



Housing Transitions

QUERI

Implementing and sustaining Critical Time Intervention (CTI) to support housing transitions for homeless-experienced Veterans

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Operations Partners

**VA Grant and Per
Diem (GPD) National
Program Office**

**National Center on
Homelessness among
Veterans (NCHAV)**

**VISNs 1, 10, 12, 19,
20, 21, and 22**

Housing Transitions QUERI Team



Ending Veteran Homelessness is an Urgent National Priority

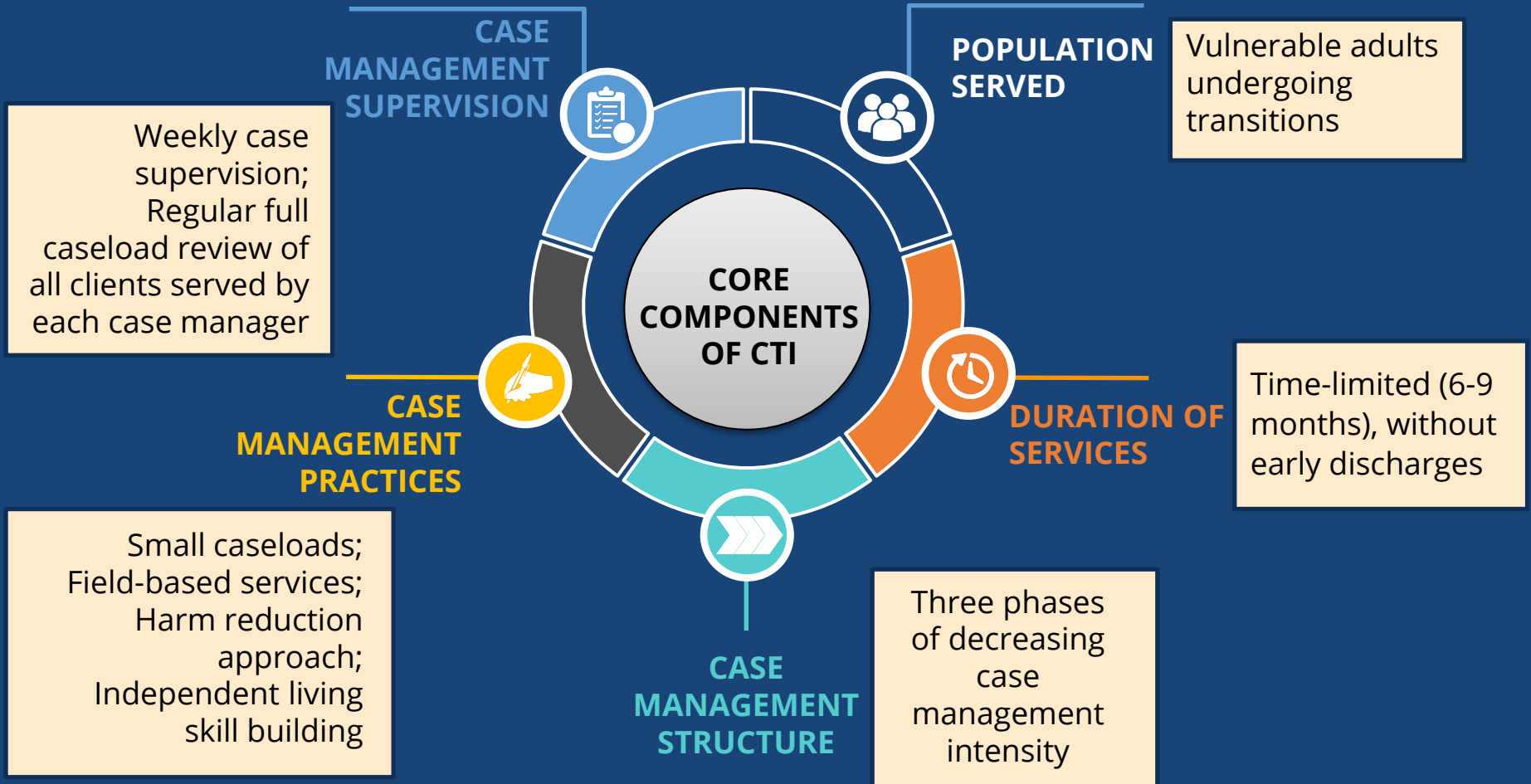


- The VA has made tremendous strides in addressing Veteran homelessness
- Veterans who remain homeless are extraordinarily vulnerable

