

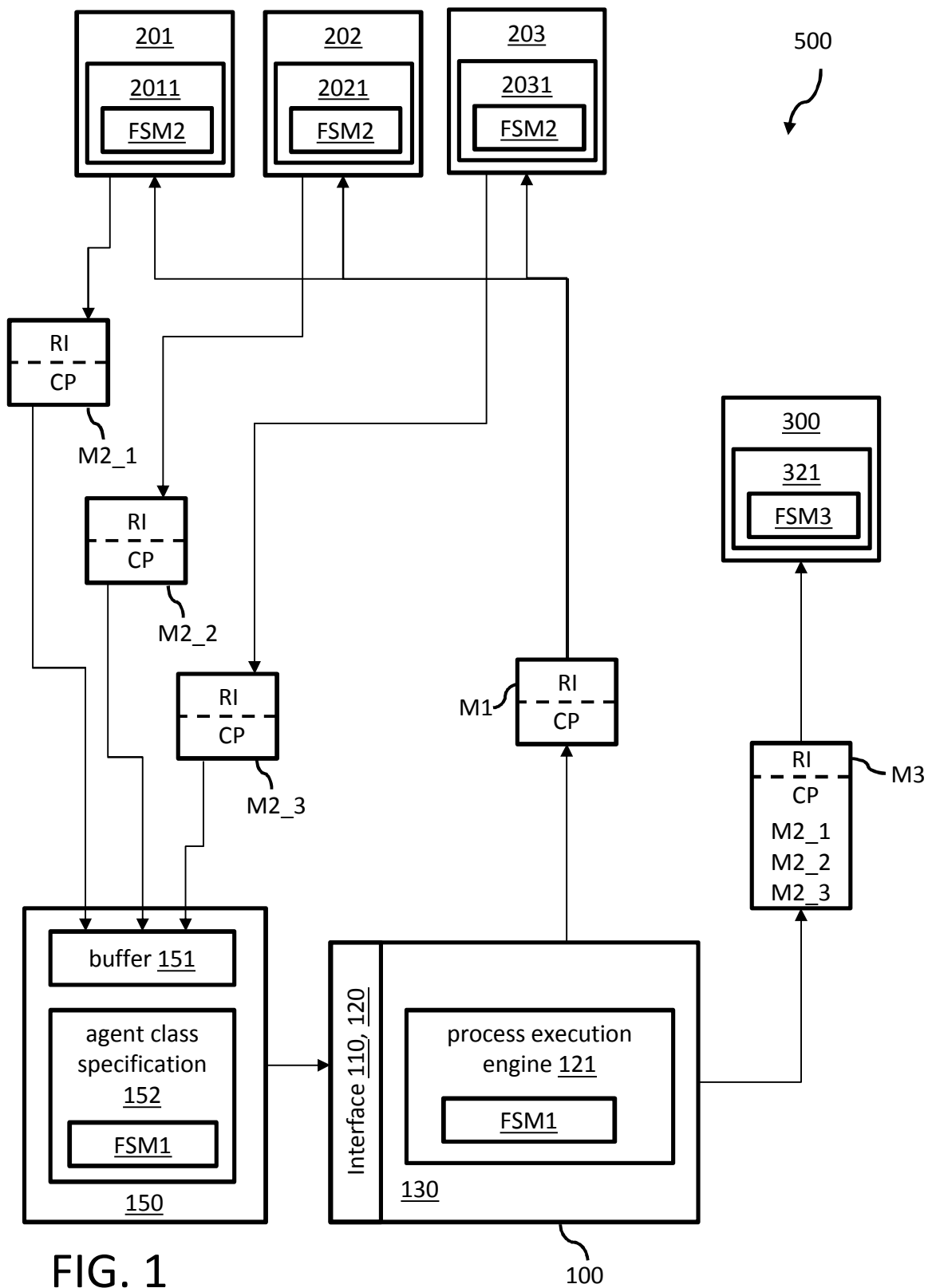


FIG. 1

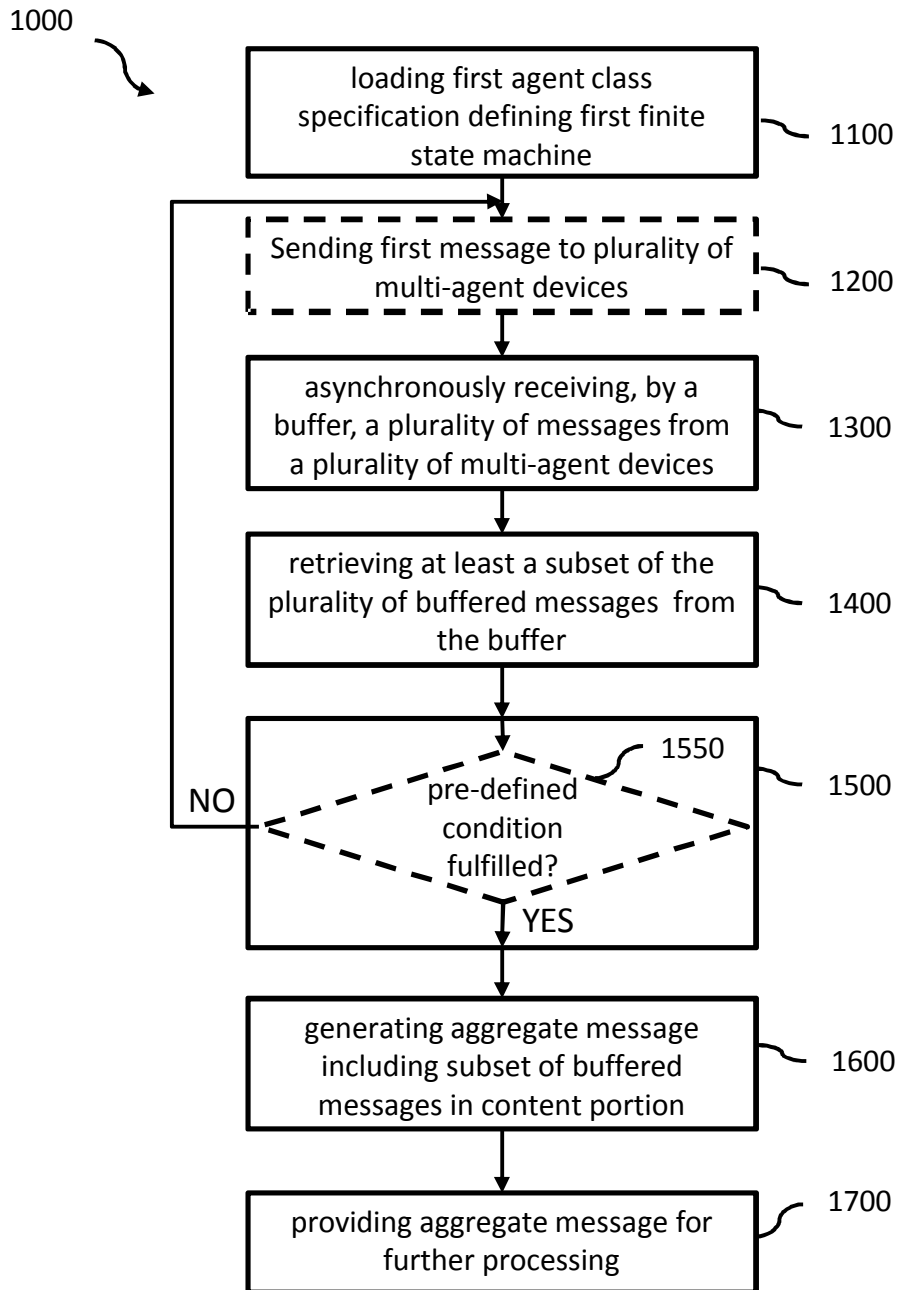


