
Critical Time Intervention

Transitions from Shelters and the Pre-CTI Phase

Vermont CoC

Session 3

May 6, 2026

Suzanne Wagner

swagner@housinginnovations.us

Andrea White

awhite@housinginnovations.us



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
 - 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
 - If you could go anywhere in the world for a month, where would it be? (money is no object)
- Polls: Previous Trainings



Recap of Session Two: Pre CTI

Housing Preferences

- Defining housing goals, negotiating housing preferences, structuring the conversation, housing preferences form

Goal Setting

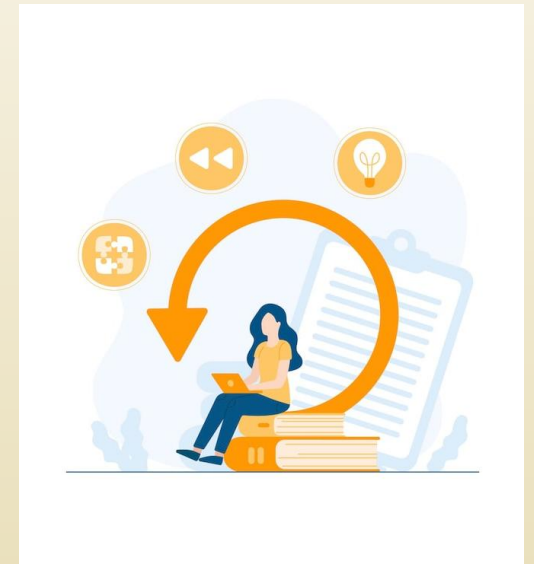
- Finding the felt goals with “so that”, moving from goals to motivation

Full Assessment

- Assessment domains, focus on homeless and housing history, CTI informed assessment form review

Housing/Service Planning

- Structure of the plan, limited goals, connecting to the long-term goals, cooperative process, defining roles, identifying resources and reviewing progress



Poll: Housing Preferences

Agenda



Introduction

Accessing resources and client resource list

Working with landlords to find housing

Teaching tenancy skills

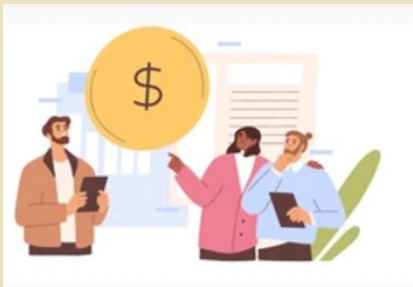
Warm handoff

Aftercare - CTI Phase 1 tasks

Closing

Focus on Resources

- To fully integrate in the community, provide a range of services & supports
- Connections to resources is a core practice of CTI
- Help each participant connect with & increasingly manage each support
- Connections to resources = Key to community stability





Resource Guide

- Develop tenant-focused resource lists
- Include: 1) currently used resources, 2) those used with others, & 3) needed connections
- Remember: income, benefits, services, formal & natural (informal) supports
- Examples: Legal, healthcare, childcare, behavioral & physical health, crisis & emergency responses – mobile crisis, hot/warm lines etc.
- Tool: [Tenant-Resource-List](#)

Resource Guide (2)



- Build a tailored guide over time
- Begin in Shelter and pass on
- Standard domains prompt conversations about resources person may not have considered
- Shows areas of strength and gaps
- Opportunity for conversation about usefulness of resources



Developing Relationships with Resources

- Build knowledge via program visits, feedback from users, web search
- Introduce self & your service(s) - identify how you can help them meet goals
 - Explain your role and what to expect
- Coordinate Planning: share history (with consent)
- Offer to accompany participants to appts
- Follow-up regularly to determine progress
- Create agency level agreements for services used frequently
- Keep promises

Discussion

Introduce yourselves to one another

Discussion prompts:

- What resources have been most important?
- Where is there a disconnect?
- What successes have you seen?
- What are the biggest challenges are you facing?
- How do you keep track of resources?



