

# Lessons Learned from a CTI Pilot

*Supporting Homeless Clients In Getting & Staying Housed*

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# Presenters




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# Agenda

- ❖ JFS Background
  - ❖ Client Profiles
  - ❖ Overview of Case Management Programs, including Safe Parking Program
  - ❖ Overview of CTI & Implementation at JFS
  - ❖ Lessons Learned
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# Jewish Family Service

**Moving Forward  
*Together***

Founded in 1918

Open to All Faiths, Backgrounds & Communities

Client-Centered Comprehensive Services

Charity Navigator's Top Rating 12 Years in a Row

Annually Serves More Than 39,000 People

# JFS Philosophy



## JFS Philosophy

At every stage of life – we’re committed to meeting people where they are and empowering them with the resources and support they need to *move forward*.



### Economic Stability

The ability to meet basic needs, obtain an education, secure steady employment, and plan for the future.



### Personal Wellbeing

The health, skills, confidence, and resilience to overcome challenges and achieve our future goals.



### Community Connection

The opportunity to live engaged, socially connected lives – and feel a part of a supportive community.

# What if.....

Consider:

- What would your daily life be like?
- What steps would you need to take to get help?
- What would you do next?





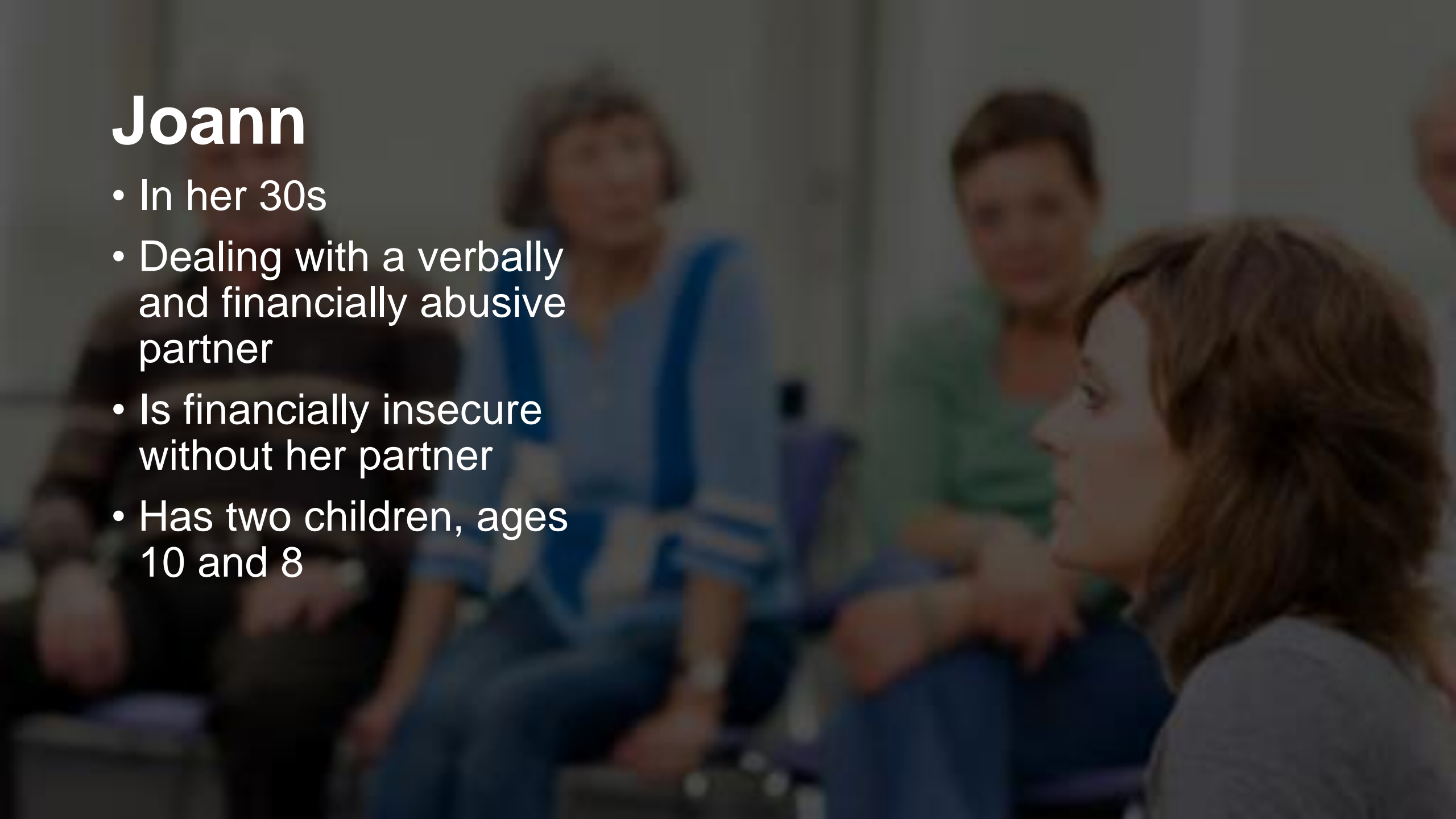
# Mary

- In her 50s
- Just lost her apartment
- Recently re-diagnosed with breast cancer
- Has a daughter in her 20s, who wants to work



# Joann

- In her 30s
- Dealing with a verbally and financially abusive partner
- Is financially insecure without her partner
- Has two children, ages 10 and 8





# JFS Case Management & Resource Navigation Programs



# Case Management Program Goals



1. Assess needs and connect people to resources that meet those needs