FIG. 2

1000

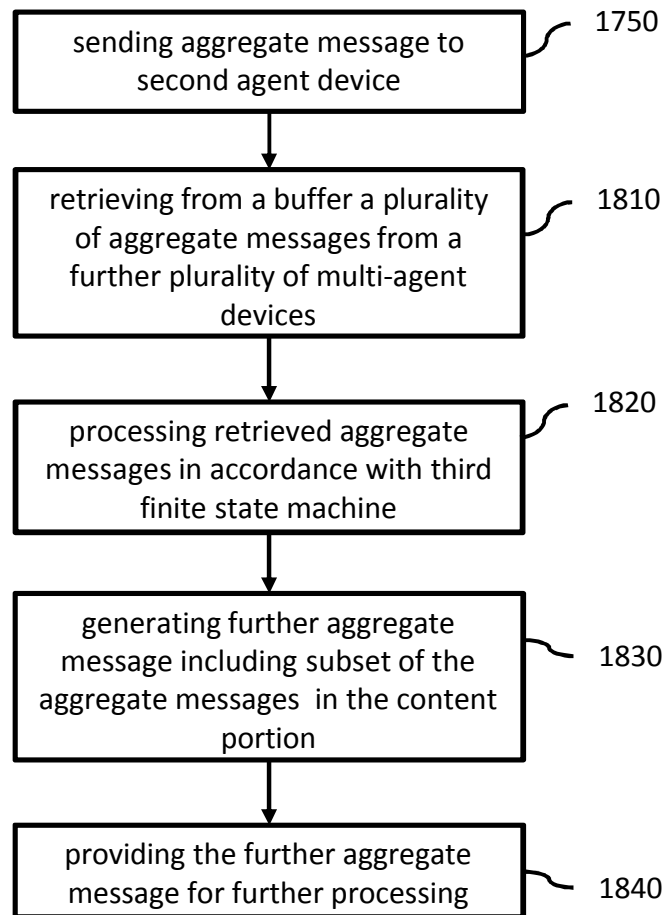


FIG. 3