Housing Navigation



Choices that may be available:

- Rapid Re-Housing
- Permanent Supportive Housing
- Market Rate Rentals and Low-income Tax Credit Buildings
- Shared Housing
- Rooms for Rent
- Subsidized Housing such as Housing Authority Properties

Help clients to explore:

- What they are eligible for?
- What is the waiting time for each?
- What are the expectations in each?
- What are their individual preferences and non-negotiables?
- How do available options connect to long-term aspirations?

Developing a Landlord Network

- Use public data bases, such as Go Section 8
<https://vermont.affordablehousing.com/>
- Develop a relationship with HUD-funded projects for seniors and people with disabilities – many manage their own waiting lists
- Look at tax credit properties
- Contingency funds and landlord incentives
- Work with other projects doing housing location
- Poll: what success have you had in engaging landlords?



Engaging Landlords

Network – Real estate boards, chambers of commerce

Ask landlords for introductions

Provide contact info

Explain your role

Develop a brochure/written materials

Minimize risks – mediate and resolve

Convene breakfast/lunch

Recognize strong partners



Recruiting Landlords

Making the pitch

- Support from the team
- Success stories with other landlords
- Benefits of working with your program
- Landlord lead in promoting

Build the relationship

- Express appreciation
- Expect landlord to fulfill obligation of decent housing
- Provide resources

Ongoing Work with Housing Providers



Respond to
problems
promptly



Teach tenancy
skills and how
to follow the
lease



Maintain
relationships by
doing your best to
make landlords
'whole'



Don't promise
what you
can't deliver



Teach Obligations of a Lease/Tenancy



Allow other tenants the peaceful enjoyment of homes
Make required rent payment on time
Keep unit free of health/safety hazards
Only allow people on the lease to live there
No criminal activity in unit, common areas or grounds
Keep utilities current and paid



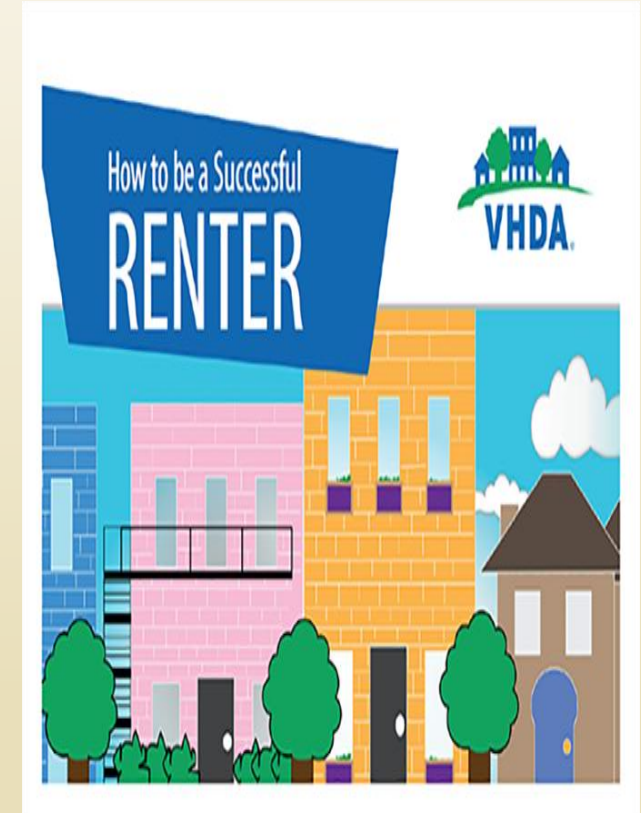
Teach Rights of Tenancy

- Right to privacy – no entering apartment without permission or emergency
- Right to safe and well-maintained housing – repairs and safety considerations
- Right to due process – no eviction without proper process



