
Critical Time Intervention

Transitions from Shelters and the Pre-CTI Phase

Vermont CoC

Session 2

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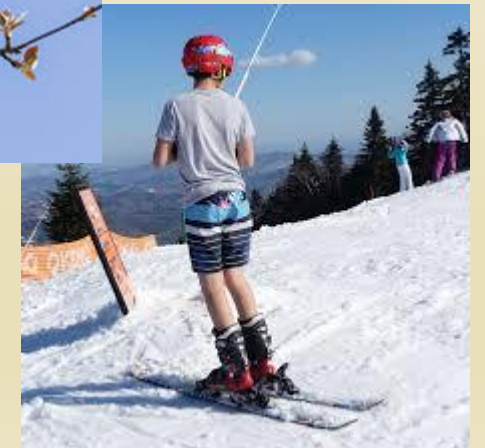
Welcome and Introductions



- Housing & Homelessness Alliance of VT
 - Molly Shimko
- Housing Innovations
 - Andrea White and Suzanne Wagner
- Goals for the Training Series
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Please put your name as you would like to be addressed as your screen name
 - We will upload the slides to the chat box momentarily
 - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!

Who is in the Zoom Room?

- Please type in the chat:
 - Name
 - Role
 - Agency - Program
 - Location – Town/County
 - Your favorite thing about Spring?
- Polls: Who is in the zoom room?



Recap of Session One: Pre CTI

Overview of the CTI Model:

- Evidence and Structure, Roles and Phases, Measures of Success

CTI in the Shelter – Program Design.

- Integrating the model into program design

Pre-CTI Tasks

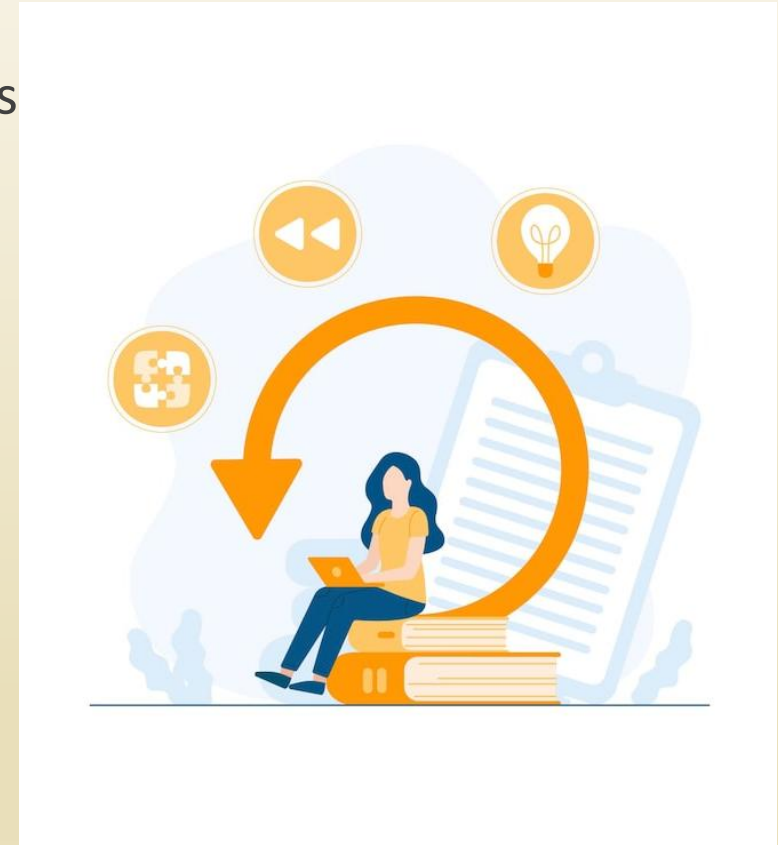
- Tasks of the Pre-CTI phase and timelines

Engagement

- Key elements in the engagement process

Housing/Homeless Assessment

- Understanding participants homeless and housing history to guide the work



Agenda



Housing Preferences

Goal Setting

Full Assessment

Housing/Service Planning

Defining Housing Goals

- Goal Setting is the next stage of work.
- Unless people see something, they want and can relate to at the end of the process, they will not be motivated to pursue it.
- We want to educate people on what the options are and the expectations of each
- As people start to reach for housing – however that is (for instance I want a voucher)
- Ask them the “so that” question – you want a voucher so that what happens?



