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Effectiveness of Critical Time Intervention for Abused Women and Homeless People Leaving Dutch Shelters

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Impuls - Netherlands Center for Social Care Research

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‘Critical Time’

- Transitions in the lives of people
- Readiness to change
“window of opportunity”

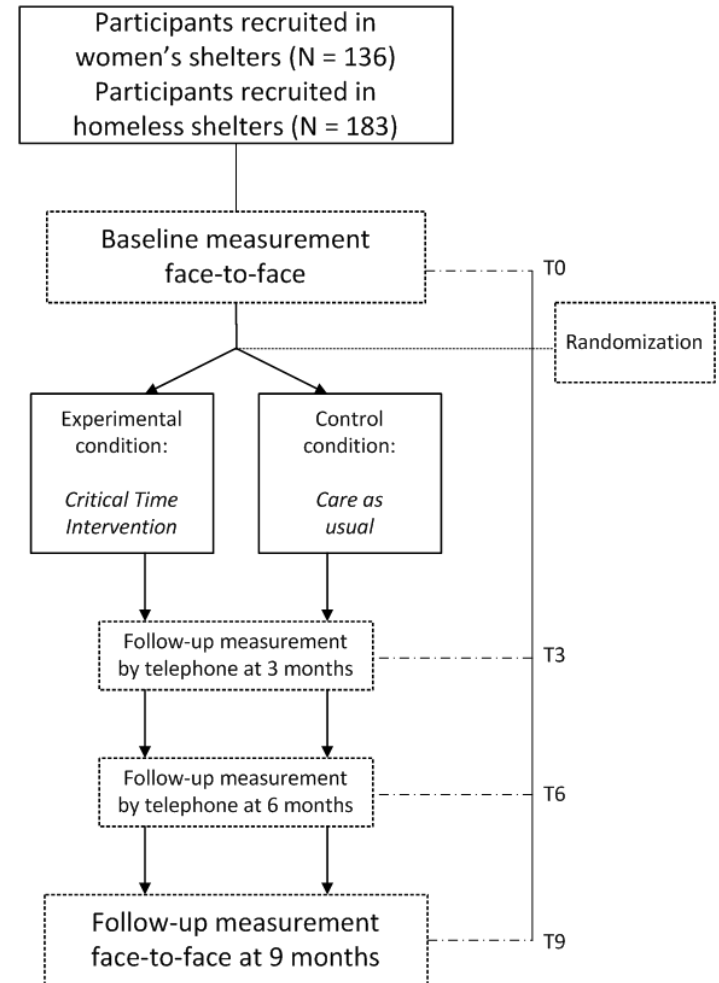
Goals of the intervention:

1. To support clients during the ‘critical time’ of **transition** with **emotional** and **practical support**
2. To maintain **continuity of care** by developing and strengthening links with people in clients’ **social** and **professional support system**



CTI in the Netherlands

- Two multi-center randomized controlled trials (RCTs) to test the **effectiveness** and **fidelity** of Critical Time Intervention (CTI)
 - for homeless people
 - for abused women
- Selection criteria:
 - 18 years or older
 - about to move **from shelter to housing** in the community
 - willing to accept case management services
- Attrition: 5 – 6% at 9-month follow-up



Contents

- Kick-off
- Implementation of CTI in the Netherlands
- CTI fidelity assessment
- Effectiveness of CTI in the Netherlands
- Experiences of CTI workers

Kick-off in 2011



- ✓ National research program with specific focus on the social relief system
- ✓ Academic Collaborative Center for Shelter and Recovery
- ✓ Collaboration with intervention's developers:
Dan Herman & Sarah Conover

