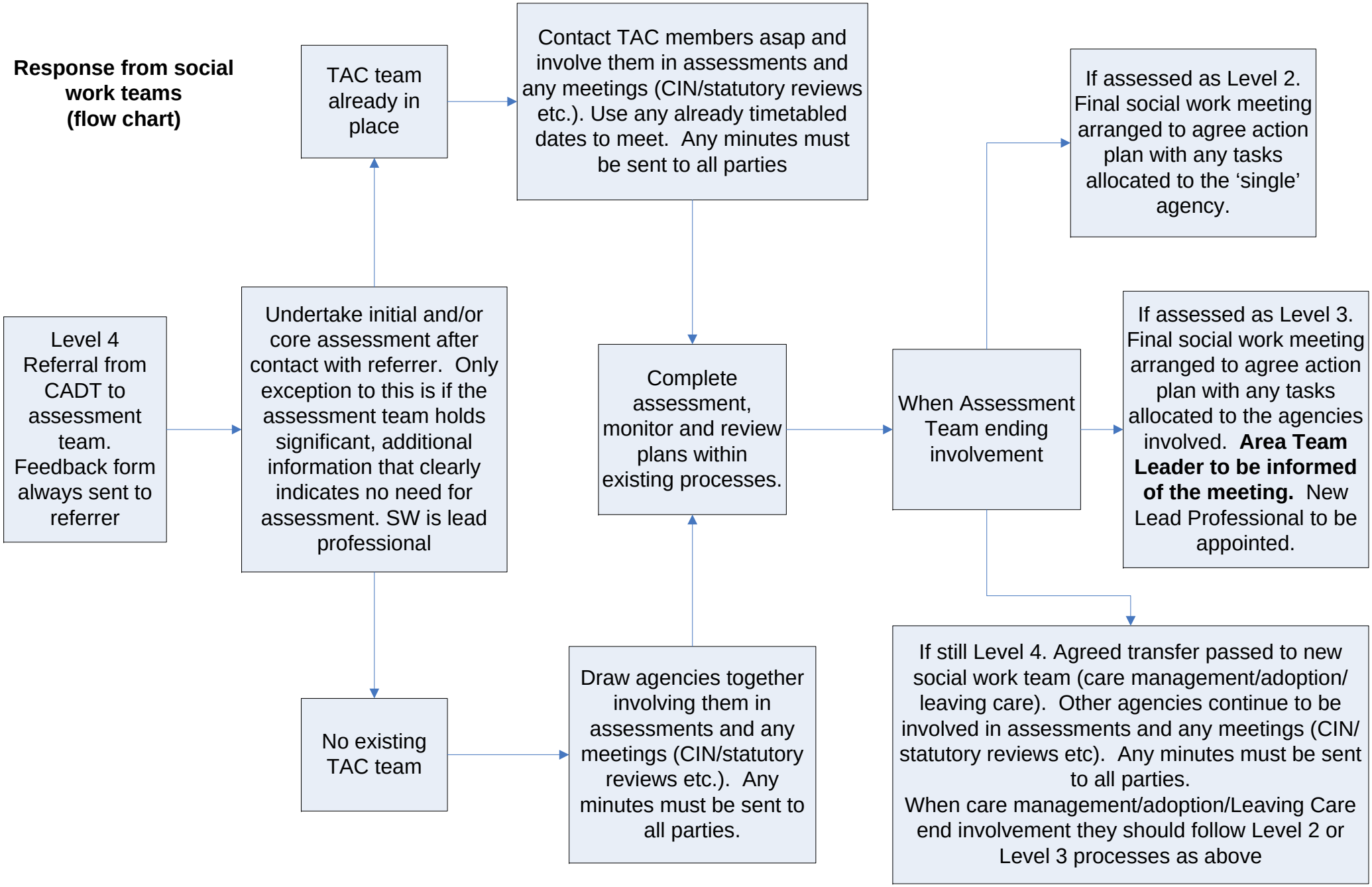Response from social work teams (flow chart)