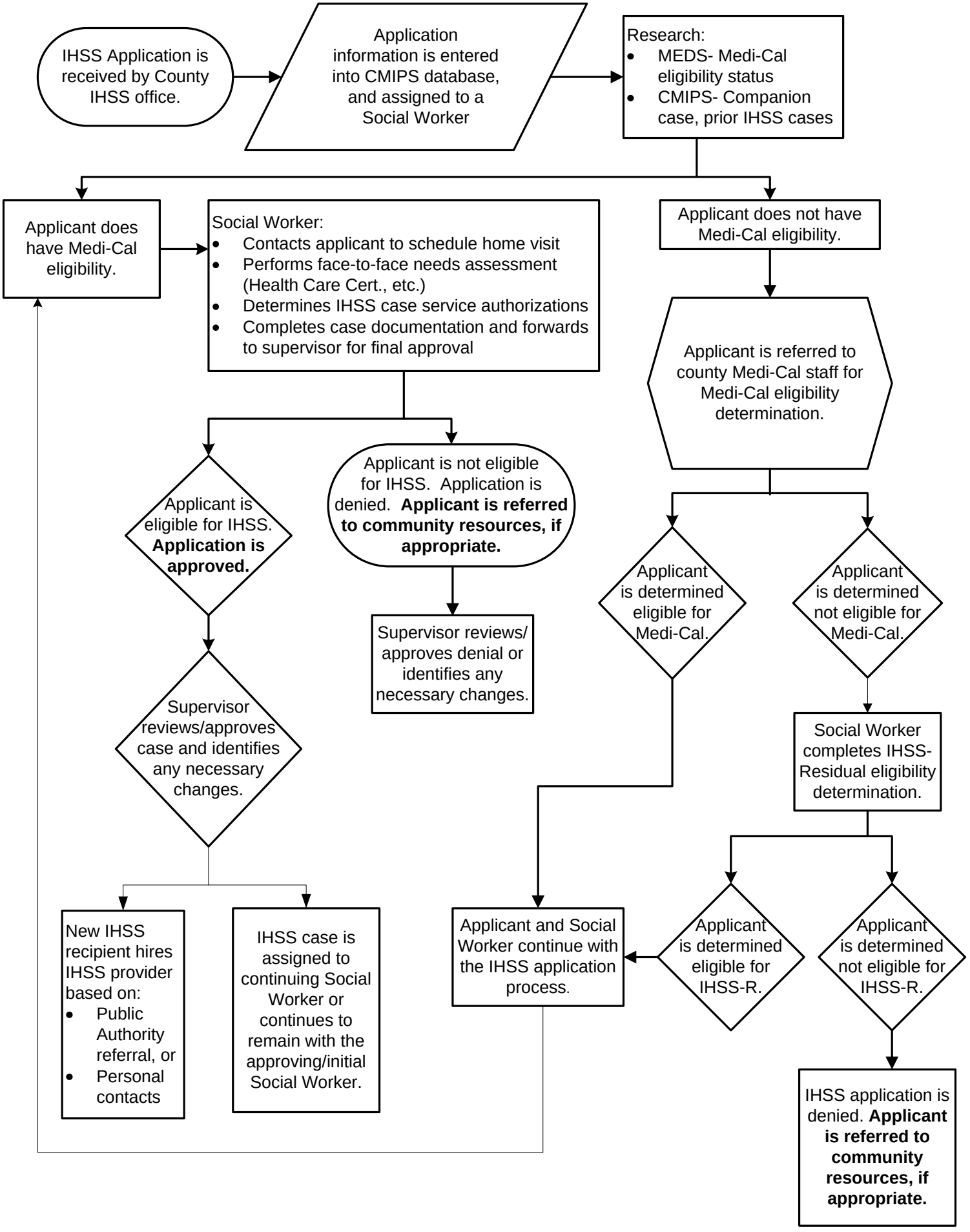In-Home Support Services (IHSS) Intake Process