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

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Operations Partners

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- 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.
Vulnerable adults undergoing transitions

Time-limited (6-9 months), without early discharges

Three phases of decreasing case management intensity

Weekly case supervision; Regular full caseload review of all clients served by each case manager

Small caseloads; Field-based services; Harm reduction approach; Independent living skill building

Core Components of CTI

Case Management Structure

Case Management Practices

Duration of Services

Population Served

Case Management Supervision
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

**Pilot:**
4 aftercare sites at Los Angeles

**National Initiative:**
32 aftercare sites in 7 geographic regions

2021

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

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| 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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