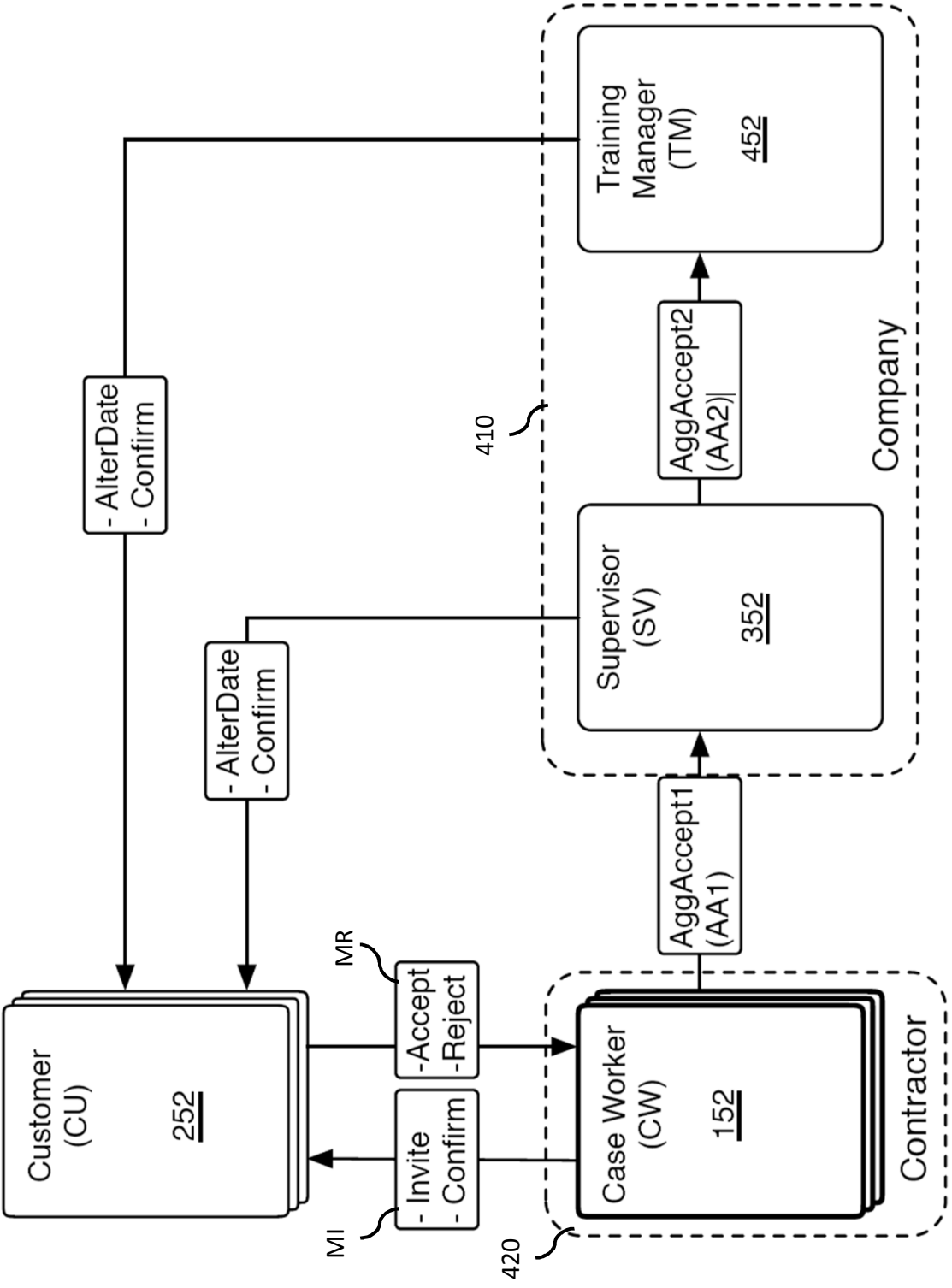


FIG. 4

FIG. 5A

FSM1: Case Worker
(CW)

