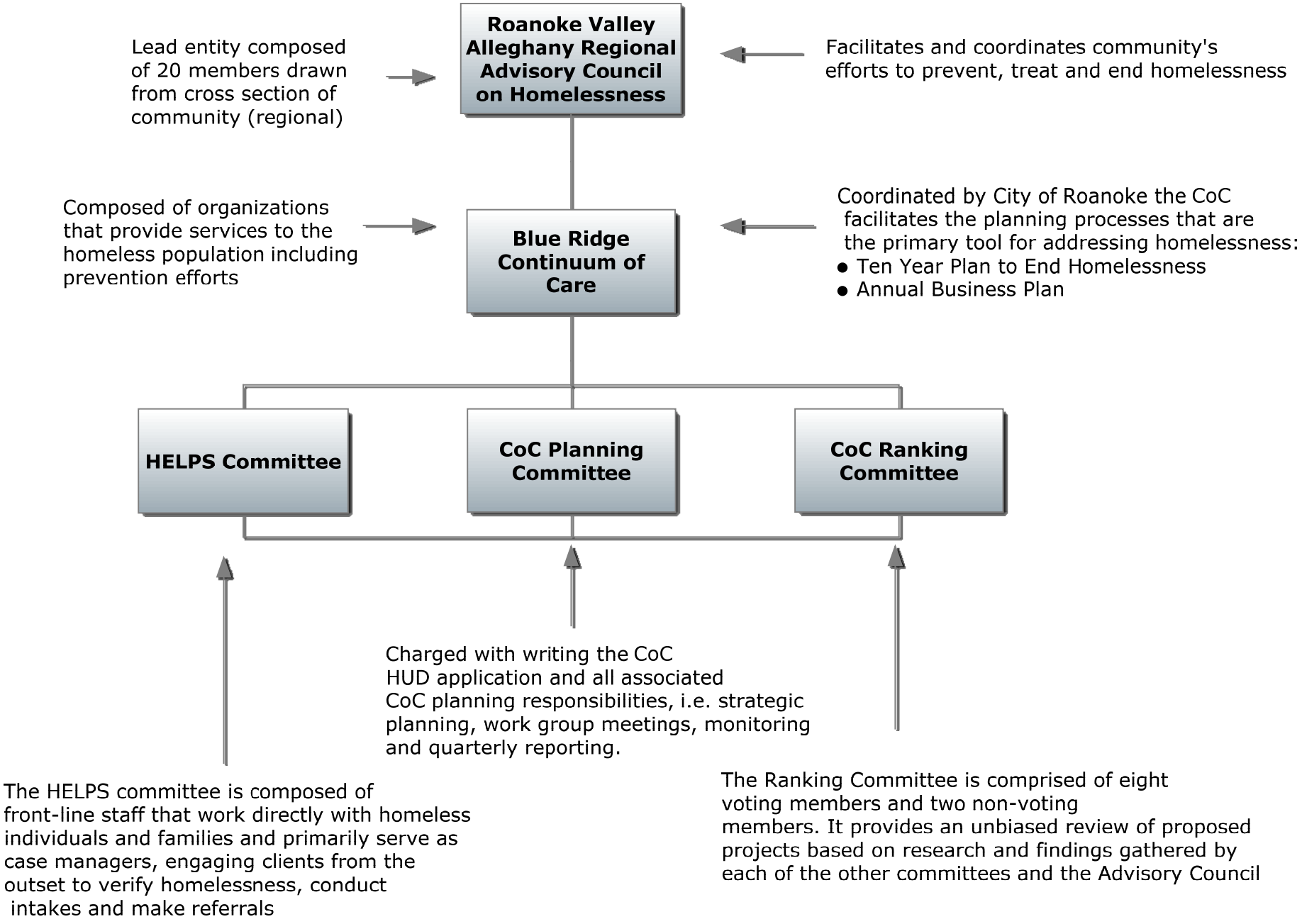Blue Ridge Continuum of Care Decision-making Process