WORKFLOW

KIC receives client referral from 211 Call Center

KIC attempts to contact client within 2 business days

Client Reached

No contact after 5 days

Client declines services

Client completes intake

Close file

Client chooses to receive materials only

Client chooses coaching

Client completes initial coaching session

Client receives $20 gift card

Additional coaching sessions as needed

2·1·1 KICK IT California

Revision 2.0 April 2023

YOU CAN QUIT WE CAN HELP