HOW OUR INTAKE PROCESS WORKS

STEP #1

REFERRALS

Our program participants are mostly self-referrals, however we do also receive referrals from partners working in corrections, as well as social worker and community workers

STEP #2

INTAKE/ASSESSMENT

Intake can be completed online, over the phone or in person with a program facilitator. The purpose of intake is to determine program eligibility and to assess whether our program is best suited for the referred client's needs.

IF FOUND INELIGIBLE FOR OUR PROGRAMS

We will refer you to one of our partnered organizations for long-term support.

STEP #3

PROGRAMMING & EVALUATION

If found eligible for our programs, we will follow up with you within 48 to 72 business hours, to complete our intake process and discuss programming options with you. This process will take place over the course of two meetings. Program recommendations are made based on the identified areas of need.

Evaluation of program participation takes place throughout the clients term with us, through ongoing conversations and check-ins between staff and the client.

STEP #4

DISCHARGE

Once clients complete their program requirements, or wish to exit their program, we will complete an exit assessment to determine their growth and receive feedback on their experience with us

We aim to continue supporting clients who wish to maintain ongoing assistance and support.

Case files will be closed when deemed appropriate.