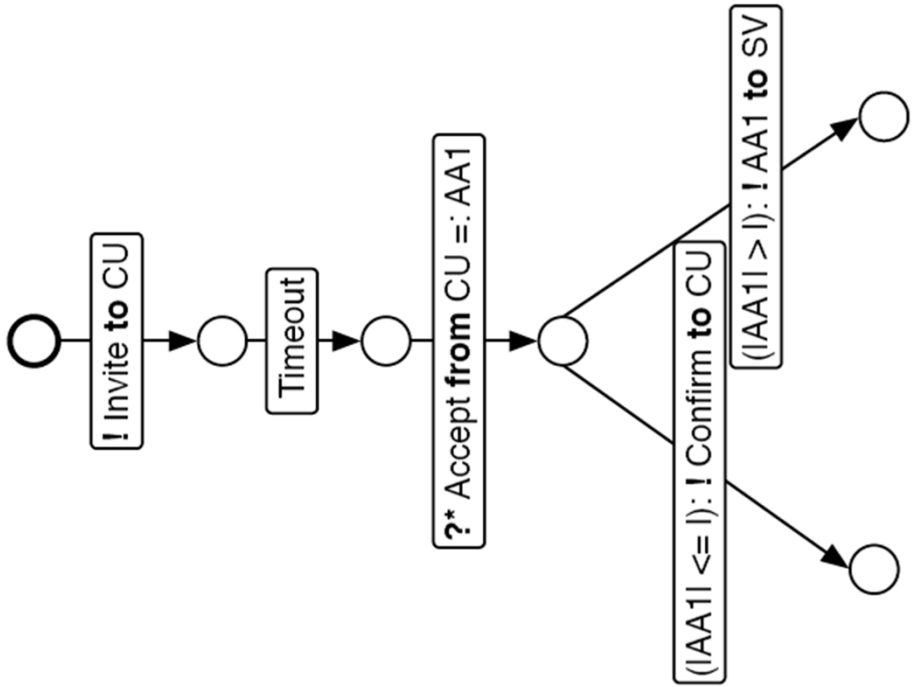
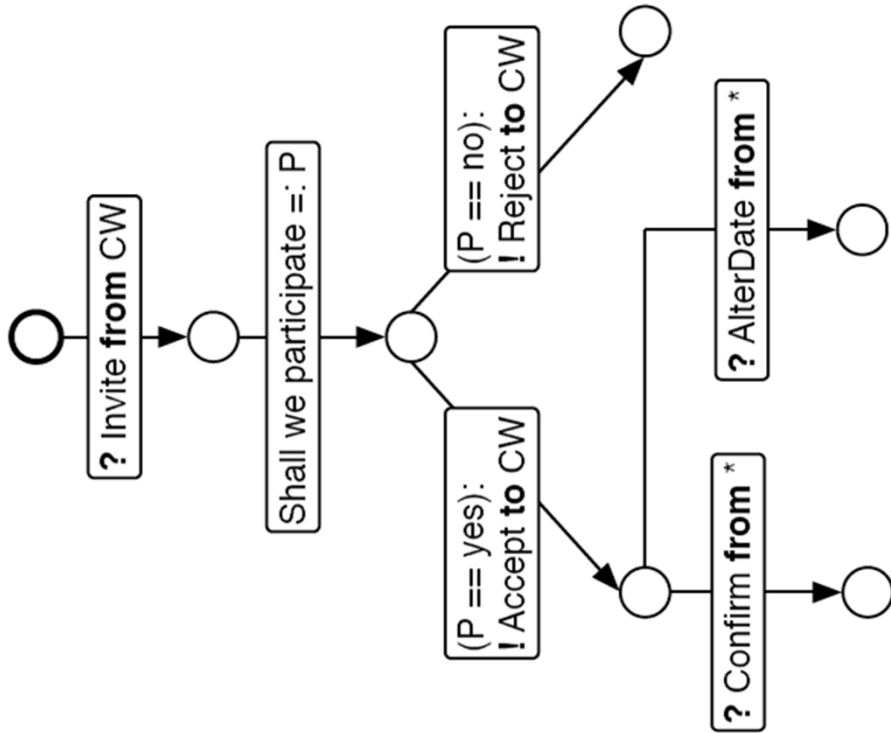
