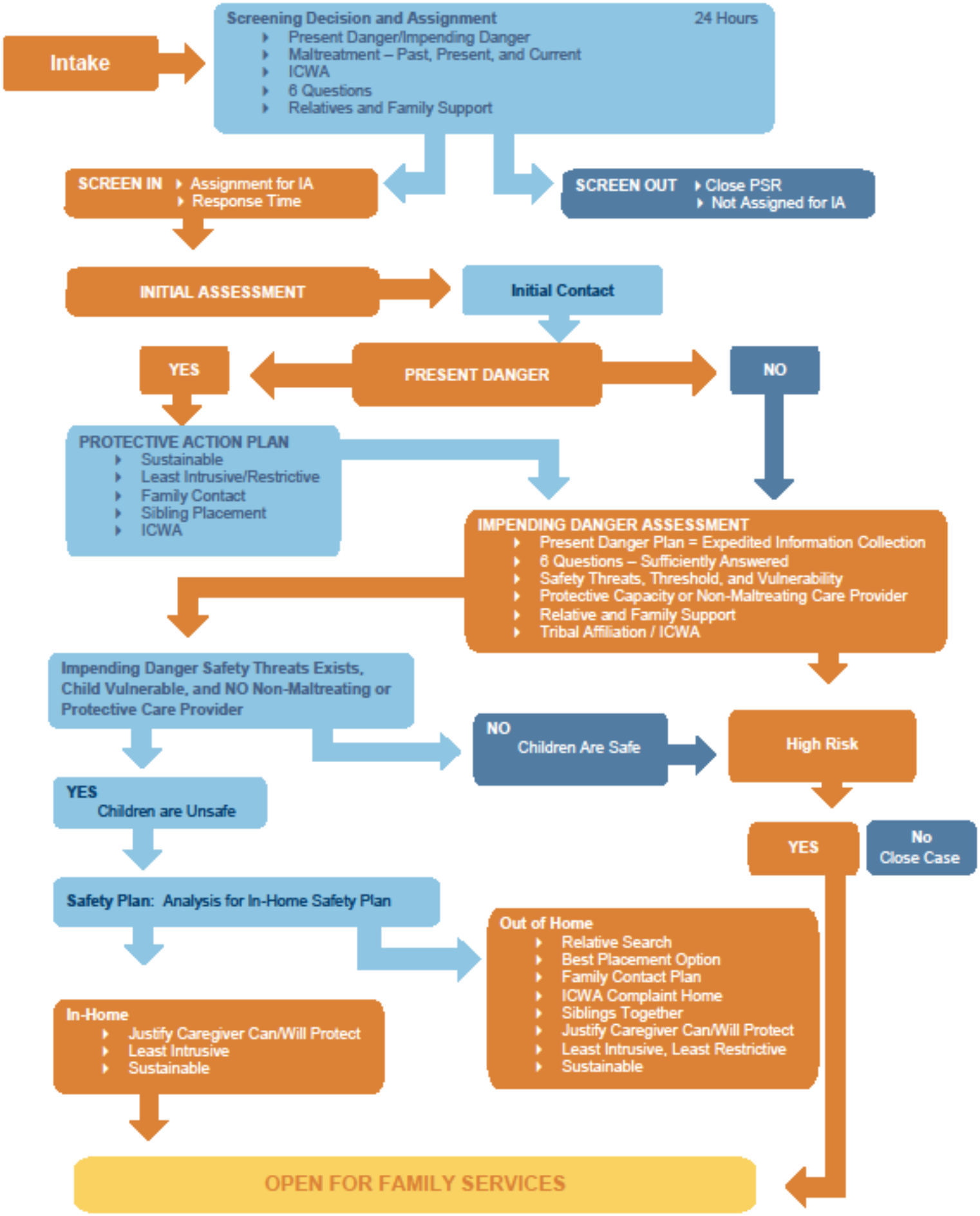Office of Children's Services Case Flowchart