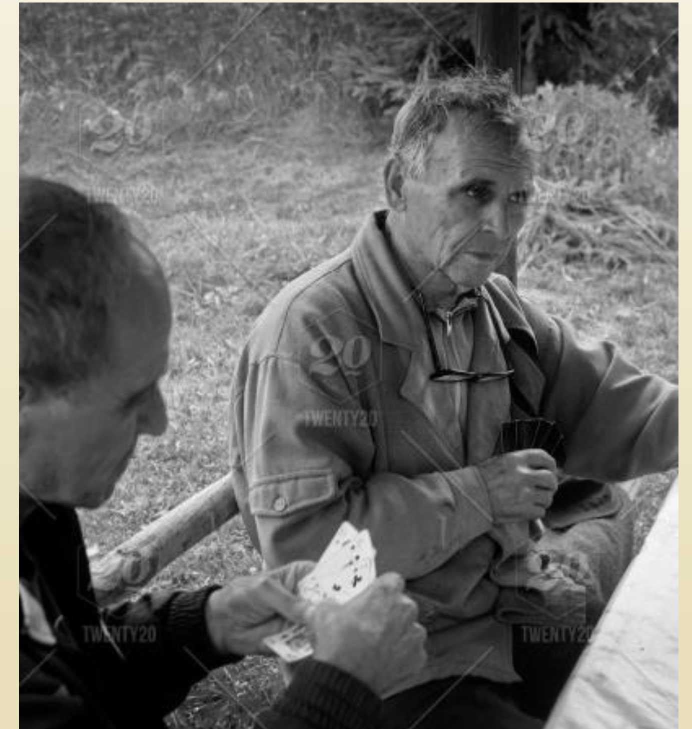
Questions/Prompts for discussion:

- What is your assessment of the situation and what are the potential barriers to housing stability?
- What else do you want to know?
- How would work with the person to build motivation to address the housing risks?
- What were some of the challenges you anticipate in addressing the issue(s)?

Marco - Phase Two

Marco has been in his housing for four months. He has had a couple of issues but is mostly stable. He got along well with the landlord and was working with the employment program. This all stopped. He now has a friend from the shelter 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 the shelter.

He doesn’t want to talk to the worker. 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 homeless too.



Rosa – Phase 2

Rosa has two children ages 2 years and a 9 month old. She did well in her first couple of months in housing. She has a job and a daycare for her children. Then the kids started getting sick. Rosa missed a lot of work and was fired. All her plans to move up and make a little more money fell apart.

Rosa is upset and now stays home with her kids. You visited and they were all still in pajamas in the afternoon and the house was a wreck. Her sister and her children are there as well. She goes between tearful and angry. She tells you she knows this wouldn't work. She made minimum wage; how could she ever support the family on that? Her sister is also angry, she tells you, "You are supposed to be helping Rosa. Instead, you made her kids sick and broke Rosa's heart." Rosa tells you the only one who is helpful is her sister. She brought her food, and the kids are happy to be with their cousins. The landlord is decidedly not happy with the current situation and told you Rosa had a hundred people living in that apartment. Now what?

Silvia – Phase Two

Silvia is just turned 60 and has lived in housing for 4 months, she has children who were raised by her mother and sister. She has been in shelters, encampments, and had a brief stay in RRH before. 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 with the harm reduction specialist 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.

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 two months 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.

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, develop 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 person and at least monthly with services, supports, and landlord.
- Planning for post-CTI and beyond
- Working with person to use resources in future
- Develop list of all contacts and supports with the resident
  - WRAP plan and a crisis plan if needed
  - https://recoverydevon.co.uk/wp-content/uploads/2010/07/WRAP_Book_A4.pdf
- Discuss progress, skills and resources developed and ongoing risks/threats to housing stability

