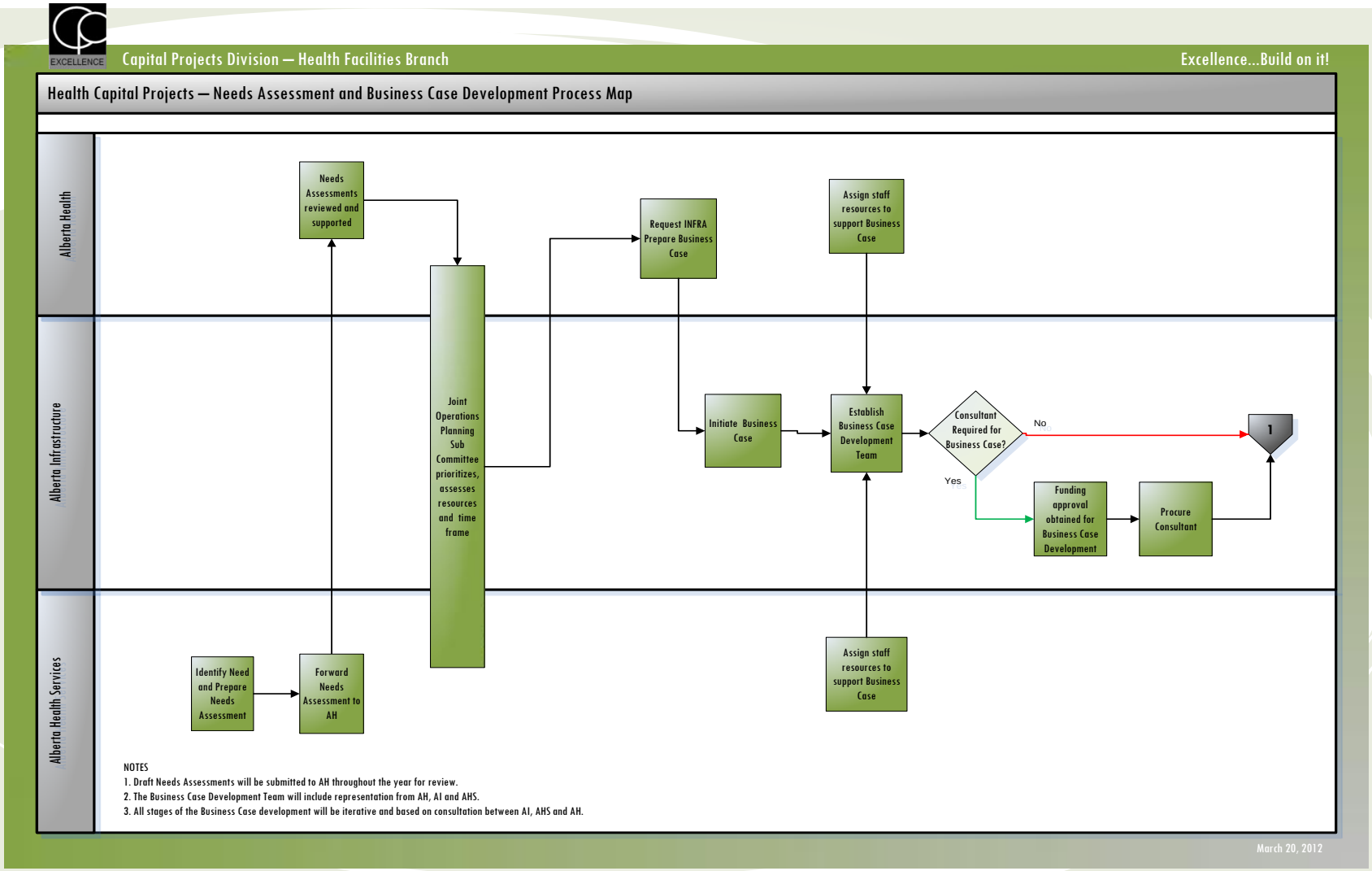Appendix 5.2 - Needs Assessment Flowchart