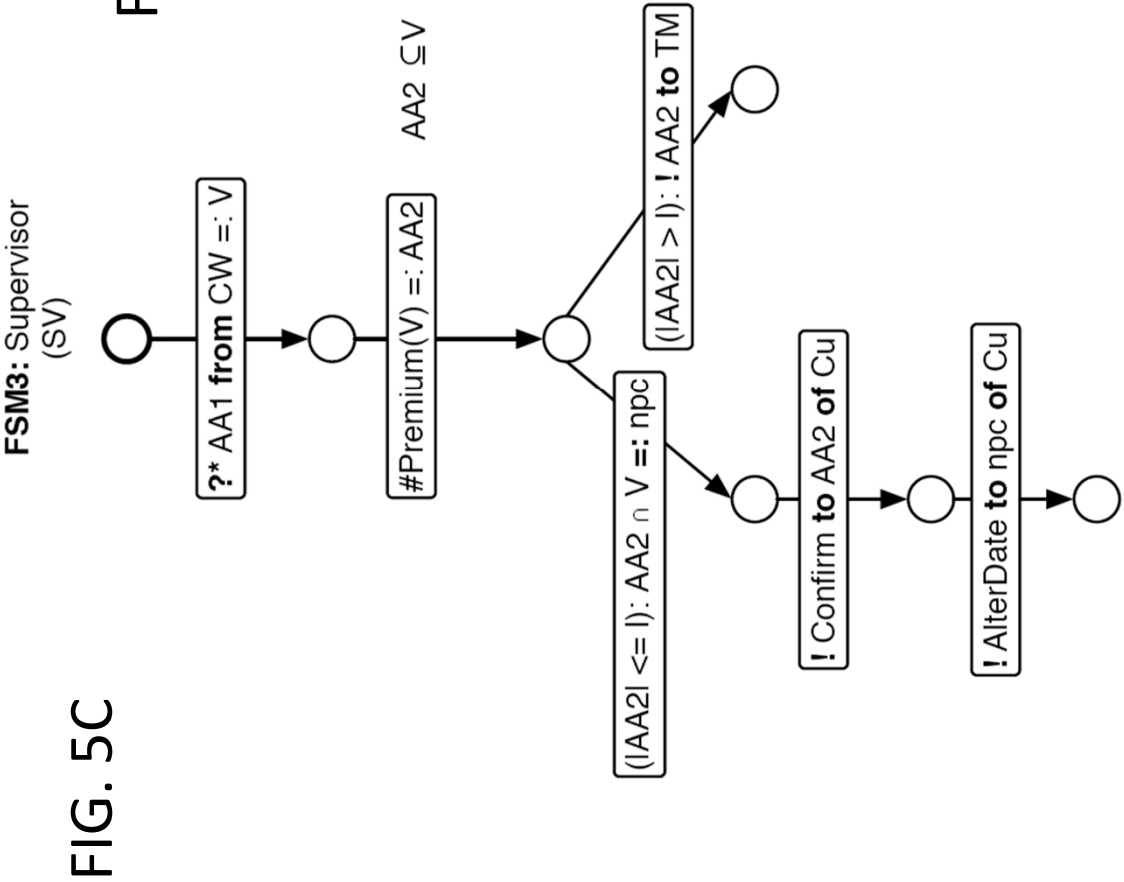
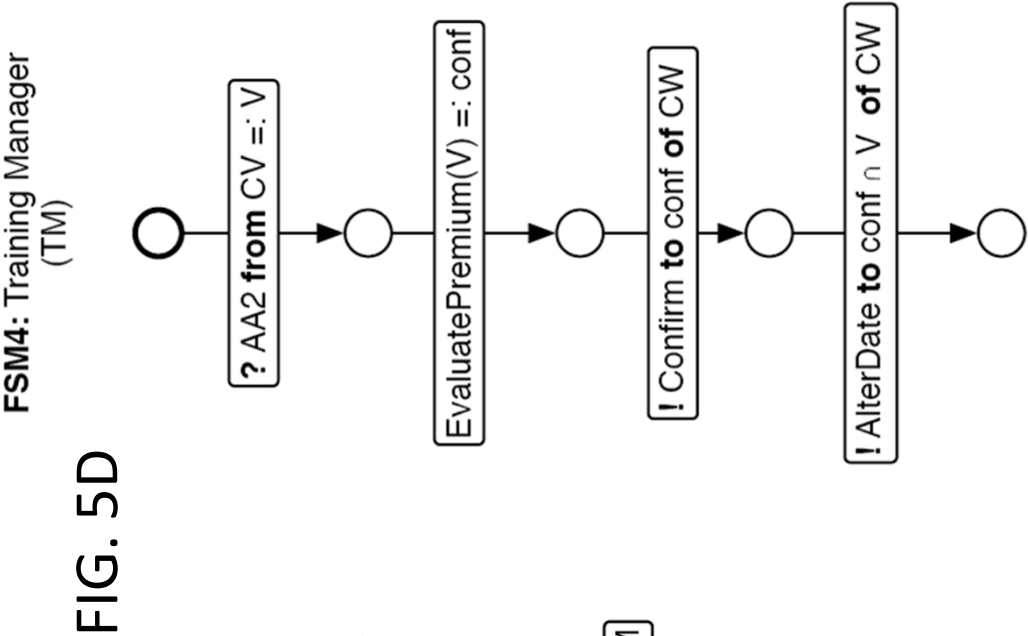