Resources for Tenancy Education

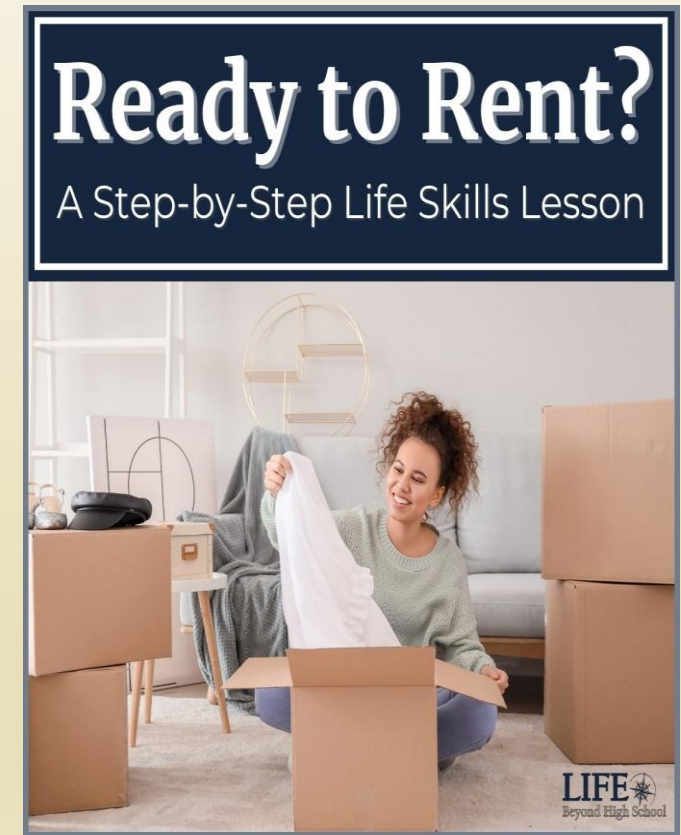
- Tenant laws differ by state and locality
- Vermont-Specific Resource
 - [Renting-in-Vermont-Handbook](#)
- Tenant Workbook: University of Nebraska
 - *(resource to teach tenancy skills)*
 - [Rentwise Workbook](#)



Discussions

In your programs how do you work together to create the expectation of housing stability and teach tenancy skills?

- Examples:
 - Tenancy classes or meetings
 - Defined role and process to respond to lease violations
 - Regular meetings between PM and Services to identify issues and plan a response
 - Teach process to avoid evictions with timeline
 - Teach skills with tenants related to community living and tenancy
 - Other things?



Housing Access

- See apartments with people as needed
- Prepare people for the meeting with the landlord and establishing a relationship with the landlord
- Negotiate housing preferences
- Education around the lease – rights and responsibilities
- Develop agreement with property managers to work together
- Know each housing option so you can discuss it with the participant
- Warm handoff to housing support worker



Warm Hand-offs



- Leverage shelter workers' deep ties to transfer engagement to the new worker
 - Accompany clients to appointments with new service providers whenever possible
 - Clarify roles with housing case manager or other ongoing support staff
 - Decide who will do what – e.g., PSH will lead on communication with landlord, Shelter Case Managers can support with connections to new resources
- Provide follow-up support on a gradually declining basis post move into housing

Poll: Warm Handoffs

Aftercare: CTI Phase One: Transition to the Community

Assistance in making linkages:

- Meeting with each 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 now that the person is in housing
- Focus on community support, role and activity

