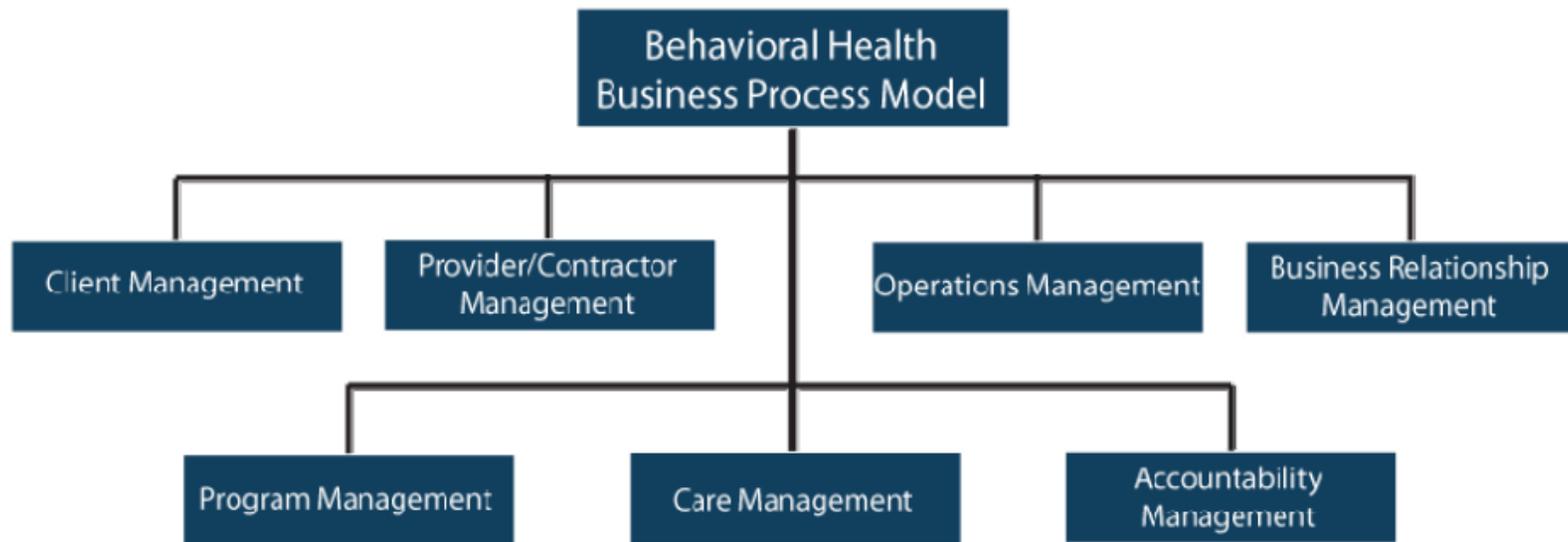


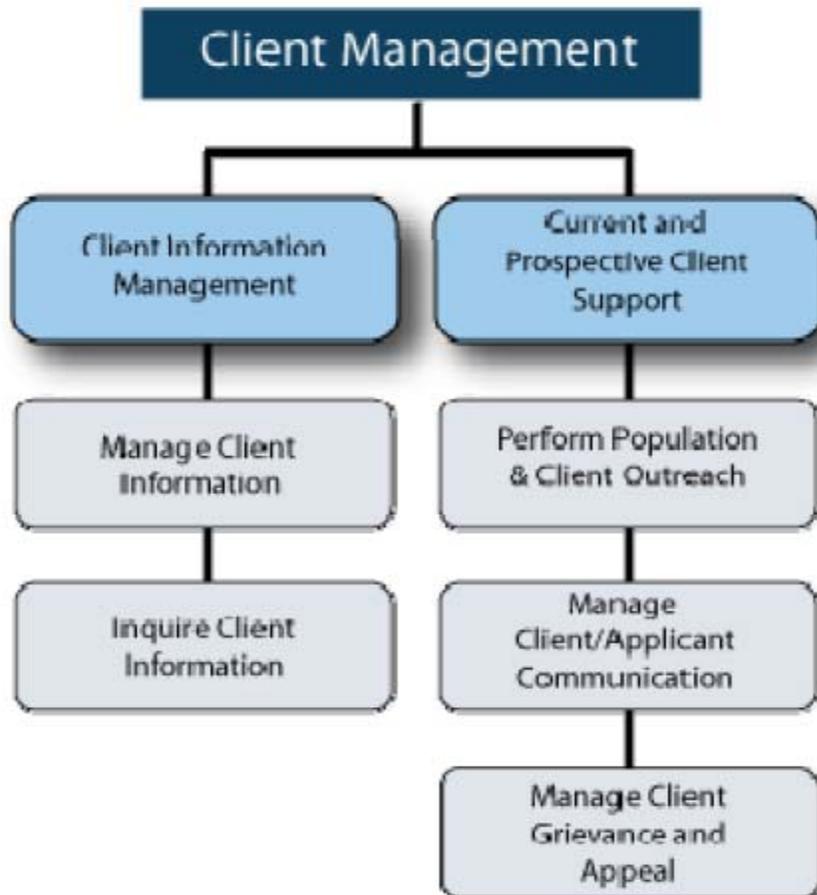
BEHAVIORAL HEALTH CONTEXT DIAGRAM

The business process hierarchy is a structure that groups together business processes that have a common purpose and share data. Grouping business processes allows a series of more specific breakdowns to a single business process, the lowest level within a business area.



BEHAVIORAL HEALTH CONTEXT DIAGRAM – CLIENT MANAGEMENT

The Client Management business area consolidates many outreach, communication, and information management functions into a single, generic business process.



Goal of Client Management:

Manage client data and communications to improve program participation and healthcare outcomes; future transformation is towards more client self-directed decision making.