Implementation of CTI in the Netherlands

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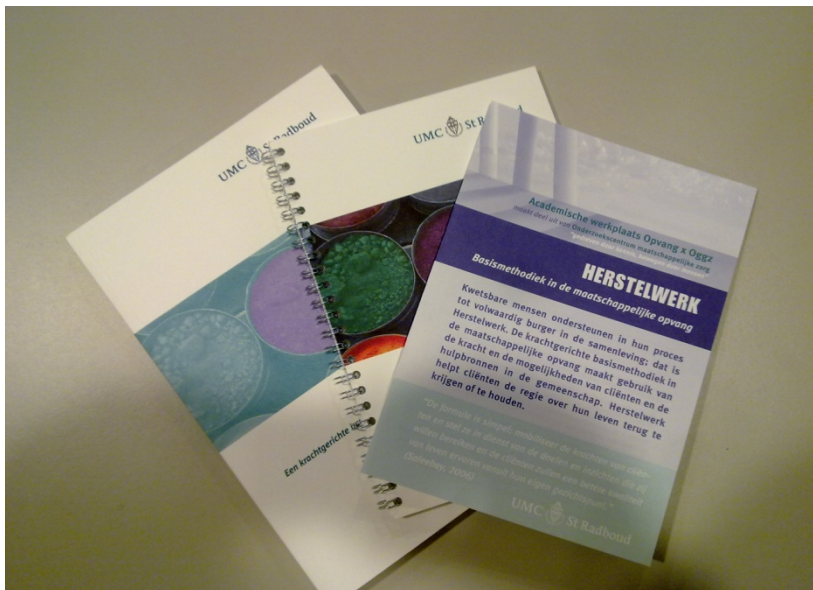
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Define requirements

- Minimum of 2 CTI workers per organization
 - ✓ Employed at least 28 hours a week during data collection
 - ✓ Bachelor's degree in social work
- Average investment of time per client
 - 80 hours of service delivery
 - 10 hours of case consultation
- CTI monitoring group within each organization
 - Monitors CTI delivery
 - Tackles problems
 - Informs management of potential problems

Create ongoing learning experience

- Initial training & ongoing advancement sessions during data collection
- Biweekly face-to-face supervision with internal coach



Provide practical tools

- Pre-CTI | Intake Form
- CTI Strengths Assessment
- CTI Risk & Need Assessment form
- CTI Personal Recovery Plan
- CTI Activity Log

- CTI Early Warning Plan
- Safety Plan / Family Plan

- Summaries of joint meetings with client's support system
- Correspondence
- Closing Note with summary of transfer-of-care meeting

CTI fidelity assessment

Structured and time-limited



- ❖ Pre-CTI
- ❖ **Phase 1:** Transition
- ❖ **Phase 2:** Try-out
- ❖ **Phase 3:** Transfer of care

Results of fidelity assessment

	Item	Score*	Implemented
Compliance fidelity	1. Three Phases	1	not
	2. 9-month Follow-up	4	well
	3. Time-limited	3	fairly
	4. Focused	3	fairly
	5. Early Engagement	3	fairly
	6. Early Linking	3	fairly
	7. Outreach	4	well
	8. Monitoring	2	poorly
Chart quality	1. Intake Assessment	4	well
	2. Phase Planning	2	poorly
	3. Progress Notes	4	well
	4. Closing Note	1	not
Overall fidelity score		3	fairly

* n = 70 (35 homeless people & 35 abused women)

Effectiveness of CTI in the Netherlands

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Conclusion

- Similar fidelity ratings in two distinct service delivery systems
 - Indicates that CTI is suitable for a range of services
- CTI is effective outside the United States
 - Strengthens evidence base supporting that effects are independent of a particular healthcare system or social context

The effectiveness of critical time intervention for abused women and homeless people leaving Dutch shelters: study protocol of two randomised controlled trials

Experiences of CTI workers

*“That was quite a challenge because CTI basically says: you **have to** decrease the intensity of support.”*

*“But you know that with the two of you, the client and the worker, you only have so much time to get things in order, and that makes you want to **get to work**. That’s very nice.”*

Thank you!



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