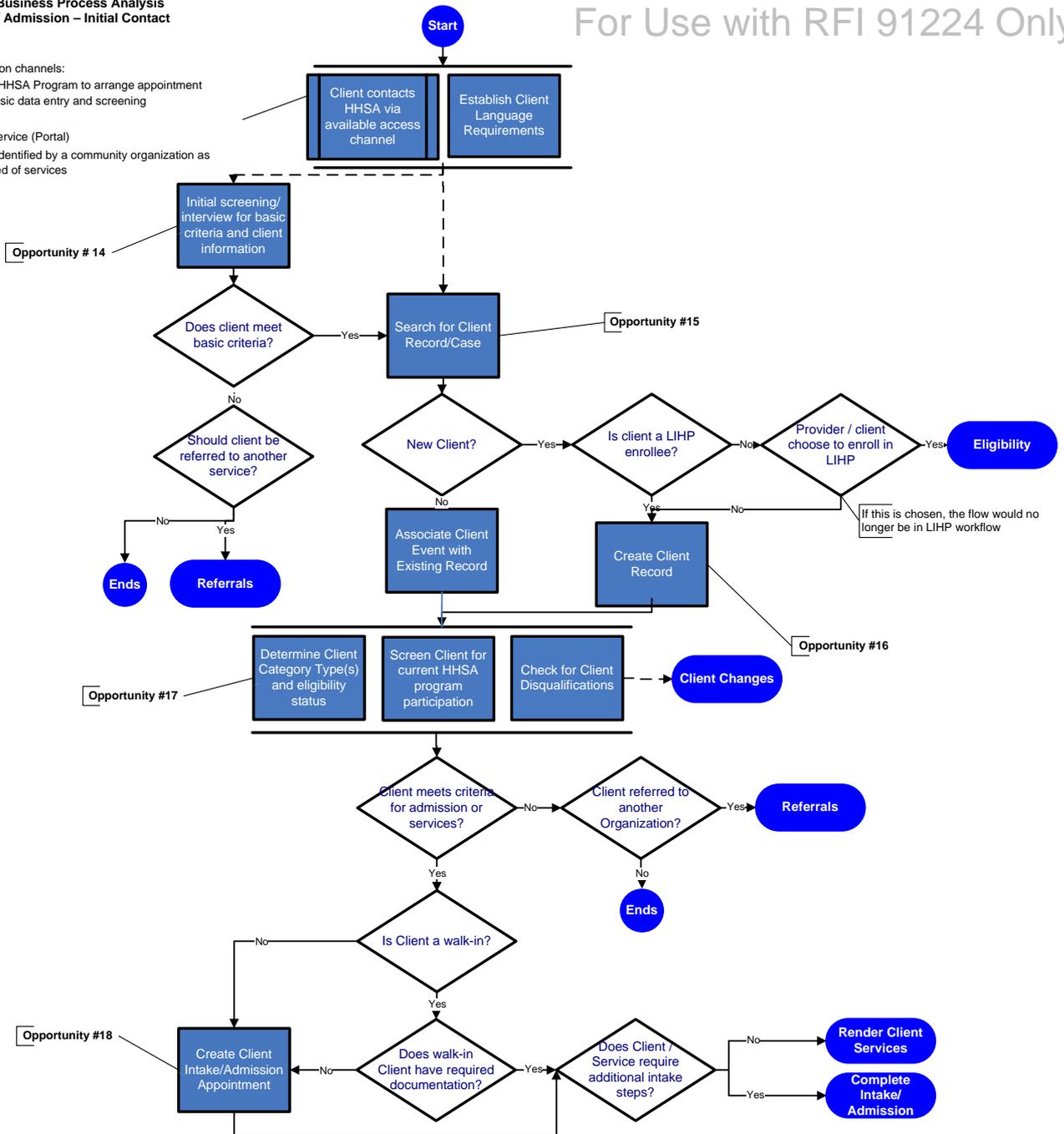
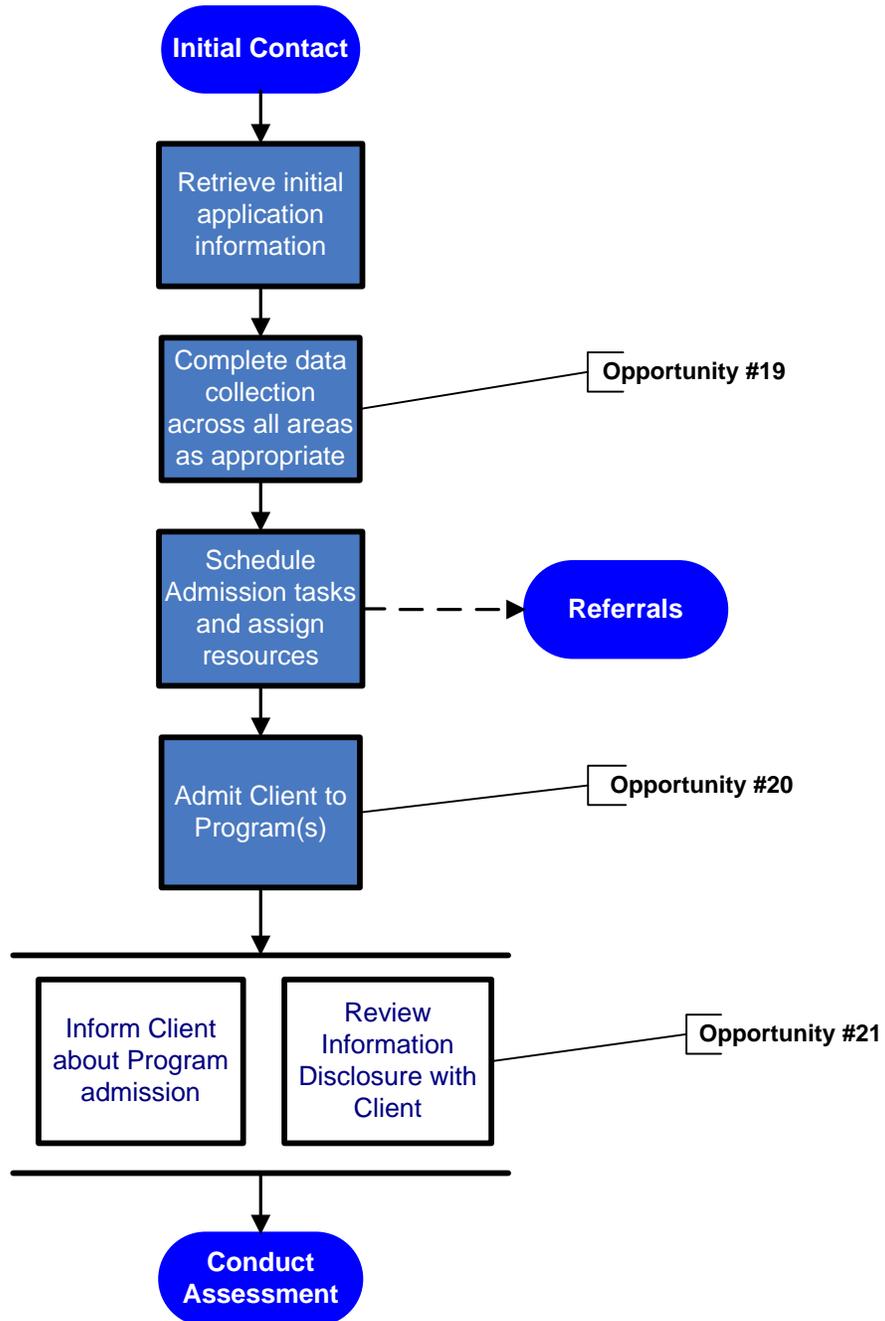


Multiple interaction channels:

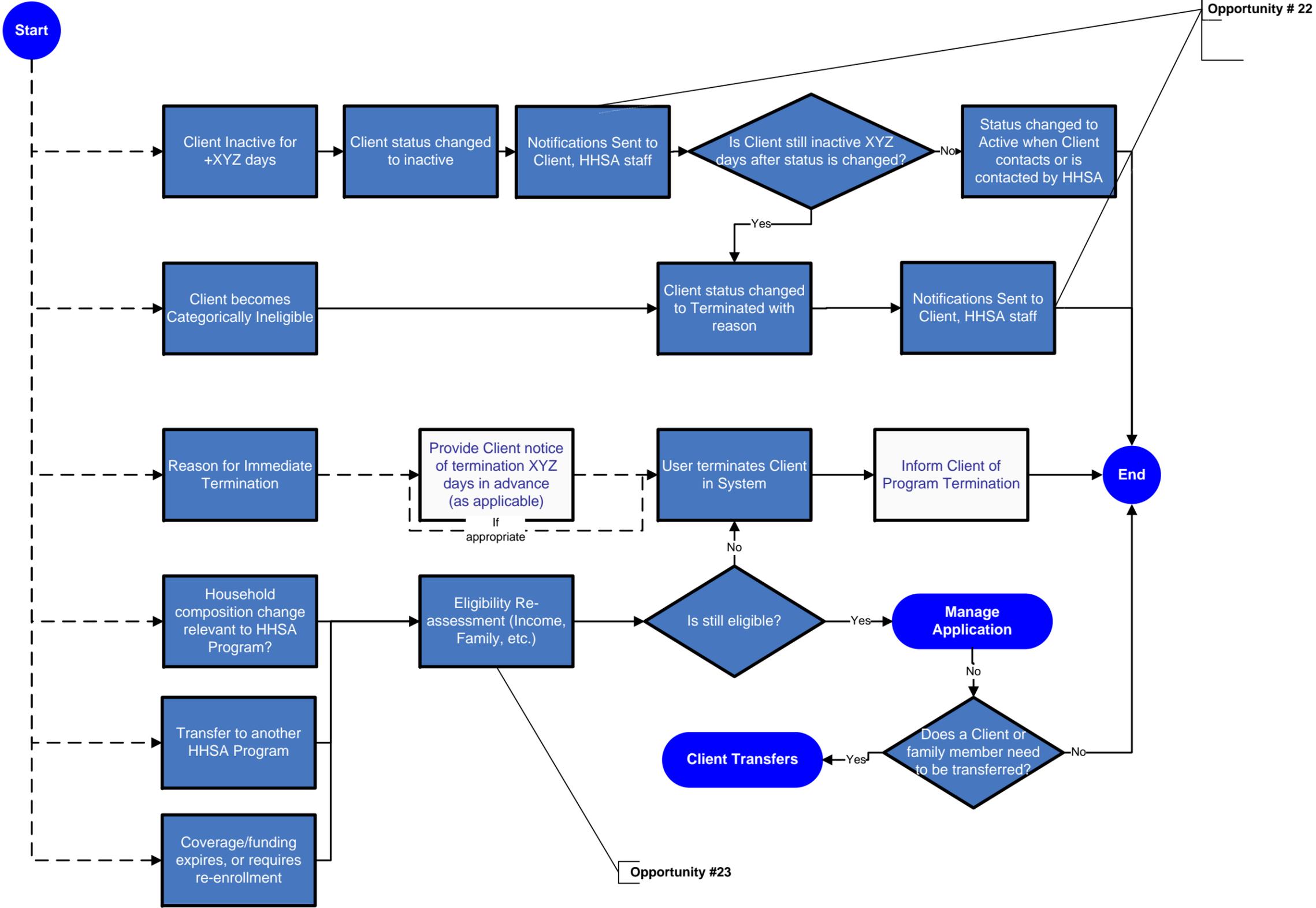
- Client calls HHSA Program to arrange appointment