



Direct and Indirect Services

The organization offers both direct and indirect services to vulnerable individuals.

Direct services are defined as services provided by organizational staff directly to vulnerable individuals. Indirect services are defined as services that organizational staff help vulnerable individuals access through linkages and referrals, facilitated through “warm handoffs.”

The direct and indirect services offered by the organization are summarised below.

Note: With its available resources the organization currently has the capacity to offer the following direct and indirect supports to approximately 12 to 20 vulnerable individuals.

Direct Supports:

1. **Life Skills Programming:**
 - Providing structured programs to enhance vulnerable individuals’ practical life skills.
2. **Annual Tax Return Assistance:**
 - Assisting vulnerable individuals in completing and filing their annual tax returns.
3. **Goal Setting and Action Plans:**
 - Helping vulnerable individuals in defining meaningful goals, creating action plans, and linking them to necessary programs and resources to achieve these goals.

Indirect Supports (Linkages and Referrals):

1. **Housing Linkage:**
 - Linking vulnerable individuals to housing opportunities through Wood Buffalo Housing, specifically Centennial House.
2. **Health and Mental Health Support:**
 - Assisting vulnerable individuals in locating health and mental health services to enhance their overall well-being.
3. **Employment Agency Connection:**
 - Supporting vulnerable individuals in connecting with employment agencies to explore job opportunities.
4. **Financial Wellness Programs:**
 - Helping vulnerable individuals in accessing programs that promote financial wellness and stability.



5. **Educational Program Access:**

- Assisting vulnerable individuals in accessing educational programs and services, including support for family members who require educational assistance.

6. **Childcare Support Guidance:**

- Offering guidance to vulnerable individuals to help them secure childcare support for dependent children.

7. **Recreational Activities Access:**

- Supporting vulnerable individuals to gain access to recreational activities and opportunities for social engagement.

8. **Legal Aid Support:**

- Assisting vulnerable individuals in accessing legal aid services when needed.

9. **Active Linking to Social Services:**

- Actively connecting vulnerable individuals to a variety of social services beyond those mentioned above.

These direct and indirect supports reflect the comprehensive, person-centred approach that the organization takes to assist vulnerable individuals in various aspects of their lives, ranging from practical skills development to connecting them with critical resources and services for their overall well-being.