FIG. 5B

FSM2: Customer
(CU)





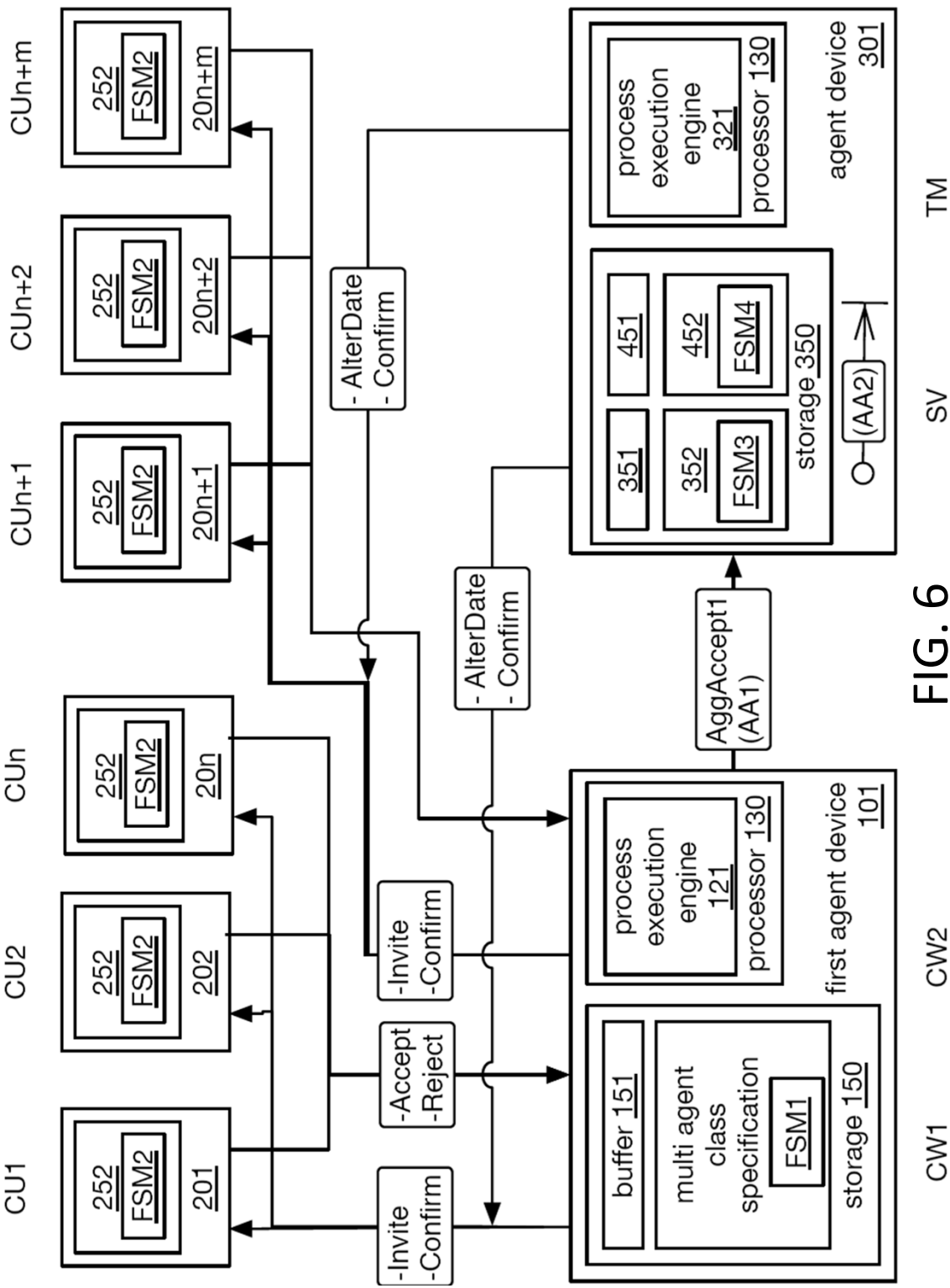