Ending Veteran Homelessness is an Urgent National Priority

- Compared to their housed peers, Veterans who are homeless have worse health, premature mortality, care fragmentation, and discrimination experiences
- There is a pressing need to ***identify effective strategies that support the implementation of evidence-based practices in VA's homeless programs***

Critical Time Intervention (CTI) is a time-limited evidence-based case management practice that mobilizes support for vulnerable populations during transition periods



■ Grant and Per Diem (GPD) Program

- The GPD program is a large VA program for homeless Veterans
 - Serves ~23,000 Veterans / year
- Services are offered by VA's community partners
 - Transitional housing (up to 24 months)
 - Supportive services
- Many Veterans transition from GPD sites into independent housing, but lose case management during that transition

GPD Case Management ("Aftercare") Program

- Time limited (6 months) case management services at ~120 sites across the nation
- Aims to improve housing retention
- Serves homeless-experienced Veterans transitioning to permanent housing from transitional housing



At present, no specific case management practice is required in the aftercare program

National implementation of CTI will standardize and improve case management delivered in this VA homeless program

This project's overarching aim is to identify effective strategies to spread and sustain CTI, and evaluate their associated costs, in the aftercare program

This national implementation initiative will occur in two phases

2021

Pilot:

4 aftercare sites
at Los Angeles

National Initiative:

32 aftercare
sites in 7
geographic
regions

2022-
2025

■ Implementation Pilot

- **Developed and pilot tested two implementation strategies for aftercare case managers & supervisors***
 - Training & technical assistance**
 - Coaching (external facilitation)

* Interfacing with VA aftercare liaisons

** Based in the Replicating Effective Programs (REP) Implementation Framework



■ National Implementation Initiative

Strategy #1

Training and Technical Assistance
"REP" *
16 sites

Strategy #2

REP + Coaching**
"Enhanced REP"
16 sites

*Replicating Effective Programs (REP) Implementation Framework

**External Facilitation

Three Implementation Waves

	2022				2023				2024				2025			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wave 1	Prep	REP	REP	REP	National Learning Sessions											
	Prep	E-REP	E-REP	E-REP	National Learning Sessions											
Wave 2					Prep	REP	REP	REP	National Learning Sessions							
					Prep	E-REP	E-REP	E-REP	National Learning Sessions							
Wave 3							Prep	REP	REP	REP	National Learning Sessions					
							Prep	E-REP	E-REP	E-REP	National Learning Sessions					

- Prep = Preparation (Site recruitment & orientation)
- REP = Training & technical assistance package
- E-REP = REP + Coaching “Enhanced REP”
- National Learning Sessions = Quarterly “Booster” trainings

Each wave will include 10-11 aftercare sites

Study Design: Type 3 Hybrid

Implementation-Effectiveness Trial

REP:

Training and Technical Assistance (TTA)
[16 sites]

Enhanced REP:

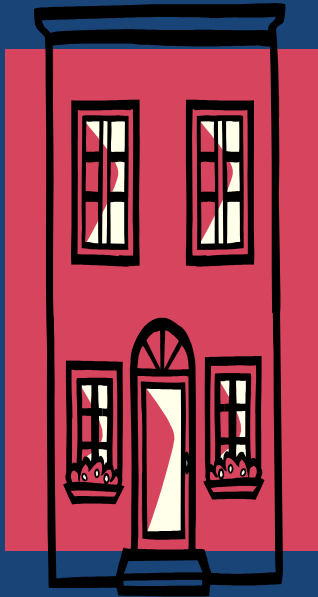
TTA + Coaching
[16 sites]

Key evaluation outcomes: CTI fidelity & sustainment,
Veteran housing stability and hospitalization rates, costs and return-on-investment

Overview of Evaluation Goals

- Capture *fidelity to REP and external facilitation*
- Compare *CTI fidelity and sustainment* with REP vs. enhanced REP
- Compare *quality metrics* achieved by REP, enhanced REP, and CTI
 - Veteran housing stability, hospitalizations, and other service use
 - Veteran and case manager experiences

Overview of Evaluation Goals



- Compare *cost and return on investment* for CTI, REP, and enhanced REP
- Assess *contextual factors* that affect CTI fidelity, sustainment, and quality metrics

■ Products for program partners

- Generate two key products for program partners to support continued spread and sustainment of CTI in the GPD case management aftercare program



Business case analysis



Online Implementation Playbook

Questions?

VACTItoolkit.com

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