2. Problem solve and find the most helpful options for each unique situation
3. Create a plan together to support immediate stability and long-term goals

# Typical Case Management Supports

- Home visit, in-office visit, and/or phone call
- Frequency ranges from biweekly to every few weeks

- Emotional support
- Financial assistance
- Assist with completing documents/forms
- Safety planning
- Accountability & follow-up

- Link to additional services
- Food/meal assistance
- Developing interpersonal skills
- Advocacy support with other providers
- Assist with budgeting

# Safe Parking Overview

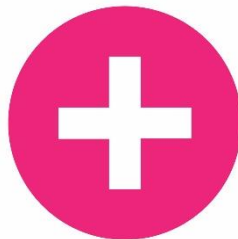
- Serves individuals and families who are living in their vehicle
- Goal is to provide a safe environment and provide support to transition back into permanent housing
- 4 Safe Parking Lots throughout San Diego County
- Operates 365 days a year, 6:00pm – 7:00am

# Safe Parking: How We Help

Comprehensive program model, with individualized support:



**Assessment**



**Emergency  
Food & Supplies**



**Referrals &  
Benefit Screenings**



**Housing  
Plans**



**Financial  
Education**



**Job  
Development**

# Typical Client Flow

## Call or Walk-In at JFS

- Assess needs

## Talk to a Case Manager

- Maintain safety & basic needs
- Get food
- Get connected

## Set Goals, talk 2-3 more times

- Improve income
- Access resources
- Discuss barriers
- For SPP, check in 2x/month with case manager

## Achieve Goals

- Share progress
- Identify new challenges



# Extending & Expanding

## Call or Walk-In at JFS

- Assess needs

## Talk to a Case Manager

- Maintain safety & basic needs
- Get food
- Get connected

## Set Goals, talk 2-3 more times

- Improve income
- Access resources
- Discuss barriers
- For SPP, check in 2x/month with case manager