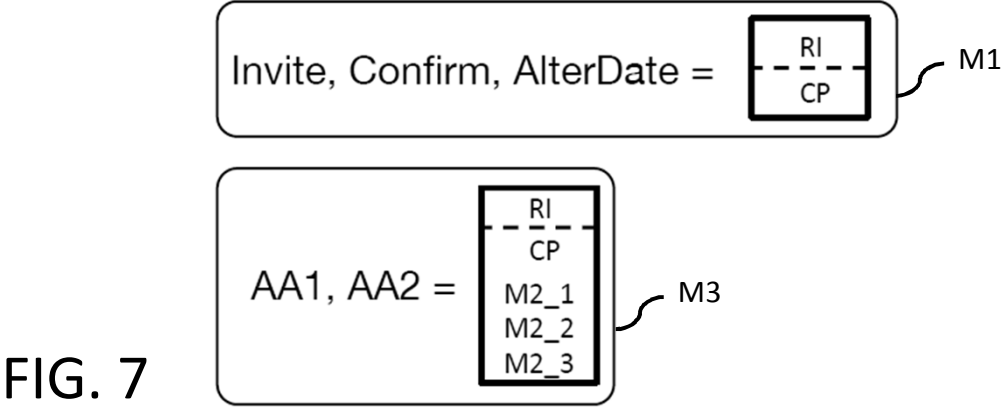
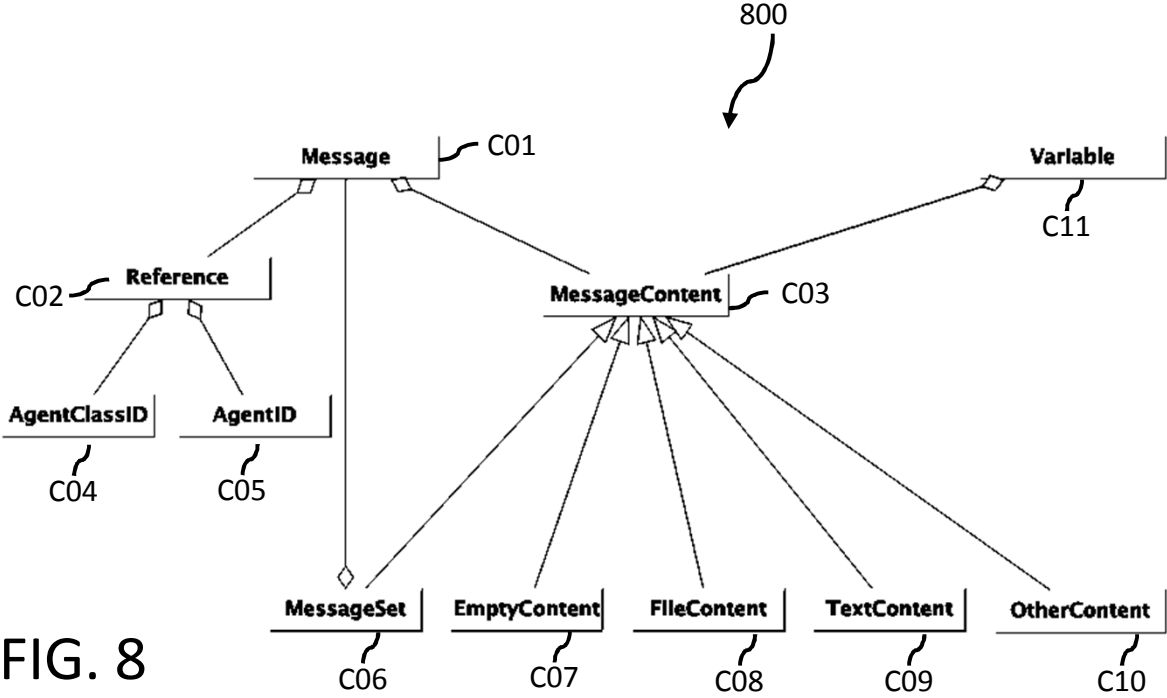


