Requests services provided

Start

**CM/PHA assesses client’s need**

**Connect w/ CM/PHA**

**Register as new client**

**Connect them to resources**

**Connect w/ CM/PHA**

**Yes**

**No**

**Have they been here before?**

**Yes**

**No**

**Requests services provided**

Client calls or walks in

**PAATHS check in process from**

**July 1, 2012 to December 14, 2012**

**= Areas that need improvement**

**CM/PHA makes referral and develops plans for follow-up as appropriate**

**CM/PHA counsels client on options**

* How/What clients want
* What do they qualify for?

**End**

**Document Outcome**