## Achieve Goals

- Share progress
- Identify new challenges

## CTI

Supporting clients to achieve longer-term goals

## Critical Time Intervention (CTI)

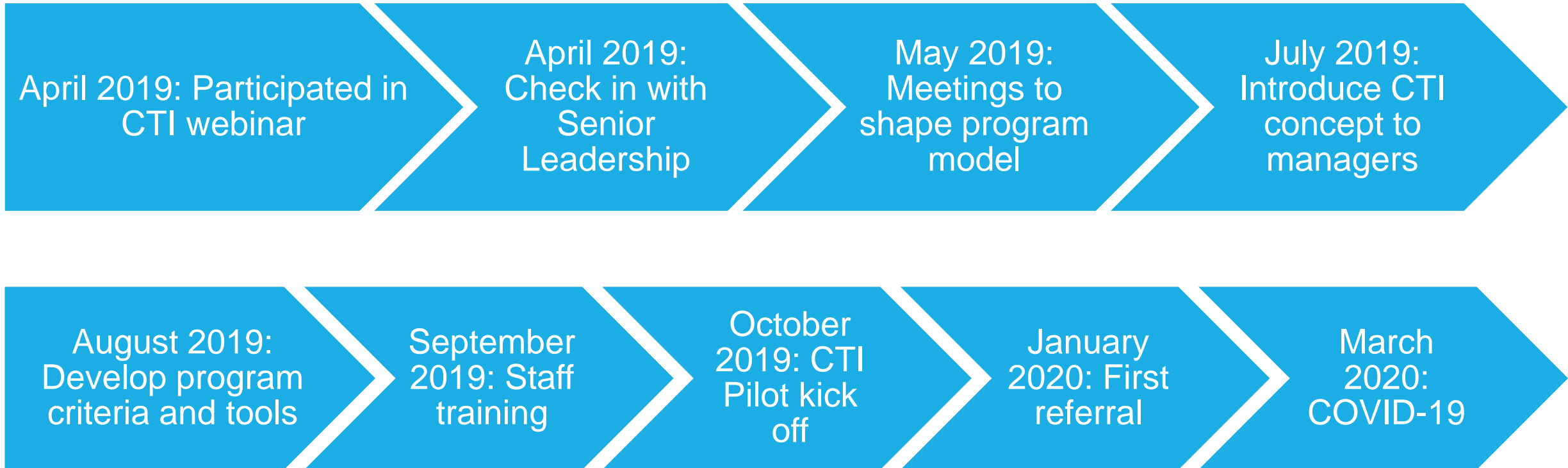
- Developed during 1980s in NYC, at a men's shelter
- Principles: motivational interviewing, shared decision making, recovery orientation, and harm reduction
- 3 phases over 9 months
- Decrease client contact over time



# CTI at JFS

- Identified Outcomes:
  - Increased economic stability
  - Increased access to/maintenance of basic needs
  - Increased personal, familial, and social well-being
- Maintained 3 phases
- Reduced program timeline from 9 months to 6 months
- Focused on internal referrals from JFS case management programs
- Small pilot
  - Limited number of staff in case management programs
  - Needed to keep up other programming
  - Each case manager would take on 1 client at a time; as client moved through program, then would add another client to build up case load and slowly track program progress
- (Informal) readiness for change assessment

# Timeline of CTI at JFS



# COVID-19 Impacts on JFS & CTI Pilot

## Staffing

- Work from home started 3/16/20
- Case managers had variable schedules due to own family needs

## Community Response

- Increase in calls to intake dept
  - Avg post-COVID = 400 calls/week
  - Avg pre-COVID = 152 calls/week
- 180+ households received COVID-related financial assistance

## Shift in Client Needs

- Shift to shorter-term, meeting urgent needs
- Case managers can only provide 2-3 points of contact per client
- Limited phone/video accessibility/comfort of some clients

## Lessons Learned

- Staffing juggling multiple roles
- COVID-19 → focus on urgent community needs
- Organizational history and community reputation
- Some clients feel stigma of previous services (e.g. SPP)
- Readiness for change is only one piece
- Longer-term support of clients is happening but likely informally
- Owning that we do short-term work really well!



# Questions?

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