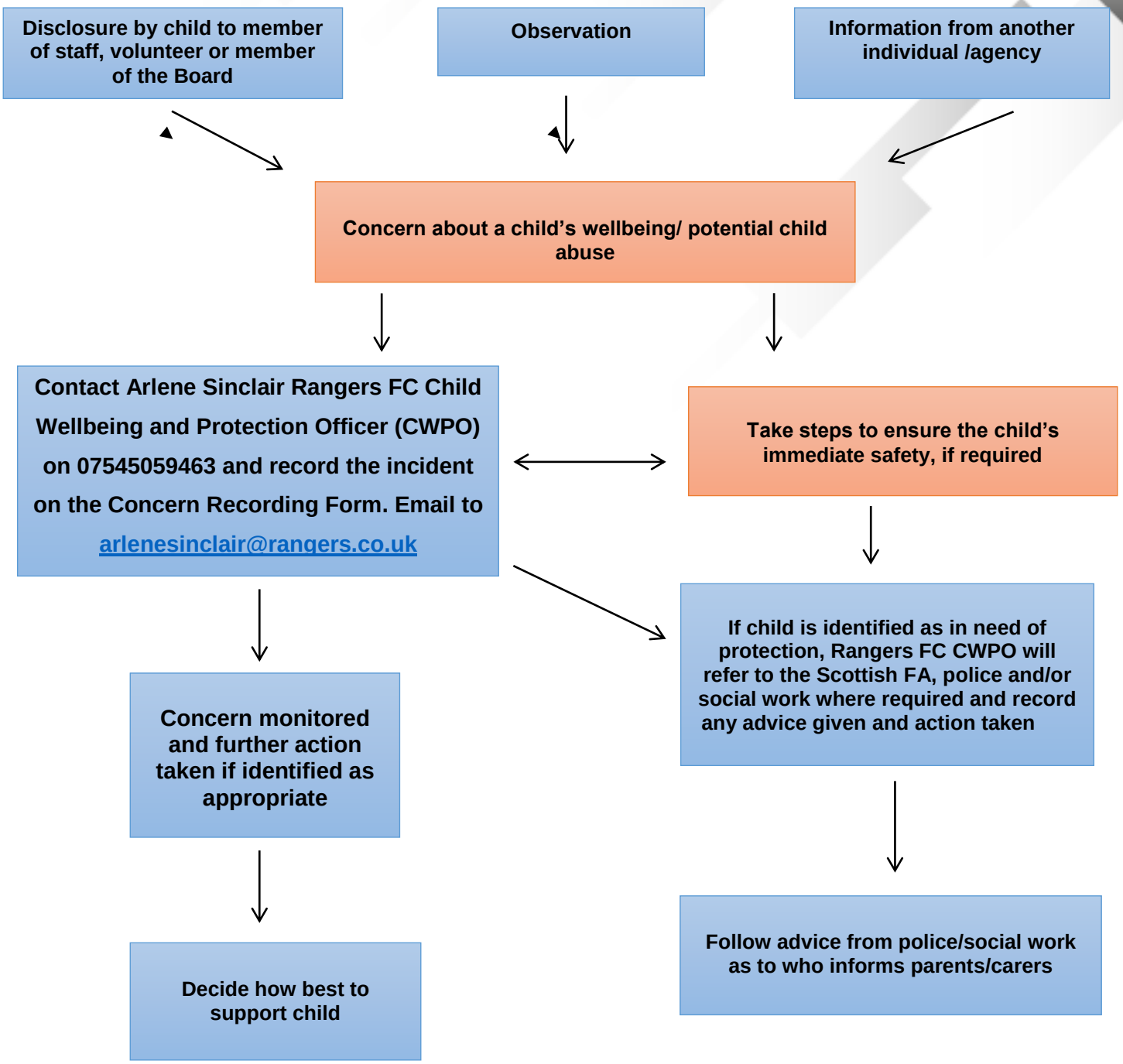FLOWCHART - PROCEDURE FOR RESPONDING TO CONCERNS ABOUT A CHILD