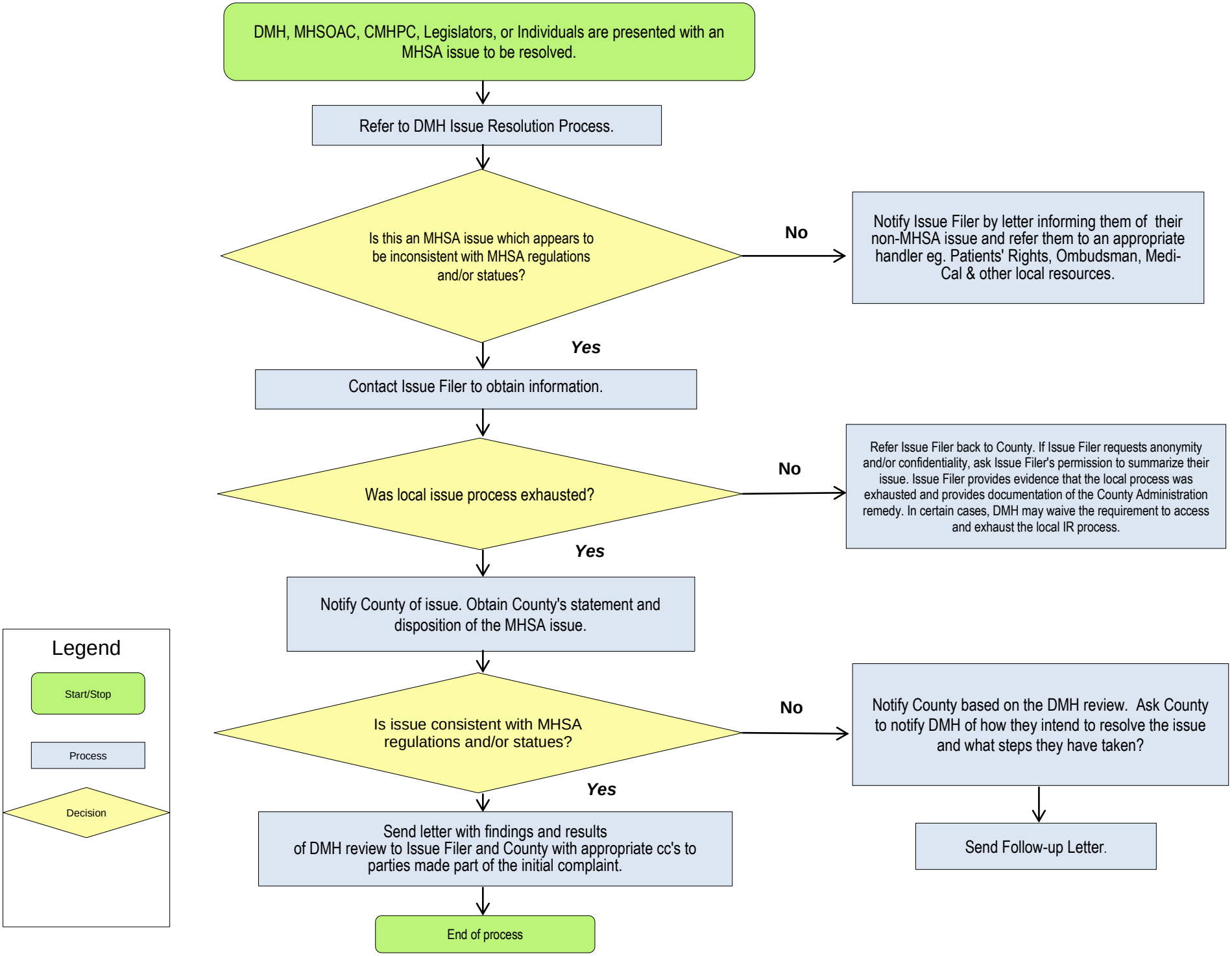INTERIM MHSA ISSUE RESOLUTION PROCESS