FIG. 6



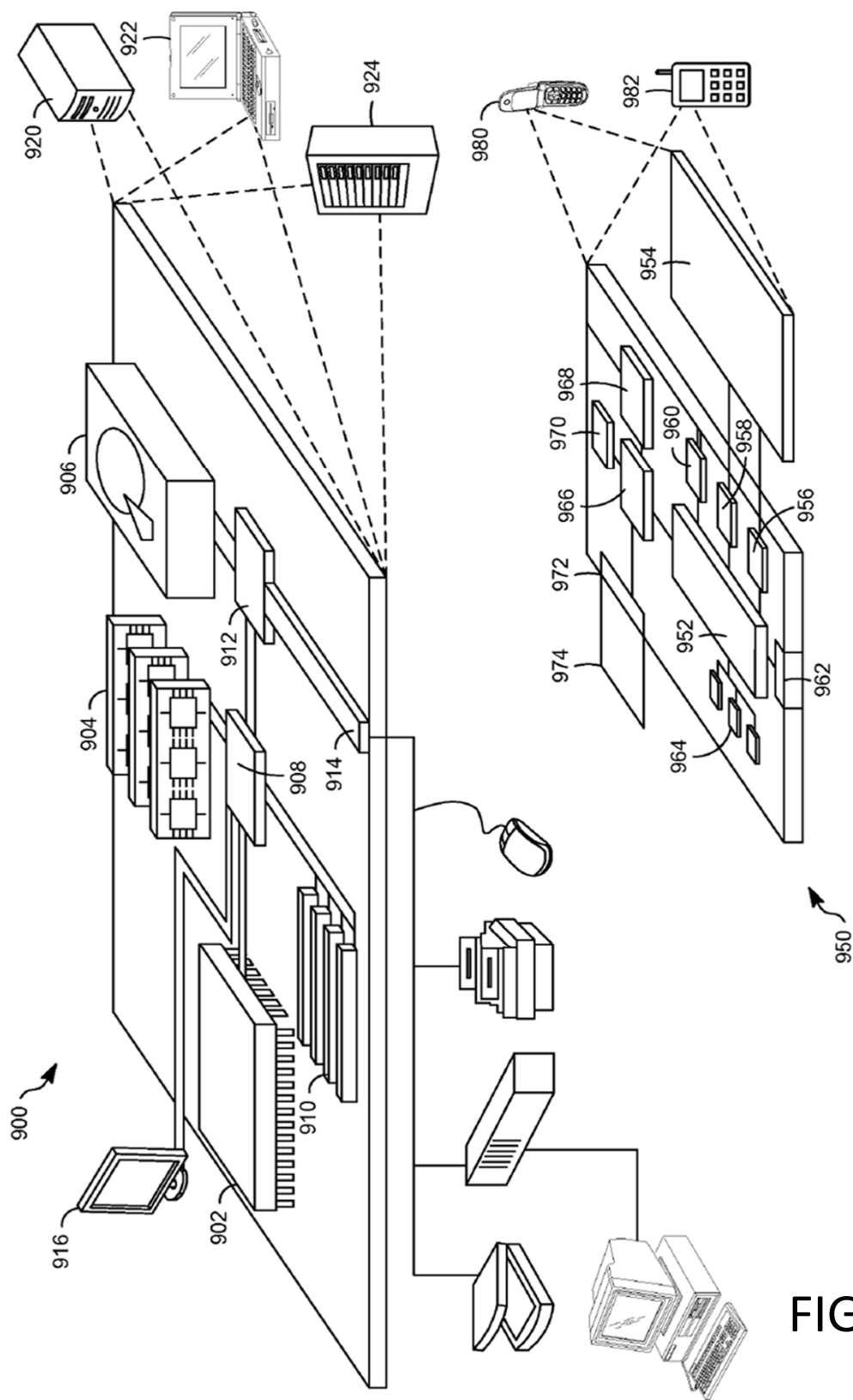


FIG. 9