

**Referral received by an agency**



**OC initiates consumer contact to acknowledge referral**  
*(Within 5 business days of referral received by agency)*



**Initial OC session**  
*(Within 10 business days of acknowledgment)*



**Check-in session**  
*(Within 10 business days of initial OC session)*



**Additional sessions** *(as needed)*



**Final check-in**  
*(In 5-20 business days after final OC session, per discretion of counselor in concert with consumer)*  
**\*If unable to reach by phone, email, or in person:**  
**(1) First attempt (phone call, email, or in person)**  
**(2) Second attempt**  
**(3) Final closing letter if earlier attempts unsuccessful**



**OC case closed or may remain open if additional help is needed**



**Survey sent with consumer's consent when case is closed**