including basic data entry and screening
- Walk-in
- Web Self-Service (Portal)
- 4. Client is identified by a community organization as being in need of services



CoSD Knowledge Integration Project
To-Be Business Process Analysis
Intake / Admission – Complete Intake / Admission

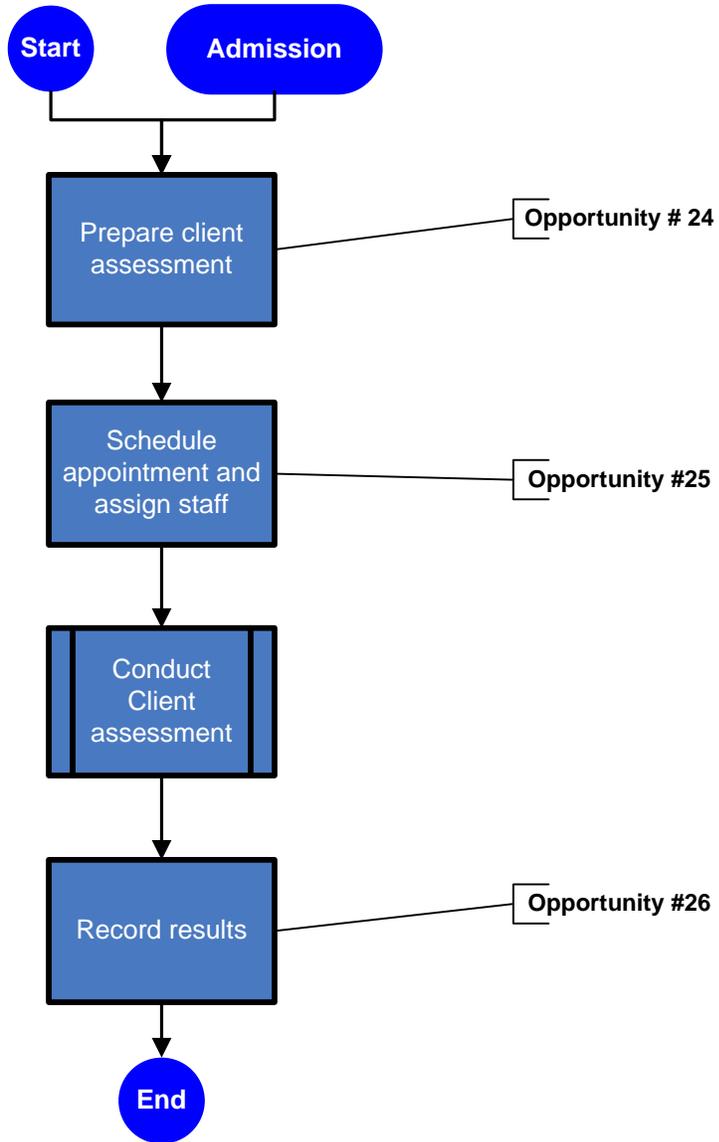


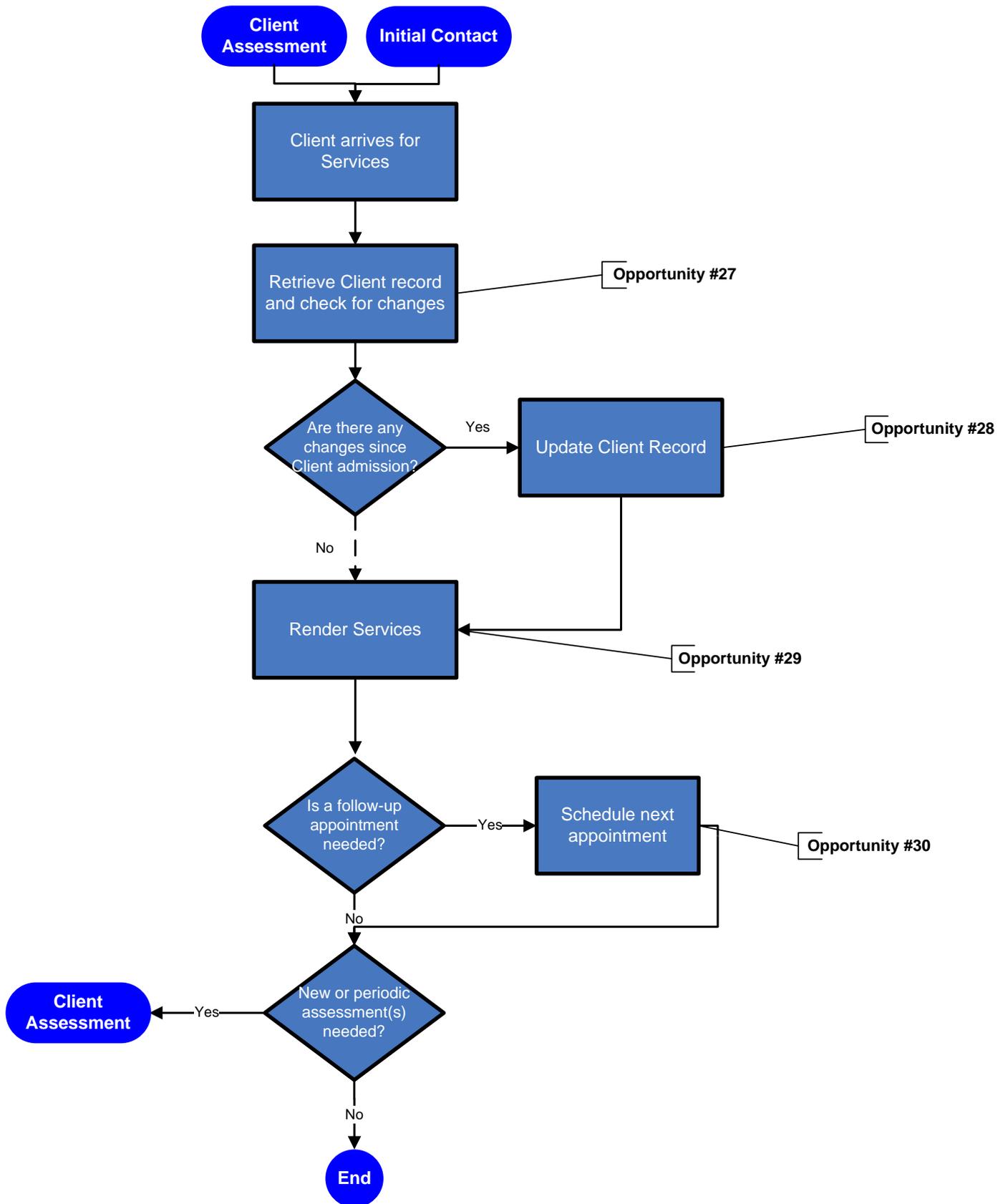
CoSD Knowledge Integration Project
To-Be Business Process Analysis
