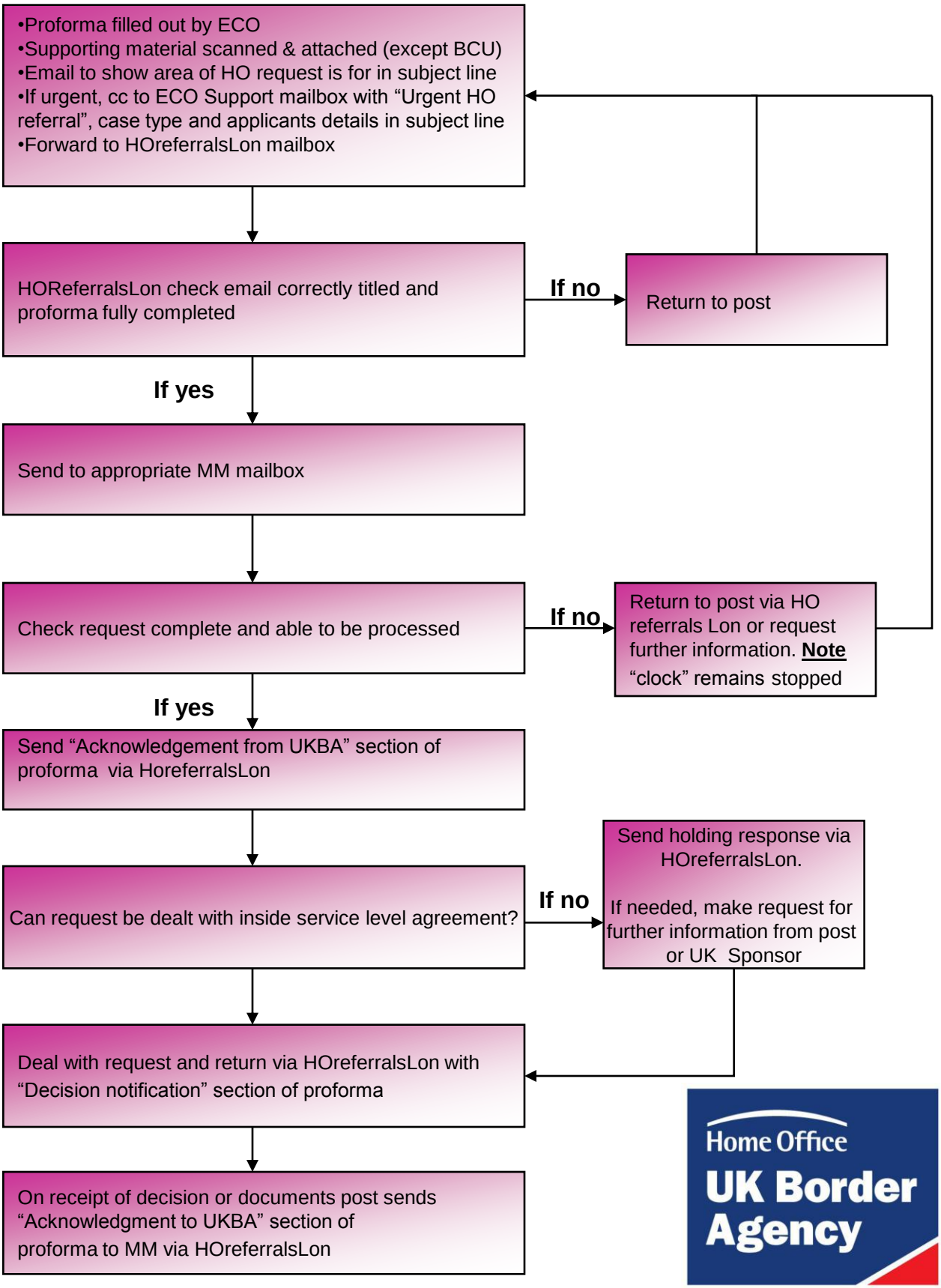REVISED REFERRAL / DEFERRAL PROCESS MAP