

CMHA COMMUNITY LINKS INFORMATION FOR COMMUNITY SERVICE PROVIDERS

Services Description

Community LINKS provides support to individuals who are looking for assistance in navigating the system to achieve a goal – this goal could be finding housing, applying for funding, obtaining ID, how to complete a tax return, completing applications to programs such as rent supplement, income support, medical benefits etc. CMHA Community LINKS and other CMHA programs does **NOT** have the ability to provide funding and/or access to immediate housing.

Individuals will be triaged to services that would be the most appropriate for their identified need(s). Individuals are empowered to choose what suits them best.

Information and Referral Services

If individuals are needing assistance in navigating how to connect with community services, completing applications for funding, building a resume, prepping on how to talk to a landlord, creating a budget etc. this service will be explained and offered. This service is available for everyone, whether it is someone trying to find a specific program, or a professional researching information to best help their clients.

Intake Services

If individuals are living unhoused (homeless), at risk of being unhoused and/or have complex needs that would impact their housing stability, intake services will be explained and offered. This process includes assessing for further programs that may be applicable to the individual's needs, capacity/capabilities and supporting individuals in connecting with community supports where follow up can be more frequently if needed/wanted by the individual. The intake process takes several meetings with the individual, and does not guarantee a referral to any specific service. As noted, this process is available to both those currently homeless and those with other presenting needs.

Accessing Community LINKS

Individuals can call, email or visit in-person for services.

Phone: 403-328-LINK (5465)

Email: communitylinks@cmhalethbridge.ca

In-Person: 810 5 Ave. S, inside the Lethbridge Public Library

Service providers can also email a referral to Community LINKS (see referral form).


The goal is that everyone that connects with Community LINKS will leave with information and/or support that meets their identified need. If there are any questions regarding the Community LINKS program or the ICA Network, please reach out directly to the ICA Team Lead, Kala Beers at kala@cmhalethbridge.ca



Community LINKS

Your Information and Referral Source

Give us a call! We will support you in finding the service that fits your needs.

 403-328-LINK (5465)

Information and Referral

No client caseload
Guides clients navigating community services

- **Supports identifying needs**
- **Provides information, referrals and connection to community services**
- **Assesses eligibility for Intake services**

Intake

Client caseload
Hands-on navigation of community services

- **Provides information, referrals and connection to community services**
- **Assesses identified needs and eligibility for case management services, such as HomeBASE ACM and PSH**

Frequently Asked Questions

1. *Does HomeBASE ACM no longer provide intakes for housing?*

Intake services were previously a part of HomeBASE ACM (Adaptive Case Management). Intake services were moved under Community LINKS in 2021. Intake Practitioners with Community LINKS do consider the individual's eligibility for HomeBASE ACM through the assessment process. If an individual is assessed to be eligible for HomeBASE ACM, it is explained to them that this program is an intensive case management program, where Case Managers help support their needs/goals in a hands-on way. Individuals participate in home visits and frequent check-ins for a length of time with Case Managers. If individuals are not wanting intensive wrap around services, they can obtain services from Community LINKS to be connected to community supports as all services, including ACM are voluntary and respect client choice.

2. *Can Community LINKS Practitioners come to our organization?*

Yes! Community LINKS Practitioners are mobile and travel throughout the community to provide services.

3. *Does Community LINKS or HomeBASE ACM provide housing and funding?*

None of Canadian Mental Health Association, Alberta South Region programs provide immediate housing or funding to obtain housing. We can support individuals in completing applications to obtain housing and/or funding.