Intake / Admission – Client Changes

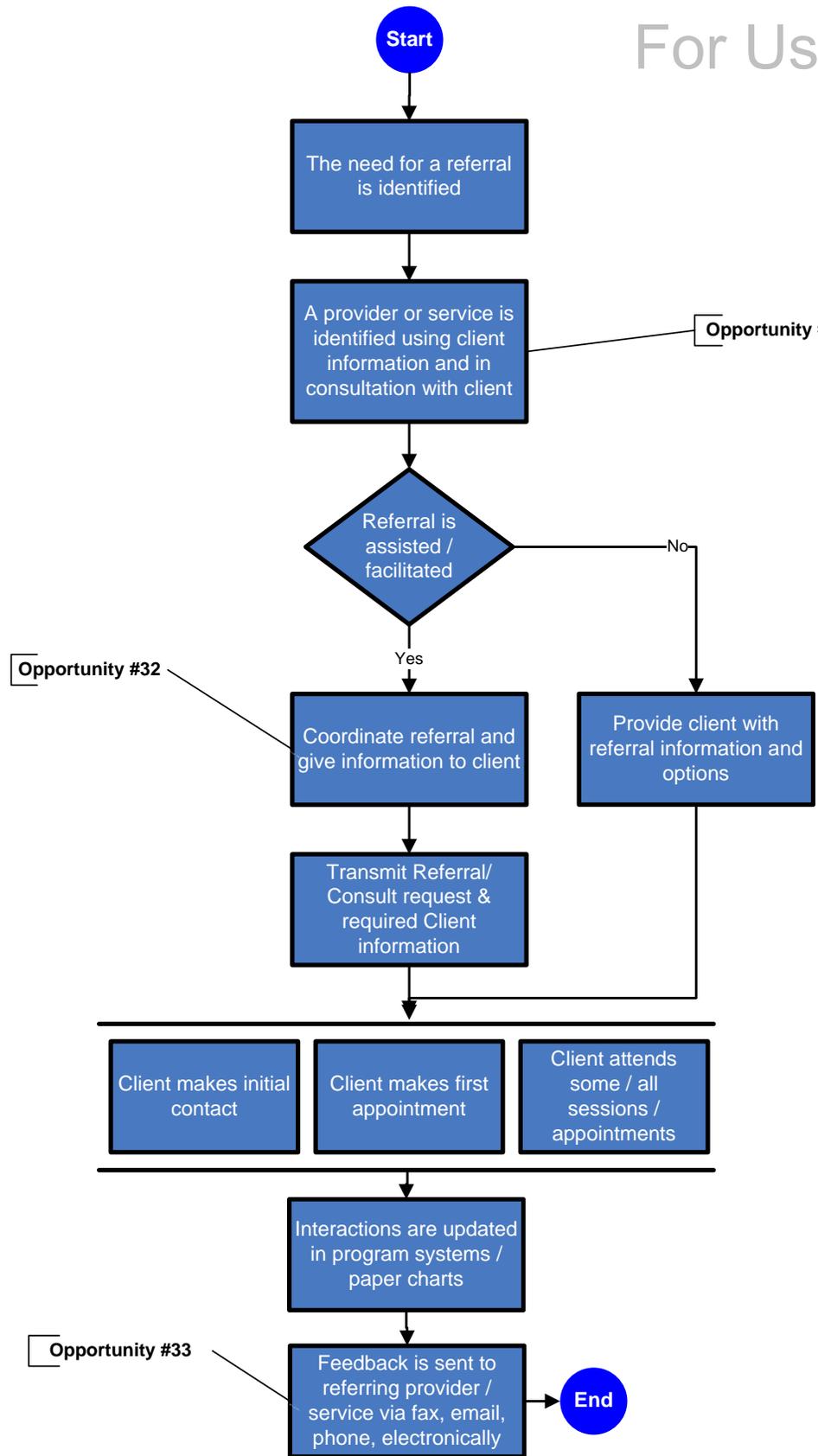


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CoSD Knowledge Integration Project
To-Be Business Process Analysis
Assessment / Determination – Client Assessment







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CoSD Knowledge Integration Project
To-Be Business Process Analysis
Discharge / Transfer – AB109 Termination