Structure the Conversation

- Define what the person cares most about in housing
- Prioritize within the list
- Ask for three most important preferences
- Think about what can be postponed for once people establish a rental history and address current barriers
- Evaluate housing options
- Work with the group to share experiences in different types of housing



Understand Housing Needs and Preferences

Location

Access to Transportation

Proximity to Significant Others

Proximity to Services

Unit Size and Housing Density

Pets

Ideal v. Acceptable, Negotiable/Non-Negotiable

Review: [Housing Preferences Worksheet](#)



Housing Planning Discussion Framework

Housing Features	STATUS	IDEAL	NEGOTIABLE/NON
	<i>Where I am now</i>	<i>What I would love – my dream</i>	<i>What I would accept</i>
Location/neighborhood			
Unit type – apartment, house, etc.			
Housing Program Type – PH, PSH, Board and Care, Shared etc.			
Access to transportation			
Proximity to significant others			
Proximity to services			
Services availability on site			
Elevator			
Cooking facilities			
Shared amenities – kitchen, bath, living space			
Pets			
Wheel chair accessibility			
Disposable income			
Meal service			
Other amenities – outdoor space, laundry on site, near shopping, common space etc.			
Reasonable adaptations/accommodations needed			

Motivation: Connecting Aspirations

- Think about which housing options are available and which priorities they meet
 - E.g., This option meets three of your priorities and this one meets two but also has three of your lesser priorities
- Connect available options to long-term aspirations
 - Talk about how they can build equity in their first option to build towards the second
 - Build skills for housing stability
 - This is the first step not the last
- These aspirations will give people a reason to follow the lease and get a reference.
- We are looking to increase the motivation to stabilize in housing





Case Study (1)

Marcy has two children that have been living in the shelter with her for three months. They are under five and though they received some childcare in the shelter she has not identified childcare in housing. She wants a chance for her kids to have a better life. She wants to have a job, though she has very limited work experience. She got a retail job in the shelter but only lasted 2 weeks, she tried job programs but was quickly overwhelmed and frustrated that they focused on resume building and training. She also expressed frustration that she was only offered this temporary assistance. She wants a section 8 voucher, at least.



Case Study (2)

Joseph has been in and out of shelters for years. He has SSI but spends it every month. He invests in alcohol and cigarettes regularly and is often out of money by the end of the month. He collects cans to fill the gaps. He says this will all change once he moves into housing. He will quit drinking and have more money for rent. He needs a place of his own where people don't bother him.

Discussions



- Introduce yourselves to one another
- Select one person to start with
- Discussion prompts:
 - Think about the person.
 - What are they looking for in housing and otherwise?
 - How would you engage them?
 - What else do you want to know about them and their housing goals/preferences?
 - What would you do as a next step?



Assessment & Housing Planning

Assessment and Planning Domains

Areas of Focus for Assessment and Planning

- Housed & unhoused history, including barriers to stability
- Income & financial literacy, including education/training & employment
- Life skills
- Family, friends, & other supports
- Mental and behavioral health
- Physical health



Assessment incorporates history, present, strengths, barriers, motivation & GOALS

Service plans reflect participant goals - connecting housing to personal goals

Reminder: Review Housing and Homeless History and **Goals**

Housing History –

- Places lived, with whom (last 5 years)
- Leaseholder experience
- Roles and responsibilities
- What worked/what didn't
- Current housing satisfaction
- Housing goal(s)



