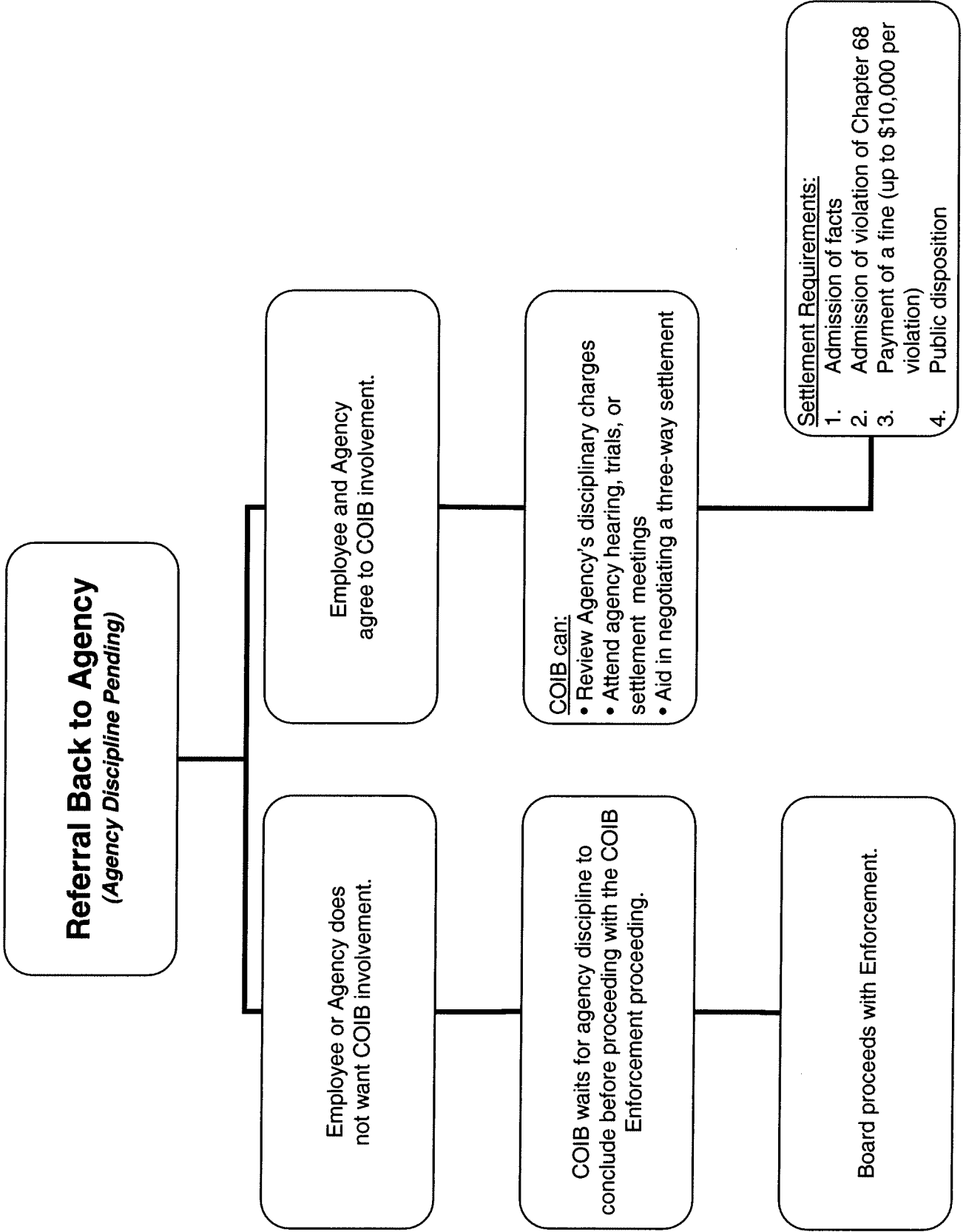


Flowchart of "Referral Back" Process



Flowchart of Chapter 68 Complaint Process