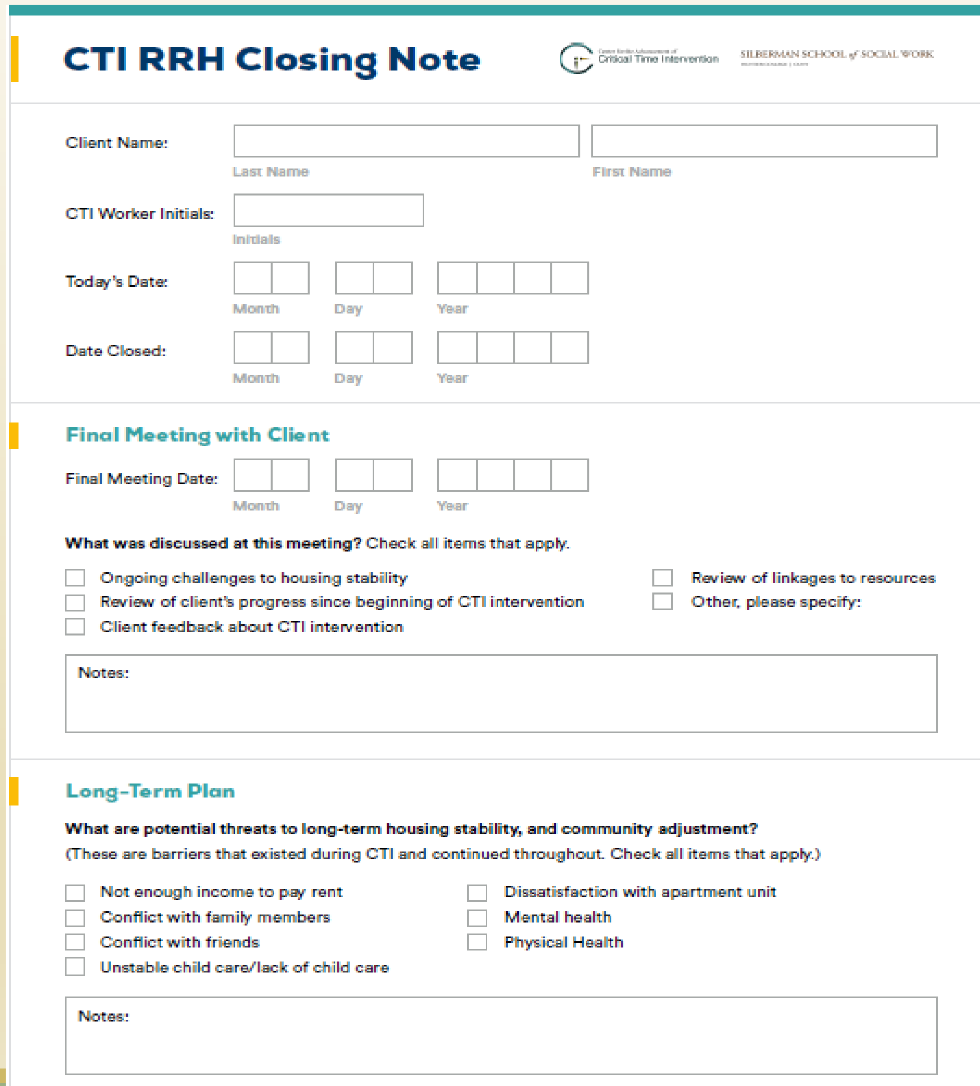
Phase Three: Worker Role - 2

Review progress made

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

- Meeting with all resources including family, housing, services and supports – discuss roles
- Develop a plan for next six months
- Identifying more long-term goals and identifying resources for assistance
- Document Plan
- May be difficult to get all parties together – may need to be separate meetings

Ending CTI – Closing Meeting and Note



CTI RRH Closing Note

Critical Time Intervention
SILBERMAN SCHOOL of SOCIAL WORK

Client Name: ____ (Last Name) ____ (First Name)

CTI Worker Initials: ____ (Initials)

Today's Date: Month / Day / Year

Date Closed: Month / Day / Year

Final Meeting with Client

Final Meeting Date: Month / Day / Year

What was discussed at this meeting? Check all items that apply.

- ☐ Ongoing challenges to housing stability
- ☐ Review of client's progress since beginning of CTI intervention
- ☐ Client feedback about CTI intervention
- ☐ Review of linkages to resources
- ☐ Other, please specify:

Notes:

Long-Term Plan

What are potential threats to long-term housing stability, and community adjustment?
(These are barriers that existed during CTI and continued throughout. Check all items that apply.)

- ☐ Not enough income to pay rent
- ☐ Conflict with family members
- ☐ Conflict with friends
- ☐ Unstable child care/lack of child care
- ☐ Dissatisfaction with apartment unit
- ☐ Mental health
- ☐ Physical Health

Notes:

What resources are available to help support long-term housing stability?

