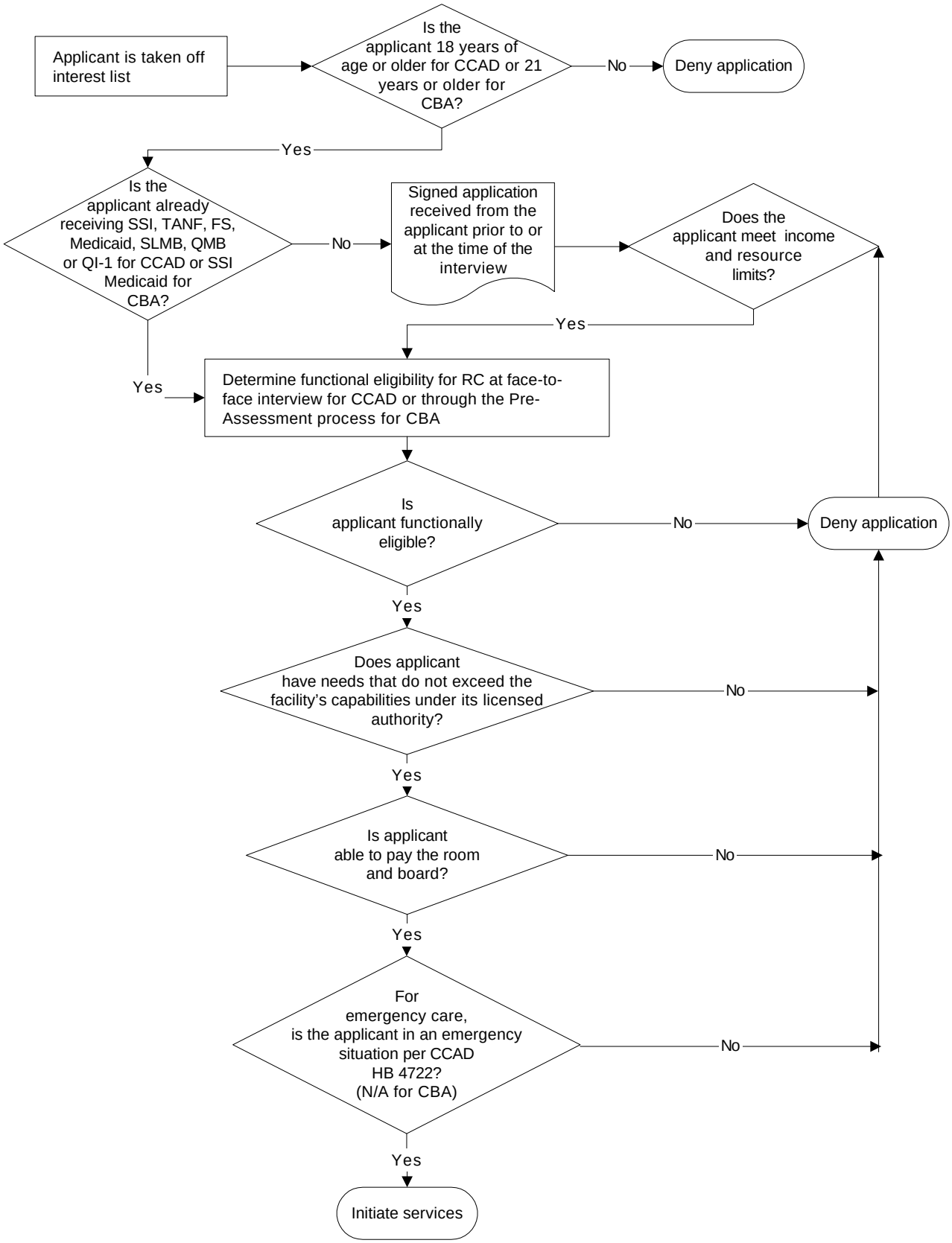Residential Care Services Eligibility Process