Homelessness History -

- Cause of initial episode
- Length of time
- Places stayed
- Routine
- Supports

Review [Assessment-Domains](#)

Creating a Housing Stability Service Plan

Housing or Services Plan is a core component of CTI work

- Recommend monthly in shelter

Oriented around Housing Success and Supports

- Goals set by participant in partnership with staff
- Build motivation for change - raise confidence, competence & importance
 - Success on service plan goals builds confidence for more changes
- Connect to high quality, sustainable services & supports

Focus - Long-Term Stability

- Create structure, tie to personal goals and provide action steps
- Clarify short & long-term goals
- Help assume role & meet expectations of tenancy/community
- Teach (don't do)



Creating a Housing Stability Service Plan (2)



Expectation:

- Participant becomes Integral Part of Community
- Support transition and recovery of valued life roles

Phase/Service Planning



Limit the areas of intervention – no more than 3 goals

Focus on the most pressing needs that impact housing

Relate all interventions to tenants' long-term goals

Be aware this may not be a linear process

Be mindful about moving from crisis

Poll – Service/Housing Plans

Components of the Plan - Goals

- Goals set as a team of participant and worker – try to limit to no more than 3 goals
 - Both the participant and worker have tasks
- “So that” principle – goals people can “feel”
- Focus on the issues that affect stability in the community – base on the current crisis and previous episodes of homelessness/ housing instability
- Immediate and longer-term goals clear
 - Use the plan for the interventions
- Steps to reach goal clearly defined
- Identify needed resources



Breakouts: Goals Discussion (Groups of 3)



- Person 1: Participant/Guest: Share example of Jake or Riley's identified goal that you have negotiated or give example of a goal of your own (simple, not too personal)
- Person 2: Staff: Staff that has the “so that” conversation to find out:
 - Reasons behind the goal
 - “So that” what?
- Person 3: Observer gives feedback to the others & reports back on conversation

Components of the Plan - Roles

Participant and Worker Roles

- Designs plans for four-month intervals
- Reflects areas of the assessment
- Prioritizes areas for work
- Tenant and staff tasks
- Sets time frames for work to be accomplished
- Review Sample Plan



Components of the Plan - Resources

Resource Identification



- Access to services and supports
- Clearly defines resources needed to access and/or maintain stability including:
 - Income, credit repair, legal services, employment assistance/support, financial planning and management, access to medical services, educational support, childcare, natural supports, and community-based treatment services such as mental health, substance abuse, socialization and recreation etc.

Evaluating the Plan



Measure Success

- Use documented steps to reach goal and benchmarks set
- Use service plan as an opportunity for success
- Uses phases to gauge expectations and progress
- Identify need to renegotiate goals and resources
- Reframe setbacks as learning opportunities

Service Plan - Discussion

- What goal/s would you suggest for Marcy or Joseph?
- What community resources are needed?
- What tasks will the case manager complete?
- What tasks will the participant complete?
- What are the timelines for each of the objectives?





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Closing

- Working with people to transition out of homelessness is a complicated process.
- This includes
 - building a relationship through engagement techniques,
 - understanding values, histories and motivation through
 - assessment and collaborative planning
 - to reach the goal of a better life in the community.
- Pre-CTI supports this.
- Tools include preferences worksheets, skill building classes, assessment guides and planning documents along with creative service delivery.
- This is part science and part art.



Wrap up and questions

Thank You!



Final Session in the Series:

- Wednesday, May 6th from 9:30 – 11:30
- Session 3 - Teaching tenancy skills, connections to resources, finding housing and relationships with landlords

Resources for CTI

- Center for the Advancement of CTI: www.criticaltime.org
- CTI Global Network: <https://www.criticaltime.org/global-network/join/>
- [CTI Implementation Manual](#)
- Facebook : Critical Time Intervention (CTI) Global Network