Family

Name | Relationship | Contact

Name | Relationship | Contact

Friends

Name | Relationship | Contact

Name | Relationship | Contact

Community Organization For example: Employment, Child Care, Public Assistance

Name | Relationship | Contact

Name | Relationship | Contact

Providers For example: Primary Care Providers and/or Mental Health Care Provider

Name | Relationship | Contact

Name | Relationship | Contact

What is the CTI RRH Worker's Role after closing date?

Role:

Worker's Contact Info:

Is the CTI RRH Worker available for follow-up visit? ☐ No ☐ Yes

CTI RRH Worker Signature: ____ Today's Date: ____

Client Signature: ____ Today's Date: ____

Supervisor Signature: ____ Today's Date: ____

Breakout Discussions – Phase Three

Turn your cameras on and introduce yourselves to each other. Decide which person to discuss.

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

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

How would you work with the person to address housing issues and help move to the next stage?

Phase Three - Josh

Josh has been doing really 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 Employment.
- He goes to the local clinic for services and his blood pressure is under control.
- He is off the medication 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 - Keisha

Keisha has two children that are 8 and 10. She had lived with her husband in a house and was a stay-at-home Mom. They had been doing pretty well, they weren't rich, but they were making it. Then her husband died. After the funeral there was not much left, and they lost the house. They stayed with her mother for a while, but it was too crowded, and tempers flared. Keisha moved into the shelter with her children. They have TANF and some social security and that's it.

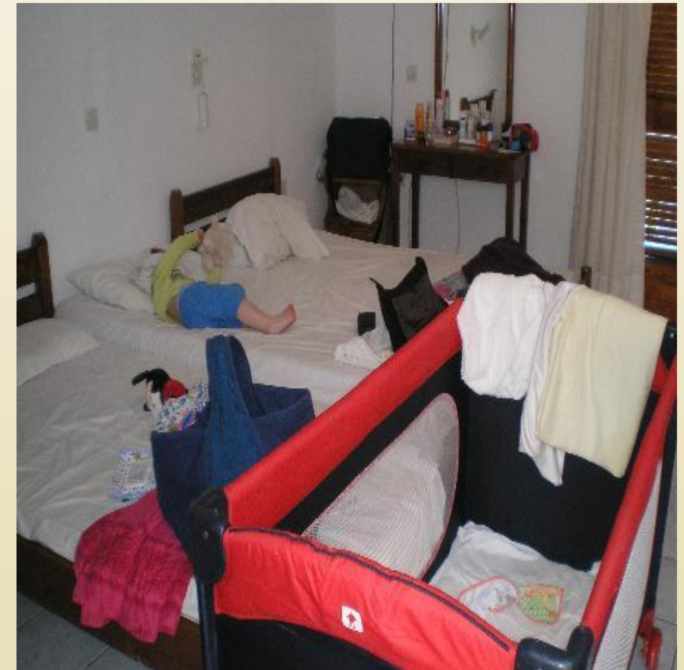
Keisha got a job. It is part time, so she has time to be with the children. The kids are struggling, they lost their Dad, their neighborhood, friends, sports teams. They were angry and began to act out in school. They are in family therapy and things are beginning to stabilize.

Financially it is a struggle, but they are making it. The children are beginning to settle down. They are able to spend some time with their grandparents which also helps. Then Keisha bought a car that is in frequent need of repair. She asked you to pay rent this month and is not open to discussing the costs of the car. She insists they need it. You wouldn't understand.

Phase Three - Mahdi

Mahdi has been doing well in housing.

- He initially had a hard time budgeting but has improved a lot.
- 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.



Wrap up

Please turn on you cameras to say “good-bye”.

Many thanks, see you next session!

Contra Costa County CTI Session 3
Breakout questions

Phase One Breakouts

- Introduce yourselves to each other and think about and discuss people you are working with who are in housing less than 2 months.
  - What behaviors are you seeing that are creating barriers to maintaining housing through potential or actual lease violations?
  - What successes have you seen?
  - What type of supports/interventions have been most helpful?

Phase Two Breakouts

Introduce yourselves to each other and select a person to discuss
Questions/Prompts for discussion:

- What is your assessment of the situation and what are the potential barriers to housing stability?
- What else do you want to know?
- How would work with the person to build motivation to address the housing risks?
- What were some of the challenges you anticipate in addressing the issue(s)?

