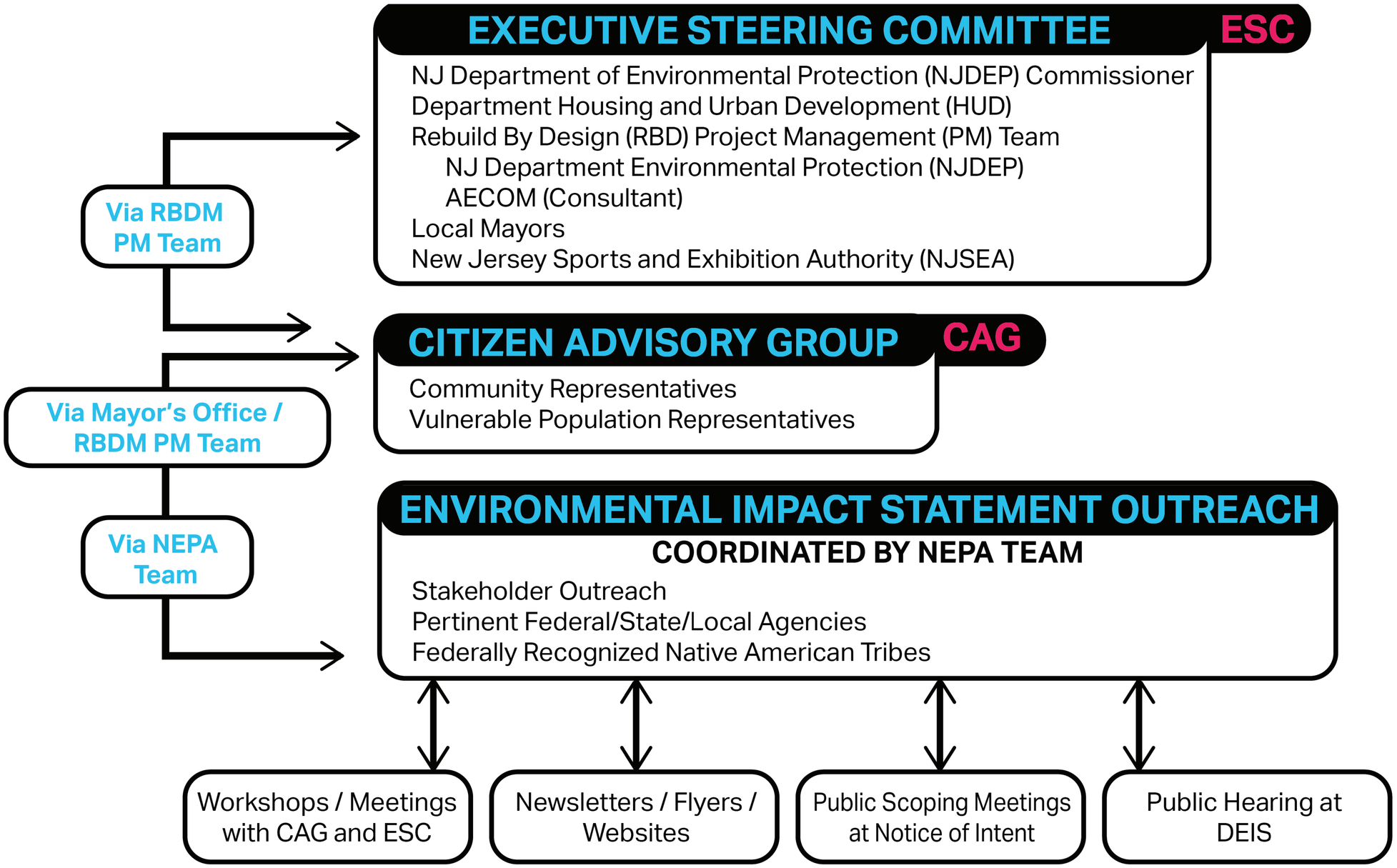OUTREACH PROCESS