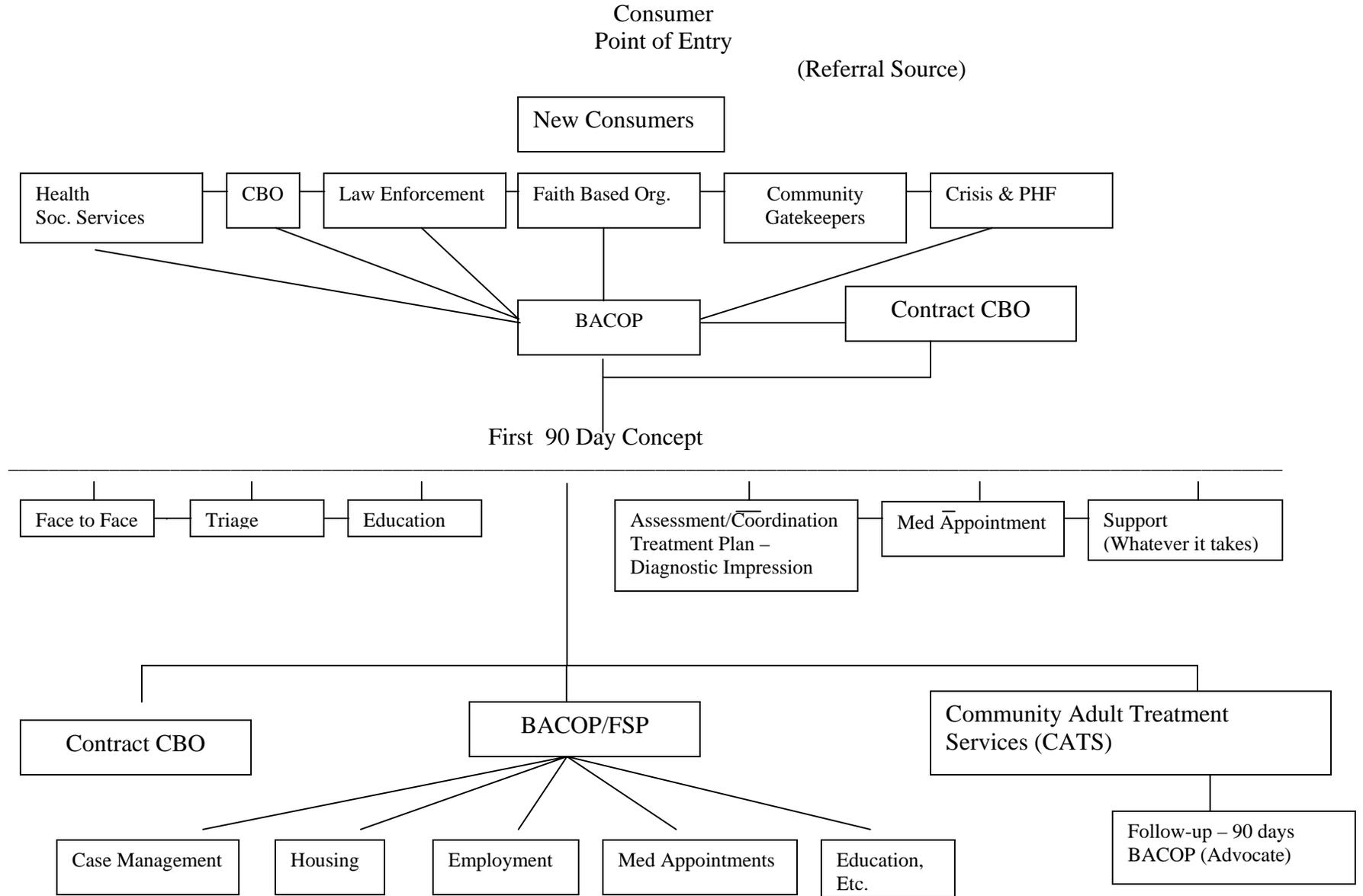


Following is a flow chart for the First 90 Days Model with an integrated services team approach with any consumer being intensively served with “whatever it takes” immediately upon their entry in to the SJC BHS system. Individuals entering the system will have a “navigator” with whom they relate, are familiar and representative of their ethnicity. The 90 day approach is divided into three parts: Existing consumers, new consumers and outreach & engagement to underserved and un-served. This model will be used by all FSP plans to access ethnic communities. This flow chart is for outreach & engagement and new consumers.



Footnote: The First 90 Day Model Created by BACOP (Black Awareness Community Outreach Program)