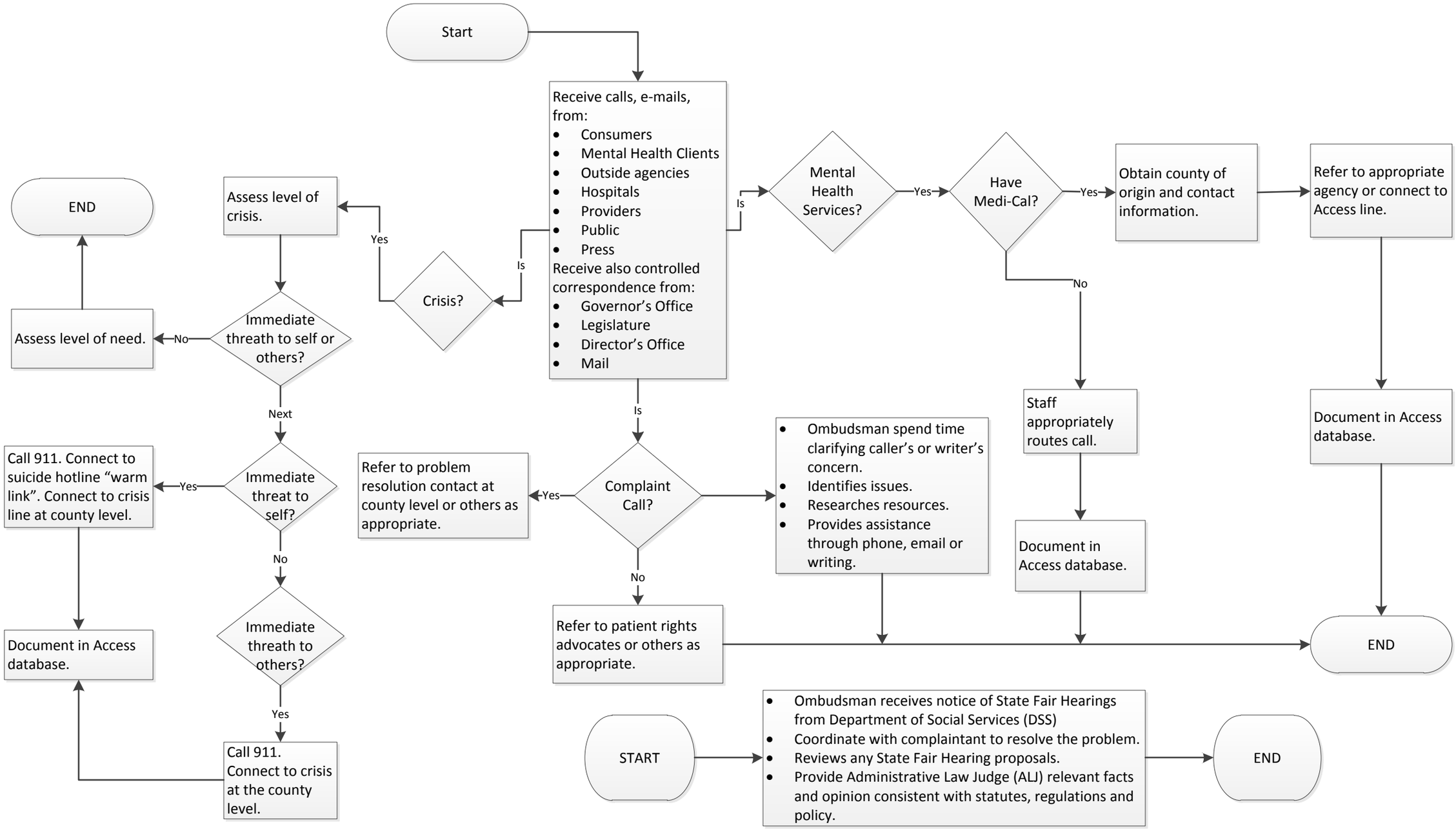DMH SPECIALTY MENTAL HEALTH SERVICES OMBUDSMAN PROCESS