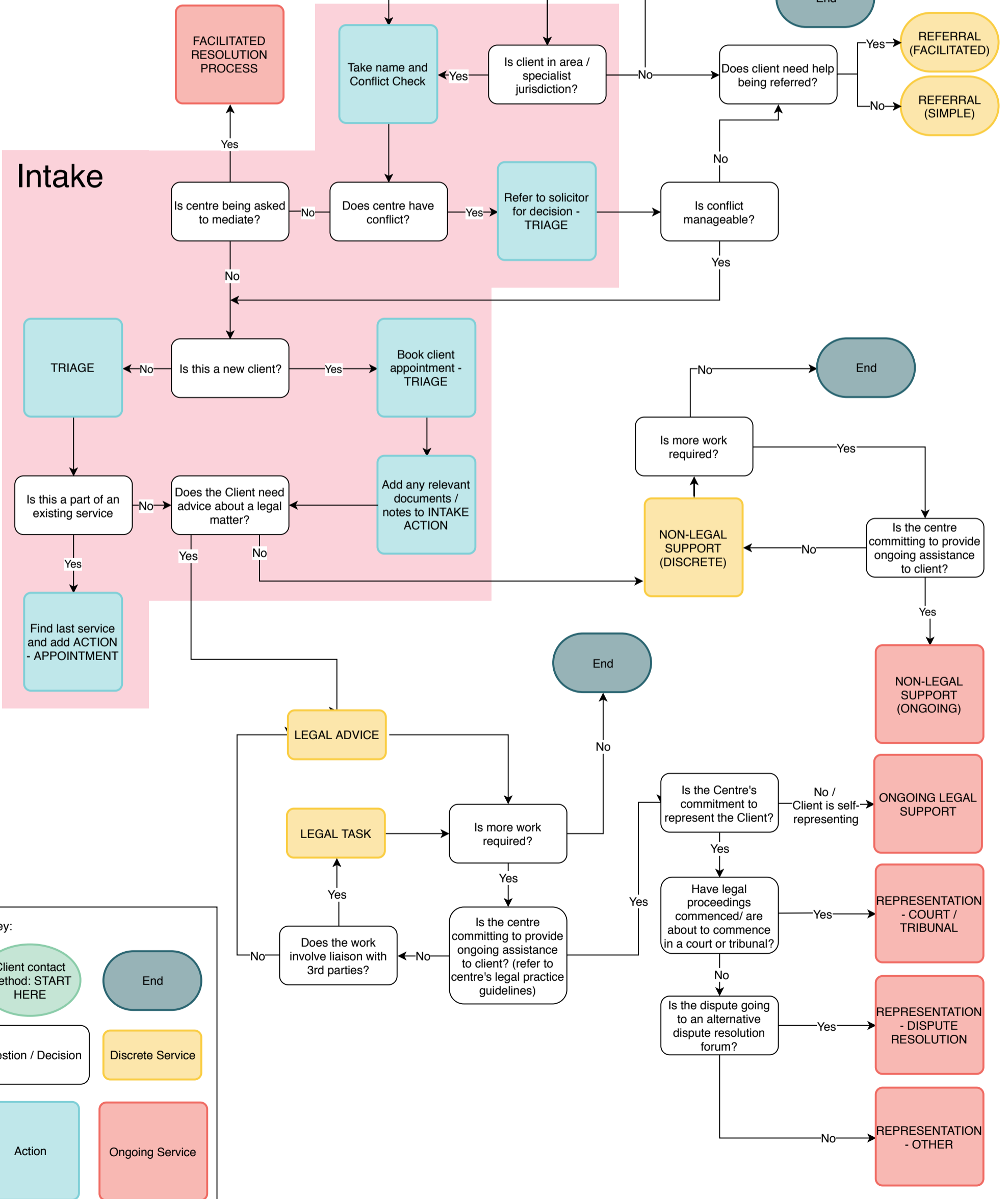


# Client Intake Flowchart

This flow-chart has been developed to help your staff and volunteers identify when a particular interaction should be recorded as a particular service type.

Check the Key at the bottom of the page for what each colour means



**Key:**

- Client contact method: START HERE (Green oval)
- End (Dark blue oval)
- Question / Decision (White rounded rectangle)
- Discrete Service (Yellow rounded rectangle)
- Action (Light blue rounded rectangle)
- Ongoing Service (Red rounded rectangle)