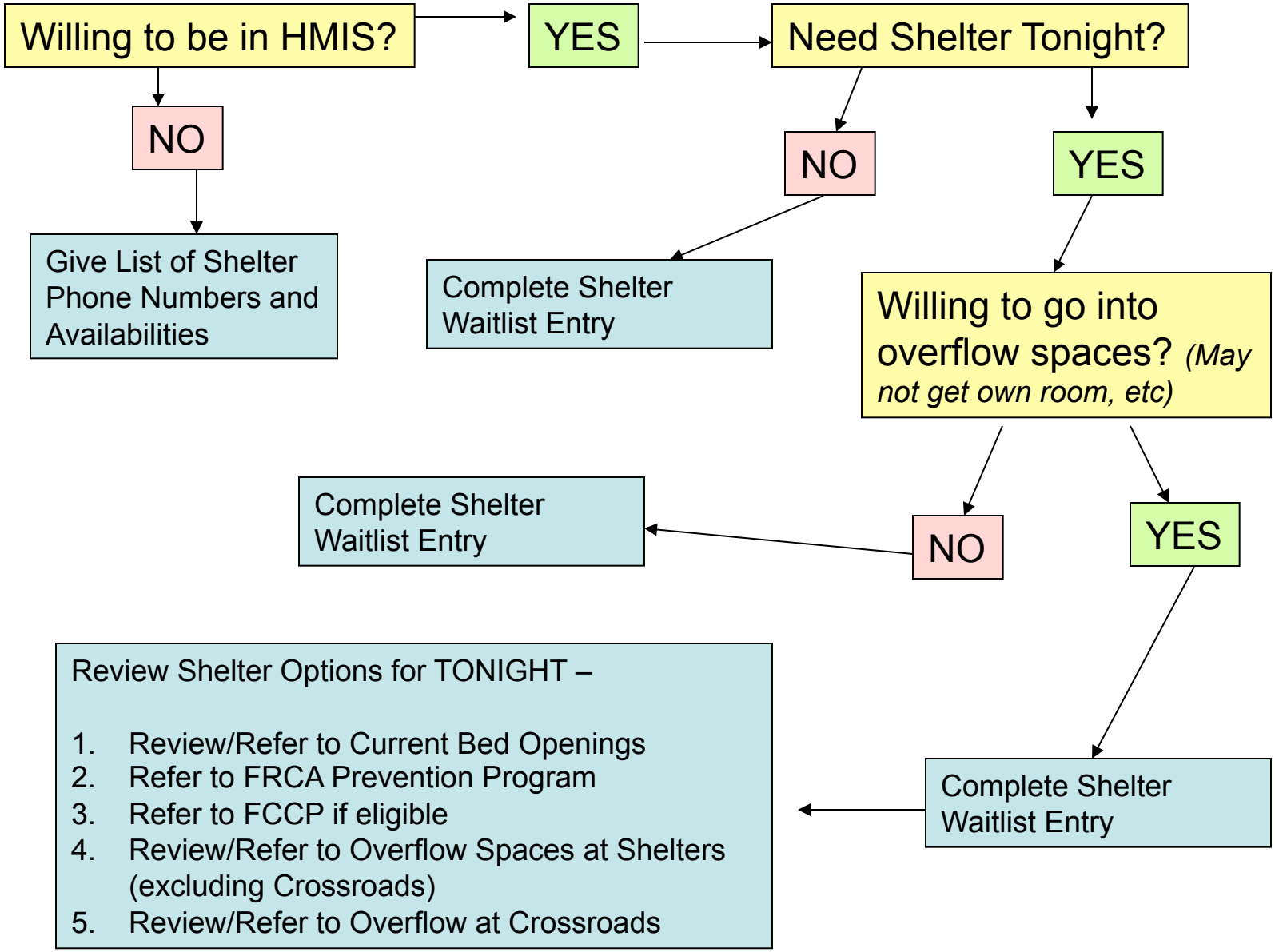211 FAMILY SHELTER HOTLINE - FLOWCHART