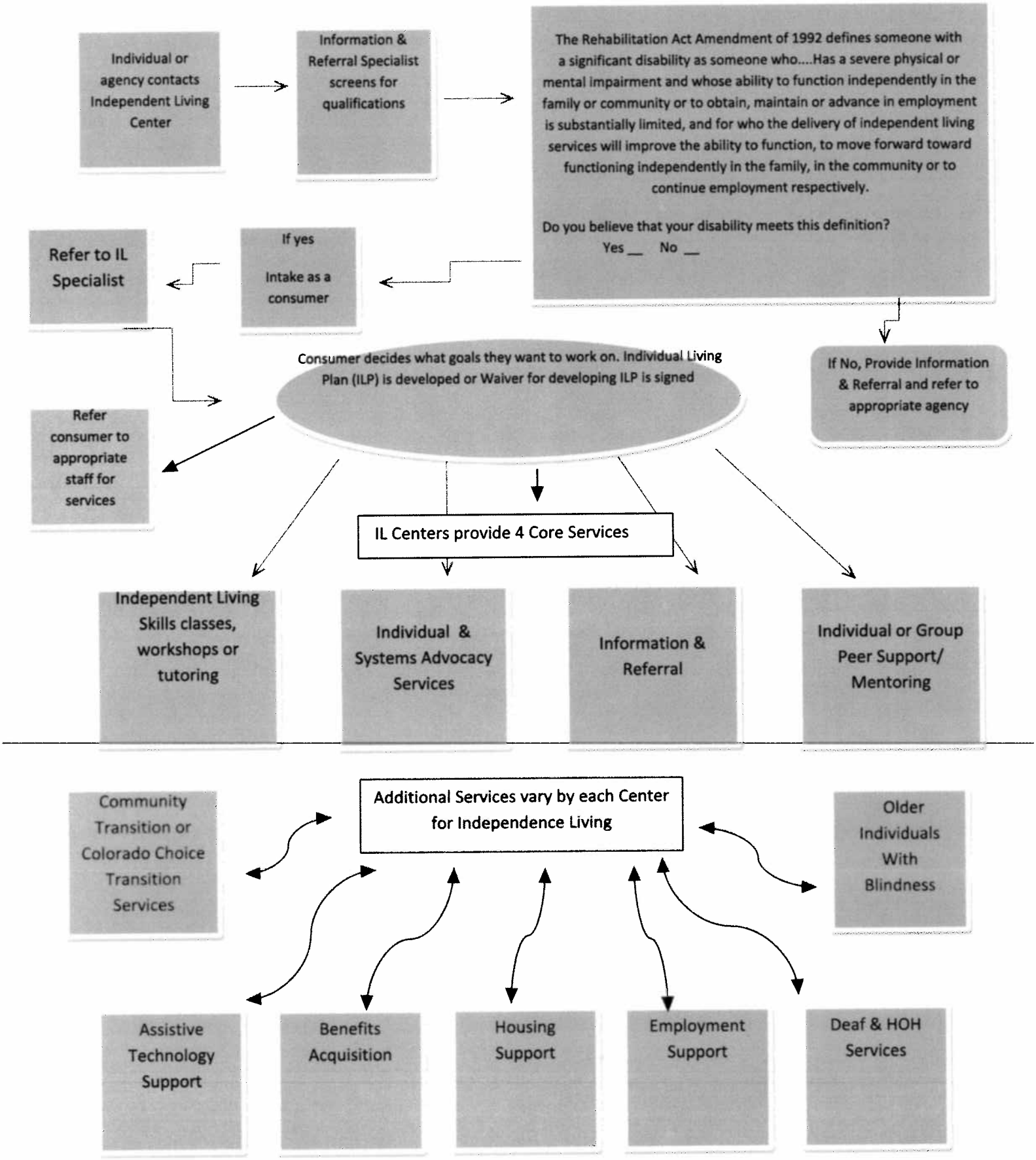Independent Living Services Process