Marco has been in his housing for four months. He has had a couple of issues but is mostly stable. He got along well with the landlord and was working with the employment program. This all stopped. He now has a friend from the shelter 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 the shelter. He doesn't want to talk to the worker. 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 homeless too.

Rosa has two children ages 2 years and a 9 month old. She did well in her first couple of months in housing. She has a job and a daycare for her children. Then the kids started getting sick. Rosa missed a lot of work and was fired. All her plans to move up and make a little more money fell apart. Rosa is upset and now stays home with her kids. You visited and they were all still in pajamas in the afternoon and the house was a wreck. Her sister and her children are there as well. She goes between tearful and angry. She tells you she knows this wouldn't work. She made minimum wage; how could she ever support the family on that? Her sister is also angry, she tells you, "You are supposed to be helping Rosa. Instead, you made her kids sick and broke Rosa's heart." Rosa tells you the only one who is helpful is her sister. She brought her food, and the kids are happy to be with their cousins. The landlord is decidedly not happy with the current situation and told you Rosa had a hundred people living in that apartment. Now what?

Silvia is just turned 60 and has lived in housing for 4 months, she has children who were raised by her mother and sister. She has been in shelters, encampments, and had a brief stay in RRH before. 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 with the harm reduction specialist 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. 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 two months 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.

Phase Three Breakouts

- Turn your cameras on and introduce yourselves to each other. Decide which person to discuss.
- Discuss barriers to housing stability. What concerns do you have about the person maintaining housing?
- Discuss tasks, skills and resources needed to maintain housing stability post-CTI
- How would you work with the person to address housing issues and help move to the next stage?

Josh has been doing really 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 Employment. He goes to the local clinic for services and his blood pressure is under control. He is off the medication 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.

Keisha has two children that are 8 and 10. She had lived with her husband in a house and was a stay-at-home Mom. They had been doing pretty well, they weren't rich, but they were making it. Then her husband died. After the funeral there was not much left, and they lost the house. They stayed with her mother for a while, but it was too crowded, and tempers flared. Keisha moved into the shelter with her children. They have TANF and some social security and that's it. Keisha got a job. It is part time, so she has time to be with the children. The kids are struggling, they lost their Dad, their neighborhood, friends, sports teams. They were angry and began to act out in school. They are in family therapy and things are beginning to stabilize. Financially it is a struggle, but they are making it. The children are beginning to settle down. They are able to spend some time with their grandparents which also helps. Then Keisha bought a car that is in frequent need of repair. She asked you to pay rent this month and is not open to discussing the costs of the car. She insists they need it. You wouldn't understand.

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CTI RRH Closing Note

SILBERMAN SCHOOL of SOCIAL WORK
HUNTER COLLEGE | CUNY

Client Name: ____________ ____________
Last Name First Name

CTI Worker Initials: ____________
Initials

Today's Date: ☐☐ ☐☐ ☐☐☐☐
Month Day Year

Date Closed: ☐☐ ☐☐ ☐☐☐☐
Month Day Year

Final Meeting with Client

Final Meeting Date: ☐☐ ☐☐ ☐☐☐☐
Month Day Year

What was discussed at this meeting? Check all items that apply.

- ☐ Ongoing challenges to housing stability
- ☐ Review of client's progress since beginning of CTI intervention
- ☐ Client feedback about CTI intervention
- ☐ Review of linkages to resources
- ☐ Other, please specify:

Notes:

Long-Term Plan

What are potential threats to long-term housing stability, and community adjustment?
(These are barriers that existed during CTI and continued throughout. Check all items that apply.)

- ☐ Not enough income to pay rent
- ☐ Conflict with family members
- ☐ Conflict with friends
- ☐ Unstable child care/lack of child care
- ☐ Dissatisfaction with apartment unit
- ☐ Mental health
- ☐ Physical Health

Notes:

What resources are available to help support long-term housing stability?

Family

Name	Relationship	Contact

Friends

Name	Relationship	Contact

Community Organization For example: Employment, Child Care, Public Assistance

Name	Relationship	Contact

Providers For example: Primary Care Providers and/or Mental Health Care Provider

Name	Relationship	Contact

What is the CTI RRH Worker's Role after closing date?

Role:

Worker's Contact Info:

Is the CTI RRH Worker available for follow-up visit? ☐ No ☐ Yes

CTI RRH Worker Signature: ______________________ Today's Date: __________

Client Signature: ______________________ Today's Date: __________

Supervisor Signature: ______________________ Today's Date: __________