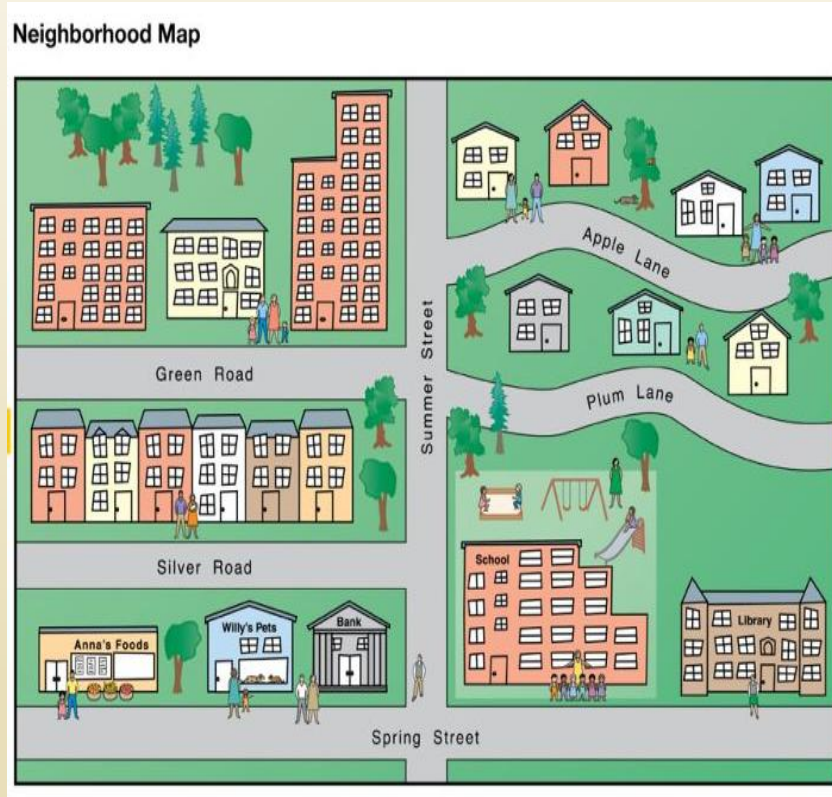
Plan revision:

- 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, assist with 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

Develop plan to access needed resources

- Accompany to resources and teach skills

Assess

Assess how the housing is/isn't working for the tenant

Focus on

Focus on purpose, role, connections and activity

Monitor

Monitor lease compliance/connect with landlord

Building Skills

- Educating on tenancy rights and responsibilities
- **Modeling** for each person 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 family member

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

Discussions



A guest in your shelter program is moving into housing. How would you describe the transition process and any on-going involvement? What issues do you anticipate in the transition? How would you address them?

- David had lived outside for years. He came into the shelter program this year when it got cold. It took a while, but he trusts his case manager. He applied for benefits, got treatment for his sore foot and applied to housing. He refused any MH care.
- Sarah has two young children, and she has been in the shelter program for 5 months. She had lived with her mother before then. Her mother has agreed to take her back but there are rules. Sarah is worried. She wants to keep her case manager and is scared what will happen without her.

Closing

As we wind up the Pre-CTI phase there are critical tasks we focus on to prepare the people we serve for the transition to housing

- We use the housing plan and assessment to guide the work
- The focus on resources is a key element of the plan and role of staff to establish a network of care to support housing stabilization
- Teaching skills of tenancy begins the process of moving forward
- The warm handoff and aftercare, if you are able, strengthens the connection to the new worker and the continuation of the work begun in shelter

This is the beginning of a full life in the community

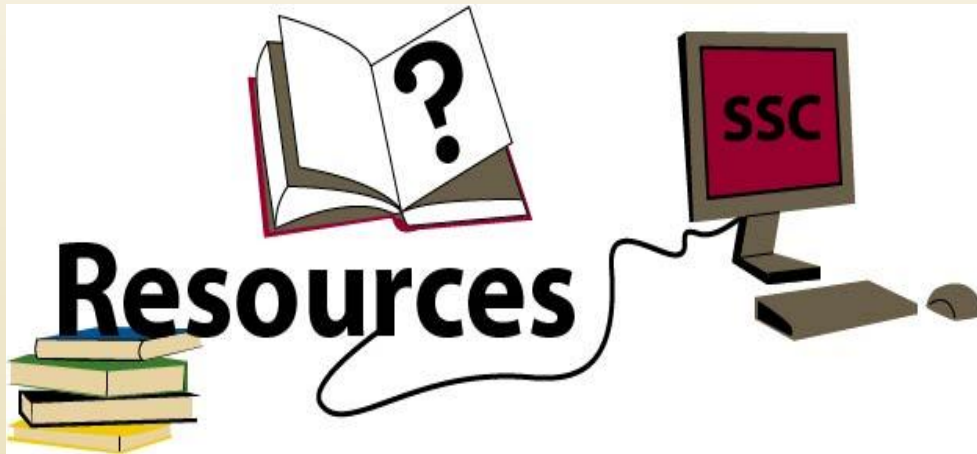


Wrap up and questions

Thank
You!



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