1.2 Program Flow Template
Use this tool to gain consensus on your current practices. These flows may vary and can provide an idea of where to add the new program component and how it may fit into your usual services.

**INTAKE**

START PROCESS

Receive a referral from a partner.

Conduct intake screening. Determine eligibility for and interested in usual services.

Eligible for and interested in usual services? YES

Conduct in-person orientation/intake session. Provide program overview. Participant completes intake paperwork.

Refer to other services.

NO

Create a management information system entry. Document all participant information.

Provide usual program services.

Schedule initial program services. Give the participant an appointment card.

END PROCESS

**SERVICES**
INTAKE

START PROCESS
Receive a referral from a partner.

Conduct intake screening. Determine eligibility for and interest in services.

Refer to other services.

YES

Conduct in-person orientation/intake session. Provide program overview. Participant completes intake paperwork.

YES

Describe the new program component in addition to the usual services.

NO

Create a management information system entry. Document all participant information.

NO

Eligible for and interested in the new component?

YES

Schedule usual and new program services. Give the participant an appointment card.

NO

Continue with the usual process.

SERVICES

END PROCESS

Provide usual and new program services.

Activity/Process
A program activity or step

Document or task
A document or administrative task