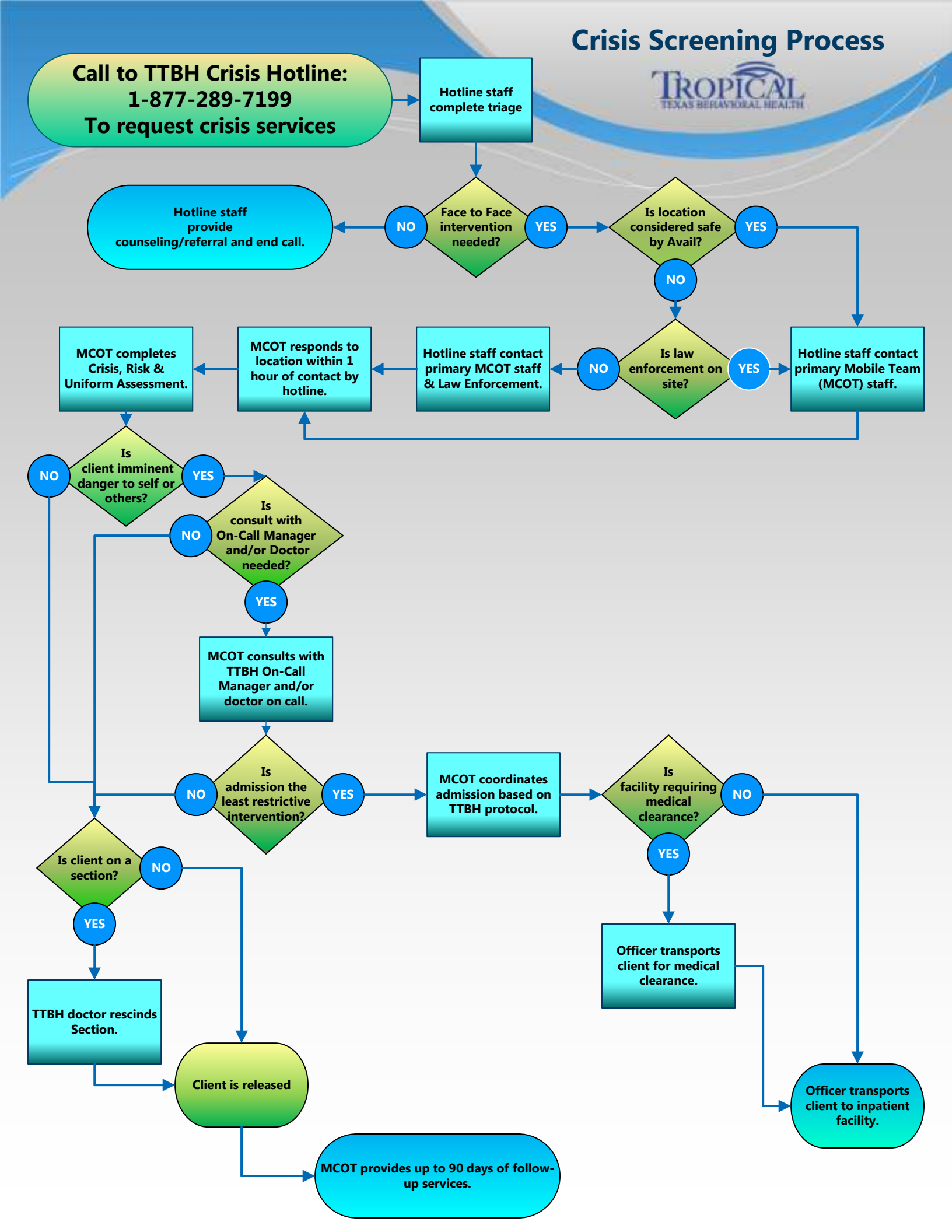Crisis Screening Process