

## Homeward Bound Intake Steps



Step 1: Review the online applications



Step 2: Invite clients to an information session

The intake process is designed to simulate a job interview, which helps prepare clients for the Homeward Bound program. The process also gives clients an opportunity to ask questions about the program and get clarity about what their responsibilities will be.

The process provides a framework for practitioners to review and prioritize applications, based on a common set of success criteria. Practitioners engage clients using a strengths-based approach, by encouraging them to reflect on experiences and accomplishments.

- o Screen the client for eligibility and gather information on the client's:
  - o Housing status and lifestyle
  - o Education level and employment history
  - o Family status and income
  - o Reasons for applying to the program

- o Provide clarity about program expectations and the client's responsibilities
- o Allow clients to ask a current program participant questions
- o Assess clients' accountability based on attendance and punctuality
- o Assess clients' level of professionalism and engagement during the session
- o Encourage clients to reflect on whether the program is a good fit for them



Step 3: Ask clients to complete an Academic Assessment



Step 4: Invite the client to the first interview



Step 5: Invite the client to the second interview

- o Ask clients to complete an Academic Assessment with an accredited Adult Learning school or College in order to assess the client's Math and English skills
- o Use the Assessment results to determine if the client will be able to meet College admission requirements with further study
- o Use the Assessment results as a starting point for clients to set learning goals

- o Review the client's answers to the online application
- o Review the results of the Academic Assessment
- o Conduct the Quality of Life Inventory® with the client
- o Hold an in-depth discussion with the client about their answers to the above assessment and their expectations of the program

- o Conduct the Behavioural Screener with the client
- o Assess whether the client's past experiences and accomplishments align with program expectations and objectives
- o Assesses the client's capacity to demonstrate skills and qualities such as resilience, problem-solving and self-accountability



Step 6: Invite the client to the third interview

- o Hold the final interview with the client and have in-depth discussion about:
  - o Determine if the client is ready for the program
  - o Identify any "unknown barriers"
  - o Pay attention to the client's verbal and non-verbal reactions to various questions



Step 7: Review the applications as a team

- o Review each application as a team and make the intake decisions based on:
  - o The strengths and assets the clients bring to the program
  - o The number and severity of barriers the clients are facing
  - o The urgency of each client's housing situation