

Explaining Critical Time Intervention

SAMPLE Talking Points

1.) To individuals and groups in the community with no prior experience with CTI:

- Critical Time Intervention is a time limited social service approach that provides people in transition with assistance in getting the resources they need for long- term housing stability.
- The intervention was created to address the problem of people cycling back into shelters too quickly after becoming housed, and too often.
- Research on CTI found that if people were given extra assistance in their transition to housing, they were more likely not to return to homelessness and they continued to do well even after the intervention ended.
- CTI workers use an array of skills to help people transition, which include supportive counseling, education and advocacy. However, CTI is not a mental health intervention, nor is it a job training or educational program. The purpose of CTI is to *actively link* the client to these types of services, and others if they need them, in a systematic and meaningful way.
- Rapid Rehousing provides temporary rental assistance in order to help move people out of shelter quickly and into permanent housing. CTI is the service model used to support individuals and families with RRH rental assistance.

2. To other social service providers:

- Critical Time Intervention is an evidence informed intervention used to help clients transition from homelessness to housing.
- Research on this intervention has shown that CTI increases the likelihood of long-term housing stability.
- CTI includes a set of phases that begins with intense services and tapers off over time. Clients are provided a CTI Worker who meets with the client frequently in the beginning stages, and then works to actively link clients to formal and informal supports that can meet their needs over the long term.

- A CTI worker may educate clients, offer supportive counseling, or help a client prepare for job search. However, CTI is not a substitute for long- term case management, nor is it a mental health intervention.
- CTI for Rapid Rehousing participants is a 6 month intervention to support the transition of individuals and families exiting shelter. The length of CTI is separate from the length of RRH financial assistance, which may be shorter, or longer than the six month CTI intervention.

3.) **To the client whom has just been enrolled in Rapid Rehousing. This is sample language, and should be adjusted based on the needs of each client.**

- Hello, my name is _____, and I will be your CTI Worker. I'd like to explain what CTI is, and what my role will be.
- CTI stands for Critical Time Intervention, and it is a service I can offer you as you adjust to your new housing situation. The words "Critical" and "Time" refer to the fact that the first few months in your new apartment are an important time. The more we can do to ensure you have a smooth transition, the more likely we can help you avoid losing your housing again.
- My role is to get an idea of what you (or you and your family) need to be comfortable and stable in your new home well into the future. I will then work with you to locate needed resources and help link you up with them.
- Over time we will check to see if these resources are helpful, and might make some changes. This might include making sure you are getting all the benefits you are entitled to, or finding work, or re- connecting with friends and family. What we do will depend on your situation and your goals. CTI works best if you take an active role in our work together.
- Do you have any questions about CTI or our work together? Does this sound like it would be helpful to you? "

The following is suggested language for explaining more about the process of CTI to your client:

- Until you get housed, I will meet with you here in the shelter to get a sense of what resources we need to start looking for. Once you are in housing, I will want to meet once a week to offer my support as you settle in.
- We can meet in your home, or in my office, whichever is most preferable to you. After two months, we will begin to meet less frequently, and six months after you are housed, my work with you will end.

- By the time our work together ends, I am hopeful you will have what you need, or will know how to access help if a need arises. For example, if you have difficulty paying your rent, you will know what steps to take in order to avoid losing your housing. If you need medical care, you will know where to go to access it.

If client seems hesitant or resistant...

- You seem a bit hesitant. Before I go further, I am wondering- have you had case managers in the past, and what was your experience?
- Do you have any concerns about participating in CTI?